

## Important Information for the Archdiocese of Newark and SchoolMessenger users

For support questions please call: **800-920-3897** please add this number in your cell phone labeled **SchoolMessenger Support**. You may also email us at [support@schoolmessenger.com](mailto:support@schoolmessenger.com).

**Best practice-** For **ALL** time-sensitive communication please call the support number listed above. Do not email for time sensitive requests.

**Training information:** To sign up for free webinar training please click the link below and schedule the training that best fits your schedule. This is a great option for schools that want immediate training or have new employees.

**Schedule training click here-** <http://www.schoolmessenger.com/training/communicate-webinars>

We recommend the following trainings to start:

- **SchoolMessenger Communicate New User-** Overview of the site and how to send message broadcasts.
- **SchoolMessenger Communicate for PowerSchool-** Learn more about sending messages with SchoolMessenger options for PowerSchool customers.
- **List Creation-** How to build and update lists using Quick Pick, Manual Add and Uploading.
- **Publish and Subscribe-** Interested in sharing and borrowing lists and messages from other users.

### **Resource Central for all your training and information needs.**

Resource Central is our client documentation site that houses pdf training guides for all products, videos and links to sign up for additional trainings as needed. To use this resource you must be listed as an authorized user in your notification account and have log in credentials for your schools notification system. If you meet this criteria please proceed with creating an account by following the steps below.

Click here to sign up for an account- <http://resourcecentral.schoolmessenger.com>

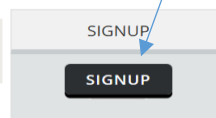
Your first time at this site you will need to click the **sign up button** and register for a new account. Please fill out all of the requested fields, including your school/district website URL. Once you have been verified as a customer, you can expect your account to be approved within 24 hours.

Username

Password

Enter Your Password:

[Forgot Password?](#)

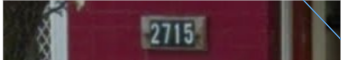


SIGNUP

SIGNUP

Your email address will be your User name once you have been approved. After completing the below information click in **SIGNUP**

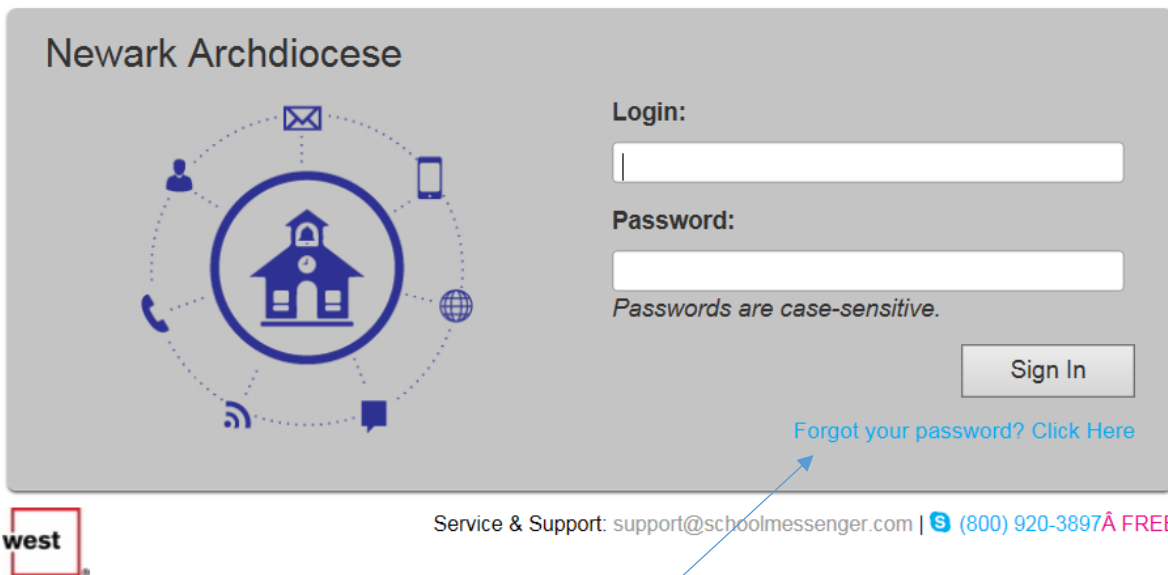
**i** Fields marked with an asterisk (\*) are mandatory.

First Name	<input type="text" value="Enter your first name"/>	*
Last Name	<input type="text" value="Enter your last name"/>	*
Email Address/Username	<input type="text" value="enter your valid email address"/>	* Enter a single valid email address
Password	<input type="password"/>	*
Re-enter Password	<input type="password"/>	
Security Question	<input type="text" value="What is the name of your best friend from childhood?"/>	▼
Secret Answer	<input type="text"/>	*
Website U R L	<input type="text" value="enter your schools website URL"/>	x*
Security Measure		
	<input type="text" value="Type the text"/>	

### How to log into SchoolMessenger outside of PowerSchool

Open up the below URL. This URL is dedicated to the Archdiocese of Newark for schools that are using PowerSchool SIS and set up under the Archdiocese of Newark. If your school uses a different SIS then your URL will be different and you will need to contact support at **800-920-3897**.

<https://asp.schoolmessenger.com/newarkarchdiocese>



The login page for Newark Archdiocese SchoolMessenger features a central graphic of a schoolhouse surrounded by icons for a person, a mobile phone, a globe, a speech bubble, and a Wi-Fi signal. To the right of the graphic are the following elements:

- Login:** A text input field.
- Password:** A password input field with a note: "Passwords are case-sensitive."
- Sign In:** A button.
- Forgot your password? Click Here:** A blue link.

At the bottom left is the **west** logo. At the bottom right is the text: "Service & Support: support@schoolmessenger.com | (800) 920-3897 FREE".

If you forgot your password you can request a **password reset**. Please note if you try to log into this account **5 times** incorrectly your log in will be locked and you will need to contact support to reset your password.

**Note:** Common mistakes are users trying to access their account from the SchoolMessenger website. <http://www.schoolmessenger.com> this link is not for logging into your Notification account.

### **Texting and SchoolMessenger: SMS**

Once your Opt in campaign is completed, all your school needs to tell parents is to text **Y** to your specific short code of: **68453** or they can text the word **Help** to **68453** and they will receive a response that says: **SchoolMessenger Notifications: Reply Stop to cancel. Text Y to Subscribe**. Message and data rates may apply.

It's that easy. Any parents that are pending Opt- In or Blocked on your reports must text Y to the short code 68453 if they want to receive text messages from your school.

**NOTE: If you are using Canadian cell phone numbers that short code will be different 724665**