

SchoolMessenger InfoCenter & SMS Texting Notifications for CCPS Parents

InfoCenter for Parents

What is InfoCenter?

InfoCenter allows you to personalize how you receive communications from Carroll County Public Schools. In addition, InfoCenter centralizes those communications in a unified inbox.

How do I sign up for InfoCenter?

Signing up is easy. You will use the email address that your child's school has on file and follow these three steps:

1. Go to <https://infocenter.schoolmessenger.com>
2. Click Sign Up on the top right of the page.
3. Enter your email address and create a password. An email will be sent to that address with a secure token.
4. After authenticating via your email, return to InfoCenter and sign in using your email and password.

Please note: CCPS is not currently active on the InfoCenter mobile app. This app will be released at a later date. An announcement will be made when the app is released.

What's in InfoCenter?

Once you've created your account, SchoolMessenger will automatically link the records associated with your email address. You can then:

- View records associated with your account – student and parent records
- Review the last 30 days' worth of messages for all of your associated contacts. If you have more than one child in CCPS, you will see all of them under the Contacts tab.
- 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 yourself and SchoolMessenger. InfoCenter operates with the latest encryption technology to protect access to stored student information. SchoolMessenger is also a signatory of the Student Privacy Pledge, which requires SchoolMessenger to adhere to 12 stringent data protection standards as a further assurance of our commitment to protecting your child's data.

SMS Texting Notifications for Parents

Signing up for SchoolMessenger text notifications is easy. You will first have to establish an account in InfoCenter by signing up.

Once you've created your account, SchoolMessenger will automatically link the records associated with your email address. You can then:

- View records associated with your account – student and parent records.
- Review the last 30 days' worth of messages for all of your associated contacts. If you have more than one child in CCPS, you will see all of them under the Contacts tab.
- View your contact information and configure how you would like to receive notifications.

Once you have logged into InfoCenter and confirmed that all information is correct, you may add text as an option for message notifications.

To sign up for text alerts:

- Click Preferences in the top right corner.
- You will see the phone number(s) that CCPS has on file in your child's record. You can also add additional cell phone numbers to receive text notifications by clicking the 'Add more' button on the right.
- Click the box that contains your cell phone number.
- Here you can select or deselect the types of messages you are interested in receiving and how you want to receive them.
- Click Save.

Text messages will be sent based upon the type of notification that is being sent from CCPS. You can opt out of these messages at any time by simply changing your preferences in InfoCenter.

Information on SMS text messaging.

SMS stands for Short Message Services and is commonly referred to as a "text message". Most cell phones support this type of text messaging. Please note that all standard rates apply for text messaging under your cell phone provider.

FAQ's

How do I unsubscribe from text messaging?

If you no longer wish to receive SMS text notifications, you may simply do the following:

- 1. Login to InfoCenter, click on your phone number, deselect 'Send text', and click Save.*

What if I have difficulties setting up my InfoCenter account or never receive the token email?

Please call your child's school to ensure they have the corresponding email address associated with the appropriate records. Once corrections have been made, you will need to sign out, then sign in again to see them take effect.

What if I am not receiving text notifications?

If you have signed up for SMS texting and are not receiving text messages, you must ensure that your child's school has your correct phone number in eSchoolPLUS and that it is located in the SMS phone field. It may take 24 hours for a number to become active after being changed or added to the system.

What do I do if I don't see all my children in InfoCenter?

If you do not see all of your children under the Contacts tab at the top of the screen, you will need to contact your child's school and confirm that all of your children are linked to one another in eSchoolPLUS. If they are not and the school makes a change to the student record, it may take up to 24 hours for the record to update in the system.

Will I be charged for the text messages that I receive from SchoolMessenger?

SchoolMessenger does not charge recipients for the text message that they receive; however, wireless providers may charge for individual text messages, depending on the plan associated with the wireless device. Please consult your carrier if you are uncertain.

Questions?

If you have any additional questions or concerns regarding InfoCenter or SMS notifications, or if you require additional information, please call a SchoolMessenger technical support representative at 800.920.3897, or support@schoolmessenger.com.