



## School Messenger (AKA SkyAlert) Guide

Canyons School District  
Education Technology Department  
9361 S. 300 E.  
Sandy, UT 84070  
Help Desk: 801-826-5544

### Family Access Information

Parents can change phone numbers, choose to get emails or text messages.

To change Skylert options ( for example - if a school doesn't want a parent to be able to opt out of getting calls for attendance)

- Student Management
- Family
- Family Access
- Product Setup
- Configuration
- Entity Configuration
- Expand school- General Information
- This is where you can change all Family Access options
- Choose Skylert Option- Click Edit

### Attendance Calls

Automatically calls parents if they are absent – starts at 6pm (if attendance is in by 3:30)

- As long as we are entering attendance we don't have to worry about it
- The attendance secretary will receive an email report of who was contacted, how, if they answered, if it was busy, if it left a message.

### Emergency Messages

For snow days, etc. can be sent in a matter of minutes



## General Messaging System Instructions

Login in: [asp.schoolmessenger.com/canyons](http://asp.schoolmessenger.com/canyons)

Easy Start – Click for message

- Name the Message.



1. Record Option – It will call your phone it will prompt you and record you over the phone.

- Continue on- Build a list or choose an existing list. Where it says Voice Recordings put in the phone number you want it to call so you can record your message.



2. Write Option – Type the messages and a female or male voice will say your message.

- Build your list or choose an existing list. Type in the phone message. Choose female or male voice. Play will preview. You can put spaces in words even though it looks weird, if the voice says it to fast and you can't understand.



3. Record and Write Option – Record the phone message but type the email and the text message.

- Email you can attach a file, still determining the size.
- SMS Text: what you want in the text message

### *Additional Information:*

- By default, Skylert will skip duplicate phones and duplicate emails so a family with 2 students in the school will only get one call for a general message (This is not true of attendance calls)
- Emergency button just the same, but targets those who have chosen the emergency status
- Student data is updated every night at midnight
- Staff information is updated every Friday night

### **Notifications Tab**



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- Create Lists – i.e just 7th Graders
- Message Templates – pre create messages that we might need; snow days, school lockdown
- View Jobs
- Create Surveys- General survey: press 1 for this response press 2 for this response, etc.
- View Reports
- Notification Summary- to see the report of a call

## Mobile Apps

### Instructions

1. Install the app on your mobile device
2. Enter the customer name as: canyons
3. Enter your username and password
4. You should now be logged in to the app and can create and send messages using the procedures outlined above for the website.

