

FAQ - Frequently Asked Questions

I am a parent of a KASD student. How do I start receiving Alerts?

The beauty of this new system is you don't have to do anything to start receiving basic alerts. If your phone and e-mail are correct in your student's records with the school, you will start getting voice and e-mail alerts.

How do I get e-mail alerts?

The e-mail you have on your student records is imported automatically and will immediately send for alerts. You have the option to opt-out of alerts in the self-update portal.

How do I get text alerts?

KASD sent out a text opt-in message. You must opt-in to receive text alerts. By law, KASD cannot send text alerts unless you opt-in. You can also send a text message from your phone to 22300 and in the body type ALERT. Caution - your number must already be in the system for this to work.

I opted-out of alerts by accident. How do I get them back?

You can opt-in in the self-update portal. If that won't work, you will need to e-mail alerts@kasd.net with the following information to get opted back in.

1. Name
2. E-mail Address you opted out by mistake (if it was e-mail)
3. Phone number you opted out by mistake (if it was phone)
4. Text Number you opted out by mistake (if it was text)

KASD will notify you when you are "back in"

I just don't get it....Can you help me in some other way?

You bet. E-mail alerts@kasd.net to set up an appointment with a KASD Technology Staff Member. Please provide the following information.

1. Your Name
2. Student Name of account you are trying to get alerts for
3. Address
4. E-mail
5. Phone Number
6. Your question or issue you are having

I am a community member or news/media. Can I get alerts?

Send an e-mail to alerts@kasd.net with the following information:

1. Your Name
2. Address
3. E-mail
4. Phone Number
5. Reason you are requesting alerts

You will be contacted by someone on the technology staff to validate your reasons for getting alerts. In some instances, alert requests may be denied to protect the safety of students/staff in the KASD.

The Message is cut off or didn't play all of it...WHY!?!?

Middle of the Message is Cut Off (or cutting in and out)

Problem:

The middle part of the message is cut off or cuts in and out. This is usually caused by bad cell phone reception either during the recording of the message or when listening to the message. Poor reception could be due to problems such as:

- Weak signal
- Low battery
- Silence reduction on cell phone network

- Wireless network at home
- Thick walls at home or being inside elevator
- Emergency vehicle passing by
- Hospitals or other installations
- Small local/cell providers can have overloaded networks
- Using Bluetooth
- Using a cordless phone

Solution:

One solution is simply to listen to the message again in another location. You can determine a possible cause by asking the following questions:

- How many bars did the person have when receiving or listening to the message?
- Was the cell phone or headset battery low?
- Were you traveling in a vehicle or in a location with poor reception while receiving or listening to the message?

Another solution is to direct them to One Call Now to listen to the message again. Members can [call in](#) and listen to your message in its entirety or they can visit your website if you've placed a [Listen Here Website Banner](#) there.