

Connect Orange Text Messages – FAQs for Parents

Through our **Connect Orange** system, principals let parents know about school events through recorded phone calls. Beginning in September 2012, they'll be able to send text messages too! **You'll automatically receive an invitation from 68453 for text messages** if your child's school has your cell phone number, and your phone has texting capability. In fact, you may want to give more than one cell number to your child's school for emergency messages.

What will the first message look like? The invitation will say *Orange County Public Schools. Reply Y for aprx 3 msgs/mo. Txt HELP 4 info. Msg&data rates may apply. See schoolmessenger.com/tm.*

Can I opt out once I have signed up? You may opt out at any time by texting *stop* to 68453. You may subscribe and unsubscribe as many times as you wish.

If I opted out, how do I sign up again? Just text the word *yes* to 68453.

Is there a charge for this service? The district doesn't charge for this service, but the district is also not responsible for charges from the wireless carrier to the parent. If there are concerns about charges, check with your carrier to review your data plan.

Who can send me messages? School administrators will have the authorization to send messages to parents. You'll hear from the district office if there is a situation such as school closings due to severe weather.

If I don't participate, will I miss important messages? No, because your principal will continue to use our Connect Orange system to send voice messages to your telephone, especially emergency and informational messages. This is another convenient way for you to receive a message.

What types of messages can I expect to receive? You may hear about report card dates, special school events, or a late-running bus.

How many text messages will I get from the school? You can expect to receive about one message per week or more if there is an unusual circumstance.

What if I signed up but am not receiving messages? Your cell phone number must be on file with your child's school for you to receive messages. If you're not sure which phone numbers are on file, check with the registrar.

How will I know if I signed up successfully? The first message that you receive will say, "*You are registered to receive approx. 3 msgs/mo. Txt STOP to quit, HELP for help. Msg&data rates may apply. Schoolmessenger.com/tm.*" Thereafter, unless you unsubscribe, messages will come from your child's principal or assistant principal, or the district.

What if I have children in more than one school? How will I know where the message is from? The school will identify their message. A sample message might be: *TCHS report cards out today* where *TCHS* stands for Timber Creek High School. Each principal can send messages only to the students in his/her school.

Can anyone receive messages from my child's school? Messages from your child's school will be sent only to the phone numbers that you have authorized to be on file for your child. It's important to let your child's school know of any changes to your telephone numbers.

What if I have a cell phone but haven't provided it to the school district? You'll receive text messages only if the school has your cell phone number on file. (OCPS employees can update their own home/cell phone numbers using MyOCPS.)