



# HIGHLAND PARK ISD

Text message alerts:  
How to update a cell phone number for a parent or child

## Updating a **parent's** phone number

1. Log in to Skyward family access. A link to this website is available under the "Parents" section of the district website, [www.hpisd.org](http://www.hpisd.org)
2. Click "My Account" at the top right of the screen.
3. Check that your correct cell phone number is listed under the second or third phone field. Even if your cell phone number is listed in the first phone field, you will need to add it in the second or third field.
4. To add your cell number, click the dropdown menu, select "Cell" and then add your cell phone number in the following box.
5. **Click the SAVE button.**
6. Your new cell phone number is now saved and you may log out at any time.
7. Opt in to the texting service by texting the word "Yes" to the number 68453. You should receive a confirmation reply within a few minutes.

## Updating a **child's** phone number

1. Log in to Skyward family access. A link to this website is available under the "Parents" section of the district website, [www.hpisd.org](http://www.hpisd.org).
2. Click the blue icon with a plus sign on the left side of the screen. Then, select "Student Info" from the menu.
3. Click the link on the right hand side of the screen that reads "Request changes to **First Name.**" Then click "Student Information."
4. Underneath the phone information, you will have the ability to enter a phone number in the second field. Select "Cell" from the drop down list, then enter your child's cell phone number.
5. **Click the SAVE button.**
6. If you need to change another child's number, please repeat steps 3-6.
7. Opt in to the texting service by texting the word "Yes" to the number 68453. You should receive a confirmation reply within a few minutes.

**Q: Why am I not receiving text messages from HPISD even though my cell phone number is listed correctly in Skyward?**

**A:** Receiving texts from HPISD is a two-step process: 1. Users must have their cell phone number listed in Skyward, and 2. Users must opt in to the service. You can opt yourself in at any time by texting the word "yes" to the number 68453. You should receive a confirmation text reply within a few minutes.

**Q: I texted "yes" to 68453, but I received an error message back. What does that mean?**

**A:** Highland Park ISD uses School Messenger, a nationwide company, to send out the text alerts. School Messenger uses "short-code" messaging, which is not standard on all cell phone data plans. Please contact your wireless provider and ask to have short-code messaging capabilities activated. Once this is done, text "yes" again to 68453. You should receive a confirmation text reply.

**Q: Why have I received text message from HPISD in the past, but I no longer receive them?**

**A:** If you changed your wireless plan recently, such as moving from Verizon to AT&T for example, your ability to receive short-code messages may have been turned off. If you still have the same wireless carrier but updated your contract, this may have caused short-code messaging to be turned off. Please call your wireless carrier to ensure that short-code messaging is turned on.