Introduction

InfoCenter allows the ability to view and listen to messages from your school or district, add, delete and verify your contact information, and personalize how you receive these school communications. InfoCenter centralizes these communications in a unified inbox where you may access the contents of emails as well as voice and text messages. If you are associated with students in different schools or districts, all matching records will be linked to your account. With flexible preference controls, most kinds of communication can be configured to be accessed exclusively via InfoCenter without disrupting phones or regular email.

SchoolMessenger and the TCPA

The Telephone Consumer Protection Act (47 U.S.C. 227) provides certain protections of your wishes with respect to receiving non-emergency phone calls. While schools enjoy exemptions from some of these protections, the preference configurations within SchoolMessenger InfoCenter allow you to set your consent state ("yes" or "no") for each phone number associated with your account. With the exception of emergency calls, any phone set to "no" for its consent state will not receive calls from SchoolMessenger, regardless of which school or district the number is associated with. Emergency calls are one of the exemptions from TCPA Consent requirements; any phone configured to receive calls for emergencies will not be affected by the consent state.

Sign-In

When you first sign in to InfoCenter, you will likely receive the following prompt for any phones which SchoolMessenger cannot currently confirm your express permission to send voice messages.
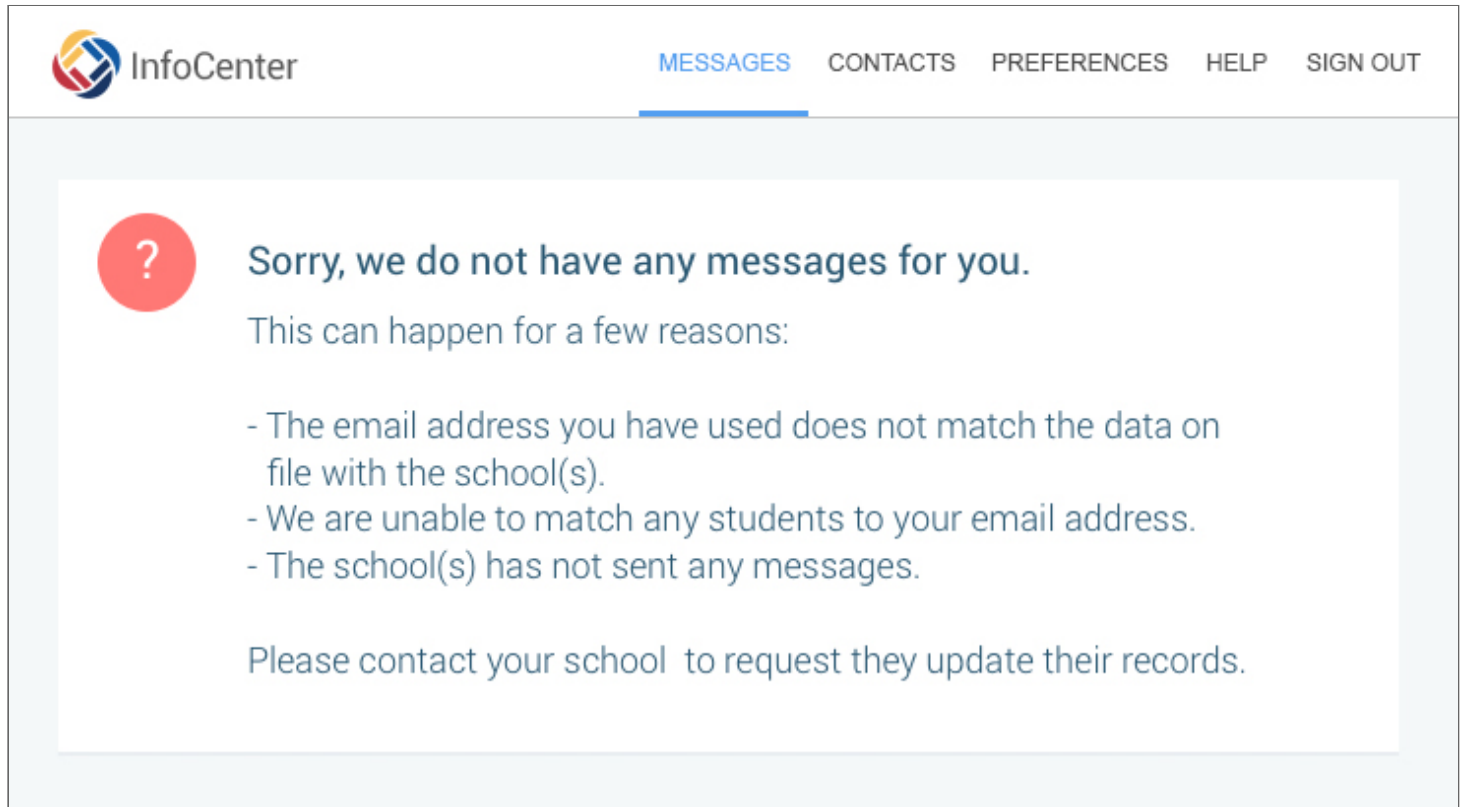

Your consent selections will be saved for each of your phone numbers, but you can change them at any time through InfoCenter's "[Preferences](#)."

We recommend that you spend a few minutes thinking about and reviewing your notification preferences - to ensure that you receive the emails, phone calls, and text messages you want - for each of your contact methods.

💡 **Note:** *It is possible that certain factors, such as a recent change of phone number, change of billing info or a temporary disconnection may revoke consent for a phone which you have previously given it. If this happens, you will see the above permission prompt again and should simply adjust the settings and save.*

🔴 **Important:** *If you see any variation on the following message (in the image below) when logging in to InfoCenter, please contact the school to ensure they have the corresponding email address associated with the appropriate records. Once your corrections have been made the school, you will need to wait until the following day to see the changes take effect.*