Instructions for Creating an Account and Signing In to SchoolMessenger
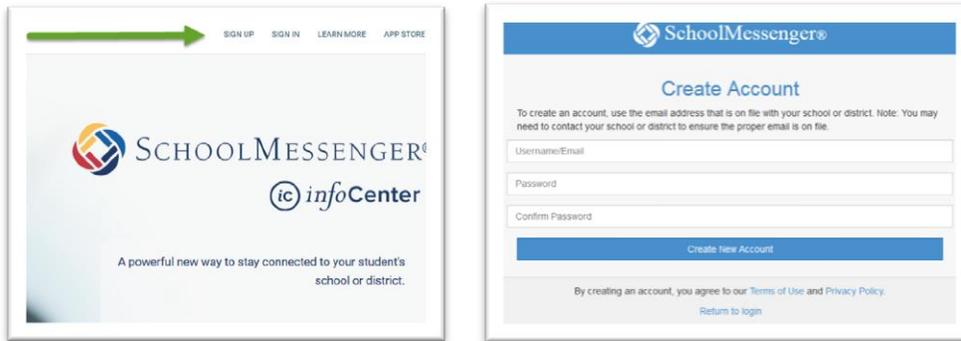
1. Got to www.cwcboe.org and Click on the **SchoolMessenger Alert System** link in the blue Quick Links section to the left of the screen.

   The SchoolMessenger sign in screen will appear.

For first time users:

1. Select Sign Up from the top right of the screen. The Create Account Screen appears.

2. Enter the email address that is on file with the school district (in most cases, this is a personal email, not the school email) and enter a personal password that meets the requirements in the notes below.

   Note: The password MUST contain one or more uppercase letters, one or more numbers and must be between 6 and 255 characters long. If possible, it is a good suggestion to use the same password here that is used for the parent portal as long as the parent portal password meets the above criteria.

   Note: If the attempt to create an account is unsuccessful, it is probably due to the email id entered. Please provide the school district with a current personal email id, and if there are still questions, contact Kerry Ryan at mailto:keryan@cwcboe.org to update the personal email with the district. **It can take 24 to 48 hours for the email update to occur in the system.**

3. A Confirmation Code/Link will be sent to the email used to sign in and the Confirmation Code Screen will appear. Retrieve the Confirmation Code from email and enter the Confirmation Code provided onto the screen OR simply press the confirmation link within the email.
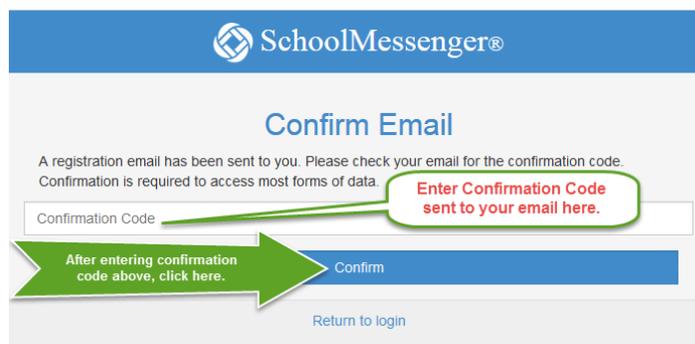
NOTE: Please confirm the email address immediately upon receipt of the confirmation email to avoid needing to repeat steps 1 through 4 above. The confirmation email is time-sensitive.

After confirming the email, the SchoolMessenger sign on screen will appear. Enter the email and password again, and click on Login.
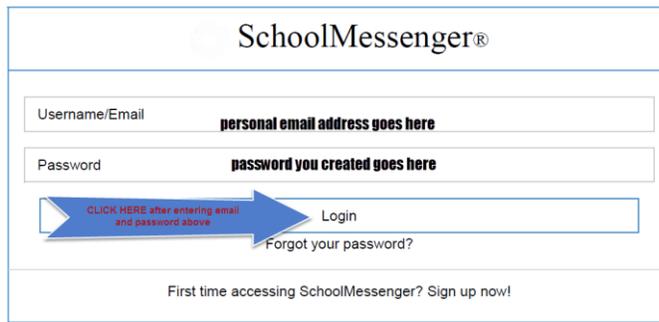

The steps below apply to first time and returning users:

4. Upon successful sign in, a screen will appear with the telephone numbers currently entered into the CWC SchoolMessenger system. <mark>Using the arrow next to each telephone number displayed, select Yes or No from the drop down to indicate whether or not it is ok for SchoolMessenger to CALL that number with alerts.</mark> Then, click SAVE.

5. A new screen will appear that indicates that there are currently no messages. Select the **Preferences tab** at the top right of the screen. The Preferences tab allows the user to set preferences for each telephone number and email id listed.
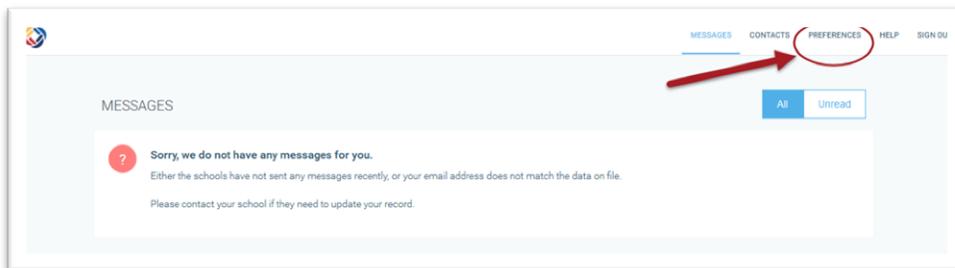
6. For each telephone number or email address, select the telephone and/or email icon.
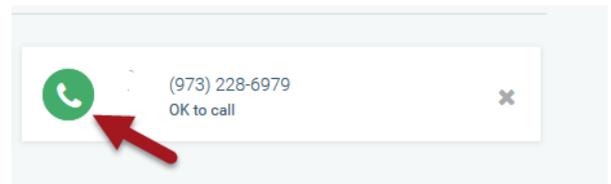
7. For each number/email id, specify which types of alerts the district should send. Please note: the system REQUIRES that at least one telephone number be active. **Emergency alerts must go to at least one telephone number**.

8. Click on the small circle next to the Call me option under each type of alert.
NOTE: the Send Text option will appear after users opt in to the text messaging option. See the Text Messaging Opt-In instructions for complete details (coming at a later date).
Attendance and Survey are two options not typically used by the school district at this time, but please set those options as well.
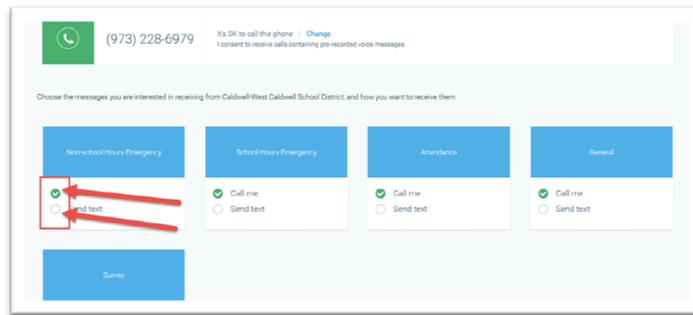
9. After specifying the Call me option for each alert type, click Save at the bottom of the screen.

10. After clicking save, go to the lower part of the screen and click on each type of alert to specify the telephone numbers and email ids to which that type of alert should be sent. Once the blue box is selected, a screen displaying the options for the associated telephone numbers and emails ids will appear. Click on each box as appropriate.

11. Check or uncheck the circle next to each telephone number and email option for each type of alert. For example, shown below is the Non-school Hours Emergency alert type box. The green circles indicate for which numbers/emails the call should be sent for that type of alert. Reminder: the text option will appear after the opt-in exercise is completed.

12. When the options for each type of alert have been specified, **click Save** at the bottom of the screen.

13. Once all alert types have been completed, select Sign Out from the top right of the screen. The SchoolMessenger setup is complete.

14. Due to Federal Compliance regulations, in order for SchoolMessenger and the CWC School District to send texts to individuals for anything other than emergency situations, permission from the individuals is required.

    a. To receive notifiction texts from the SchoolMessenger system and CWC Schools (similar to those received from the Honeywell Alert System in the past), a cell number MUST be one of telephone numbers added to the SchoolMessenger account.
    b. If a cell phone number already exists on the account, skip to step 15 below.
    c. If a cell phone number does NOT exist on the account, please use the instructions above to add a cell phone number to the account and then go to step 15 below.

15. Send a "Y" text to 67587 to confirm opting in to text messages. A response confirming the registration will be received. If a confirmation is not received, text HELP to the same number (67587).