

Attention Parents/ Guardians of Oneida City School District:

The Oneida City School District has been using the SchoolMessenger 'robo' calling system to keep parents and staff members informed on a mass scale for any school emergencies, school-related cancellations, or non-emergency community engagement events.

Starting this summer, the Oneida City School district will still be utilizing the SchoolMessenger robo platform, but transitioning to a new and improved design structure called the SchoolMessenger 'Guardian' model.

How will transitioning to the 'Guardian' model of School Messenger impact how the school calls me?

Transitioning to the 'Guardian' model will reset all of the current robo settings. For example, some households only want a phone call and not a text message, or vice versa. Transitioning to the 'Guardian' model will reset every household back to the system's default settings. Therefore, if you've had a customized calling structure in place, you will have to adjust those settings through the SchoolMessenger app, website, or student registration office.

Who is considered a guardian for the 'Guardian' model in the SchoolMessenger App?

Anyone listed in our student management system, SchoolTool, who is the primary contact, receives mail, or has parent portal access is considered a student guardian and whose contact information will be available in the SchoolMessenger app or website under the 'Guardian' model.

What are the default settings that the 'Guardian' model will switch me to automatically?

The default settings are a phone call, text, and email. Anyone who is a primary contact, receives mail, or has parent portal access in SchoolTool is considered a student guardian and will be automatically signed up for a phone call, text, and email.

What makes SchoolMessenger 'Guardian' a better platform? What's the purpose?

The School Messenger 'Guardian' platform will allow students, parents or guardians, to create their own individual account through the SchoolMessenger app or website. This will allow users to customize how they receive messages from the school. With the app, families no longer need to call the school district to change their settings. The 'Guardian' model will also allow for messages from classroom teachers and departments, once enabled.

What is the SchoolMessenger app?

The SchoolMessenger app provides a platform for schools and school districts to inform parents and students about school-related emergencies, school closures, or other school-related issues just like we do with our traditional robo calls, texts, emails, and push-updates. Directions on how

to download the app can be found on our website www.oneidacsd.org > Staying Connected > SchoolMessenger for Parents.

So what's different about the SchoolMessenger app and SchoolMessenger website?

As a Student, Parent or Guardian, you can customize how you receive messages. With flexible preference controls, most kinds of communication can be configured to be accessed exclusively via the SchoolMessenger app and website. With the current model, families need to contact student registration to change their settings.

An additional feature of the app provides end users with the opportunity to allow for 'push notifications' which sends messages from the district, school or teacher to the app as a notification on your phone.

In the future, teachers will have the ability to invite students, parents and/or guardians to join groups they have created, and send messages to them directly using a group access code created by the teacher or department.

I'm not currently signed up for robo calls from SchoolMessenger. Is it automatic now?

Yes. Families no longer need to sign up for the robo system. The information gets pulled from our student management system, schooltool. Guardians have the option of opting out of the options provided by the robo system (calls, texts, emails).

Do I need a smartphone to change how I get contacted?

No. Guardians can still manage their preferences simply by going to go.schoolmessenger.com. The preference control center has the same functionality as the app minus, the push notifications.

Will I have to opt into receiving text messages, again?

Yes. As stated above, all settings will be defaulted back to generic settings. To opt in, text the word "YES" to 67587. Guardians can unsubscribe at any time by texting the word "Stop" to the same number.

Please note that the District does not pay for text message charges that may be incurred by the user. These charges are dependent on the wireless plan of the user. Please check with your carrier for possible charges before deciding to "opt in."

My phone number changed. How long does it take until that change is in effect?

Providing that the district is aware of your new phone number, it can take up to 24 hours for your contact information to be synced from Schooltool to SchoolMessenger.

Can students sign up for notifications?

Yes. With parent/ guardian permission students in grades 6-12 can receive robo messages. A form needs to be filled out to grant permission and provide a phone number to the district. Students can also use the SchoolMessenger app. Please visit our website at www.oneidacsd.org > Staying Connected > SchoolMessenger for Students, for the form.

For more information about the SchoolMessenger guardian model and SchoolMessenger app, please visit our website www.oneidacsd.org > Staying Connected > SchoolMessenger for Parents.