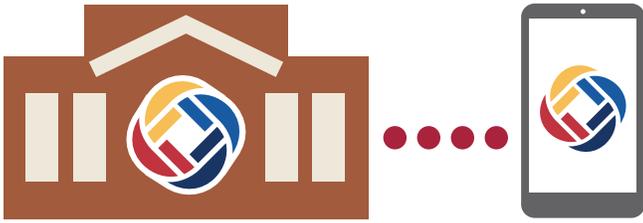# Gwinnett County Public Schools + SchoolMessenger put you "in the know" wherever you go

SchoolMessenger is a rapid notification system used to contact families in Gwinnett County Public Schools (GCPS) via telephone messages, text messages, and email messages. The district uses the system to communicate information related to districtwide events, including safety alerts and school closings due to inclement weather. Schools also may use the system to communicate general/non-emergency information related to school events and attendance messages via email.

1-844-248-6644

Emergency messages from Gwinnett County Public Schools and local schools will come from this number. **Please add this phone number to your contacts so you can easily identify the call as coming from Gwinnett County Public Schools.** If you miss a message, just call this toll-free number to retrieve and replay phone notifications.

Manage Your Messages

Parents and guardians have the ability to customize messaging preferences. They can do this by accessing SchoolMessenger through the Parent Portal or using the SchoolMessenger website or app.

Managing the communication you receive from your school and the district via SchoolMessenger is simple and convenient.

1. Go to *go.schoolmessenger.com*.
2. Log in to your account using the email address you provided to your child's school. If it is your first visit, you will have to set up your account.
3. Click on the user name in the top right-hand corner of the page and select the "Preferences" option to set up or change notification preferences. The preferences on this page affect SchoolMessenger broadcasts that may be sent to you from the school and district. "Message Preferences" show all the types of messages that the school and district may send via SchoolMessenger. You can select how you wish to be contacted for each message type.

Want to receive emergency text notifications?

Good news! If you opted in to receive text notifications last year, there is no need for you to do anything this year... you are still in the system! If you are new to GCPS or have not subscribed to the text service yet, it is easy to do. Text the word "SUBSCRIBE" to the number 67587. You will receive a response by text. If you do not, please contact your wireless provider, as some providers do not accept texts that use short code (SMS) messages. NOTE: In order to opt in to receive emergency text messages from GCPS and the local school, the phone number must be associated with your student in our student information system.

Remember… you can opt out of these messages at any time by simply replying "Stop" to one of our messages.

Want more information?
Check out our FAQs on the back.

If your contact information changes during the year, contact the school.

Add 1-844-248-6644 to your Contacts list as Gwinnett County Public Schools.

Go to *go.schoolmessenger.com* to manage your messaging preferences.

If you have not already subscribed to get texts via SchoolMessenger, it's easy to do.

If you do not want to receive messages from Gwinnett County Public Schools (including school closing and emergency messages) via SchoolMessenger, please contact your local school to have your number removed from the notification list. In addition, at any time while listening to a message broadcast, you can press "5" on your phone to initiate the opt-out process.

SCHOOLMESSENGER®

GWINNETT COUNTY PUBLIC SCHOOLS

FREQUENTLY ASKED QUESTIONS

Contact Information and Preferences

What contact information is used?
The following parent and guardian contact information is used: home phone numbers, cell phone numbers, email addresses, and alternate phone numbers provided during registration. Each evening, contact information changes are uploaded to the SchoolMessenger system from Gwinnett County Public Schools' student information system.

How do I update my contact information?
Notify your student's school of any changes in your contact information. Once the information has been updated in our student information system, it takes one school day for the information to update in SchoolMessenger.

Can I select the types of messages I want to receive?
Yes, you can set your notification preferences using the SchoolMessenger website or mobile app. SchoolMessenger allows you to set your notification preferences and review messages that you have received in the past 30 days. Refer to the next section for information on this.

SchoolMessenger Access

How do I access SchoolMessenger?
Access is free and easy! **GCPS parents and guardians can access SchoolMessenger through their Parent Portal account. The link is found in the list of "Additional Resources."** A parent also can use the app or visit the SchoolMessenger website at *go.schoolmessenger.com*. Create an account by clicking Sign Up at the top right. **IMPORTANT: You must use the email address you provided to your child's school.**

What can I do in the SchoolMessenger App?
The SchoolMessenger app allows you to review recent messages sent by the district or your student's school, manage your contact preferences, and set your mobile devices to display when new communications arrive. Use any Internet-enabled device to download the SchoolMessenger app, available in the Apple App Store or Google Play Store.

Voice Messages

I am not receiving emergency phone calls. Who should I contact?
Contact your child's school to make sure your contact information is up to date.

I missed a call and deleted the voicemail. How can I retrieve it?
Using the SchoolMessenger app/website, you can access messages from the past 30 days. You also can call the number for calls originating from GCPS (**1-844-248-6644**) and follow the prompts to retrieve messages.

Email Messages

How do I subscribe to receive emails?
Email messages are automatically sent to the parent or guardian email addresses associated with each student in the student information system.

I am receiving emails for my student, but no longer want to be notified this way. How can I change this?
Visit the SchoolMessenger app/website via the Parent Portal or go to *go.schoolmessenger.com* to update your contact preferences.

I have a new email address. How do I update this contact information to ensure I get messages?
First, contact your student's school to update your information. Once your information is updated in the student information system, visit the SchoolMessenger app/website at *go.schoolmessenger.com* to create a new account and to set your contact preferences again. These changes will be updated the following day.

Text Messages

I just registered my child and received a text message that says it's from SchoolMessenger? What does it mean?
An opt-in invitation message was sent by GCPS using SchoolMessenger from 67587 and said:
> Gwinnett County Public Schools messages. Reply Y 2 confirm, HELP 4 info. Msg&data rates may apply. Msg freq varies. schoolmessenger.com/tm.

My cell number changed. Do I have to opt in again?
Yes. Contact your student's school to remove the old number and update your information. Once the new number is updated in the student information system, you will receive the message above if the number has not "opted in" previously. Or, the day after you update your information with the school, you can text YES to 67587 to opt in using your new phone number. (The number must be in the student information system and associated with your student in order to opt in for texts via SchoolMessenger.)

Will I be charged for the text messages that I receive from SchoolMessenger?
SchoolMessenger does not charge recipients for the text messages they receive. However, wireless providers may charge for individual text messages depending on the plan associated with the wireless device.

How can I opt out of receiving text messages?
Text STOP to 67587. The system will respond back:
> You're unsubscribed from SchoolMessenger. No more msgs will be sent. Reply Y to re-subscribe, HELP for help. Msg&data rates may apply. schoolmessenger.com/txt