



SCHOOLMESSENGER: FREQUENTLY ASKED QUESTIONS

Why is DPS making the switch to the SchoolMessenger communications system?

Timeliness is crucial when it comes to emergency communications to our families. Recently, DPS experienced inconsistency in the timely delivery of our communications. In its work with other organizations, SchoolMessenger has shown a consistent ability to send electronic messages quickly and effectively, especially during an emergency.

What type of messages will be sent using SchoolMessenger?

Initially, only emergency communications will be sent using SchoolMessenger. The Department of Safety and the Communications team will use SchoolMessenger to communicate school closures, late starts, early releases, lockdowns, lockouts and other critical messages.

Who will receive emergency messages from SchoolMessenger?

Guardians, non-guardian contacts and high school students whose parents have opted them in to receive messages will receive SchoolMessenger emergency messages.

Will building leaders receive the same message from SchoolMessenger as guardians?

The Department of Safety's Dispatch team will continue to send text and email messages to your building emergency team members via ReadyOp. Guardians will receive a similar notification via SchoolMessenger as soon as possible following a critical incident.

How does SchoolMessenger gather the correct contact information for recipients of emergency messages?

Twice a day, DoTS will upload contact information from Infinite Campus into SchoolMessenger. The uploaded information will include recipients' home and mobile telephone numbers, as well as email addresses. The uploaded information will also include recipients' preferences as to how they wish to receive emergency messages.

What if a recipient has not selected a preference for how to receive emergency messages?

In the interest of student safety, all parents or guardians will receive emergency communications, regardless of whether they elected to receive such messages. If a guardian did not elect to receive emergency messages, SchoolMessenger will first send a text to the mobile number on file. If no mobile number is available, SchoolMessenger will leave a recorded message at the home number. If no home number is available, SchoolMessenger will send an email.

Can a recipient opt out of receiving text messages from SchoolMessenger?

Yes, all recipients will have the option to reply "STOP" to a text message at any time, which effectively opts the recipient out of receiving SchoolMessenger texts. This choice will remain in effect and will have priority over the contact data received from IC.

What if a recipient wishes to opt back in to receiving text messages?

Recipients will be required to communicate back to the SchoolMessenger number to opt back in. For a recipient to opt back in to receive text messages, they need to send a text with "Y" to 67587 from their mobile phone.



Have questions or want more information? Email communications@dpsk12.org.