How-To: Push Notifications for your Mobile App

Step 1 – Subject & Recipients

Log into your SchoolMessenger account to send your notification.

1. From the Dashboard, click the orange "New Broadcast" button.

2. Give your broadcast a subject. This is for internal reference only, this subject will not show up in the push notification.

3. Choose a broadcast type. (In most cases the broadcast type will be General. In an emergency situation, choose the emergency broadcast type which will give your broadcast the highest priority in our system queue.)


4. Choose Recipients:
    a. If you are sending a normal broadcast with a phone/email broadcast, and want to add a push notification, go ahead and select your recipient list as you normally would when sending any SM broadcast.
    b. If just sending a push notification, simply click the Add Me button as the system requires at least one recipient to continue to the next step.

5. Once subject has been specified and at least one recipient has been added to the broadcast, click the green "Continue" button at the bottom right of the page.
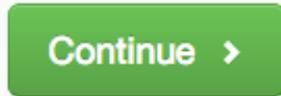
Step 2 – Message Content

1. If sending a phone/email/SMS broadcast along with your push notification, go to each section, create your message, and save to return to the message content page. Each section will light up green when the message is successfully saved.

2. To add your push notification, click on the Social button. Check the box next to "Feed/Desktop/Push".
   a. Enter a Title for your push notification (this will display when the notification pops up on the users device. Limited to 100 characters)
   b. Enter your message. (this will display when the user clicks to view more on the notification. (Limited to 32,000 characters)
   c. Below the message section choose the categories you want the push notification to be sent to.

   d. Click Save Message

3. If you are only sending a push notification, the system still requires either an email or phone message to be setup in the broadcast. This can be achieved by simply clicking on the Email button in the Message, entering a subject and a few characters of text in the body and clicking Save Email Message. This email will only go to you if you clicked the "Add Me" button to add one recipient during Step 1.

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4. Once you have completed the Message Setup portion, you should see Social lit up green and at least Phone/Email or both lit up green in order to continue to the "Review & Send" page.

Step 3 – Review & Send

1. Review the details of the broadcast you have created.
   a. If sending just a Push Notification – you should see **Recipient Count: 1** which is from when you clicked Add Me on the first page.
   b. If you are sending a phone or email broadcast to a list, your recipient count will reflect the number of recipients added.

2. Next to Message Content, you should have a green checkmark under Social, and a green checkmark under at least one of the other message options.

3. To send, either click Send Now or Schedule to Send Later.

FAQ's

Q. Who will receive my message?

A. The message will be sent to all users who have your district app installed and the appropriate categories selected.

Q. What if they miss a notification?

A. They can view it in the "Notifications" area in your app or in the notification center on their mobile device.

Q. What does the push notification look like on a user's mobile device?

A. If the user does not have the app open at the time the notification is sent, it will pop up a notification on the user's screen. If they have an iPhone, it will display in the notification center. If they have an Android device, it will display in their notification bar.