



*Connecting educators with
millions of parents, students and staff every day*
www.schoolmessenger.com

SchoolMessenger Communicate

Windham School District has contracted with West Corporation, provider of SchoolMessenger Solutions Communicate for parental outreach, emergency broadcasts, student attendance alerts and other communications for education.

The Communicate system is designed to automatically notify parents for reasons that impact the safety and academic performance of students. Communicate will extend the district's existing community outreach efforts and emergency preparedness procedures, as well as inform parents of upcoming school events such as statewide testing and parent meetings. As a comprehensive communication tool, Communicate will contribute to the district's involvement initiatives, allowing the district to engage the broader educational community about a wide range of topics affecting students' academic success.

Communicate will not replace current school communication methods. Principals will still be accessible for live visits and will continue to communicate via current methods including paper-based memoranda. The district's implementation of the Communicate system is intended to extend its commitment to remain personally connected with parents by offering additional and timely communications.

We selected SchoolMessenger after a thorough investigation of available message communication products available on the market today. West is the trusted provider of SchoolMessenger solutions which includes a variety of communications options we will be utilizing. Thousands of schools and other educational institutions in all 50 states and Canada depend on SchoolMessenger products and services. From notifications and websites to custom mobile apps and social media, school leaders have relied on the SchoolMessenger platform since 1999 to engage with their communities in multiple languages and on any device. We look forward to expanding our use of their products in our efforts to provide better communications between our schools and families.



Dear Parents and Guardians,



Our school notifications provider, SchoolMessenger, is always looking for ways to help us improve our communications with you. As a big part of this effort, we would like to encourage you to sign up for InfoCenter™ by visiting <https://infocenter.schoolmessenger.com>, or download the mobile app from Google Play or the Apple App Store.



[Download Link](#)

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What is InfoCenter?

InfoCenter allows you to personalize how you receive communications from your school or district. In addition, InfoCenter centralizes those communications in a unified inbox.

How do I sign up for InfoCenter?

Signing up is easy. Use the **email address on file with our school** and follow these three steps:

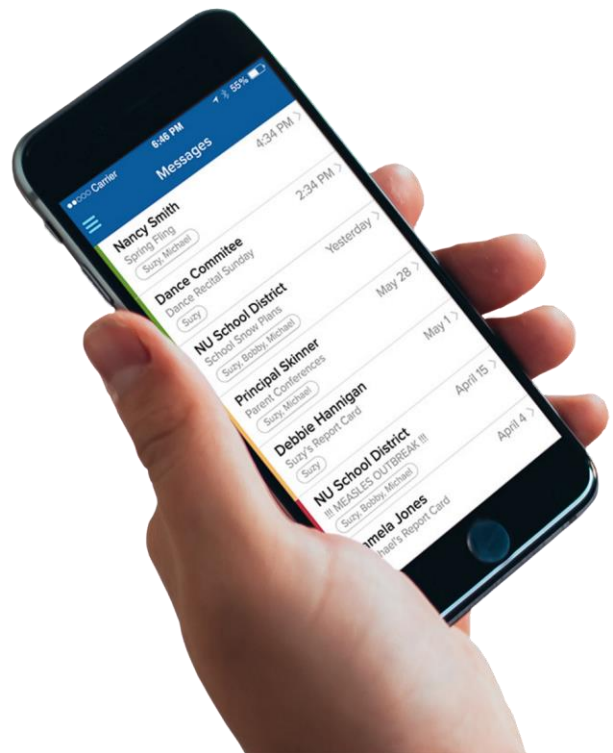
1. Click the Login Button on the top of the web page, or download the InfoCenter App from the Apple App Store or Google Play Market.
2. Enter your email address and create a password. An email will be sent to that address with a secure token.
3. After authenticating via your email, return to InfoCenter and sign in using your email and password.

What can I do in InfoCenter?

Once you've created your account, we'll automatically link the records associated with your email address.

You can then:

- View the records associated with your account – student/staff/parent records.
- Review the last 30 days of messages for all your associated records.
- View your contact information and configure how you would like to receive notifications.



Is InfoCenter secure?

The sign-up process creates a secure link between the user and SchoolMessenger. InfoCenter operates with the latest encryption technology to protect access to stored information.


SchoolMessenger is also a signatory of the Student Privacy Pledge, which requires us to adhere to 12 stringent data protection standards as a further assurance of our commitment to protecting your data.




studentprivacypledge.org

What else do I need to know?

- Device (Push) Notifications will trigger a badge or alert when you receive new communications from your school or district. You can choose to receive Device Notifications in addition to, or instead of, the phone calls, emails, and text messages you normally receive.
- No matter how you choose to receive notifications from your school or district, we'll keep all those communications in your InfoCenter inbox for 30 days.
- If you get a message about "No Associations Found", the predominate reason is that the email address you used to create your account is not on file with the school. Please contact the school, provide the email address you wish to receive communications through and ask that it be associated with your student(s).
- If you see the message "Sorry, we do not have any messages for you." There are a few common reasons. The most common is that the school has not sent any messages in the last 30 days. You should also check with the school to see that the email address you logged in with is set to receive messages and associated to the appropriate students.
- If you need more help with specific features, please visit the "Help" link when logged into your InfoCenter account at <https://infocenter.schoolmessenger.com/#/home>.

 **Note:** Certain features of InfoCenter are currently not available in the mobile app versions. Please visit your account on the website for full access to all features.

 **Note:** Not all schools subscribe to all InfoCenter features. You may notice variances between information, abilities to add/delete contact information, etc. based on which school or student you are viewing.

What if I forget my password?

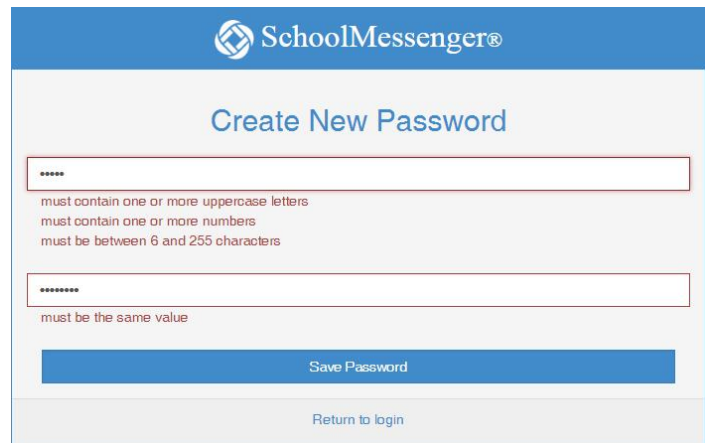
1. From the “Login” screen, simply click the “Forgot your password?” link below the Login button.
2. On the “Forgot Password” screen, you will be prompted to enter your email address. Once you have entered the email address associated with your school’s student records, click “Reset Password”.
3. You will receive an email from support@accounts.schoolmessenger.com which informs you that your request has been received, and provides instructions and a link to the “Create New Password” screen. Password reset tokens and links expire in 24 hours. Click the link or copy and paste it into your browser address bar.
4. When creating a new password, it must contain one or more uppercase letters, one or more numbers and be more than 6 characters. You must enter the exact same password twice. Click “Save Password” when done.
5. You will be returned to the main Login screen and may now enter the new password you’ve created.



The screenshot shows the SchoolMessenger login interface. At the top is the SchoolMessenger logo. Below it are two input fields: "Username/Email" and "Password". A blue "Login" button is positioned below the password field, with a link "Forgot your password?" underneath it. At the bottom of the form, there is a link that says "First time accessing SchoolMessenger? Sign up now!"



The screenshot shows the "Forgot Password" screen. It features the SchoolMessenger logo at the top. The main heading is "Forgot Password". Below the heading is the instruction: "To reset your password, enter the email address that matches your account." There is an input field for "Username/Email" and a blue "Reset Password" button below it. At the bottom, there is a link that says "Return to login or Sign up now".



The screenshot shows the "Create New Password" screen. It features the SchoolMessenger logo at the top. The main heading is "Create New Password". There are two input fields for the password. The first field has a red border and contains "*****". Below it are three lines of red text: "must contain one or more uppercase letters", "must contain one or more numbers", and "must be between 6 and 255 characters". The second field also has a red border and contains "*****". Below it is a line of red text: "must be the same value". A blue "Save Password" button is positioned below the second field. At the bottom, there is a link that says "Return to login".