

FARMINGTON PUBLIC SCHOOLS
Office of the Superintendent

March 2007

PARENTLINK MESSAGING SYSTEM

The Farmington Public Schools have implemented a new telephone and email messaging service, called ParentLink, to improve communication with parents during school emergencies and important school events. The ParentLink system enables the Superintendent and other school district officials to record, schedule, send and track personalized voice messages. Targeted messages can be sent to parents, administrators and staff in the entire district, individual schools, or even specific bus routes. Parents can choose to receive ParentLink messages on multiple direct phone numbers and email addresses.

The ParentLink system supplements the district's E-notify service available on our website. The first and most reliable source for announcements of winter school closings and delayed openings will continue to be www.fpsct.org.

How does ParentLink work?

ParentLink is a web-based messaging system that uses direct-dial phone numbers (no extensions) and email addresses on file in each school office to contact families and deliver voice messages recorded by school district officials. Messages are delivered to answering machines and voicemail services when recipients do not answer the phone. If there is not a voicemail or answering machine attached to a phone, there is no way for the system to leave a message.

When will ParentLink be used?

ParentLink will be used in emergency situations and important school district matters, such as unforeseen early school closings, power outages, serious bus incidents or other urgent matters affecting school safety. The normal media outlets will continue to be used for late opening announcements on weather emergency days. Parents should still subscribe to notifications for school delays for timely and reliable information. Parents can sign up for school delay and cancellation notices by visiting www.fpsct.org.

Which numbers are used?

ParentLink uses numbers and email addresses parents have supplied to the schools. School offices verify family contact information annually via the *Student Information and Emergency Card form*.

ParentLink will be used to contact parents only; alternative emergency contacts are not used by ParentLink.

How can I change my contact information?

To add or change phone numbers or add email addresses for ParentLink, contact your child's school. The school will give you a copy of your current *Student Information and Emergency Card* and will ask you to make your changes on this form. This notification should be done as soon as you have made a change in your contact information to ensure that the ParentLink information is accurate and up to date.

How many phone numbers or email addresses can I have?

Each family can have up to **five** direct-dial phone numbers and **two** email addresses in the system.

I have three children in three different schools. Will I get three messages?

No, the message will be sent only once to each phone number and/or email address you have on file.

My neighbor received a message, but I did not. Why?

Your student information may be incorrect. Contact your child's school office immediately.