Before you begin, please visit the SchoolMessenger Opt-in Information page on the KCS website… knoxschools.org. Click on “I WANT TO…” in the upper right of your screen and choose “Get Notifications”

Here you will find directions for opting-in, an explanation for why you have to opt-in to receive general calls on your mobile phones, answers to frequently asked questions AND a video explaining the process.

To begin, go to schoolmessenger.com/start

Click on “Sign Up”

- Make SURE you enter the email address that you gave to the school when you enrolled your child
- Be sure to follow the password requirements when choosing your password (and make note of what you choose)
- Once you have entered your email address and a password, click “Sign up”
(**Note: If you receive a message “This email is already registered”, you already have an account set up with the SchoolMessenger InfoCenter. Click on “Log in” and type in your email address and password... or click on “Forgot your password?” and follow the prompts for password recovery)

• A confirmation email will be sent to the email address you provided. Click on the link in your email to complete your registration.

• You will be taken back to the login page. Login with your email address and the password you created.

• Once logged in, you will be asked to update user settings: enter your first and last name and choose your Role from the drop down.
• Next, the InfoCenter will want you to give permission to call the mobile phone number(s) we have listed for you in School Messenger.
• Click on “Is it okay to call this phone number” and choose your answer. Do this for each number listed and then click “Save”.
• After that, you will be directed to the “inbox” where you can view 30 days worth of previous messages.

• If you click on your name in the upper left corner, you can choose “Preferences” which will allow you to customize your message delivery options.
• If you click on a phone number, you will be able to choose the types of messages you want to receive from KCS and whether you wish to receive calls and/or text messages (bear in mind, the sender of the message must send via text for you to receive a text…. most messages are sent via phone and/or email).
• If you need assistance, please click here to request help from the KCS IT HelpDesk.