

# Gwinnett County Public Schools launches SchoolMessenger notification system

*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 will use the system to communicate information related to districtwide events, including key school dates and school closings due to inclement weather. Schools may use the system to communicate information related to school events as well as automated attendance 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. Learn more with these frequently asked questions.*

## Contact Information

### 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 is 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. It 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 App

### What is the SchoolMessenger App?

The SchoolMessenger website and app are free and easy ways to stay connected with events at your student's school and in GCPS. You can 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. Access SchoolMessenger from the web or from any Internet-enabled device using the SchoolMessenger app available in the Apple App Store or Google Play store.

### How do I access SchoolMessenger?

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 visit the SchoolMessenger website at [go.schoolmessenger.com](http://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 student's school.**

## Voice Messages

### I am not receiving phone calls. Who should I contact?

Contact your child's school to make sure your contact information is up to date.

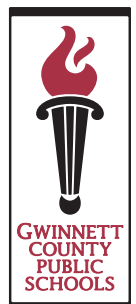
### I missed a call from my student's school and accidentally deleted the voicemail. How can I retrieve it?

Using the SchoolMessenger app/website, you can access messages from the past 30 days.

## Email Messages

### How do I subscribe to receive emails?

When email is a part of the broadcast, the message is automatically sent to the parent or guardian email addresses associated with each student.



## Email Messages, continued

### I am currently 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](http://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](http://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

### How can I opt in to receiving text messages?

Text YES to 67587 from your cell phone. You will receive the following confirmation message:

You're registered 4 SchoolMessenger notifications. Reply STOP to cancel, HELP for help. Msg&data rates may apply. Msg freq varies. [schoolmessenger.com/txt](http://schoolmessenger.com/txt)

**IMPORTANT:** The phone number must be associated with your student in our student information system to receive text messages from GCPS.

### I 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](http://schoolmessenger.com/tm).

### My cell number changed. Do I have to opt in again?

Yes. Contact your student's school to 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 in order to opt in to 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](http://schoolmessenger.com/txt)

Our district/school uses SchoolMessenger to deliver text messages straight to your mobile phone with important information about events, school closings, safety alerts, and more.



You can participate in this free service just by sending a test message of "Y" or "Yes" to our school's short code number, 67587.

You also can opt out of these messages at any time by simply replying to one of our messages with "Stop".

**IMPORTANT:** In order to opt in to receive text messages from GCPS and the school, the phone number must be associated with your student in our student information system.

SchoolMessenger is compliant with the Student Privacy Pledge so you can rest assured that your information is safe and will never be given or sold to anyone.

**Opt in from  
your mobile  
phone now!**



**Just send  
"Y" or "Yes"  
to 67587.**