

Setting Communication and Message Preferences

New Alert Solutions Release (Version 2.0)

Parents can set message preferences for communications received from the school for phone, email, and SMS text message channels for the following categories:

- General Alert
- School Closure
- Attendance Alert
- Low Lunch Alert (NEW!)

- Emergency Alert (not able to change preferences)

These settings will be used for school communications, alerts and emergency messaging in the newest version of our communications software, Power Announcement (Alert Solutions 2).

Please follow these instructions to update and set your preferences in Version 2.0:

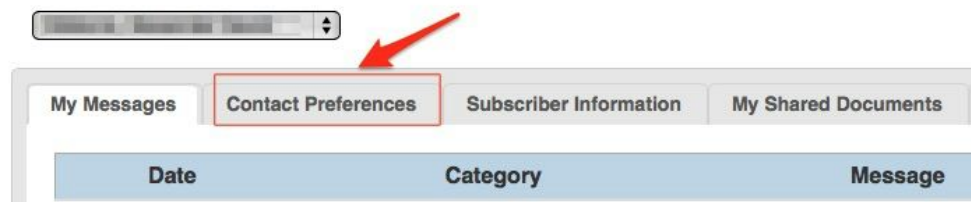
Setting Contact Preferences

- Log into your Powerschool account
 - <https://powerschool.ccsdut.org>
 - No account or missing students in your account? Contact the school and ask for the **Parent Account Letter** required to create your account or add additional students.

- Select the Alert Solutions 2 link.



- Select the "Contact Preferences" tab.



- The top section in the Contact Preferences tab contains the name of the contact information contained in Powerschool used for the Phone, Email, and SMS text messaging channels.
 - [*\(Values in these fields are NOT changed in this location. Please see instructions below to update actual phone numbers and email addresses.\)*](#)



- Set preferences for each Channel (phone, email, and SMS text) and Category (General Alert, School Closure, Attendance Alert, and Low Lunch Alert) for **EACH** student. (Parents cannot make changes to the Emergency Category.)

- **Parents must “Opt in” to receive phone and text messages.**

- **To ADD phone, text, or email address preferences in each message channel:**
 - Click and drag the desired item from the Student Information Section at the **top** of the page dropping it into the desired Message Category (General Alert, School Closure, Attendance Alert, and Low Lunch Alert) **below** keeping them in the same column or message channel (email, voice, or SMS text).

- **To REMOVE a phone or email address in each message channel:**
 - To **remove** a phone number or email address from a category and/or communication channel (email, voice, SMS text), click the circled “x” in the top right corner of each item.



- **Setting preferences populates message categories with the labels, not actual phone numbers or email addresses.**
 - Labels show which data item will be used.



Updating Subscriber Information

Please note! Updating these fields does NOT directly update the Powerschool database. Updating these fields notifies school personnel of your request. Removal of phone numbers occurs ONLY if numbers are no longer valid. To set message preferences, follow instructions on previous page.

- Select “Subscriber Information” tab.



- Enter or update requested information.



- Click **Save Preferences** located at the bottom of the page to save changes.



- The Alert Solutions messaging system performs a “de-dup” for both email and phone numbers entered multiple times in the database by sending message **only once**.
 - Do not remove multiple entries if phone numbers are duplicates in the Primary, and Mother and Father Home Phone fields.
 - Do not remove duplicate entries in the Guardian and Mother and Father email fields.
- Our database requires an entry in the Home Phone and Guardian Email fields. If a cell phone is considered a “Home Phone”, please enter the cell number in this field.
- “Other Guardian” contact information should be used in the case of multiple-parent families only. These fields should not contain emergency contact information.

Repeat this process for EACH Student.

Select the dropdown menu at the top of the page and select next student. Repeat both processes.



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