

# Text messaging FAQs

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## Is this service available to the community?

Anyone can sign up to receive text messages from the Anchorage School District and its schools.

## How do I sign up to receive text messages?

Sign up at <https://asp.schoolmessenger.com/anchorage/subscriber>.

You can sign up with a mobile device, but may find it easier to complete using a desktop computer with a larger view.

### Directions:

1. Click on Sign Up Now.
2. Enter name, email and a password to create an account.
3. Check your email to activate account.
4. Once activated, go to Contact Info, click on Add More.
5. Add cell phone number to receive texts.
6. Follow the steps to confirm your cell phone number.
7. IMPORTANT: Under types of announcements, choose all of these options: Emergency 2, Informational 1 and Informational 2
8. Save your changes.

### School closures:

***To receive school closure information, you must select Anchorage School District from list of schools.***

### General school information:

To receive general school announcements, select school names from list of schools. Reminder, if you want to receive school closure information, you must also select Anchorage School District from the list.

### Late buses:

To receive notice when buses are running significantly late, select bus routes.

- Pickup Bus is the morning route from home to school.
- Drop Off Bus is the afternoon route from school to home.
- If you do not want bus information, select the N/A option at the top of the list.



## **Why can't I just be auto-subscribed?**

ASD's text messaging service is optional, therefore we require an opt-in process so that you are in control of whether or not you receive messages.

## **How do I opt-out of receiving text messages?**

Recipients not wishing to receive text messages can discontinue this service at any time. Simply login to the account you created when you signed up for text messaging. Once logged in, click the "Contact info" tab and then delete your phone number from your account.

## **Can I receive text messages from more than one school?**

Yes, you can opt-in to as many schools as you'd like. Keep in mind this will increase the number of texts you'll receive.

## **How often will I get text messages?**

Each school principal and the district are committed to reserving text messages for important announcements, closures and emergency alerts. We can't give you an exact number of how many messages you'll receive, but we are committed to not overloading you with information. If you have students in multiple schools that would likely increase the number of message you get if you've opted in for all of their schools.

## **I signed up but I'm not receiving texts**

This could be because your school hasn't been using the text messaging service. Check with your school to inquire if they've been sending text messages. If they have and you aren't receiving them, login to your account and ensure you entered the correct cell phone number.

## **Will I be charged for the text messages that I receive from ASD?**

ASD's vendor, School Messenger, does not charge for the text messages that you will receive, However, wireless providers may charge for individual text messages depending on the plan associate with your phone. Please familiarize yourself with your wireless package before opting-in to receive text messages.



## Can anyone receive texts about bus routes?

Text messages are sent when buses are excessively late. The messages do not provide specific information about each bus stop or students on the bus.

