



## Q and A

**Question:** I am trying to register my children and I get the error message saying: This is not a valid Activation Code and Person ID.

**Answer:** You only put the ID # in this line NOT the student's name.

**Question:** My child is listed with the incorrect school on the paper that was mailed home

**Answer:** Brooklawn Middle School and Parsippany Hills High School were reversed on the letter that was mailed home; however, the information entered in all our information systems including SchoolMessenger is correct. The ID and activation codes are still correct for those students.

**Question:** When I sign onto the web address <https://contactme.schoolmessenger.com> Explorer says it cannot display the page.

**Answer:** Double check that you have entered the website correctly, adding the s after http: <https://contactme.schoolmessenger.com>

**Question:** How do I add additional students to my account?

**Answer:** Click on the Contacts tab and click Add A Contact.



**Question:** How do I edit the way I am contacted?

**Answer:** Click on the Contacts tab to show your list of contacts. Each contact has an Edit button to the right of the name. Click edit to add/remove phone numbers, email, etc. and to select how to be contacted for different message types.

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Actions
<a href="#">Edit</a>

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