



Dear Parents / Guardians,

We have recently implemented a new school notification system called Alert Solutions. This notification system is loaded with new features that will make it easier for us to keep in contact with your family. To guarantee the messaging system is used efficiently, we will need to confirm your contact information is accurate and up-to-date at all times.

Alert Solutions allows our school to send messages using email, voice, and text messaging. Voice calls will be sent with the following caller ID numbers.

Building	Caller ID Number		Building	Caller ID Number
Harding Elementary	641-421-4406		Lincoln Intermediate	641-421-4423
Hoover Elementary	641-421-4408		John Adams MS	641-421-4420
Jefferson Elementary	641-421-4411		Mason City HS	641-421-4436
Roosevelt Elementary	641-421-4415		Alternative HS	641-421-4426

You may want to add these phone numbers to your address book to help you recognize incoming calls from the school easily. Text messages will be sent using a caller ID of 95664 . You may want to add this phone number to your address book as well. Please note you will not be able to reply to text messages sent from the school.

**\*\*Use Chrome or Firefox to log into Powerschool to update your preferences (Internet Explorer will not work for this purpose).**

Alert Solutions is integrated with the existing PowerSchool Parent Portal. If you log-on to the Parent Portal you will now see a new link called “Alert Solutions 2”. You will be able to see all the contact information our school has listed for you. Within this section of the Parent Portal, you will also be able to choose your communication preferences based on message category, such as School Closures or Attendance, and message type (email, voice and/or text message). You may opt-out of any message category except for Emergency Messages.



The screenshot shows a web browser window with the URL 'Judy'. On the left is a navigation menu with items like 'Grades and Attendance', 'Grade History', 'Attendance History', 'Email Notification', 'Alert Solutions', 'Alert Solutions 2', 'Teacher Comments', 'School Bulletin', 'Class Registration', 'Balance', 'My Calendars', and 'School Information'. The main content area is titled 'Contact Preferences' and includes tabs for 'My Messages', 'Subscriber Information', 'My Shared Documents', 'TBD', and 'TBD'. Below these tabs is a section for 'Student Information' for 'Babb, Judy H' (Student ID: 34, Grade: 12). It features three columns: 'Phone' with 'Home Phone' (8774242987) and 'Mother Day Phone' (8772422987); 'Email' with 'Guardian Email' (support@alertsolutions.com) and 'Mother Email' (support@alertsolutions.com); and 'Sms' with 'Mother Day Phone' (8772422987). Below this is a 'Category' section with a note: 'Click and hold to drag and drop the contact information above to appropriate box below'. Under the 'Emergency Alert' category, there are buttons for 'Home Phone', 'Mother Day Phone', 'Father Day Phone', 'Guardian Email', 'Mother Email', 'Father Email', and 'Mother Day Phone'.

*Emergency messages* are always sent with all three message types (email, text, and voice calls) and to every contact field shown even if you have opted out. We cannot change this. Emergency messages will be labeled as such so you will know it is an actual emergency.

If you do not have access to log into the Parent Portal, you may contact the school directly to request changes.

If you have any questions, please contact your child's school. We hope you appreciate this new school notification system and the flexibility it will provide for you as a parent.

Thank you,  
Mason City Schools