

SCHOOLMESSENGER UPDATE

FREQUENTLY ASKED QUESTIONS

Q. How do I create a SchoolMessenger account?

A. Visit the online InfoCenter portal schoolmessenger.com/start and indicate your messaging preferences, choosing how you want to be contacted. You may also use the district app which can be downloaded at the Apple or Google Play store.

You will need a current email address on file to create your account. If you do not have one, please update your email address in the Home Access Center or through the registrar at your child's school.

Q. What do I need to get started?

A. Your email address. If you previously had a SchoolMessenger account or your email is in our Home Access Center that is all you need to set up an account.

Q. How do I update my email address?

A. You may update your email address by returning the emergency contact card sent home the first week of school, in [Home Access Center](#) or with the registrar at your student's campus.

Q. I already have a SchoolMessenger account. Why do I need to create a new one?

A. To make sure we have permission to call you and for you to decide how you want to be notified.

Q. What happens if I do not create an account?

A. You will not be able to manage how you are contacted by your student's campus or the district.

Q. What if there's an emergency?

A. In an emergency, we will call or text you as long as we have your contact information on file. The law has an exception for calls made for "emergency purposes," which is usually a situation affecting the health and safety of consumers.

Q. What if I change my mind about phone calls, or change my mobile number?

A. You can opt out of non-emergency calls and text messages at any time. For voice calls, we'll provide instructions on how to use touch tones on your phone keypad to stop receiving calls. For text messages, you can stop receiving them by texting "UNSUBSCRIBE" or "STOP" after receiving a text from us.

Q. Can I be contacted in other ways, too?

A. Yes. We can contact you, by email. Email is covered by a different set of rules than the permission that is required for automated voice calls and text messages to mobile phones.

More questions? Contact the BISD Communications Department at 325-643-5644, or visit us online at: www.brownwoodisd.org/communications.