

SchoolReach® Parent Center Message Retrieval Line

Have you ever

- missed a SchoolReach call?
- forgotten to write down important information from a SchoolReach call?
- received a SchoolReach call that you could not understand?

This school year, the Thomaston-Upson School System is excited to offer an important addition to our SchoolReach automated call system: the SchoolReach Message Retrieval Line. The Message Retrieval Line allows parents and guardians to check for recent messages sent to your phones. All you have to do is call the toll-free SchoolReach Message Retrieval Line from the phone number that is on file at your child's school. The retrieval line will offer access to the most recent school message as well as to all SchoolReach messages sent within the past 30 days.

SchoolReach Message Retrieval Line: 1-855-955-8500 (toll free)

How to ensure that you receive all of your important school-related communications:

- At the beginning of the school year, provide your child's school with the phone number (or numbers) you want contacted with important school information. You may provide both home and cell phone numbers, if desired.
- Make sure to update phone numbers at your child's school if phone information changes during the school year.
- When receiving a SchoolReach call, answer your phone as you normally would. Say "hello" once. (Saying multiple "hellos" or not saying anything may delay the start of the message.) Note: There is a short pause in the beginning of the call, so wait patiently for the message.
- Set your answering machine to answer in four rings or less to ensure best message delivery. Note: Short answering machine greetings are best for the delivery process. Long answering machine greetings, or greetings with pauses or gaps, may cause the SchoolReach message to begin too soon.
- If you need to retrieve a missed school call, call the SchoolReach Toll Free Message Retrieval Line from the direct dial phone number that received the original SchoolReach call. At this time, you may choose the option to hear the last message sent or choose up to the last 30 days of messages.



Look for the SchoolReach icon and Parent Center Message Retrieval Line phone number on the school system or individual school websites.