SchoolMessenger®

COMMUNICATE

SchoolMessenger Communicate for iPhone

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Communicate for iPhone

The SchoolMessenger app lets you quickly and easily send messages from anywhere using your iPhone. Setting up and using the application is simple. This guide will show you how!

Important: Before you can use the SchoolMessenger Communicate iPhone app, your account must be enabled for iPhone access. If you are not certain if this feature is active on your account, please contact your account manager at (888) 527–5225.

Getting Started

Once you've installed the SchoolMessenger App from the App Store, click on the *SchoolMessenger* icon to begin.

The first time you log in, you will need to enter your Customer ID. Your customer name is found in the URL you use to access SchoolMessenger from your browser. It is in the part of the URL which follows "http://asp.schoolmessenger.com/". For example, if a user came from Springfield USD, the URL might look like: "http://asp.schoolmessenger.com/**springfieldusd**" so "**springfieldusd**" goes into the Customer ID.

The username and password that you use to log in online should be entered into the "Username" and "Password" fields. Once entered, press "Login" to proceed.

Note: If your organization has integrated Single Sign On using SAML, the app will detect this based on your Customer ID and you will be directed to a screen asking you to choose to "Login with SSO" or "Standard Login". "Login with SSO" will direct you to use the login credentials provided by your organization before returning you to the functions described in this document.

Sending a Message

Once you're logged in, you will see the main menu, shown to the right. There are three options:

- Create and Send – Choose this option to create a new message and send it to one of your existing lists.

- Send a Saved Message – If you have a Repeating Job saved on your account that you would like to use, select this option.

- View Reports – Click this to see simple reports for the jobs you've sent.

For the training example in this guide, go ahead and click the "Create and Send" button.

Create and Send

Just like sending a job online, you will need to choose a list, make a message, and schedule delivery.

The image to the right shows the Create and Send menu. It contains these options:

- Type – Click this to select the type of job you're sending (General, Emergency, etc.).

- Lists – You may select from any of your saved lists by clicking here.

- Message – Click here to create a new message. You may create Phone, Email, and SMS messages.

- Name – Enter the name of the job.

- Options – Click here for scheduling and recipient reply options.

- Send – Once all of the job components are selected, you'll click this to send the job.

Let's click on "Type" to continue this tutorial.

Type

The first step to sending your message is to specify which type of job it is. Click on "Type" in the "Create and Send" menu. Then choose the appropriate option.

Make sure that you choose the right type for your job. The job type determines which destinations will be used when the system is contacting your message recipients.

Lists

Now that you've selected the type of notification you're sending, you will need to assign a list of recipients.

Click on "Lists" in the "Create and Send" menu. Then simply select one or more lists from the lists currently saved on your SchoolMessenger account. If you need a list that doesn't currently exist, you will need to log into SchoolMessenger with your browser to create a new list.

After you've chosen a list, click the "Create & Send" back button.

Now you're ready to create your message.

Message

Click the "Message" button on the "Create & Send" main page and you'll see options for Phone, Email, and SMS. You can create them in any order or combination that you wish, but for this training example, click on "Phone" first.

Phone

Phone messages may be recorded with your phone or typed. You may select which method you wish to use by clicking on the options at the bottom of the screen.

If you would like to record audio for your message, just click the "Record" button and speak into your phone. Press "Stop" when you're done and "Play" to preview what you've recorded.

To create a message that will be read be a text-to-speech voice, press the "Type (Text to Speech)" button in the lower right corner. Then you can type a message which will be read by a text-to-speech voice.

When you're done creating a message, click the "Messages" back button in the upper left corner to return to the Messages menu.

Email

Click the "Email" option to enter the email message editor, shown in the image on the right.

The From Name and Email will be populated from the information you entered in your Settings.

Make sure to enter an informative Subject since your recipients will see this in their Inbox. Then type your message into the window below.

Once you've finished typing your message, click the "Messages" back button to return to the Messages menu.

SMS

To include an SMS message, click on the SMS option on the Messages menu. You will go to a screen where you can type your SMS message. SMS message must be no more than 160 characters long. The characters remaining count will help you ensure that your message fits. Click the "Messages" back button when you've finished entering your message.

Once you've entered all of your message components, click the "Create & Send" back button in the upper left to return to the main "Create and Send" menu.

Options

If you would like to schedule your job to be sent later, click "Options" in the "Create and Send" menu. Then click "Schedule" at the top of the screen. You will come to the scheduler, shown to the right. Just dial in when you'd like your job to run. Click the "Options" back button when you're done. You can also click the "Now" button in the upper right corner to revert to sending the job immediately.

From the Options screen you can also choose whether you wish to allow recipients to leave voice replies, if recipients must confirm receiving your message, and whether you wish to receive a report upon completion.

Send

Now that you have a message, list, job type, and options configured, you're ready to send your message. Simply click the "Send" button at the bottom of the "Create and Send" menu.

Send a Saved Message

To use this feature, you will need to have *repeating jobs* stored on your web account. Log into your web account and navigate to *Notifications>Jobs*. Your repeating jobs will display in the Repeating Jobs section of the screen.

💡***Note:*** *If you do not see this section, it may not be enabled on your account. You will need to speak to your system administrator to have this feature enabled.*

"Send a Saved Message" in the iPhone app allows you to send a *repeating job* which you have already created through your web account. For example, if you have a *repeating job* that you routinely use for early closures, you could use this feature to quickly send that job.

After clicking the "Send a Saved Message" button, simply select which repeating job you would like to send and click the "Send" button in the upper right corner. Your message will be sent immediately.

Reports

You can check on the progress of your job's delivery from the Main Menu. Just click on "View Reports" and then select your job from the list by tapping on the name.

If you've sent a job from your web account and want to check on the status, you can do that from the iPhone app too. The SchoolMessenger iPhone app reporting feature syncs up with your web based account automatically.

The Report feature in the SchoolMessenger iPhone app contains a pie chart with a breakdown by delivery status. If you would like to see a more detailed report, please log into your SchoolMessenger account with a browser to use the more advanced reporting features.

If you'd like to archive a report from a job that has already finished, swipe the name instead of tapping. This will reveal the "Archive" button, shown in the image to the right. Once you archive a report, you may only view it by searching archived reports from your web browser.

If the job is still running, swiping the name will reveal a "Cancel" button, which you may use to stop the job from running.

Settings

If you need to change certain settings in the SchoolMessenger app, such as the gender of the text-to-speech voice that reads your messages, you may do so from the Settings screen.

To access the Settings for the SchoolMessenger iPhone app, click on the "Settings" icon on your phone's desktop and locate the SchoolMessenger app in the Settings menu.

Once you've accessed the SchoolMessenger settings, you may enter different login information, change your name as it will appear in the emails you send, and change your Caller ID. Default settings for messages may also be changed, such as whether or not your recipients may leave voice replies or if they must press a button to confirm that they have received your message.

SchoolMessenger Support

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