SCHOOLMESSENGER®

SchoolMessenger App for Teachers FAQ

What is the SchoolMessenger app?

The SchoolMessenger app is the next generation of the app that has been known as SchoolMessenger InfoCenter. The updated app includes new features and options, and is for both families and teachers.

How is the SchoolMessenger app different from SchoolMessenger InfoCenter?

The SchoolMessenger app adds a significant new feature, teacher-initiated messaging. This allows you to use the app to communicate with parents/guardians and students, individually or in groups, and to exchange files (such as permission slips, photos from field trips, etc.) also all from within the app.

We already have a SchoolMessenger-created custom mobile app for our school. Do the features of the new SchoolMessenger app work with my school's app?

You'll continue to use the school-branded mobile app and, if there's a function needed that's provided by the SchoolMessenger app, the SchoolMessenger app will be automatically launched from within your custom mobile app. After the SchoolMessenger app's functionality is no longer being used, you'll be returned to the district-branded app. It's not unlike how the Facebook and Facebook Messenger apps work together.

If my families already have InfoCenter installed, what do we need to do?

Nothing, if your smartphone is set to automatically update its mobile apps. The new SchoolMessenger app will replace the SchoolMessenger InfoCenter app during an update.

If a smartphone is not set to accept automatic app updates, you will be prompted to download the new SchoolMessenger app, or update your existing app, when it is available.

The same is true for parents and students that may have previously downloaded the InfoCenter app.

Is there any cost to upgrade to the new SchoolMessenger app?

No. The standard app with teacher-initiated messaging is free and the rest of its features are equivalent to InfoCenter.

Where can we download the mobile app?

The SchoolMessenger app will be available on the Android Google Play and Apple iOS app stores under the name "SchoolMessenger."

Are the web app features the same as the mobile app?

There are some administrative function for teachers which are available only on web, while all functions for parents are available in web and mobile. For those who prefer to use a website instead of a mobile app (or who don't have easy access to a smartphone), the SchoolMessenger app's functions will be online at https://go.schoolmessenger.com.

An account for the web app is recognized on the mobile apps, and vice versa – parents can use whichever method of access is available and most convenient.

What are some of the main capabilities of the new teacher-initiated messaging?

New capabilities include both individual and group (e.g., classes, sports teams, PTO groups) two-way messaging; the ability for teachers and families to exchange files, images, and videos (e.g., photographed permission slips); and the ability for family members to review all notifications and messages related to their schools and district in a single, scrollable, "stream" view.

How do families get connected to me as a teacher through the app?

Your district may have student information system data loaded and synchronized with SchoolMessenger Communicate to identify teachers and their students. Or, you can send out invitations to students and parents with a class code, which then allows family members to be tied to you as a teacher.

Can the SchoolMessenger app be extended with add-on features?

Yes, there are additional modules that can be turned on at the district level. Examples include individual student information and student absence reporting, all within the app. Your district will let you know if and when those added features are available.

What happens to Classroom Messaging?

The Classroom Messaging feature of the SchoolMessenger Communicate notification system is still in place for schools that use it.