

Dear Parents,

Santo ISD is excited to continue its use of SchoolMessenger, a service that will improve communication by allowing us to **deliver important information by phone call and email**. *This service is not intended to replace our existing means of communication— rather it will enhance them. The district will only use the service to provide information that is timely and relevant to you and your student(s).*

### **What does SchoolMessenger do?**

The District can send District-level emergency and District/Campus-level non-emergency messages to you by **SMS text, email and automated phone calls** through the SchoolMessenger system.

*These messages will not replace current communication methods. Schools will continue to send letters home and use email and text messages to share school information with you; SISD will continue to use its website, social media and traditional media to communicate with you as well.*

### **What kind of messages will I get?**

#### **Emergency Message Examples**

- Bad Weather closings and delays
- Unexpected early releases due to weather, utility failure, etc.

#### **Non-emergency Message Examples**

- Attendance alerts
- Notices about upcoming parent meetings, state testing dates, etc.
- Emails that include school newsletters, missing forms, field trip reminders, etc.
- Short surveys on important school issues

### **How does SchoolMessenger know how to contact me?**

The new SchoolMessenger distribution system will **use the contact email addresses and phone numbers that you have provided to your child's school for registration** and Parent Portal. If you need to change or update your contact information, please call the front office of your child's school (Elementary: 940-769-3215 or Secondary: 940-769-3847).

**If you received SchoolMessenger texts/calls/emails from Santo ISD last year, you should not need to re-enroll.**

### **Optional SMS Text Message**

Santo ISD can also contact you via text message, but only with your help. In order to participate in this service, you must indicate your willingness to receive text messages to your phone. **If you would like to receive text messages from Santo ISD, you must "opt in" for that service**—federal regulations prevent us from using SMS to contact you without your permission.

The process is simple and only takes a few seconds to complete.

### **Utilizing the "Opt In Message"**

**You can only receive SMS messages on phone numbers that we have in our system. Either your primary phone or alternate phone MUST be a cell number to receive texts from the district. If you need to add or change a cell number, please call our office. It takes 24 hours for the system to update after a change is made.**

1. Simply text **67587** with any of the following words: **subscribe, optin, yes**.
2. You'll know you were successful if you receive the following reply message:  
*You are registered to receive approx 3 msgs/mo. Txt STOP to quit, HELP for help.*  
**This does NOT mean that you will only get 3 per month. You'll get everything that we send that pertains to you. Some months it may be more, and some it may be less.**
3. You'll want to repeat the opt-in process for any wireless numbers that you wish to include; however they must be in our system to be tied to you and your student. Please call us.

4. In addition to performing the opt-in process above you'll want to insure that the district has your wireless number(s) in our student information database.
  - a. If you haven't already provided that information to your school please contact them and provide them with that information.

**The district will be officially launching the SMS text messaging service in approximately a month, so until then you won't receive any further text messages.** *Please note, although the district does not charge you for this service, it does not pay for text message charges that may be incurred by you for sending or receiving text messages. Check with your wireless carrier for possible charges.*

**What if I don't want text messages?**

If the SchoolMessenger system cannot match a wireless phone number to a student, no texts will be sent to that phone. You can also "Opt Out" at any time by texting STOP to 67587.

If you have any questions please feel free to contact Christy Taliaferro at 940-769-2835 or [ctalia@santoisd.net](mailto:ctalia@santoisd.net). To change or check on the contact information stored in our student management system, please call your campus (Elementary: 940-769-3215 or Secondary: 940-769-3847).