

# District and School Communications



New Braunfels ISD utilizes SchoolMessenger to enhance the District's ability to communicate regularly with parents and staff 24 hours a day, using voice messages, email or text messages for emergencies, news and events.

In an effort to meet compliance with the Telephone Consumer Protection Act (TCPA), as well as to make it easier for parents to create and manage their account, changes were implemented to SchoolMessenger. Parents will now be able to create an account using an email address that has been provided to NBISD.

**In order for NBISD to meet TCPA guidelines, you will need to log in to SchoolMessenger's infoCenter and either provide New Braunfels ISD consent or deny consent to receive non-emergency calls for each phone number associated with your student's records.**

Please follow these step-by-step instructions.

## Existing Users:

1. Go to <https://infocenter.schoolmessenger.com/#/home>
2. If you have already set up SchoolMessenger please sign in with your email and password. If you forgot your password, please click on the "Forgot password?" link and follow the instructions.

A screenshot of the SchoolMessenger login interface. It features a blue header with the SchoolMessenger logo. Below the header are two input fields: "Username/Email" and "Password". A blue "Login" button is positioned below the password field, with a "Forgot your password?" link underneath it. At the bottom of the form, there is a link that says "First time accessing SchoolMessenger? Sign up now!".

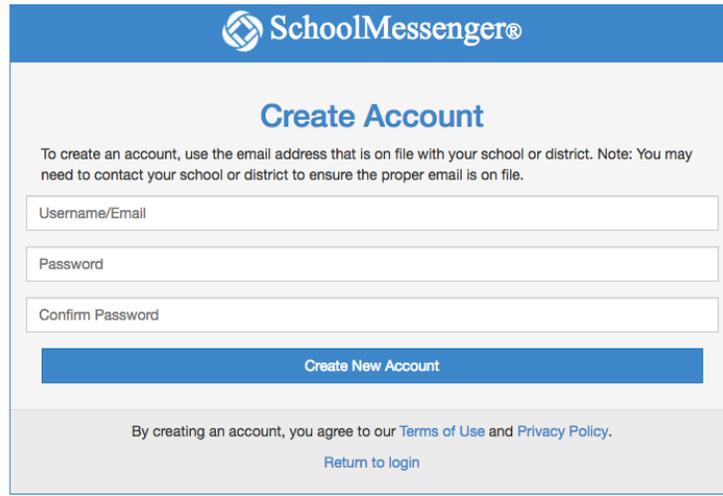
3. Once you have signed in, you will either need to provide consent or deny consent for non-emergency calls for each phone number provided.

A screenshot of a "Permission settings" form for the phone number (830) 555-5555. The form asks, "Would you like to receive other pre-recorded messages from your school or school district for topics that you select, such as school closures and attendance notifications?". Below the question is a dropdown menu with the selected option "Yes, it's ok to call me at this number". A note states, "By selecting yes and save, I consent to receive calls containing pre-recorded voice messages." At the bottom of the form are two buttons: "Cancel" and "Save".

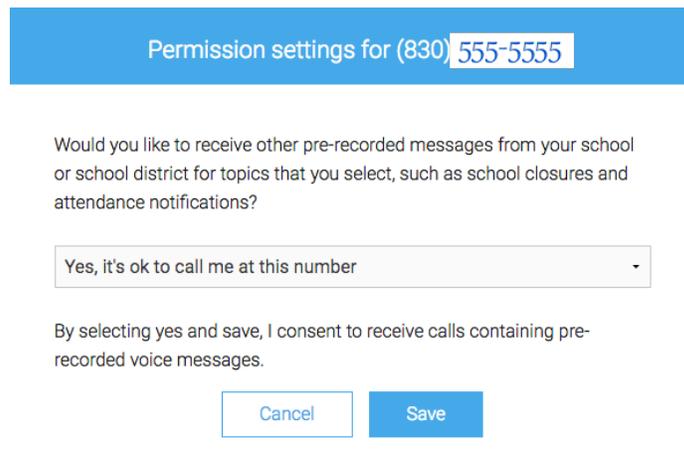
4. Verify your "Associations."
5. Be sure to review your "Preferences" before logging out.

## New Users:

1. Go to <https://infocenter.schoolmessenger.com/#/home>
2. Click the “Sign Up” button
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.
5. Once you have signed in, you will either need to provide consent or deny consent for non-emergency calls for each phone number provided.



6. Verify your “Associations.”
7. Be sure to review your “Preferences” before logging out.



For added convenience you may also *download* the SchoolMessenger infoCenter App from the Apple App Store or Google Play Market. Enter your infoCenter email and password and set your preferences in the app. 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.

**PLEASE NOTE:** Updates to your contact information such as a phone number or email address should be given to your school office staff in order for the changes to be made in infoCenter.