

Post: the most common way to communicate with your class, school or district. Structured like a social media post, these are informational announcements, reminders and more that can include photos, files, calendar events, sign-ups and more. Recipients are notified via email, text and/or app notification.

Notification Settings: users can decide how they want to receive their notifications: immediately upon the message sending, or in a “Digest” that sends one notification at the end of the day directing the user to view all of the day’s information that was sent. Users can choose their preferences by notification channel (email, text, app notification) and by school site.

Direct Message: two-way communication between staff and parent, staff and student or staff and staff. This can be one-on-one or include up to 50 recipients. They can be private messages or group conversations that all recipients can view and reply to.

Smart Alerts: a broadcasted message to the whole school or district (or selected user groups). Less commonly used, these are information blasts via email, text and/or phone call for more immediate, important information such as a school closure or bus delay. They override parent notification preferences and can be sent immediately or scheduled for a later time.

Urgent Alerts: an emergency broadcasted message to the whole school or district. Only used in emergency situations for an information blast via email, text and phone call to alert to an urgent emergency, such as a lockdown, evacuation, etc.

Groups: a collection of users in the same classification (class, sports team, club, staff, teachers, etc.). Many of these will sync over from the pre-established Q Groups, but they can also be manually created by teachers and staff. Groups can be public (anyone in the school can find and join them) or private (the Group Owner who manages the group must add members manually).



Need more help with ParentSquare? Contact your school site for assistance or scan the QR code to visit ParentSquare’s help resources!