

# School District of Hartford Joint #1

## Skylert - SchoolMessenger Parent Preferences

New to Skyward Family Access is Skylert, a service that allows parents and guardians to configure telephone, email, and text (SMS) alerts about their students. Multiple phone numbers and email addresses can be added, and parents can opt out of receiving non-emergency messages.

The screenshot shows the 'Skylert' section of the Skyward Family Access interface. It includes a sidebar with navigation options like Home, Gradebook, Attendance, Student Info, Food Service, Schedule, Discipline, Academic History, and Health Info. The main content area is titled 'My Skyward Contact Info' and contains a table for 'Jane Doe' with columns for 'Contact Info', 'School Hours Emergency', 'Attendance', 'General', 'Non-school Hours Emergency', 'Food Service', and 'Survey'. Below this is a section for 'Additional Contact Info for Family With Ashlee' with fields for 'Phone Numbers', 'Email Addresses', and 'Text Message Numbers'. Callouts 1-5 point to the 'Skylert' link, the contact info fields, the 'Customize Preferences' button, the 'Add Text/SMS Number' field, and the 'Save' button respectively.

Contact Info	School Hours Emergency	Attendance	General	Non-school Hours Emergency	Food Service	Survey
* Primary Phone: (262) 555-1212 Family With Jane	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cellular: (262) 555-1313 Family With Jane	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work: (262) 555-1414 Family With Jane	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home Email: parent@email.com Family With Jane	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

  

Phone Numbers	School Hours Emergency	Attendance	General	Non-school Hours Emergency	Food Service	Survey
Additional Phone 1: <input type="text"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

  

Email Addresses	School Hours Emergency	Attendance	General	Non-school Hours Emergency	Food Service	Survey
Additional Email 1: <input type="text"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Additional Email 2: <input type="text"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

  

Text Message Numbers	School Hours Emergency	Attendance	General	Non-school Hours Emergency	Food Service
Phone 1: <input type="text"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

1. Click **Skylert**
2. Update telephone numbers and email addresses
3. Customize notification preferences based on type of notification:  
Emergency: includes information about school closures or other school emergencies such as lock downs. You may not opt out of receiving these messages on your primary phone number or email address.  
Attendance: notification of unexcused absences of enrolled students.  
General: school and district announcements and reminders of other school events such as conferences or late arrival days.  
Lunch Balance: notification of a low balance in your student's Food Service account.
4. Add a text/SMS number (optional) and notification preferences.
5. Click **Save**

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## Skylert - SchoolMessenger Parent Preferences Frequently Asked Questions

**Q. If I opt-out of all notifications, how will I receive announcements from school?**

A. If a parent has opted-out, they will NOT receive any notifications from any other source.

**Q. What is the difference between My Skyward Contact Info and the bottom Additional Contact Info area?**

A. My Skyward Contact Info reflects your current contact information in Skyward. This information can be viewed by teachers and office staff in order to contact you. The Additional Contact Info area is only used for notification purposes.

**Q. Why won't it let me change my primary phone number?**

A. At present, you need to contact your school office in order to change the phone numbers under My Skyward Contact Info.

**Q. Can I call the school office and have them edit my notification preferences for me?**

A. This information is exclusive for your viewing only – school office staff are unable to see your Skylert preferences. You will need to edit the information yourself.

**Q. Can I set up different notifications for each of my students? (i.e. attendance calls for my 6<sup>th</sup> grade student go to my cell phone, but my 8<sup>th</sup> grade student's calls go to my home phone)**

A. You cannot change preferences based on student. However, each parent/guardian can have different settings.

**Q. Can I still make changes through "My Account" in Skyward Family Access?**

A. All changes for Skylert need to be made through Skylert only. You can still edit the information in "My Account," however.

**Q. Will my preferences in Skylert have any effect on what I receive through Skyward Message Center?**

A. Only if you modify your email address. This needs to be verified to be correct so that you properly receive emails through Message Center.

**Q. What number will the SMS messages from Skylert come from?**

A. 67587. You may add this number to your phone's contacts list and name it to indicate that this is a notification from Hartford Jt. #1.

**Q. I opted to receive attendance notifications via SMS. Can I reply directly to them to handle my student's absence?**

A. Any messages you send back to the system will not be received. You will need to call the school office to handle the absence.

**Q. Do I need to text a code to a special number to opt-in for SMS messages?**

A. No. Using the Skylert service already opts you in. No further messages or setup is necessary.