

# Hamblen County Schools Keeping Parents Informed with SchoolMessenger

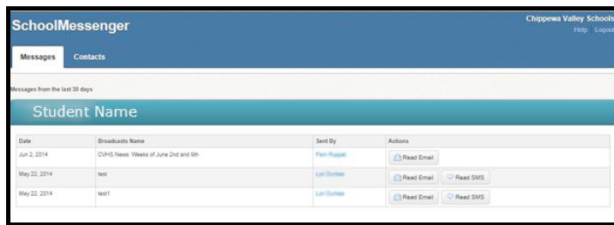
The Hamblen County Department of Education has changed to the SchoolMessenger system to contact parents in a fast and efficient manner with important school information and emergency school or district information.

SchoolMessenger allows parents to receive phone, email, and text notifications from your child's school and from the school district. Parents can select which one or how many formats they prefer for receiving messages.

SchoolMessenger operates from the data that is stored in the district's student management system. To ensure that you receive notifications, we ask that you check the contact information for your student(s).

- Visit Parent Portal at [connect.hcboe.net](http://connect.hcboe.net) or the ParentPortal icon on your school's webpage and verify or update the information
- If your contact information is incorrect, contact your child's school and the staff will assist you in updating this information.

When you log into Parent Portal, click on the Contact Manager icon.



Select "Contacts" to set your preferences.



All students linked to your Parent Portal account will be listed under "Contacts." Select the "Edit" button to edit your preferences. **SchoolMessenger information is attached to the student. This means that all SchoolMessenger contact information can be seen and changed by anyone who has access to your child's information in ParentPortal.**

Your SchoolMessenger account will be pre-loaded with the home phone number and the guardian e-mail address from your student's data in PowerSchool. (Please allow 24 hours after you have created your ParentPortal account to view the pre-loaded data.)

You may add, edit, and/or delete phone numbers and e-mail addresses. **Note: Updating information here does not update the information in our student information system. If there are changes, please notify your child's school.**

Choose your preferences for contact by adding a phone number, email address, and phone number for SMS (text messaging). You must "opt-in" to receive text messages. **A phone number capable of receiving SMS messages must in the SchoolMessenger Contact Manager before you can "opt in."**

Simply text the words "OPT IN" or "Yes" to 68453. If you are adding a new cell phone number, be sure to save the changes before you opt in.

Check the box "Save To All Contacts" to copy your preferences to all your linked students.

The screenshot shows a web form for managing contact information. It is organized into sections: Phone, Email, and SMS. Each section contains a table with columns for contact type (Phone, Email, SMS), a text input field for the contact information, and a row of checkboxes for message preferences: Non-school Hours Emergency, School Hours Emergency, Attendance, General, and Survey. A 'Save To All Contacts' checkbox is located at the bottom of the form. A yellow callout box with a red border is overlaid on the right side of the form, containing the following text: "Enter phone numbers for School Messenger contacts and choose message types for each number on this page. You can choose to receive phone, email and / or SMS text messages at each number you include."

Save your Changes.

Return to your ParentPortal account anytime to make changes to your preferences.

For more information or help with the process, please contact your child's school.

If you need a ParentPortal account, or need assistance with a ParentPortal account, please contact your child's school.