



Dupo CUSD #196 is partnered with SchoolReach Instant Parent Contact. We are proud to provide our parents with the most advanced, state-of-the-art school to parent communications system available on the market today. From school closings to emergency communications to meeting reminders and more, SchoolReach will make your life easier.

All parents have to do is provide the school with the phone number and e-mail address you want contacted, and you're set! During registration, you received an introduction letter asking for this important contact information. SchoolReach can call more than one number per child upon request. SchoolReach supports: home phones, cellphones, and work phones.

Here's a quick rundown of what will happen and what you can do to make sure you receive all of your important, school-related communications:

- Caller ID will display the main number for the school.
- When receiving a SchoolReach call, answer your phone as you normally would. Say "hello" once; saying multiple "hellos" may delay the start of the message. Please note that there is a short pause in the beginning of the call.
- **IMPORTANT:** Set your answering machine to answer in **four rings or less** to ensure best message delivery. **Note:** Short, succinct answering machine greetings are best for our machine detection and delivery process. Long answering machine greetings, or greetings with pauses or gaps, may cause the SchoolReach message to begin too soon.
- To listen to a message again, wait for the 'press any key' prompt at the end of the message and after pressing a key you'll hear the message again in its entirety.
- A live or machine answer will complete the notification cycle and cease any future calls for a particular message broadcast. If the SchoolReach system encounters a busy, no answer or failed (bad number or line) condition, the system will typically retry that number(s) twice more in 15 minute increments.
- Depending on how your school has structured their calling lists, you may receive simultaneous calls on your home, cell and/or work numbers.

Our district has made the commitment to increase parent communication, and SchoolReach is just one of the tools we are employing.



## Miss that call?

Message Retrieval Line: To check past messages, or if you feel a message has been missed, simply dial **855-955-8500** to hear up to 30-days past message history.

Note: Your call **must** originate from a phone number to which a message was originally sent.