

School Messenger

Help Sheet



Registering for a School Messenger Login

To register with School Messenger you need to:

Create an account with the Cornwall Council web site by clicking on Register at the top right hand side of home page (www.cornwall.gov.uk). You should use your school / setting email address to do this.

Click the blue 'sign up' button to activate account creation.



You will be asked **to set up your password** at the same time - please keep this information safe as you will need it to log in to the website.

You will also be asked **to set up a security question and answer** – please note that this is case sensitive. Keep a note of this as it will be used to retrieve your details should you lock your account or wish to change your password in the future.

The website will send you an automated email asking you to activate your account. Please click on the link in the email which will take you to the Cornwall Council website where your account activation will be confirmed.

Once your account has been created and activated, please email School Messenger at schoolmessenger@cornwall.gov.uk to request access to the secure group quoting the email address that you used when creating your account.

Please note: details for governors using personal email accounts will be checked with Governor Services prior to access being provided.

On receipt of this information, your email will be assigned to the secure School Messenger users group based upon the Service Level Agreements that your school has purchased.

You will then **receive email confirmation** of your registration together with instructions on how to log in and information on the weekly email, together with a copy of this help sheet.

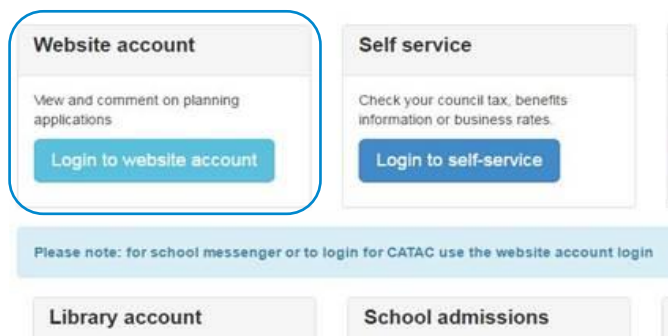
Logging in

Please use this URL to log in to School Messenger via your web browser:

www.cornwall.gov.uk/schoolmessenger

This URL can be saved to your internet favourites to ensure easy access to the site in future.

To access School Messenger, please select the 'Login to website Account' (top left box) option on the website. Do not select 'Login into schools' as this is for the online admissions form only.



Please note: If your school uses RM Easy Mail your computer may be unable to open links within the weekly email. Please therefore log in using the URL above via your internet browser. You can access a copy of the weekly email by clicking on the weekly update on the left hand menu and selecting the most recent week.

Web browsers

The optimum browsers to view the website are Google Chrome and Safari, however Internet Explorer versions 9 and above are also compatible.

Passwords

If you have forgotten your password, please use the '**forgotten password**' link underneath the log in box. You will be asked your security question; once this is answered correctly (please note it is case sensitive) you will be able to change your password.

If you cannot remember your security question, please email schoolmessenger@cornwall.gov.uk and request an account reset.

Locked accounts

Please note that if you enter an incorrect password three times or more your account will be locked and School Messenger will be unable to retrieve your details. If this happens, please use the 'forgotten password' link underneath the log in box.

You will be asked your security question; once this is answered correctly (please note it is case sensitive) you will be able to change your password.

If you cannot remember your security question, please email schoolmessenger@cornwall.gov.uk and request an account reset.

Weekly update emails

To sign up to the School Messenger weekly emails, which we send every Monday during term time, please subscribe by following the link below:

[Subscribe to the School Messenger Weekly Update Emails](#)

This will identify new information posted within the School Messenger secure web area. A copy of the weekly email can also be found in the 'weekly update' page. Email updates sent out in previous weeks are also available from this page.

Contact us

Email: schoolmessenger@cornwall.gov.uk
Call **493241/ 01872 323241**