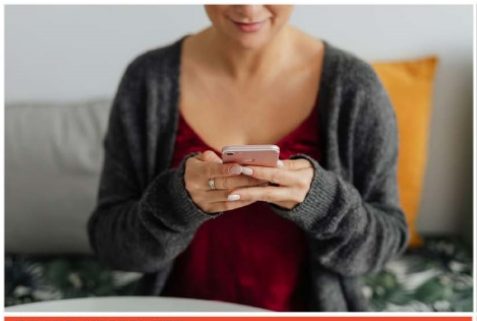
# Hicksville Public Schools

## Notifications-Parent Guide



SCHOOLMESSENGER

HICKSVILLE PUBLIC SCHOOLS

**NOTIFICATIONS**

The Hicksville Public School District now utilizes a notification system, called SchoolMessenger, to broadcast all school closings, delays, and emergency situations to all of our HPS families who have students enrolled in the district. SchoolMessenger is also used by each school to send non-emergency messages, such as daily updates, reminders, and event announcements.

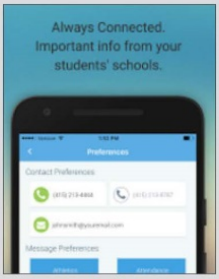
SchoolMessenger utilizes the family information stored on file to send automated phone calls, SMS text messages, and email messages. Most messages from SchoolMessenger are sent via email and/or text. In emergency situations and school closings, messages are sent via email, text, and phone call.

SchoolMessenger will not replace current school communication methods. The District's implementation of SchoolMessenger is intended to extend its commitment to remain personally connected with parents by offering additional and timely communications.

Please visit the Hicksville Public School District website for more information and to answer any questions.

THE APP

Another great way to stay connected is to install the SchoolMessenger app onto your mobile device! The app is packed full of features and allows you to fully customize how you would like to receive notifications from your student's school and the district right from the app.




Go to the App Store or to Google Play and search for **SchoolMessenger**

Google play App Store

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also used by each school to send non-emergency messages, such as daily updates, reminders, and event announcements.

SchoolMessenger utilizes the family information stored on file using PowerSchool to send automated phone calls, SMS text messages, and email messages. Most messages from SchoolMessenger are sent via email and/or text. In emergency situations and school closings, messages are sent via email, text, and phone call.

If you have any questions concerning the usage of SchoolMessenger or need to update your contact information within our database, please speak with the office staff in your building or you can log into your PowerSchool account to update.

**As a parent/guardian, you are already set up to receive messages by phone or email. However, you do need to complete a few easy steps to customize your notifications.**

## Here's how to get started:

### 1. Create your SchoolMessenger account

** Please use the website on a desktop or laptop for the initial setup of username and password. After this initial set up, you can use the mobile app for all future use.*

Go to https://go.schoolmessenger.com

**Click on "Sign Up"** in the upper right hand corner.

**Create a password.**

**When signing up, you must use the same email address that you provided to your child's school at the time of registration.**

The first time you log into your SchoolMessenger account, you will be able to **set your preferences –** grant permission to receive non-emergency calls for each phone number associated with your account.

Automated Phone Calls & Email Notifications

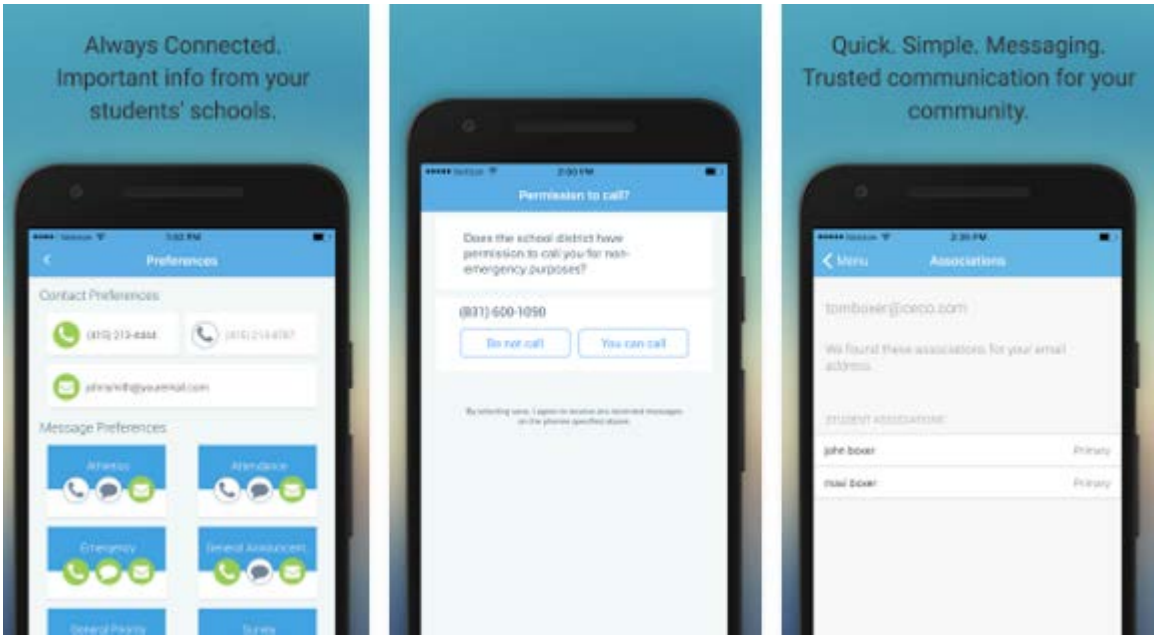
Hicksville Public Schools uses your contact information that is updated in PowerSchool to send you important information about the district and your individual school buildings. As long as you have updated information, you will receive the notifications. If you

choose to opt out of phone and/or email notifications, you can visit https://go.schoolmessenger.com or the app to select your preferences.

## 2. Download the free SchoolMessenger App

Another great way to stay connected is to install the free SchoolMessenger app onto your mobile device! The app is packed full of features and allows you to fully customize how you would like to receive notifications from your student's school and the district right from the app. Your contact information in the SchoolMessenger app is immediately updated within PowerSchool.

Download the App, set your notification preferences, and move the App to your phone's home screen for easy, quick access!




Push Notifications

You may also choose to receive push notifications from the SchoolMessenger app for new communications from your student's building(s) that are sent through our SchoolMessenger system. Please check the push notification settings from within the SchoolMessenger app.

## 3. Opt-in for SMS Text Messages

In addition to phone and email notifications sent via SchoolMessenger, we offer a SMS text message notification service to Hicksville families that have students enrolled in the district. In order to participate in this new service you must indicate your willingness to receive text messages to your phone. The process is simple and only takes a few seconds to complete.

**To opt-in to receive SMS messages from Hicksville, you may simply text "YES" to 67587.**

**You'll know you were successful if you receive a reply message.**

**You'll want to repeat the opt-in process for any wireless numbers that you wish to include. Please make sure mobile numbers are updated in PowerSchool.**

*Please note, although this is a provided service, the District is not responsible for any text message charges that you may incur by opting-in to this service. Please check with your wireless provider for specific details about any possible charges.*

**IMPORTANT**: The "text" feature will be turned on for the entire district at the same time. When this happens you will receive a one-time opt-in message from Hicksville Public Schools if you have not already opted in to receive text messages. If you decide at a later date to opt-in, you can simply text "YES" to 67587.

## For more information, please visit the Hicksville Public Schools website.