

## **Checking Your School Messenger Account**

This fall the Upper Grand DSB launched a new messaging service to support parent communication. In a few cases we have discovered that parents/guardians have created US accounts. Parents/guardians with US account will not be able to join school groups. To determine if you have a US account, please attempt to join this test group using the code:

**ZC2HKA**

If you receive the following message “Access code not found” you have a US account.

To resolve this problem please log out of your School Messenger and follow the instructions below.

### **iPhone (iOS)**

Log out of your School Messenger app on your iPhone and create a new account. Please be sure to indicate your location is Canada. You may use the same email address. A confirmation email will be sent with a link to activate your new account. Log into the app with your new Canadian account.

### **Android Phone**

Log out of your School Messenger app on your Android phone. Update the app from the Google Play store. Open the app and create a new account. Ensure your location is Canada. You may use the same email address. A confirmation email will be sent with a link to activate your new account. Log into the app with your new Canadian account.

We apologize for any inconvenience and thank you for your interest in keeping connected to our schools.