

SchoolMessenger Mobile App

Instructions for Athletic Coaches

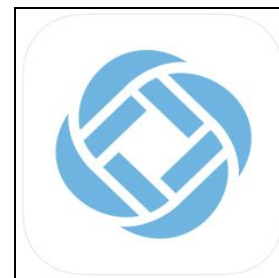
SETTING UP YOUR ACCOUNT

1. Download the SchoolMessenger Mobile App from either the Apple App Store or Android Google Play Store.
2. The first time you use the app, select **Sign Up** on the welcome page.
3. Enter your email address, location and a password. Your password must:
 - Contain 1 lowercase letter, 1 uppercase letter and 1 number
 - Be 6 characters in length

Note: You must use your Highline email address to set up the account.

4. You will be sent a verification email to the email address provided. Tap the link in the email to verify your account. A new page will open on your browser. Go back to the mobile app, enter your information and select **Log In**.

Note: When you first log in, you will be asked to turn on notifications. We recommend turning notifications on so you will be alerted when you receive a message.



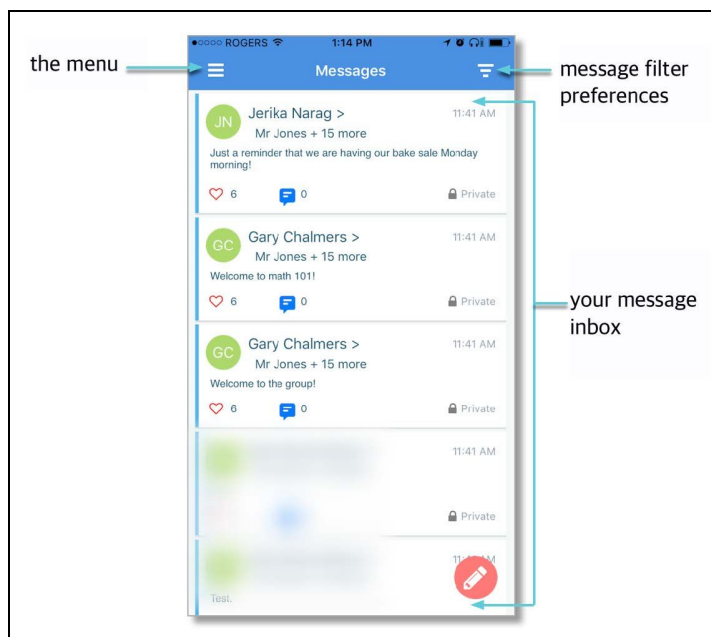
MESSAGES PAGE

On the main page of the app, also called the Messages Page, you will see an icon on the top left to view the menu. Use the **Menu tab** to manage groups, see contacts and change preferences.

On the top right, you will see an icon to filter messages based on preferences.

The stream will show the most recent messages.

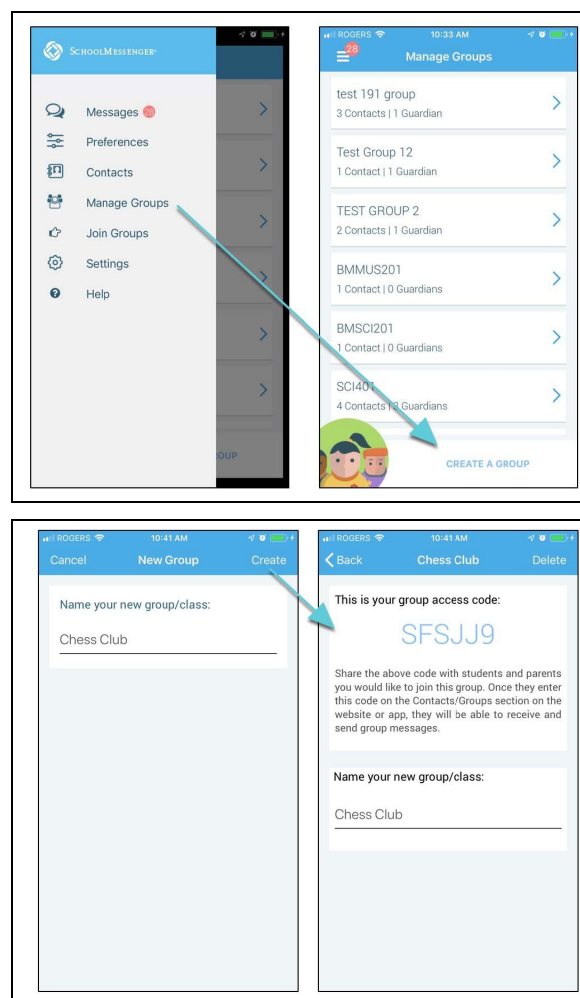
To create a message, select the red icon on the bottom right (see further instructions).



CREATE A GROUP

Find the option to create a group under the **Manage Groups** option on the **Menu tab**. Groups allow you to create a conversation between students, guardians and other school staff.

1. Tap on the **Manage Groups** menu option. Tap the **Create Group** link.
2. Create a name for the group (e.g. Fall Girls Varsity Volleyball). Tap **Create**.
3. The SchoolMessenger app will create your group and then generate and assign a group access code. This is the code that anyone wishing to join the group will be required to enter before they can become a member of the group. A unique code is generated for each group you create.
4. Tap **Back** to return to the Manage Groups page.
5. Distribute the code to all those you would like to invite to the group you created.



Note: Find the access code at any time by selecting a group and tapping **Details**.

MOBILE APP MESSAGES

The messages page displays all broadcast messages (voice, email, or text) sent to you from HPS during the last 30 days, as well as the messages and conversations that have taken place in the SchoolMessenger app group(s) you have joined. They are sorted newest to oldest.

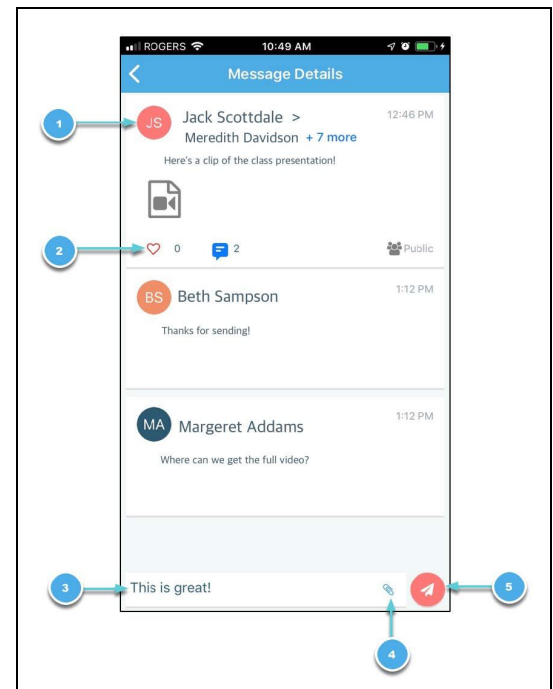
There are two types of messages:

- Broadcast Messages: Sent by HPS (Emergency, Attendance, General, etc.). These will expire and be removed from your messages page after 30 days.
- Staff-sent Messages: Messages sent initially by staff (coaches) either publicly or privately to participants (students/parents) who are members of a SchoolMessenger app group. Unless deleted by yourself, these will remain on your message page indefinitely. These are different from Broadcast messages in that:
 - as a participant, you may be able to reply and engage with the sender and other participants.
 - as the main group teacher, you can send messages to groups straight from the app.

Your student's ability to comment on messages received depends on the message settings determined by you.

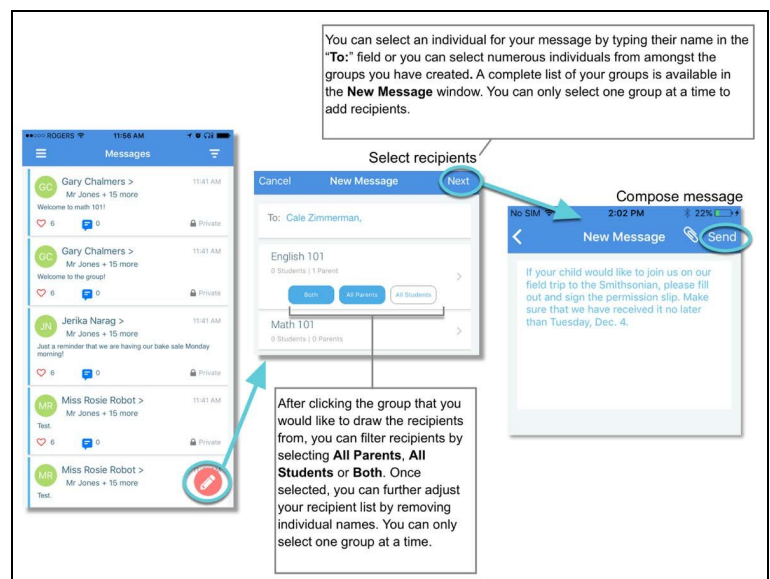
To the right is an example of what a staff-sent message looks like when opened.

1. Message senders will have their own colored icon with their initials.
2. Recipients can like a message by tapping the heart.
3. If comments are turned on, there'll be a field for comments.
4. The **paper clip icon** allows files to be attached
5. The **paper airplane** button sends the comment.



CREATE A MESSAGE

1. Tap on the **Messages** menu option.
2. Tap on the **red pencil icon** on the lower right-hand corner of the screen.
3. Begin typing the name of specific recipients in the To: field OR select the group you'd like to send a message to.
 - a. If you selected a group you can use the filters provided to narrow down your recipients OR tap the blue arrow to the right of the group name to quickly select specific members of that group.
 - b. Remove specific recipients from the message by tapping the To: field and tapping the delete key in your phone keyboard.
4. Tap **Next**. The Compose Message window appears.
5. Write your message in the message box provided. Attach a file, if desired.
6. Select your comment settings. Tap **Send**.



SELECT YOUR COMMENT SETTINGS

It will be important to pay attention to the comment settings as you send a message. Here is an overview of the options.

- **Everyone in the conversation:** comments to your message will be seen by the entire group
- **Me Privately:** only the coach (you) will see comments sent by individuals, however, when you respond the responses will be sent to the entire group. You will need to start a new conversation if you need to reply to just that student/guardian.
- **Comments not allowed:** no one will be able to send a response
- **Commenters' names:** check the box to allow everyone to see everyone's names

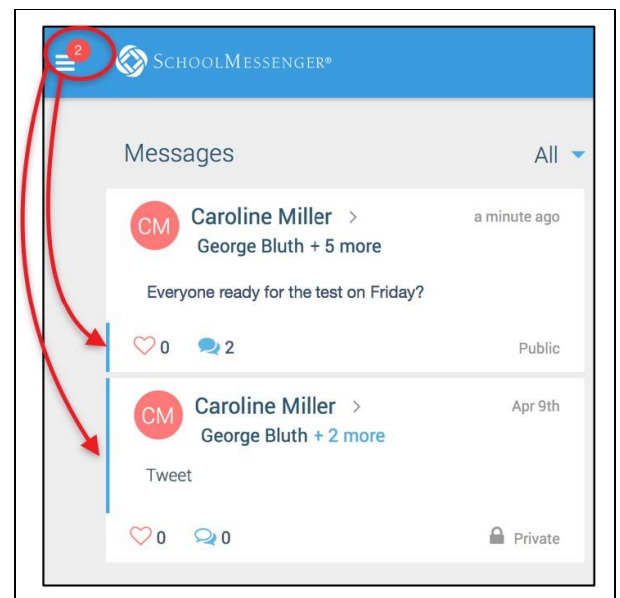
Refer to the best practices handout for additional help.

RECEIVING NEW MESSAGES

If you receive new comments within a conversation thread, the entire conversation counts as only 1 unread message. No matter how many unread messages a conversation thread contains, the unread messages count will only increment by 1.

In the example to the right, the unread messages number displays as 2 because there are 2 conversations in the user's message inbox that are either unread or contain unread comments.

The example shows how both scenarios look. Unread comments within an already opened conversation are marked with a half blue line. Unread conversations not yet opened are marked by a full blue line.



RESPONDING TO A MESSAGE

Anyone receiving a staff-created message may read the message, and, under the appropriate circumstances, read the comments of other group members and offer their own comments. The circumstances are defined by the coach (you) who created the original message. If comments are enabled:

1. Enter your response in the comment box.
2. Tap the **red paper airplane** button to respond.

