Dear SCS Parents/Guardians,

We have heard from several parents that our school communication system we use for mass email distribution is often getting marked as spam and forwarded to your junk/spam folders. We have addressed this issue with our vendor and wanted to share some information that we hope will improve email delivery to you.

Sheridan Community Schools used the service "SchoolMessenger" to send out mass information via text and email. Many schools in Indiana and around the country use them, as they are one of the industry leaders in distribution of mass communications.

HOW IT WORKS
The nice thing about SchoolMessenger is that it integrates with our Student Information System, PowerSchool, to populate parent/guardian cell phone numbers and email addresses, so there is no requirement for you to sign up and register with another system or have another set of credentials to remember. As long as you keep your information up to date with your school office, we should have you in our system.

TEXT MESSAGES FROM US
In order for us to communicate with you via text message, Federal law requires that every parent "opt in" or essentially say Yes to give us permission to send you text messages. For long-time students, that was done when we first converted to SchoolMessenger many years ago, or for newer students, that happens during the registration process. SchoolMessenger will send your cellphone numbers a text message asking your permission to receive our text messages. It requires you to reply Y or Yes in order to receive our texts. If you have not been receiving our texts, or are unsure if you have given that approval, simply text the word "Yes" to the number 67587. You should get a confirmation text in return.

EMAILS FROM US
No permission is required for you to receive emails from us that we send through SchoolMessenger. If we have your current email address, those emails should be sent to you.

In light of the increase in spam and malware, many email companies have tightened their security to filter out potential harmful and malicious emails coming into their servers, especially those emails that are computer generated in mass and not actually coming from an IP address of the sender. For example, while our emails appear to be coming from Dr. Mundy or one of our administrators, it's actually being sent from a computer that does not reside within our domain. Many email systems have security that identify this and mark those emails as spam/junk and deliver it to those folders instead of your inbox. Some may not deliver them at all.

Unfortunately, increased security measures are necessary, but are difficult to ensure that legitime emails, especially those that are computer generated in mass, get through. It is also dependent upon individual email providers.

WHAT YOU CAN DO TO HELP RECEIVE OUR EMAILS
In the event of a school emergency or very important issue, we typically send you a text message asking you to check your email for complete details. When you check your email, if you don't see our message, please thoroughly check your spam, junk and trash folders, as your email provider may have marked it

as a suspicious email and moved it to any of these folders. It's always a good idea to regularly check these folders to make sure you haven't missed a legitimate message.

Please know that we are doing everything possible to make sure you receive timely and accurate communications from us. We have worked with the vendor over the past few days and taken steps to improve our delivery methods. There are items on your end that we have limited or no control of, so we wanted to give you more information on things you can do to ensure you receive our communications:

1. Make sure we have your correct information on file, especially if you have changed cell phone numbers or email addresses recently. You can double check this information in your PowerSchool Parent Portal but looking at your students forms, specifically the Legal Guardian information/form.
2. Whitelist the address of: noreply@sheridan.k12.in.us or if you have the ability to whitelist our entire domain of *@sheridan.k12.in.us
3. If you don't see a message you were expecting from us come to your inbox, please always check the following folders if you have them available to you (dependent upon your email system):
    a. Spam
    b. Junk
    c. Quarantine
    d. Trash
    If you find the message in one of these folders, please check with your email provider on how to mark it as an acceptable sender to deliver to your inbox.

Please feel free to email me directly at leaj@sheridan.k12.in.us if you are not receiving our email messages and I can confirm your information and work with you to send test messages to help resolve the issue.

Thank you.

Lea Jessup
Technology Director
Sheridan Community Schools
317 758-4431 ext. 4402

Sheridan Community Schools