

SchoolMessenger SMS Text Opt-In Campaign

FREQUENTLY ASKED QUESTIONS

What is SchoolMessenger?

SchoolMessenger is the platform that HPS uses for school community engagement. SchoolMessenger helps communicate essential messages from the District/School in multiple languages by phone call, email, and now text to staff and families, i.e., snow day and emergency notifications.

How do recipients “Opt-In” to receive text messages?

Text **Y** to **67587** from each wireless device on which they wish to receive texts.

Where will the text messages come from?

The text message will come from SchoolMessenger, shortcode **67587**.

I received a text message that said it was from SchoolMessenger; what does that mean?

If it was from **67587**, that was most likely the Opt-In invitation message sent by SchoolMessenger.

To continue receiving informational text messages from the school(s), reply with **Y**.

I “Opted-In,” but I’m not receiving texts.

Ensure that your child(ren)’s school has your correct cell phone number in the database.. A number may take 24 hours to become active after being changed or added to the school system.

Each device number must complete the Opt-In process to receive texts on multiple devices.

Will I be charged for the text messages I receive from Communicate?

Communicate does not charge recipients for the text messages they receive or send to the short code; 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.