

Updating Mass Notification System Information

Introduction

East Pennsboro Area School District is pleased to offer a mass notification service in order to communicate with our parents, guardians, and others who are involved in our school community. This quick reference guide will assist parents and guardians to ensure data in our student information system (Sapphire) is properly transferred to our mass notification system (Blackboard). Please disregard past instructions and understanding of how your contact information should be set and utilize these instructions instead.

The mass notification system will accept the following contact types in these quantities:

- 2 Community Voice Call and Text Message numbers
- 8 Emergency Voice Call and Text Message numbers
- 4 Email addresses; 2 for Contact 1 and 2 for Contact 2

Community numbers are for calls and text messages that are made regarding non-emergency events such as reminders, congratulations, and lunch balance alerts.

Emergency numbers are for calls and text messages that send alerts regarding school closings, delays, cancellations, and attendance.

Please note:

1. Due to the current limitations of our student information system, some labels within the Community Web Portal may not mirror the purpose of the phone number in this quick reference guide. (For example, **Student Phone** in the Community Web Portal will actually be used as the second Community number.)
2. Any phone number you specify will be sent a voice call as well as a text message. If the line does not receive text messages, you will only receive the voice call.
3. If you receive a text message on a number that you wish NOT to receive a text message, you may follow prompts following the text message in order to unsubscribe. (You may NOT unsubscribe from Emergency text messages.)
4. If you receive a voice call on a number that you wish NOT to receive a voice call, you may follow prompts following the call in order to unsubscribe. (You may NOT unsubscribe from Emergency voice calls.)
5. ALL Emergency Voice Call and Text Message numbers will receive attendance notifications. In light of security, it is important that all parents/guardians are aware of student absences in case a student does not arrive at school unbeknownst to them.

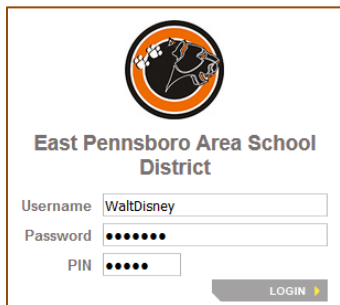
Updating your Mass Notification Settings

Log into the Community Web Portal

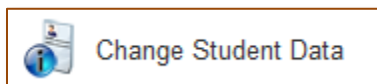
In order to update your Mass Notification settings, you need to log into the Sapphire Community Portal and access the Change Student Data page. To do so,

1. access Sapphire by clicking the **Sapphire Software** link on the District website (www.epasd.org) or by going to <https://paepa-sapphire.k12system.com>.
2. Click **Community Portal**.

3. Enter your username, password, and PIN.



4. Click **Login**.
5. On the left-hand side, click your child(ren)'s name.
6. Click **Change Student Data**.



Update your Contact Information

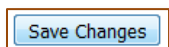
There are two sections that require your attention: the **Student Information** and the **Parents/Guardians** sections.

Student Information	
Student Home Phone:	717-555-5555
Student Phone:	717-565-5555

In the Student Information section, confirm the Student Home Phone number. This is the first Community Voice Call and Text Message number.

If you wish to change the Student Home Phone number,

1. Click on the actual phone number listed in the **Student Home Phone** field or the white space next to the **Student Home Phone** field if no number is listed.
2. Enter the desired home phone number.
3. Click **Save Changes**.



In the Student Information section, confirm the Student Phone number. This is the second Community Voice Call and Text Message number. DO NOT ENTER YOUR STUDENT'S PHONE NUMBER. ENTER A SECONDARY COMMUNITY PHONE NUMBER.

If you wish to change the Student Phone number,

1. Click on the actual phone number listed in the **Student Phone** field or the white space next to the **Student Phone** field if no number is listed.
2. Enter the desired home phone number.
3. Click **Save Changes**.

In the Parents/Guardians section, confirm all contacts' phone numbers, email addresses, and living situations.

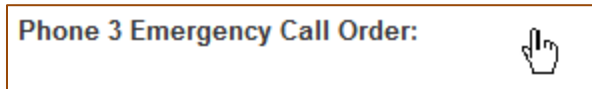
Assign Emergency Call Orders (ECO) for your phone numbers. These numbers will be used to make Emergency voice calls and text messages. You may assign a total of 8 ECOs for the student's contact. In other words, between the mother, father, and grandmother, you may assign 8 ECOs (NOT 8 for the mother, 8 for the father, and 8 for the grandmother; equaling 24). If a phone number does not have an ECO assigned to it, the number will not be called/messaged. ECO orders are assigned *student* account, NOT per family/household; Child A could have a different ECO order from Child B within the same family/household.

See samples below.

<p>SAMPLE 1</p> <p>Father Phone 1: ECO 2 Mother Phone 1: ECO 1 Father Phone 2: ECO 4 Mother Phone 2: ECO 3 Grandmother Phone 1: ECO 5 Mother Phone 3: ECO 6 <u>TOTAL ECOs: 6</u></p>	<p>SAMPLE 2</p> <p>Mother Phone 1: ECO 1 Mother Phone 2: ECO 2 Mother Phone 3: ECO 4 Mother Phone 4: ECO 5 Father Phone 1: ECO 3 <u>TOTAL ECOs: 5</u></p>	<p><u>BAD SAMPLE 3</u></p> <p><i>Notice Mother Phone 1 and Mother Phone 2 incorrectly have the same ECO.</i></p> <p>Mother Phone 1: ECO 1 Father Phone 1: ECO 2 Mother Phone 2: ECO 1 Father Phone 2: ECO 4 <u>TOTAL ECOs: 3</u></p>
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If you wish to assign or change an ECO,

1. Click on the current ECO or white space next to a **Phone Emergency Call Order** field.



2. Place a 1, 2, 3, 4, 5, 6, 7, or 8 in the box that appears.
3. Click **Save Changes**.
4. Repeat for all desired phone numbers (up to 8).

NOTE: Be sure to not have more than one ECO number (such as Phone 3 Emergency Call Order being set to 4 and Phone 2 Emergency Call Order being set to 4 as well.)

Lastly, ensure that your email address boxes are correct. Note that the first two email addresses for the first two contacts (typically the legal parents or guardians) are used. To update an email address,

1. Click **Email Address 1** or the white space next to the email address and add/update the address in the text box.
2. Click **Save Changes**.
3. Repeat for the first Contact's **Email Address 2** as well as the second Contact's **Email Address 1** and **Email Address 2**.

Repeat these steps for each child within your family:

- update the **Student Home Phone** field.
- update the **Student Phone** field.
- confirm all contacts' phone numbers, email addresses, and living situations.
- assign ECOs.
- ensure email address boxes are correct.

You are finished! Changes will be approved by District Administration within two business days and will then be published to the mass notification system.