

# Parent Guide to OneCall Now

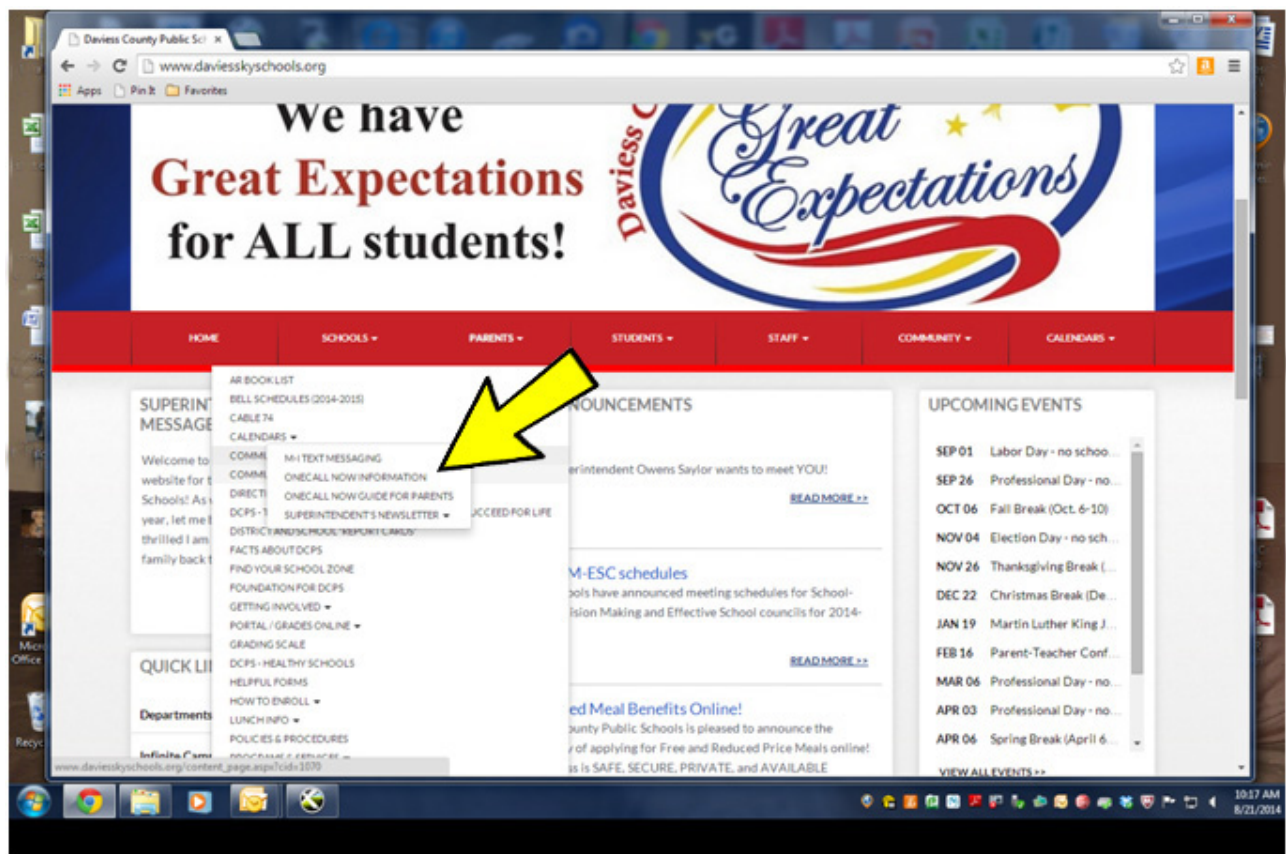
Be sure your child's school always has updated contact information on file – including home, cell and work phone numbers, and home address.

The primary household phone number you enter on your child's enrollment form at the beginning of the school year will automatically be entered into our school and district OneCall Now database. This is the number to be called to keep you informed of news and events from your child's school, as well as district communication, school closings and emergency messages.

## Adding Phone Numbers

If you want to add more numbers to the OneCall Now database, follow these directions:

Step 1 – Go to [www.dcps.org](http://www.dcps.org) and click on the “Parents” menu tab, then scroll down to “Communications.” A pop-up menu will appear; select “OneCall Now Information.”



**Note:** This parent guide is also posted on our website. See menu item above titled “OneCall Now Guide for Parents.”

Step 2 – Enter your child’s last name in the box; then enter the phone number that is currently being called by OneCall Now (your primary household number). Select the school your child attends. (Note: If you have children at more than one school, you will need to do this step for each child.) Click the “Lookup” box at the bottom of the page.

The screenshot shows a web browser window with the OneCall Now logo and the text "when messages matter". The main heading is "Notifications for Daviess Co. KY -- DCPS ALERT". Below this is a section titled "Information Lookup".

**Please enter the Last Name and Primary Phone Number we have on file.**  
(The system will look up your record and allow you to enter additional phone numbers and/or email addresses. Your new contact information will be activated pending approval by your Group's administrator.)

\* Last Name:

\* Phone Number:

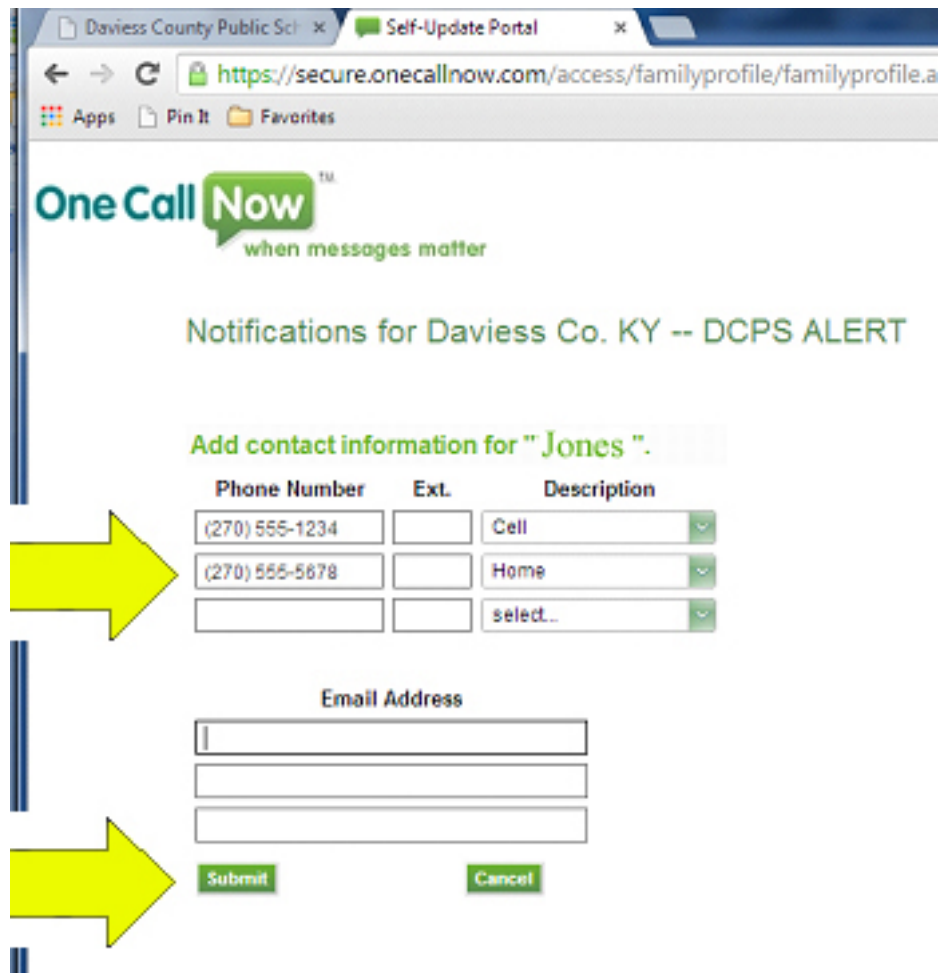
\* Select Organization: 

- Daviess Co. KY -- DCPS ALERT
- Apollo High School (1)
- Audubon Elementary School (11)
- Beacon Central Alternative High School (21)
- College View Middle School (17)
- Country Heights Elementary School (16)
- Daviess Co. Schools - District Administration
- Daviess County High School (5)**
- Daviess County Middle School (7)
- DCPS Maintenance Dept.
- DCPS Transportation Dept.
- Deer Park Elementary School (9)
- East View Elementary School (3)
- F T Burns Elementary School (15)
- F T Burns Middle School (4)

Step 3 – Enter other phone numbers you wish to receive OneCall Now messages.

Click “Submit” when you are done.

(Note: Sign up for school and/or district emails on our school and district websites to receive newsletters and other communications from principals and the superintendent.)



The screenshot shows a web browser window with the URL <https://secure.onecallnow.com/access/familyprofile/familyprofile.a>. The page features the OneCall Now logo with the tagline "when messages matter". Below the logo, the text "Notifications for Daviess Co. KY -- DCPS ALERT" is displayed. A section titled "Add contact information for 'Jones'." contains a table with three columns: "Phone Number", "Ext.", and "Description". The first row has the phone number "(270) 555-1234", an empty extension field, and a dropdown menu set to "Cell". The second row has the phone number "(270) 555-5678", an empty extension field, and a dropdown menu set to "Home". The third row has empty fields for phone number and extension, and a dropdown menu set to "select...". Below the table is an "Email Address" section with three stacked input fields. At the bottom of the form are two buttons: "Submit" and "Cancel". Two large yellow arrows point to the first and second rows of the table, and another yellow arrow points to the "Submit" button.

Phone Number	Ext.	Description
(270) 555-1234		Cell
(270) 555-5678		Home
		select...

Email Address

## **Text Messaging Option**

Some DCPS schools and/or subgroups (such as clubs, teams, classrooms etc.) use the OneCall Now text messaging option. This option will be used in addition to, not instead of, the voice messages. If you would like to receive OneCall Now text messages, this is what you need to do:

1. On your cell phone, open a new text message
2. In the “To” or “Send” textbox, type **22300**
3. In the body of the message, type ALERT
4. Click SEND.

You will receive text messages from your school and/or the DCPS district, *in addition to* voice messages, if your child’s school chooses to utilize this option.

## **Listen to a message**

To listen to a previous message, call 877-698-3261 or 866-321-4255 from any touch-tone phone. After the greeting, press 1 to listen to the most recent messages sent to your group. If prompted to do so, enter the phone number that receives messages from OneCall Now.

## **Opting Out of OneCall Now**

If you do not wish to receive messages from OneCall Now, follow Steps 1-3 on previous pages. When you get to Step 3, choose “Cell,” “Home,” “Work” or “Primary” (whichever number you want to STOP receiving calls) and then delete the phone number box in front of that area so that box is blank.

Or – at the end of each message you receive, you will hear a prompt that says “To listen to this message again, press # (pound). To opt out, press \* (star).”

**IMPORTANT NOTE:** Removing a number from OneCall Now permanently deletes it from the database. Numbers removed from the OneCall Now system will NOT receive any calls, *including emergency notifications.*

We look forward to another great year of communication with our parents! Children benefit when there is a strong connection between school and home. If you have questions about the OneCall Now telephone message system, please contact your child’s school, or write to [contact@dcp.org](mailto:contact@dcp.org) Include your child’s name, school s/he attends and the phone number(s) on file for your family.