



FREQUENTLY ASKED QUESTIONS

SCHOOLMESSENGER HOME APP

Below are some frequently asked questions about the SchoolMessenger Home App. If you have a question that is not answered here, please email webmaster@comsewogue.k12.ny.us and we will be happy to assist you.

What is the SchoolMessenger Home App?

The SchoolMessenger Home App is a single place where you can listen to phone calls sent by the district, as well as view emails and SMS messages that have been sent from the District. If your child's teacher uses this app for classroom messaging, you will also find those messages in this app.

How do I download the SchoolMessenger Home App?

Visit the App Store (iOS Devices) or Google Play Store (Android Devices). Search "SM Home" and locate the app with the multi-colored icon (shown at the top of this page). The app is free to download.

What is my login information?

If this is your first time using the app, click the "Sign Up" button. You MUST enter the email address that we have on file for you in SchoolTool in order for the app to grant you access. You will also need to choose a password with a minimum of six (6) characters, including at least one each of an uppercase letter, lowercase letter and number.

Can I change my contact preferences?

Yes. Go to the "My Profile" tab in the bottom right corner of the app, then choose "Preferences." On this page, you can choose the different types of messages you want to receive for different broadcast categories. The majority of our messages are sent using the "General" category.

How do I listen to a message or read an email/SMS?

On the Inbox page of the app, tap the message and then choose the specific type of communication you want to read or listen to. Only the types of communication sent with that specific broadcast will be visible when viewing the message.

Can I receive push notifications from the SchoolMessenger App?

Yes. In the app settings, make sure the "Push Notifications" setting is turned on. You will also want to make sure that push notifications are enabled for the app in your device settings.

What is SchoolMessenger Chat?

SchoolMessenger Chat is a new component of the SchoolMessenger Communicate platform that lets teachers use auto-rostered or manually create groups to communicate with parents in their child's class. Building principals, club advisors and coaches may also create manual groups to message with their parents.

Can I join a group manually?

Yes. If your child's teacher is using this app and has enabled the SchoolMessenger Chat feature, and has opted to create a manual group rather than use the pre-defined groups that are synced from SchoolTool, click the "Chat" option in the bottom of the app and then click the purple "+" icon in the top right corner of the app. Enter the code provided by your child's teacher.

How do I filter messages?

In the top right corner of the Inbox page of the app, click the "Filters" button. You can filter by broadcast type, view all messages or view only messages that are marked as read/unread.