

[Instant Connect Portal](#) New Communication Tool for Mount Vernon City Schools

Hello Jacket Family!

Mount Vernon City Schools will begin transitioning from KnoxAlerts to Instant Connect as our notification system of important school closings/delays, district news, and alerts.

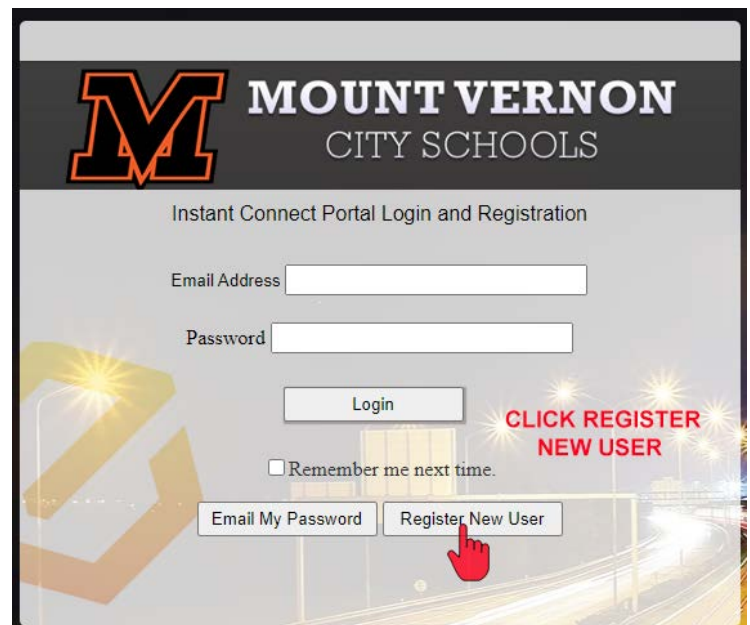
Presently, we are utilizing Instant Connect at all buildings for absence notification and for COVID notification. Instant Connect is set up to pull parent contact information from our student information system, so at present, the only notifications going out are to parents who have children enrolled in MVCSD.

Our next step is to provide a dashboard for students, employees, parents or community members to receive communication from MVCSD. The dashboard will allow the user to manage their account and to customize the type of alert(s) they wish to receive.

Even if you already are receiving messages from instant connect it is important that you register as a New User to set up your dashboard and select the communications you would like to receive.

To create your Instant Connect Portal account

- select the [Instant Connect Link](#)
- Select **| Register New User |**.



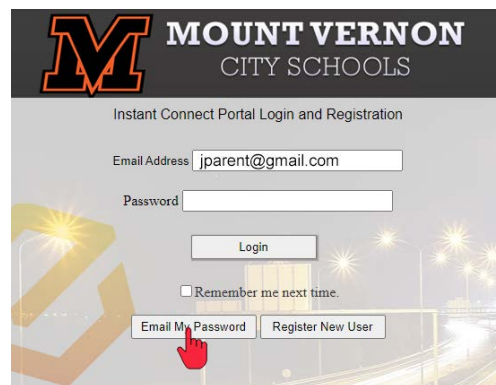
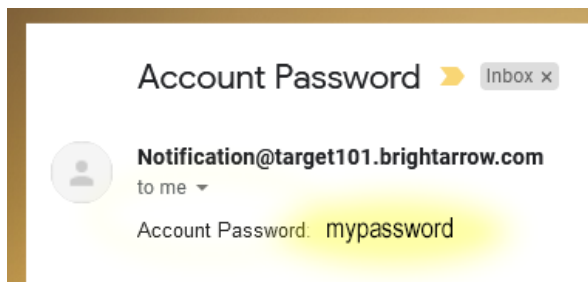
Enter the requested information

- Enter your Email Address
- Enter the password of your choice
 - (at least 6 characters).
- Confirm your password
- Enter your First Name and Last Name
- Select **| Register |**.



If you receive a message stating that you are already registered in the system.

- Select **|Cancel|**
- **Enter your Email Address**
- Select **|Email My Password|**
- Instant Connect will email your account password. You must select the **Instant Connect Link** and log in again using your new password.



If you did not receive the message that you are already registered in the system, you will be taken to the **PORTAL EDIT** for Mount Vernon City Schools Alerts.

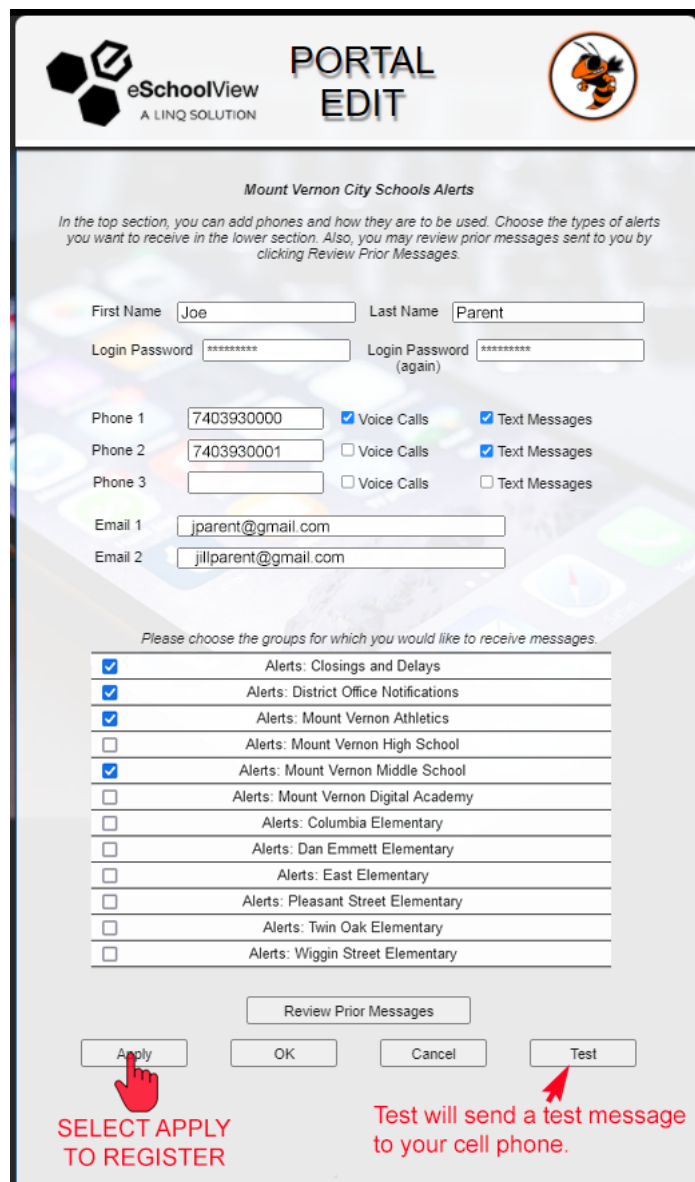
Enter the requested information

- You can enter up to three contact numbers
- Please select Voice Calls and Text Messages (for phones that can receive text messages).
 - **MOST ALERTS FROM MVCS D WILL BE TEXT MESSAGES and EMAILS**
- You can enter up to two email addresses.
- Select the group(s) for which you would like to receive messages.
 - **DISTRICT OFFICE NOTIFICATIONS INCLUDE ALERTS THAT COME FROM OFFICE OF THE SUPERINTENDENT, FOOD SERVICE, TRANSPORTATION AND CENTRAL OFFICE.**
- Click **|Apply|** to register for this service.

Your contact information will be uploaded to eSchoolView's secure server.

Select **|Test|** to have a test message sent to your phone and email.

Text Communication: you will receive an introductory text message from the district that will prompt you to **opt-in** to continue receiving text communication from Mount Vernon City Schools.



Instant Connect



Frequently Asked Questions

What information do you already have in your system? At the beginning of each school year, parents log into OneView to update their student's Emergency Medical Form. Contact information: home phone, cell phone and email addresses are pulled into the student data system and used by Instant Connect to contact parents.

What will happen when voice call the system is used? When an attendance call or alert call is placed you will receive a phone call at each of the phone numbers in our system. You may also receive a text notification and email.

If I have children in more than one school, will I get repeat calls? No. The system will call each of your numbers only once.

What if a called number is not answered? If there is no answer, the announcement will be left on your voicemail or an answering machine. If you do not have an answering machine or voicemail service, or your voice mailbox is full, the system will redial your number up to three times.

Why am I asked if I want to Opt-in for Texting? Some individuals may not want to receive Text messages. We are giving you the ability to allow texting from the district. The first text message that you receive from the district will allow you to choose to continue to receive texts from MVCSD.

My work phone number requires dialing an extension. Should I include my work number on the list? Not for the Instant Connect service. We still want your work contact information for our records, however Instant Connect is not capable of dialing an extension. Only direct-dialed lines can be reached.

Will our school still use other traditional means to communicate alerts and information to parents? Yes, we will continue using other traditional means to communicate alerts and announcements, including our District website, radio, TV, and Twitter. We will continue to post alerts on KnoxAlerts through December 31. Beginning January 1, Instant Connect will be the district's primary communication and alert system.

I am already receiving notifications from Mount Vernon City Schools, do I really need to register again? Yes, by registering as a new user you will be able to manage your own alert/notification dashboard and select communication that is pertinent to your family.

I am not receiving any communication from Mount Vernon City Schools? If you are registered and are not receiving communication, please contact:

- Deb Doup, District Registrar dedoup@mvcasd.us or by phone at (740) 397-7422 ext. 6000
- John Frye, District Web Manager jfrye@mvcasd.us or by phone at (740) 397-7422 ext. 6038