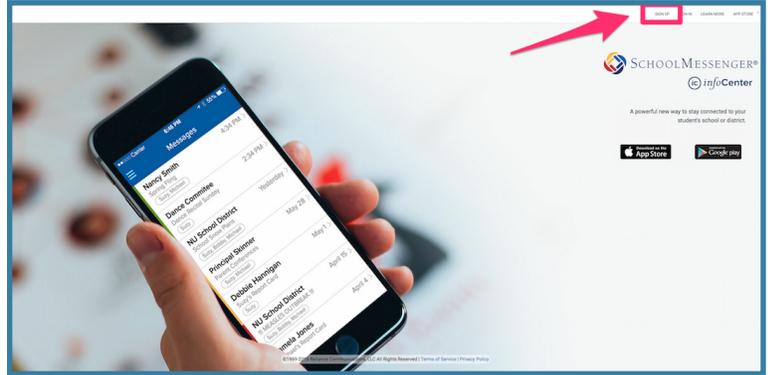


SchoolMessenger InfoCenter Directions - Computer Version

To begin, go to schoolmessenger.com/start

Click on “Sign Up”



To create an account, 1) type the email address that is on file with your student's school. 2) create a password, 3) confirm the password.

4) Click “Create New Account”

(**Note: If you receive a message “This email is already registered”, you already have an account set up with the SchoolMessenger InfoCenter (formerly Contact Manager). Click on “Return to login” and type in your email address and password.)

SchoolMessenger®

Create Account

To create an account, use the email address that is on file with your school or district. Note: You may need to contact your school or district to ensure the proper email is on file.

- 1 Username/Email
- 2 Password
- 3 Confirm Password
- 4 [Create New Account](#)

By creating an account, you agree to our [Terms of Use](#) and [Privacy Policy](#).

[Return to login](#)

Once you have clicked on “Create New Account”, you will see the message at the right telling you that an email has been sent containing a confirmation code. Go to your email, open the message and get the code. You can either copy/paste it into the Confirmation Code window or type it in manually. Then click “Confirm”.

SchoolMessenger®

Confirm Email

A registration email has been sent to you. Please check your email for the confirmation code. Confirmation is required to access most forms of data.

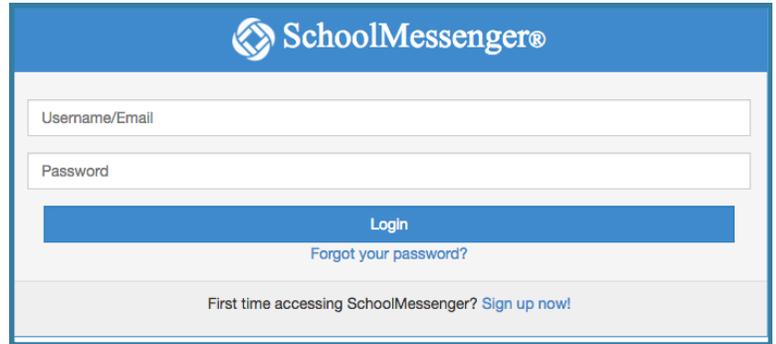
[Confirm](#)

[Return to login](#)

SchoolMessenger InfoCenter Directions - Computer Version

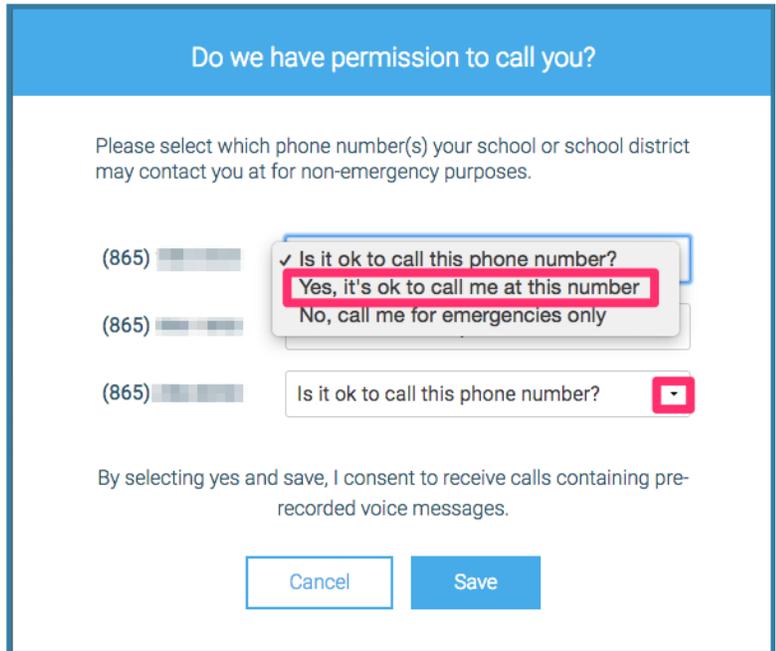
Once you have created your account and confirmed your email address, you will be directed to the Login page. Enter your email address and the password you created, then click **“Login”**.

(If your email is already registered, and you don't remember your password, click **“Forgot your password?”**)



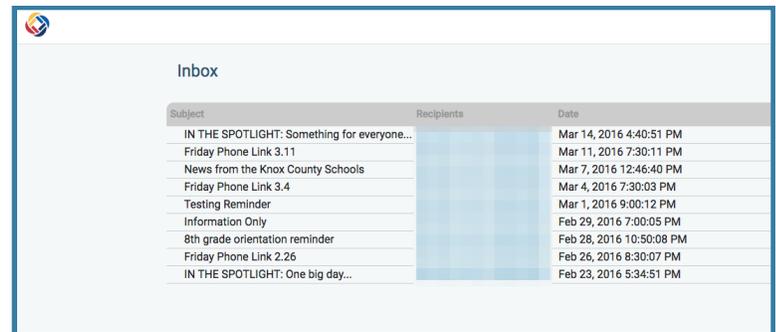
The login page features the SchoolMessenger logo at the top. Below it are two input fields: 'Username/Email' and 'Password'. A blue 'Login' button is centered below the fields. A link for 'Forgot your password?' is positioned below the 'Login' button. At the bottom, there is a link for 'First time accessing SchoolMessenger? Sign up now!'.

Once logged in, you should immediately see a pop-up window asking permission to call you for non-emergencies at each number you have listed in School Messenger. You will need to click the arrow next to the question **“Is it ok to call this phone number?”** and choose either **“Yes, it's ok to call me at this number”** or **“No, call me for emergencies only”**. Please answer the question for each number listed, and then click **“Save”**.



The pop-up window is titled 'Do we have permission to call you?'. It asks the user to select which phone number(s) their school or school district may contact them for non-emergency purposes. There are three phone numbers listed, each with a dropdown menu. The first dropdown is open, showing three options: 'Is it ok to call this phone number?' (checked), 'Yes, it's ok to call me at this number', and 'No, call me for emergencies only'. The second dropdown is also open, showing the same three options. Below the phone numbers, there is a consent statement: 'By selecting yes and save, I consent to receive calls containing pre-recorded voice messages.' At the bottom, there are 'Cancel' and 'Save' buttons.

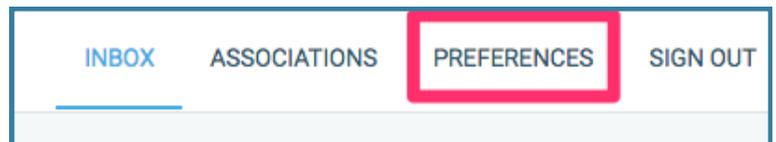
Once you click “save” and the permission window disappears, you will be at the “Inbox” where you will see recent SchoolMessenger messages.



The inbox shows a list of messages with columns for Subject, Recipients, and Date.

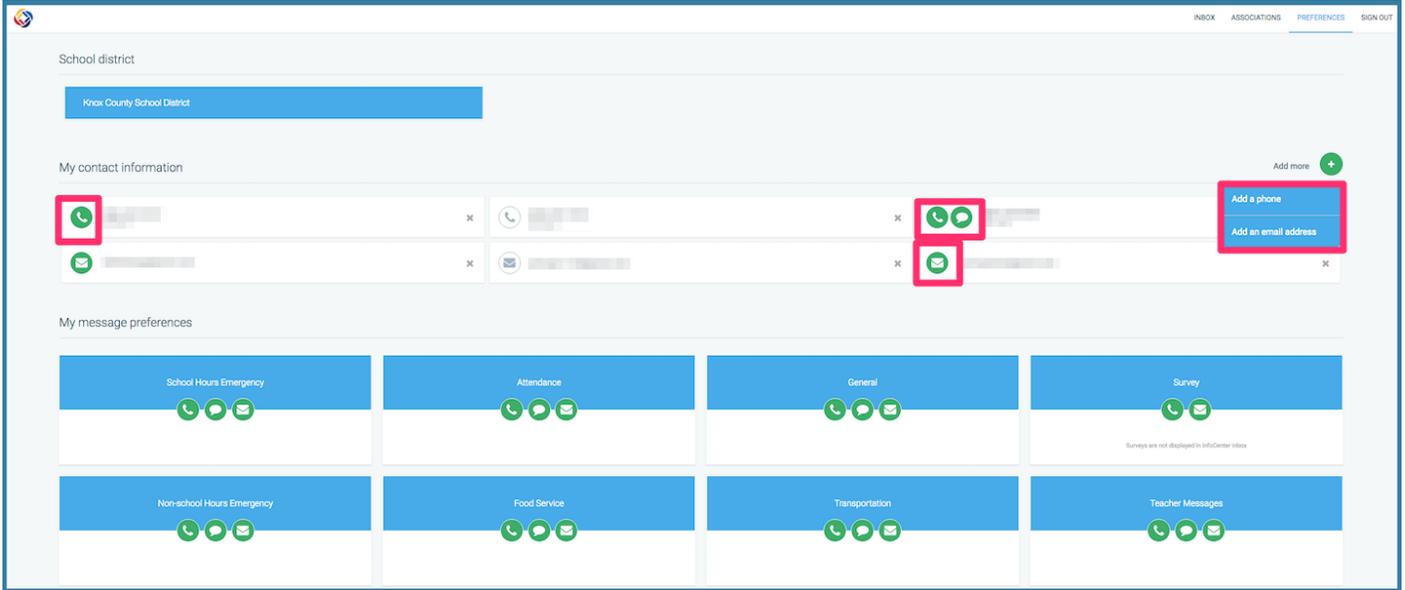
Subject	Recipients	Date
IN THE SPOTLIGHT: Something for everyone...		Mar 14, 2016 4:40:51 PM
Friday Phone Link 3.11		Mar 11, 2016 7:30:11 PM
News from the Knox County Schools		Mar 7, 2016 12:46:40 PM
Friday Phone Link 3.4		Mar 4, 2016 7:30:03 PM
Testing Reminder		Mar 1, 2016 9:00:12 PM
Information Only		Feb 29, 2016 7:00:05 PM
8th grade orientation reminder		Feb 28, 2016 10:50:08 PM
Friday Phone Link 2.26		Feb 26, 2016 8:30:07 PM
IN THE SPOTLIGHT: One big day...		Feb 23, 2016 5:34:51 PM

Now you can begin to customize your message delivery preferences. Click **“Preferences”** in the upper right of your screen.



The navigation bar contains four buttons: 'INBOX', 'ASSOCIATIONS', 'PREFERENCES', and 'SIGN OUT'. The 'PREFERENCES' button is highlighted with a red box.

SchoolMessenger InfoCenter Directions - Computer Version



When the preferences window opens, you will see the phone numbers and email addresses that SchoolMessenger uses to contact you.

If you click on a phone number, you will be able to choose the types of messages you want to receive from KCS and whether you wish to receive calls and/or text messages (bear in mind, the sender of the message must **send** via text for you to **receive** a text.... most messages are sent via phone and/or email).

SchoolMessenger can accommodate up to 10 phone numbers and 10 emails. If you wish to add a phone/email address, simply click on the green plus sign on the right beside "Add more", and then choose either "Add a phone" or "Add an email address".

Add a phone number to your account

Phone Number

Can you receive text messages on this phone?

Yes
 No

By saving, I agree to receive pre-recorded voice messages on this number.

Add an email to your account

Email Address

As always, if you need assistance, simply email helpdesk@knoxschools.org or call us at 865-594-1830.