UPDATED HISD CHANCERY AND TEXT MESSAGING INSTRUCTIONS 2014-2015
October 13, 2014

HISD's text message notification system allows school officials to quickly notify parents, students, and staff about district and campus emergencies. This service is provided by SchoolMessenger, which also provides the system we use to distribute phone message callouts to parents.

Signing up for the service is easy – participants simply text "YES" to 68453 from each cell phone on which they wish to receive text messages. They may also register their secondary student's cell phone number, if they would like them to receive text alerts as well.

SchoolMessenger is a valuable tool for our schools, but for this service to work effectively, it must be able to communicate and share data with HISD's Chancery System — which means data must be entered correctly and in the right place.

After the Chancery upgrade that took in 2014, SchoolMessenger receives two telephone numbers for each student from the **Student Demographics page> Address/Phone** tab, as well as up to three telephone numbers and an email address from each of the first three contacts on the **Student Contacts** page.

Below are some instructions designed to help you make sure you're entering the right information in the right fields so that parents and students will receive emergency text alerts.

OVERVIEW OF CONTACT FIELDS FOR EACH STUDENT IN CHANCERY:

Student ID Number, First name, Last name, Grade level, Language code

Student Home Phone **(or cell phone if there is not a land line):** Primary number used for attendance
Student second phone number: **if the student is a middle or high school student, this is their cell phone number**
Student E-mail address

Contact 1 Home Phone **(or cell phone if there is not a land line)**
Contact 1 Work Phone
Contact 1 Additional Communications Number 1: **Should be cell phone number if land line is listed for "home"**
Contact 1 E-mail address

Contact 2 Home Phone **(or cell phone if there is not a land line)**
Contact 2 Work Phone
Contact 2 Additional Communications Number 1: **Should be cell phone number if land line is listed for "home"**
Contact 2 E-mail address

Contact 3 Home Phone **(or cell phone if there is not a land line)**
Contact 3 Work Phone
Contact 3 Additional Communications Number 1: **Should be cell phone number if land line is listed for "home"**
Contact 3 E-mail address

DETAILED INSTRUCTIONS FOR ENTERING EACH STUDENT'S CONTACT INFORMATION

Student Demographics page> Address/Phone tab:

Only these two telephone numbers and email address from this screen will be sent to SchoolMessenger.

The first phone number on this page MUST always indicate the PLACE "Home" and the TYPE "Phone." Phone numbers entered on the first line will always default to the Place "Home" and the Type "Phone" only **if other values are not entered**. The "Home" telephone number will be the primary number used for attendance calling.

The second phone number on this page MUST always indicate the PLACE "N/A" and the TYPE "Cellular" for high school and middle school students only – leave BLANK for elementary students. HISD principals have requested permission to text their students *in case of an emergency*. If parents agree, their child's cell phone number must must be entered **EXACTLY AS LISTED ABOVE.** The texting software pulls the student's cell phone number from the SECOND number listed on this screen on the Student Demographics page.

IMPORTANT NOTE: Please note that any telephone numbers entered under "Additional Communications Numbers" as show on the screenshot below of the <u>Student Demographics Page</u> will NOT receive emergency text alerts or phone calls via the automated phone system. The parents' land and cell phone numbers MUST be entered under "Contacts."

Student Demographics page>Federal Info

The Home Language field: The Language code in this field goes to SchoolMessenger. If the value entered here is Spanish, HISD texts, callouts, and emails will be delivered in Spanish. This field determines the language, not the one listed under the Contact Record (see below).

Contact record

Click on the Edit link for the data entry screens for the student's contacts. For each of the first three contacts, an email address and three telephone numbers will be sent to SchoolMessenger.

Personal section:

The contact email address from this field is sent to SchoolMessenger. As noted above, the Home Language field here *does not* go to SchoolMessenger.

Contact Phone Numbers section:

When adding a new contact, the student's last name, first and second phone numbers, and address are automatically rolled over (populated), **but the additional Communications Numbers should be edited to reflect each of the three contacts' home, work, and cell phone numbers on the revised Student Enrollment form.** Additional communication numbers do not roll over from the student's Address/Phone page. They must be entered here for parents to receive emergency text alerts or automated phone calls.

If there is no home number/land line, a cell number can be entered in the first line under "Phone Numbers."

Note: The "Additional Communication Numbers" area DOES allow you to enter text into the number field. However, this will impede SchoolMessenger's ability to receive the phone number. Therefore, the entry in this area should be a CELL PHONE NUMBER ONLY. NO TEXT NOTES PLEASE, OR THE SOFTWARE WILL NOT BE ABLE TO PICK UP AND TEXT TO THE CELL PHONE NUMBER listed here.