

## **School Messenger FAQs**

### **1. How do I "Opt-In" to receive text messages from SchoolMessenger?**

1. Confirm the text device number(s) are imported to SchoolMessenger.
  - A. Login to [PowerSchool Student and Parent Portal](#).
  - B. From the navigational menu on the left side of the page click on the SchoolMessenger link.
  - C. Once in School Messenger click on the "Contacts" tab at the top of the page.
  - D. Click on one of your Students and verify your correct mobile/cellular phone number is in the field for mobile/cellular phones. If it is not correct change it to the correct number and save it.
  - E. Log out of SchoolMessenger and PowerSchool.
2. Text "Y" to 67587 (whichever is correct for your SchoolMessenger account) from each wireless device they wish to receive texts on.  
Note: Depending on the data synchronization configuration it may take 24 hours or more for numbers to be updated from the district SIS database.

### **2. How do I "Opt-Out" of receiving text messages from SchoolMessenger?**

To opt out of all text messages from SchoolMessenger, visit <http://www.schoolmessenger.com/txtmsg/> or reply with STOP to the opt-in message that you receive. If you opt in, but decide to opt out later on, you may also reply "STOP" to any message or send "STOP" to 67587.

The Columbus Community School District uses the SchoolMessenger notification service to send important information to families through phone calls, emails, and text messages.

To comply with wireless carrier requirements and protect against unsolicited text messages, you may receive an SMS message to the wireless cell phone number that the district has on file requesting that you opt in to receive important information from the district via SMS text message.

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The school district does not pay for text message charges that may be incurred by you for sending or receiving text messages. Check with your wireless carrier for possible charges.

### **3. I am receiving texts from SchoolMessenger, do I have to pay for these?**

*It depends on the contract you have with your carrier.*

The school district does not pay for text message charges that may be incurred by you for sending or receiving text messages. Check with your wireless carrier for possible charges.

To comply with wireless carrier requirements and protect against unsolicited text messages, you may receive an SMS message to the wireless cell phone number that the district has on file requesting that you opt in to receive important information from the district via SMS text message. You can always opt out of receiving text messages from SchoolMessenger.