

Dear Parents and Guardians,



Our school notifications provider, SchoolMessenger, is always looking for ways to help us improve our communications with you. As a big part of this effort, we would like to encourage you to sign up for InfoCenter™ by visiting <https://infocenter.schoolmessenger.com>, or download the mobile app from Google Play or the Apple App Store.



[Download Link](#)



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What is InfoCenter?

InfoCenter allows you to personalize how you receive communications from your school or district. In addition, InfoCenter centralizes those communications in a unified inbox.

How do I sign up for InfoCenter?

Signing up is easy. Use the **email address on file with our school** and follow these three steps:

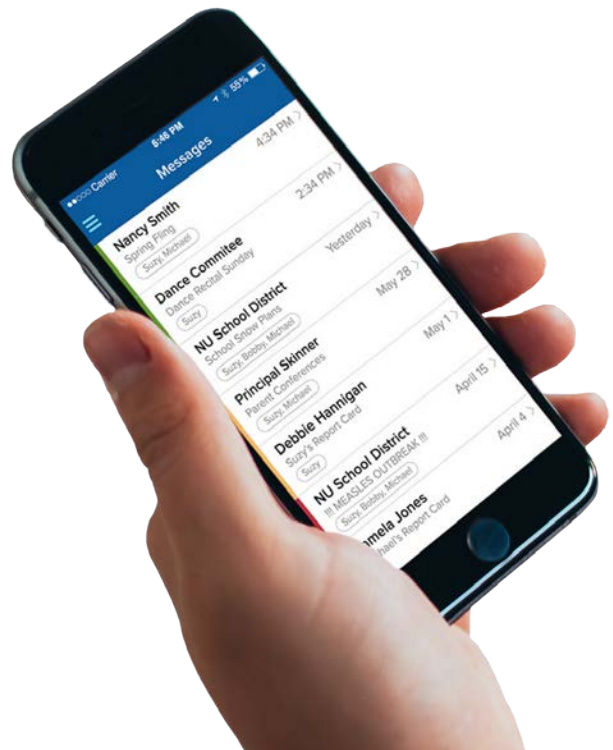
1. Click the Login Button on the top of the web page, or download the InfoCenter App from the Apple App Store or Google Play Market.
2. Enter your email address and create a password. An email will be sent to that address with a secure token.
3. After authenticating via your email, return to InfoCenter and sign in using your email and password.

What can I do in InfoCenter?

Once you've created your account, we'll automatically link the records associated with your email address.

You can then:

- View the records associated with your account – student/staff/parent records.
- Review the last 30 days of messages for all your associated records.
- View your contact information and configure how you would like to receive notifications.



Is InfoCenter secure?

The sign-up process creates a secure link between the user and SchoolMessenger. InfoCenter operates with the latest encryption technology to protect access to stored information.


SchoolMessenger is also a signatory of the Student Privacy Pledge, which requires us to adhere to 12 stringent data protection standards as a further assurance of our commitment to protecting your data.




studentprivacypledge.org

What else do I need to know?

- Device (Push) Notifications will trigger a badge or alert when you receive new communications from your school or district. You can choose to receive Device Notifications in addition to, or instead of, the phone calls, emails, and text messages you normally receive.
- No matter how you choose to receive notifications from your school or district, we'll keep all those communications in your InfoCenter inbox for 30 days.
- If you get a message about "No Associations Found", the predominate reason is that the email address you used to create your account is not on file with the school. Please contact the school, provide the email address you wish to receive communications through and ask that it be associated with your student(s).
- If you see the message "Sorry, we do not have any messages for you." There are a few common reasons. The most common is that the school has not sent any messages in the last 30 days. You should also check with the school to see that the email address you logged in with is set to receive messages and associated to the appropriate students.
- If you need more help with specific features, please visit the "Help" link when logged into your InfoCenter account at <https://infocenter.schoolmessenger.com/#/home>.

 **Note:** Certain features of InfoCenter are currently not available in the mobile app versions. Please visit your account on the website for full access to all features.

 **Note:** Not all schools subscribe to all InfoCenter features. You may notice variances between information, abilities to add/delete contact information, etc. based on which school you are viewing.