



SCHOOL MESSENGER ACCOUNT INFORMATION

Parents are busy people. They need to get information on what is happening with their students sent to them, especially if there is an emergency. Kings Local School District ensures that parents are in the know for the routine as well as the emergencies and bad weather closing/delay notifications.

SchoolMessenger is the District's main tool for immediate outreach.

While the District website is a great place for parents to go to find information, parents don't know when there is new information posted. The tool that the Kings Local School District uses when it needs to let all parents know that something is happening is SchoolMessenger. This communications system allows the district to send mass telephone, e-mail, and text messages to hundreds of parents and guardians in a timely fashion.

The district has developed some protocols around how / when this tool is used.

Who gets the call?

The contact information from the Emergency Medical Form that parents / guardians must file each year is put into the district's student information system. Once a day, new information from that system is downloaded into the SchoolMessenger's secure and confidential system. So within 24 hours of being entered, a new family may begin receiving communications.

Therefore, it is imperative that the number entered on the Student Enrollment sheet is correct AND if a phone number is changed, your student's building office receives the updated phone number.

Calls are made to the first telephone record for the first contact listed. These recorded message calls may come from the district office or the student's school. The system does mark duplicates, so parents with more than one student will not get duplicate calls. IF the telephone is answered by an answering machine, the system will leave a message.

We have made some changes on how we use our All-call system. Based on feedback from our community, we will reserve a phone call for emergencies or important information.

Emergency calls: Caller ID 513-398-8050

In a true emergency, such as a tornado or fire, the district or school may need to get to parents quickly. Parents may need to come to the school to pick up their student. Or, they may be asked not to come to school or to go to a different location to be reunited with their student(s). In the case of a true emergency, SchoolMessenger will send a message from the district in all of these ways:

- A recorded message to every telephone number on record for a student
- An email to each email address on record
- A text message to each cell phone on record **IF** the cell phone's owner has previously opted in to receive those messages (see separate instructions below)

In case of bad weather

To ensure that all families know when school has been cancelled or delayed, KLSD will place a call to all parents via SchoolMessenger. We try to make the decision before 6:00 am. We will also disseminate the information on the District's website, area television stations, and our social media channels including Facebook, Twitter, and Instagram. The calls are made early in order to provide enough time to get to school.

Text message permission

Cell phone carriers will not let SchoolMessenger send out mass text messages unless it can show the owner has granted permission.

Recipients opt-in by texting the word YES to the SchoolMessenger short code - 67587 from each device from which they wish to receive a text message.

The recipient's text of YES to the SchoolMessenger short code is this verification.

Changing your numbers or e-mail addresses

Because this information is housed in our student information system, if you have changes to your primary contact information, please contact the school office to let them know of the change. Let the office know if you want to change which telephone number is listed first. Some parents who do not want early bad weather calls to go to their home number may choose to list a cell phone first.

Additionally, you have the option to make any changes you wish in the SchoolMessenger system. Simply visit <https://go.schoolmessenger.com/#/home> and use an email address that is on file with the District.

If you have any questions or are having trouble with your account, please contact Dawn Gould at dgould@kingslocal.net.