

# SCHOOLMESSENGER GUIDE

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## I NEED TO RECORD A MESSAGE

If you have access to a computer, **use a computer instead of the phone app**, as the computer will give you more options.

#### I AM USING A COMPUTER

This will use SchoolMessenger's "Call Me to Record" feature. To use this, **you will need a phone**. Currently, it can't use our office extensions, so either use the main phone (415-241-6565) or your cell phone.

#### LOGGING IN

Login to SchoolMessenger at:

HTTPS://ASP.SCHOOLMESSENGER.COM/SFUSD



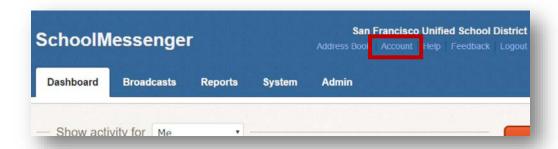
Use your SFUSD username and password (what you use to login to the intranet or your computer). Make sure you use **your username** (lastname + initial) and **not your email address**.

#### CHANGE THE CALLER ID

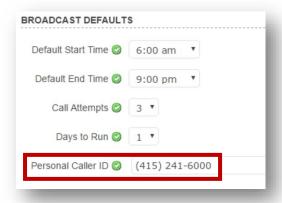
If you are sending a message for a specific school, you can use the school's phone number as the caller ID so families will be able to call the school back. Let the school know they should expect calls if you do this!

1. Click on Account in the upper-right-hand corner

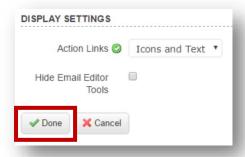




2. Go to **Personal Caller ID** under **Broadcast Defaults** and change the phone number to the school's phone number. <u>Look up school phone numbers</u>.



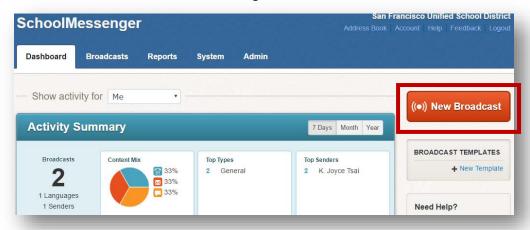
3. Click **Done** to save your changes



CREATE A BROADCAST

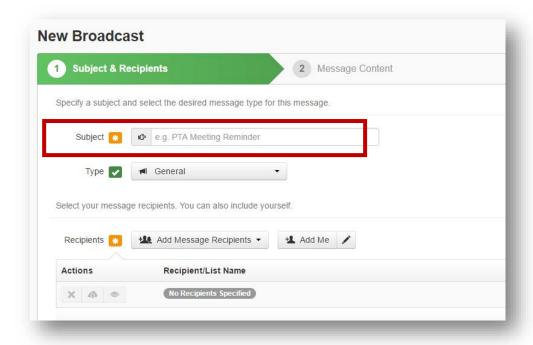


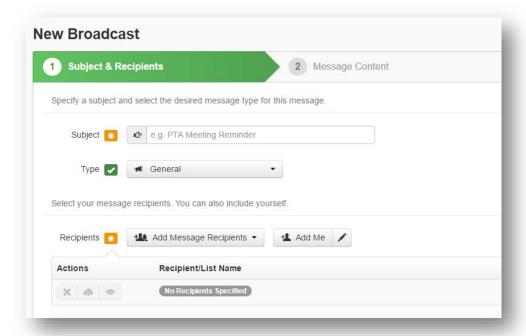
1. Click on the New Broadcast button in orange on the left side of the Dashboard



2. Create a subject

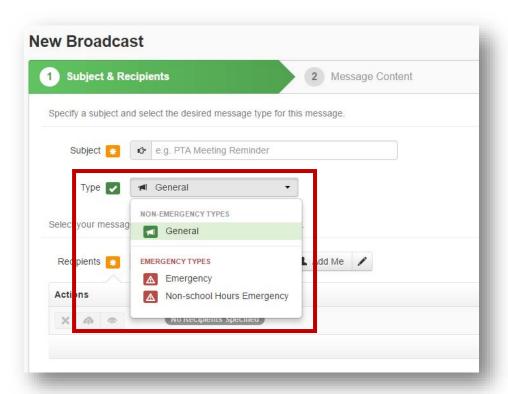




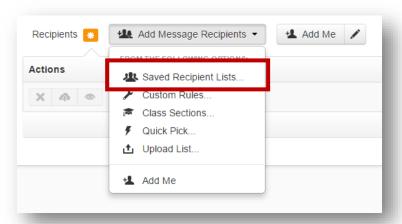


3. Select a message type. Selecting **Emergency** means your message will get priority and that it will call all phone lines if more than one is listed.



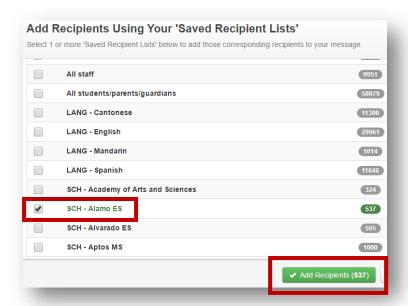


- 4. Select the recipients of your message.
  - a. Choose Add Message Recipients, then select Saved Recipient Lists

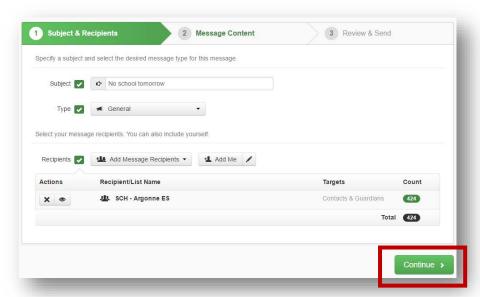


b. Check all lists that apply, then select Add Recipients
IF IT IS AN EMERGENCY, MAKE SURE YOU INCLUDE THE EMERGENCY RESPONSE
TEAM, SLT, LEAD ADMIN ASSISTANTS, AND OFFICE OF FAMILY VOICE AS
RECIPIENTS





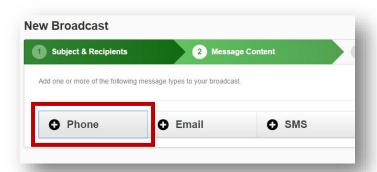
5. Click **Continue**. If the Continue button is greyed out, make sure you filled in the subject, selected the type of message and added recipients.



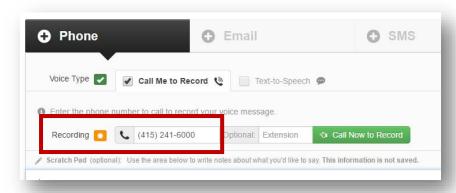
## ADD A PHONE MESSAGE

1. Click **Phone** to add a phone message

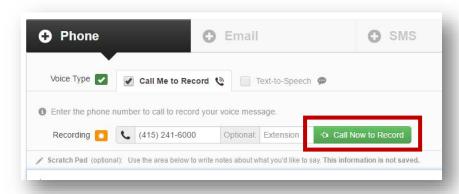




2. Make sure **Call Me to Record** is checked, then enter the phone number you want to use. Make sure this phone number **does not use an extension**, as this does not work in the Comms office.



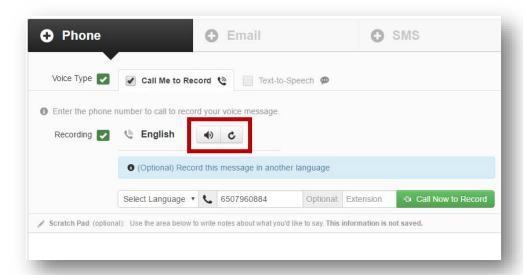
- 3. Go over your message and make sure it specifies **who the call is from** and how people can get more information. Add "To repeat this message, press the star key" to the end of the message.
- 4. Click **Call Now to Record** when you're ready to record. You will be prompted to dial **1** to begin recording, then instructed to begin recording after the beep. Remember to **speak slowly**.



5. **Press any key to stop recording**. You will be prompted to review the message, then save it by pressing **1**.



6. Once you are happy with your recording, hang up. The recording should upload to the website, which will now look like this:



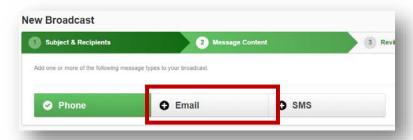
Click the speaker icon to listen to your recording, or click the circle with an arrow to re-record.

7. Click Save Phone Message

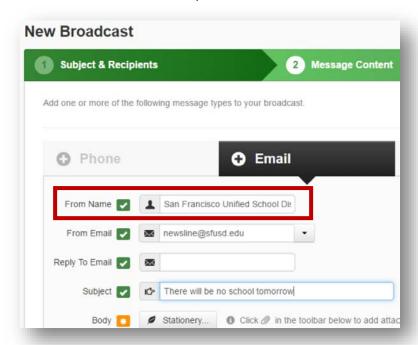




1. Click Email to add an email to the message content

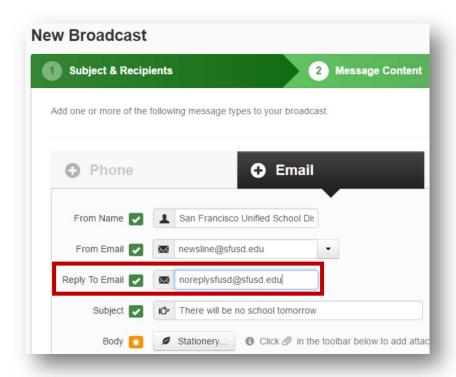


2. Create your email. Make sure your **From Name** is from someone recognizable to parents, such as "San Francisco Unified School District" for a districtwide call or "Hoover Middle School" if the call is for Hoover Middle School parents and students.



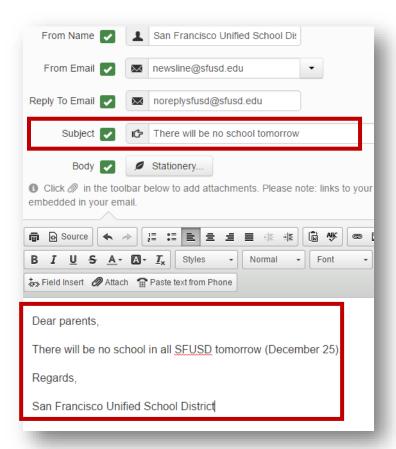
- 3. Use newsline@sfusd.edu as the From Email by default
- 4. If you would like to prevent people from replying to the email, use <a href="mailto:noreplysfusd@sfusd.edu">noreplysfusd@sfusd.edu</a> as the Reply To Email



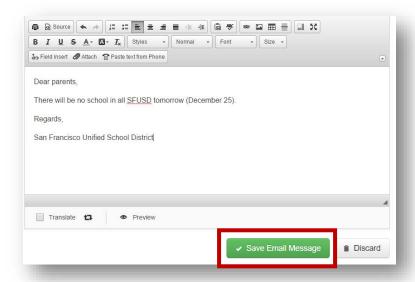


5. Compose a Subject and message





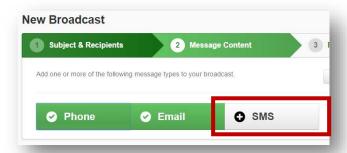
# 6. When you are finished, click Save Email Message



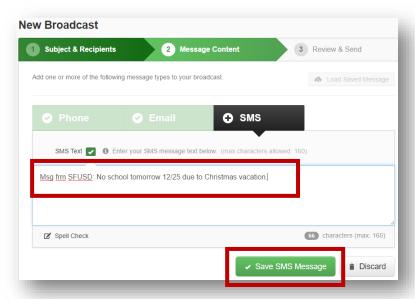
ADD A TEXT MESSAGE (SMS)



1. Click **SMS** to add a text message.



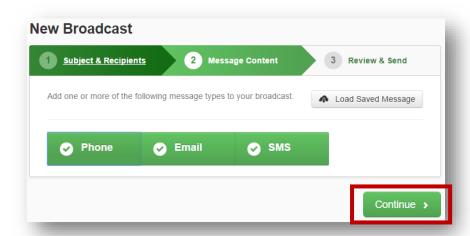
2. Type your text message, which must be **160 characters or less**. Don't forget to mention who the text message is from! Then click **Save SMS Message**.



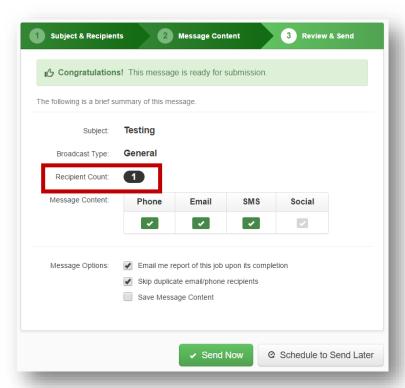
## SEND THE BROADCAST

1. When you are finished, all three buttons (**Phone**, **Email**, and **SMS**) will be green. Click **Continue**.



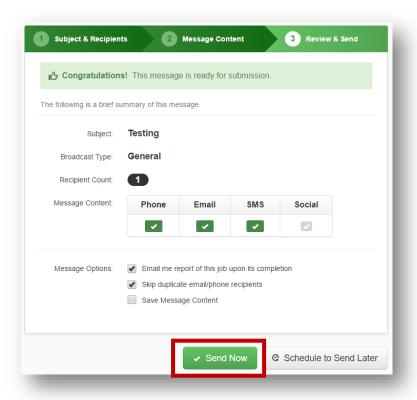


2. Double check the **Recipient Count** to make sure you aren't accidentally messaging the entire district if you don't intend to



Click Send Now. Congratulations!
 IF YOU CHANGED YOUR CALLER ID, DON'T FORGET TO CHANGE IT BACK TO THE GENERIC SFUSD NUMBER.





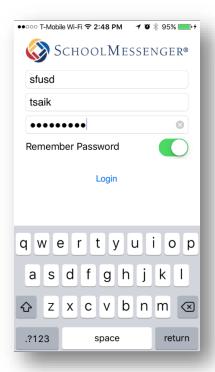
# I AM USING THE PHONE APP

You can download the SchoolMessenger phone app from the App Store for iOS or from Google Play for Android. Make sure you download the app called "SchoolMessenger," **not** the one called "SchoolMessenger InfoCenter."

## LOGGING IN

If you are logging in for the first time, **use "sfusd" as the Customer ID**. Login with your SFUSD username and password (what you use to login to the intranet or your computer). Make sure you use **your username** (lastname + initial) and **not your email address**.





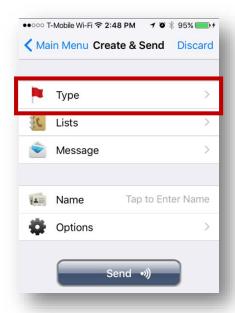
# CREATE A BROADCAST

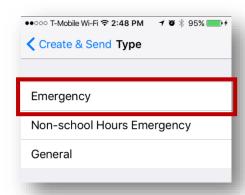
1. Click the **Create and Send** button to create a broadcast:



2. Select the type of message:



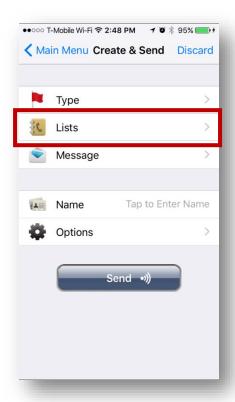




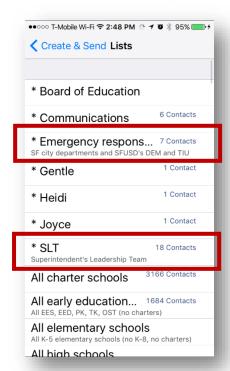
Selecting **Emergency** means your message will get priority and that it will call all phone lines if more than one is listed.

3. Select your recipients by clicking **Lists**:



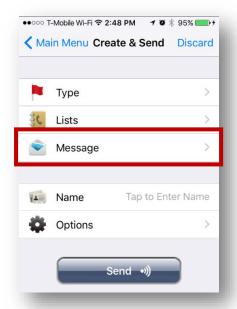


IF IT IS AN **EMERGENCY**, MAKE SURE YOU INCLUDE THE **EMERGENCY RESPONSE TEAM, SLT, LEAD ADMIN ASSISTANTS, AND OFFICE OF FAMILY VOICE** AS RECIPIENTS:



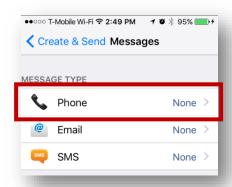


4. Click **Message** to create your message.



## ADD A PHONE MESSAGE

5. Click **Phone** to record your message.



6. Click the **red circle** to begin recording. For the best audio quality, hold your phone up to your ear like you would normally use it when you are recording.





7. Go over your message and make sure it specifies **who the call is from** and how people can get more information. Add "To repeat this message, press the star key" to the end of the message. Remember to **speak slowly**. Press the **square button** to finish recording.





8. Press the **play button** if you would like to review your recorded message. If you would like to keep the message, go back to the main menu by clicking **Messages**.





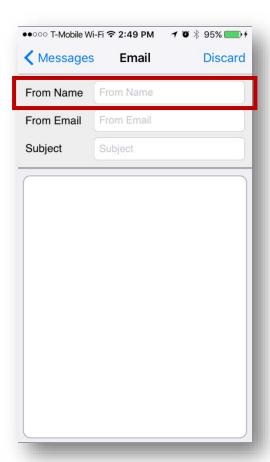
## ADD AN EMAIL

1. Click Email to add an email to your broadcast

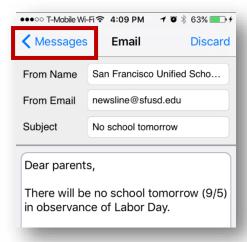


2. Create your email. Don't forget to include a **From Name** that will be recognizable to parents, such as "Hoover Middle School" or "San Francisco Unified School District."





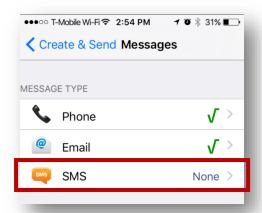
3. Once you've finished your email, click Messages to return to the menu.



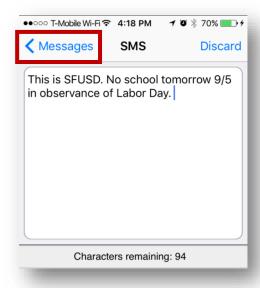
# ADD A TEXT MESSAGE (SMS)

1. Click **SMS** to add a text message to your broadcast.





2. Type your text message, which must be **160 characters or less**. Don't forget to mention who the text message is from! Then click **Messages** to return to the menu.



#### SEND THE BROADCAST

1. When you are finished, all three items (**Phone**, **Email**, and **SMS**) will have a green checkmark next to them. Click **Create & Send**.





2. Add a name for your broadcast.



3. Click **Options** if you would like to change the caller ID



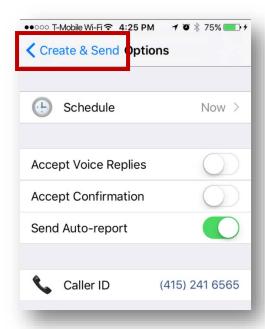


4. Make sure the **Caller ID** displays the correct phone number. If you are sending a message for a specific school, you can use the school's phone number as the caller ID so families will be able to call the school back. **Let the school know they should expect calls if you do this!** 



5. Click Create & Send to return to the menu.





6. Once you are ready, click **Send**.



7. A pop-up will appear. Double check the **Recipient Count** to make sure you aren't accidentally messaging the entire district if you don't intend to. Click **OK** if everything looks right.





8. Congratulations! You're done!

# I HAVE A PRE-RECORDED MESSAGE

Use this method if someone has sent you the file for a pre-recorded message or if you have already recorded a message on your phone and downloaded the file.

PRE-RECORDED MESSAGES CAN ONLY BE UPLOADED USING THE **WEB INTERFACE** AND NOT WITH THE PHONE APP.

## LOGGING IN

Login to SchoolMessenger at:

HTTPS://ASP.SCHOOLMESSENGER.COM/SFUSD



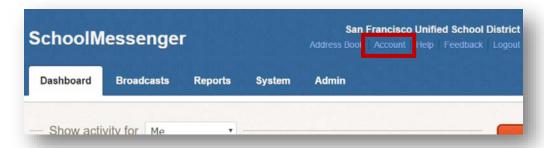


Use your SFUSD username and password (what you use to login to the intranet or your computer). Make sure you use **your username** (lastname + initial) and **not your email address**.

#### CHANGE THE CALLER ID

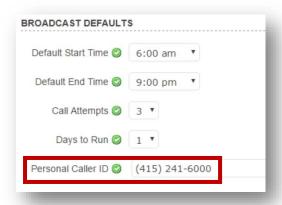
If you are sending a message for a specific school, you can use the school's phone number as the caller ID so families will be able to call the school back. **Let the school know they should expect calls if you do this!** 

1. Click on Account in the upper-right-hand corner

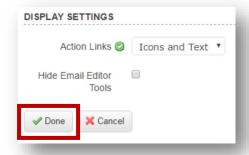


2. Go to **Personal Caller ID** under **Broadcast Defaults** and change the phone number to the school's phone number. <u>Look up school phone numbers</u>.



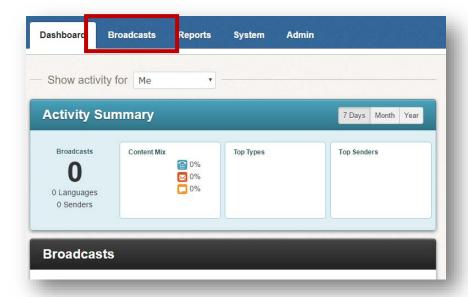


3. Click **Done** to save your changes



# CREATE A MESSAGE

1. Click on the Broadcasts tab

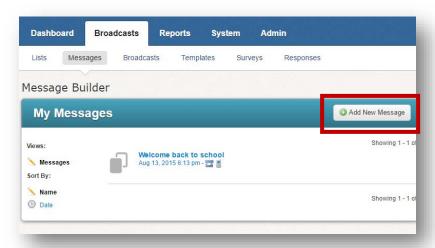




# 2. Click on Messages

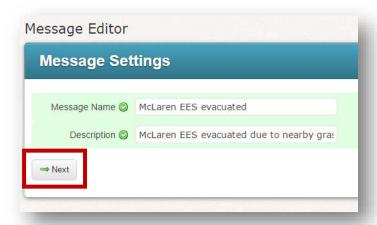


3. Click on Add New Message



4. Fill out the Message Name and Description, then click Next





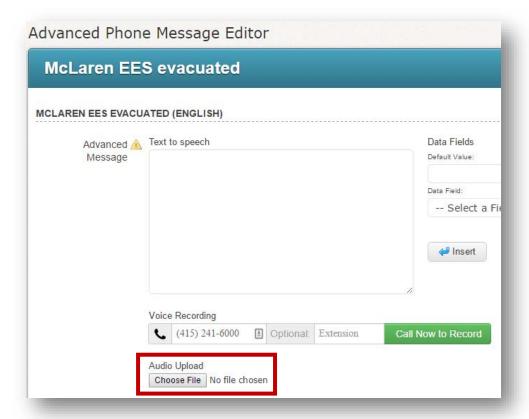
#### ADD A PHONE MESSAGE

1. Find the language your message is in, then click the dropdown under the **Phone** column. Then click **Write**.

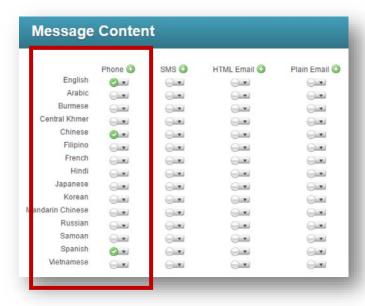


2. Go to the Audio Upload section and choose the downloaded file on your computer





- 3. Repeat for every language that has a voice recording.
- 4. Once you are done, each language you have uploaded should be green.



5. If you are finished, scroll to the top of the page and click **Done**. If you need to add text messages or emails, **stay on this page**.

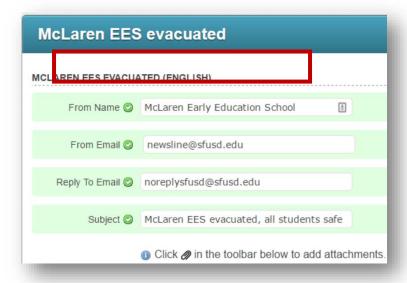


#### ADD AN EMAIL

Find the language your message is in, then click the dropdown under the HTML Email column.
 Then click New.

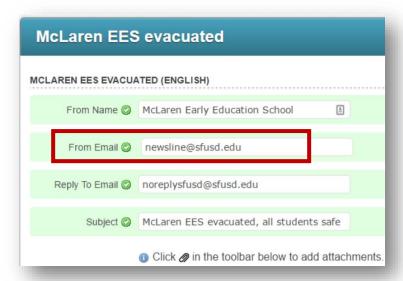


2. Create your email. Make sure your **From Name** is from someone recognizable to parents, such as "San Francisco Unified School District" for a districtwide call or "McLaren Early Education School" if the call is for McLaren EES parents and students.



3. Use newsline@sfusd.edu as the From Email by default



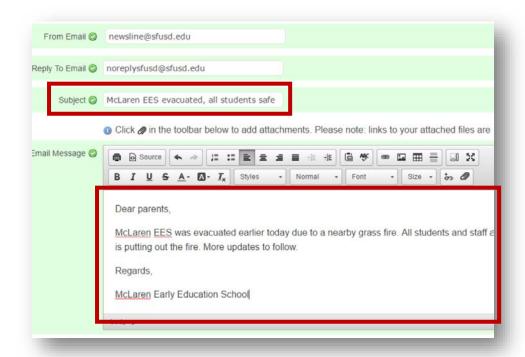


4. If you would like to prevent people from replying to the email, use <a href="mailto:noreplysfusd@sfusd.edu">noreplysfusd@sfusd.edu</a> as the Reply To Email



5. Compose a Subject and message





- 6. When you are finished, click Done
- 7. Repeat for every language that has an email.
- 8. Once you are done, each language you created an email for should be **green**.



9. If you are finished, scroll to the top of the page and click **Done**. If you need to add text messages, **stay on this page**.

#### ADD A TEXT MESSAGE

1. For English, click the dropdown under the SMS column. Then click New.





2. Compose your text message. Text messages must be under 160 characters.



- 3. Click Done
- 4. You will be able to add text messages in additional languages later.
- 5. Scroll to the top of the page and click **Done.**





# CREATE AND SEND A BROADCAST

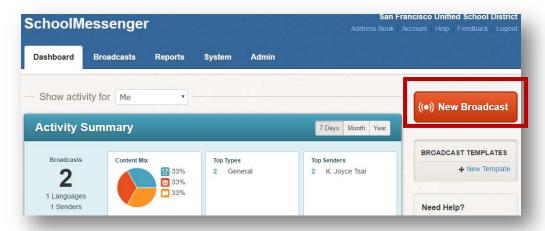
Now that your message is saved, you can create a broadcast.

## 1. Click Dashboard

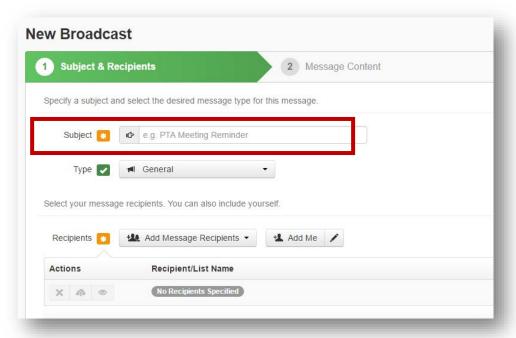




2. Click on the New Broadcast button in orange on the left side of the Dashboard

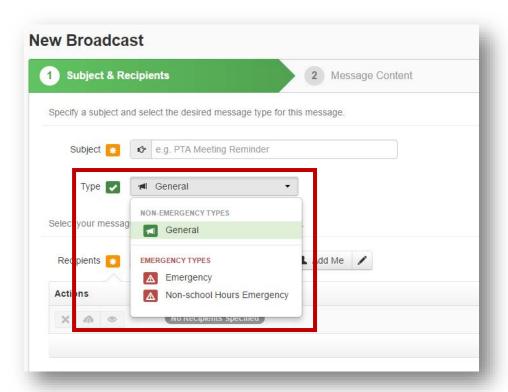


3. Create a subject

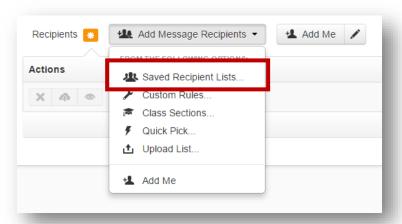


4. Select a message type. Selecting **Emergency** means your message will get priority and that it will call all phone lines if more than one is listed.



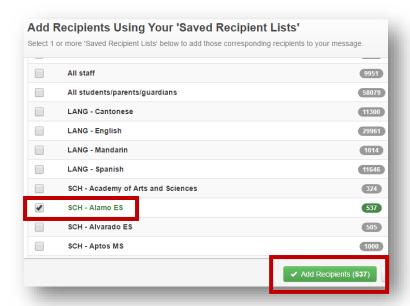


- 5. Select the recipients of your message.
  - a. Choose Add Message Recipients, then select Saved Recipient Lists

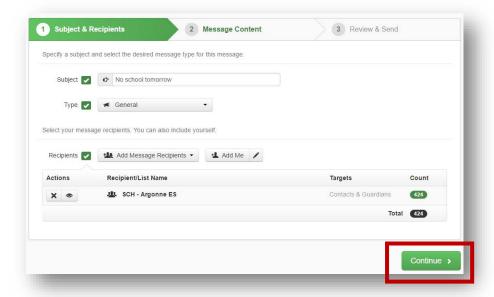


b. Check all lists that apply, then select Add Recipients
IF IT IS AN EMERGENCY, MAKE SURE YOU INCLUDE THE EMERGENCY RESPONSE
TEAM, SLT, LEAD ADMIN ASSISTANTS, AND OFFICE OF FAMILY VOICE AS
RECIPIENTS



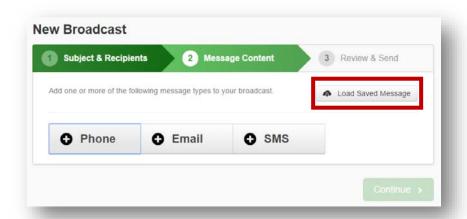


6. Click **Continue**. If the Continue button is greyed out, make sure you filled in the subject, selected the type of message and added recipients.

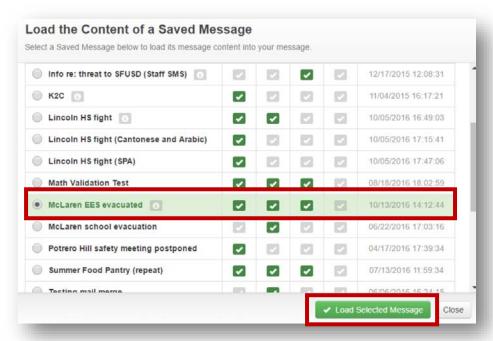


7. Select Load Saved Message



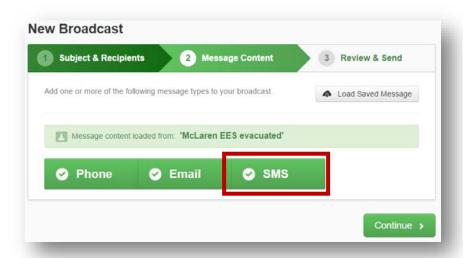


8. Find and select the message you created, then click Load Selected Message

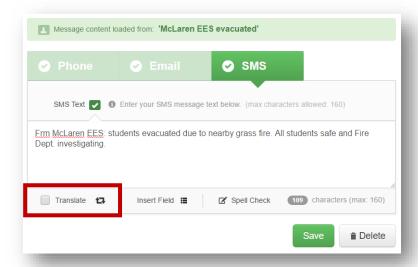


9. If you need to add text messages in additional languages, click SMS



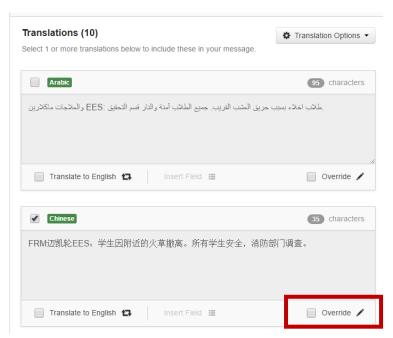


10. Under the main message, check the **Translate** box



11. Select the languages you want to include, then click **Override** and put in your own translation



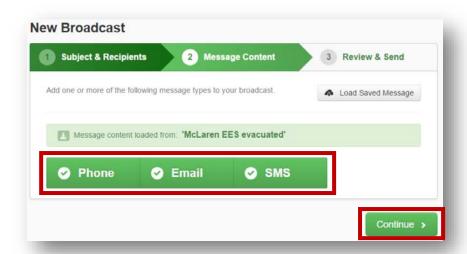


12. Click **Save** when you have entered all your translations. If the button is greyed out, you may have to wait a little, or try checking and unchecking the boxes and waiting.

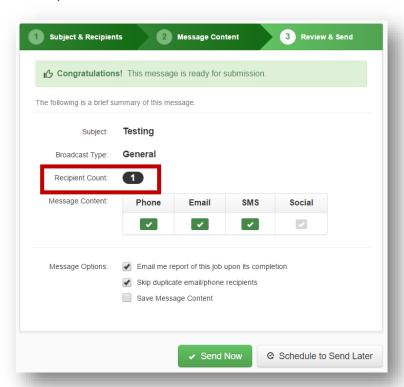


13. If you created a phone message, email message and text message, make sure all three selections are **green**. Then click **Continue**.





14. Double check the **Recipient Count** to make sure you aren't accidentally messaging the entire district if you don't intend to



15. Click **Send Now**. Congratulations!

IF YOU CHANGED YOUR CALLER ID, DON'T FORGET TO <u>CHANGE IT BACK</u> TO THE GENERIC SFUSD NUMBER.



