SCHOOLMESSENGER PARENT APPS
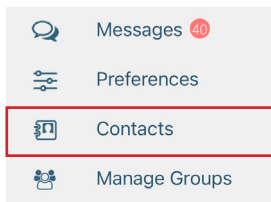# RESYNCING CONTACTS

If your contacts are not properly syncing to the SchoolMessenger App, it is possible that you need to re-sync your contacts. Follow the steps below. The steps are slightly different depending on whether you are using the old SchoolMessenger Communicate App (blue icon) or the new SchoolMessenger Home app (multi-colored icon).

SchoolMessenger Communicate App: Resyncing Contacts

Launch the app from your mobile device and log in. In the top left corner of the app, click the menu icon (three lines). Then, choose **Contacts**.


In the top right corner of the app, click the refresh icon. You will see a message at the bottom of the app that says "**Synchronizing contacts with the school district.**" Wait until this is finished, and you should see a message that says "**Synchronization with school district is complete.**"

SchoolMessenger Home App: Resyncing Contacts

Launch the app from your mobile device and log in. In the bottom right corner of the app, click the "My Profile" button. Then, choose **Contacts**.
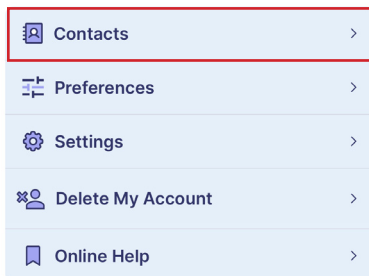
Towards the top of the screen, click on the words "**Synchronize contacts with your school district.**" You will see a message that says "**Refreshing contacts**" Wait until this is finished, and you should see a message that says "**Synchronization complete.**"

If you have any questions, experience any errors or are having difficulty resyncing your contacts, please email webmaster@comsewogue.k12.ny.us and we will be happy to assist you.