

## What is InfoCenter?

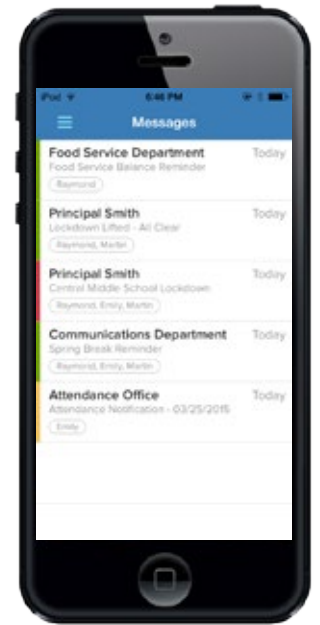
InfoCenter provides parents, guardians, staff and students with anytime, anywhere access to messages and information sent by your organization. Accessible from any internet-enabled device, InfoCenter visually displays and organizes alerts, notifications and attachments for easy review and reference.

## What are the key features?

- Access to current and past messages in their original voice, email or text formats
- Categorization of messages by student, type and priority
- The ability to edit messaging preference. For example, receive general announcements by email while receiving emergency messages by phone, email and text.

## What is InfoCenter Plus™?

InfoCenter Plus™ is an additional module that can be activated within InfoCenter which provides access to private/secure information such as grades, attendance, lunch balances and more. Often such information is held under different data systems (Cafeteria, SIS, Financial, etc), therefore InfoCenter Plus can provide your parents and guardians with a secure, central site for accessing private information.



## How do our users sign up?

A user (parent, guardian, staff, or student) downloads the InfoCenter app to their mobile device. The user enters their school/district registered email address. InfoCenter emails the user a code which they then enter to complete the sign-on process. It's that easy.

## Is InfoCenter secure?

The sign-up process creates a secure link between the user and SchoolMessenger®. InfoCenter operates with the latest encryption technology to protect access to stored information. SchoolMessenger is also a signatory of the Student Privacy Pledge, which requires us to adhere to 12 stringent data protection standards as a further assurance of our commitment to protecting your data.

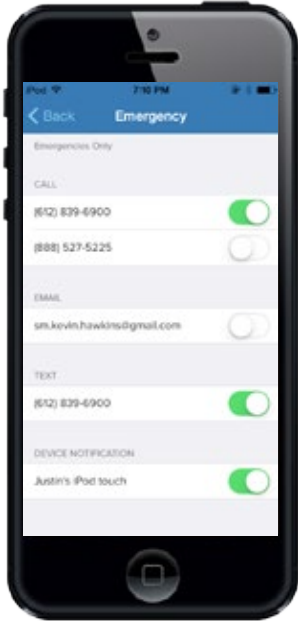
### STUDENT PRIVACY PLEDGE

#### Expanding Trust in Education Technology

For more information on this pledge visit:  
<http://studentprivacypledge.org>

## Does InfoCenter replace our existing Contact Manager?

While the streamlined sign-on process and enhanced features make the change very worthwhile, switching to InfoCenter is not mandatory. Converting from Contact Manager™ to InfoCenter requires adoption of the SchoolMessenger Guardian Data Model™ (GDM). Call us or review the Guardian Data Model FAQ found at [resources.schoolmessenger.com](http://resources.schoolmessenger.com) for more information.



## How does InfoCenter alert users to waiting messages?

In addition to receiving messages directly via text message, email or phone call, messages sent by your organization are also instantly stored within InfoCenter for 30 days. A user can be alerted to a new message in InfoCenter by activating **Push Notifications**. In doing so, the user's mobile device provides an alert, typically with a tone or vibration, as well as a notification that they have received a new message in InfoCenter. In fact, a user can decline to receive all notifications except Push Notifications and simply use InfoCenter as their exclusive repository for alerts and messages from your organization.

## Can parents and guardians make changes to contact info?

No. InfoCenter allows users to review their contact information for accuracy and make granular updates to their email, text, phone and push notification preferences, but they are not able to delete or change the secure contact data your organization keeps.

## Do preference changes auto-update SchoolMessenger?

Yes. Any messaging preference changes made by a user are automatically passed on to and updated in your SchoolMessenger account. These preferences will then immediately be effective on your next broadcast.

## What does it cost?

**InfoCenter** is free. It can be easily added to any full-service, unlimited usage SchoolMessenger account.

**InfoCenter Plus** has an associated fee per student, based on your set-up parameters and enrollment. Contact us for more information.

## How do we add InfoCenter to our account?

- Contact your Account Manager directly
- Call our support line at 888-527-5225
- Email us at [support@schoolmessenger.com](mailto:support@schoolmessenger.com)

## How do we introduce InfoCenter to our community?

SchoolMessenger provides you with a free document which can be obtained from your Account Manager or Project Manager, and is also available for download in the Customer Center by logging in to your account at [resources.schoolmessenger.com](http://resources.schoolmessenger.com)

The InfoCenter app is available on iPhone, iPad and Android devices through the app store. InfoCenter can also be included in a SchoolMessenger Custom Mobile App.

