# Troubleshooting SchoolMessenger Notifications

Aren't receiving messages via phone, text or receiving numerous phone calls?
- It is very important to get your SchoolMessenger contact information and preferences set up the way you want them. This is not automatically set up. Here is a link to the Parent and Student User Guide for SchoolMessenger.

Aren't receiving emails?
- Check your spam folder for an email from region1@hvrhs.org.

- Create a contact in your email for Region One with an email address of region1@hvrhs.org.

- If you have a Gmail Account or GSuite Mail follow the instructions below for installing a SchoolMessenger filter.

    - Go to: https://www.it.hvrhs.org/school-messenger-spam-filter

    - Download the School Messenger filter named "mailFilters.xml" to your "Downloads" folder.

    - Open your email

    - Click on the "Settings" gear in the upper right pane of your inbox, see below. 0

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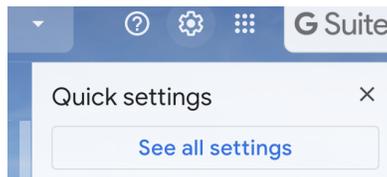
    - Click on "See all settings", see the image above.

    - Click on "Filters and Blocked Addresses", see below.

    - Scroll to the bottom of the screen and click on "Import filters". A new section will appear below named "Import Filter"

    - Click on "Choose File", see image below.
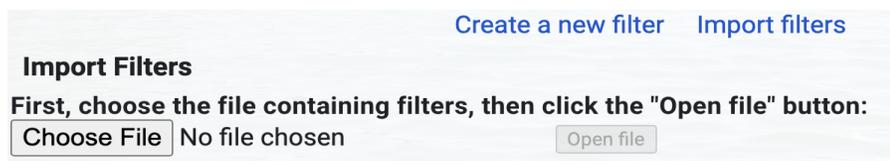
    - Navigate to the "mailFilters.xml" file in your "Downloads" folder

    - Click "Openfile" You will see the new filter"

    - Click "CreateFilters" button

- Done

- Do you have a Comcast Email? If so, please read the following information posted on a PowerSchool user group site about Comcast email addresses.

  - Comcast has a very aggressive filtering system. They also have a feature that will keep items from even being presented to a recipient. Recipients should check Settings > Advanced Settings. Within that there is an option to suppress filtered messages (save a copy of emails marked as spam). If checked, you will at least see them in your spam folder (please note that this involves logging into Comcast.net. It is not something you can set on your phones). If it is suppressed, you will not ever see the messages.

  - If you perform the directions above and continue to have an issue, Comcast Support must be contacted directly to assist with troubleshooting any emails that may have been blocked.

  - The system, SchoolMessenger, will show the item as delivered on the region's side since it actually was. Email cannot be tracked beyond that within SchoolMessenger unless the item is opened/read.

  - As a tip, when parents check their spam folder, they have to actually go online to their account and login. It won't show up on their phone or in an app. That's why they say that the spam/junk folder is empty. You can't actually see the email until you login to the account. Not sure why they set it up this way, but it causes lots of confusion on the parent end.