

SchoolMessenger Opt-In Information

SchoolMessenger is Knox County Schools' automated notification system. It is used to communicate important school and district information—such as school closings/delays, security alerts, school activities, and more—to parents and employees through phone calls, emails and text messages.

Recently, the Telephone Consumer Protection Act (TCPA) began requiring school systems to have specific permission to communicate general, non-emergency information via phone call to your **mobile device**. Emails are not affected by this new requirement, **only calls to cellular devices**.

You must consent (opt-in) to receive:

- Upcoming school activity notifications
- Principal's weekly messages
- General news of any kind

Consent (opt-in) is NOT REQUIRED to receive:

- School closings/delays/cancellations
- Security alerts
- Any call that might be labeled as "emergency"
- **Emails** from the district and your child's school

If you have not opted-in through the SchoolMessenger InfoCenter, you can take action now by going to <https://go.schoolmessenger.com/#/home>. There you can create an account using the email address that you provided to your child's school. Once an account is created, you will be able to choose how you would like to be contacted based on the category of message and provide the necessary contact permission. This can be accomplished by using a computer or your mobile device. Please see the set-up directions using the links under "Resources".