

## PowerLearn Portal – Set Up Your SMS Email Address

You can set up **notifications** in PowerLearn to update you via **email** or **SMS** (Text Message) when a new announcement or update has been posted in PowerLearn.

To send you SMS (Text Message) Notifications, PowerLearn uses *the email address associated with your mobile phone*. This is called your **SMS Email address**, determined by using your mobile phone number and the mobile service provider you use.

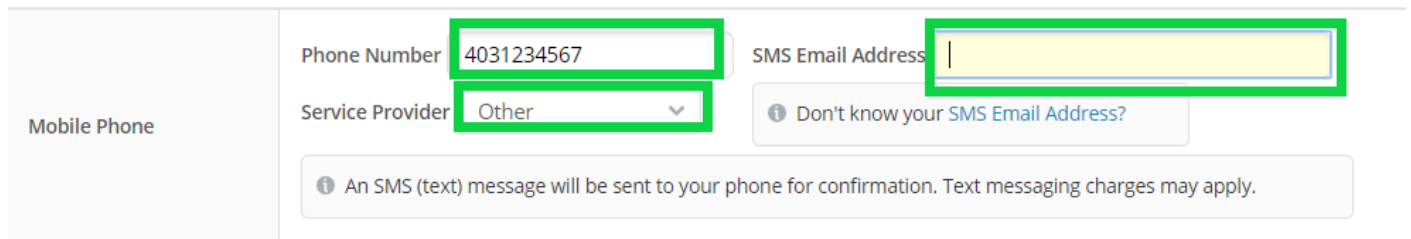
For example, if your phone number is (403) 456-7890 and your mobile service provider is **Bell**, your SMS Email Address will be [4034567890@txt.bell.ca](mailto:4034567890@txt.bell.ca). **On page 3 of this document is a listing of Canadian mobile carriers and their SMS email formats.**

### To Enter and Confirm your SMS Email Address in PowerLearn

1. Once you have logged into Powerlearn, click on the **Username Menu** or **Avatar** on the top right of the PowerLearn screen:



2. Click on the **My Information** tab.
3. In the **Mobile Phone** section, enter your **mobile phone number**, click the down arrow beside the **Service Provider field** > select **Other**, which is at the bottom of the Service Provider list.



4. Using the Canadian Mobile Carriers list on page 3 of this document, locate your service provider, or do an Internet search for *your service provider's name and the words "SMS Email Address"*. For example, *"Bell SMS Email Address"*.
5. Once you have found the domain and format used by your carrier, using your mobile phone number, enter your SMS email address into the **SMS Email Address field**.
6. Click on the **Save Changes** button at the bottom of the page. *\* An SMS (text) message will be sent to your phone for confirmation. Text messaging charges may apply.*

- The message below will appear in the mobile phone section of your settings.

<b>Mobile Phone - Awaiting Confirmation</b>	4031234567 (4031234567@txt.bell.ca)	Edit	Re-send Confirmation Text
You need to <b>confirm</b> this number to begin receiving SMS notifications. A confirmation text has been sent to 4031234567@txt.bell.ca.			

- Check your mobile phone for the PowerLearn Confirmation Code, go back into the PowerLearn page and click the **confirm** link; enter the confirmation code.

### Mobile Phone Confirmation

Your New Mobile Phone Address 4031234567

To confirm your new Mobile Phone number, please enter the confirmation code that was sent to you via SMS.

E5814	
Continue	Cancel

- Click on **Continue**. You will be taken to the **Notifications** page where you may modify your notifications settings (how and when you want to be notified of new or changed information in PowerLearn) if you choose. Your SMS email address is now registered in PowerLearn.

## Troubleshooting

### Having trouble receiving emails from PowerSchool Learning?

Adjust your filters to allow email from [no-reply@westmountcharter.learning.ca.powerschool.com](mailto:no-reply@westmountcharter.learning.ca.powerschool.com).

### Not Receiving Your Notifications?

Make sure that the email address that is connected to your account in PowerSchool Learning is correct. Check this in your **My Information** area, which is under the avatar menu that's always in the top-right

corner of your screen.

### Not Receiving your SMS Notifications?

- **Make sure you have confirmed your SMS address.** Once your SMS Email address is registered you will receive a confirmation code. You can follow the link provided, or click on the confirm link in PowerSchool Learning to enter your confirmation code and begin receiving SMS Notifications from PowerSchool Learning.
- **Make sure you used the correct domain format for your provider.**
  - For example entering **403yournumberhere@text.bell.ca** is incorrect.
  - The correct entry is [403yournumberhere@txt.bell.ca](mailto:403yournumberhere@txt.bell.ca)
  - Contact your mobile provider to make sure that this service is enabled on your account **\*Note that for some carriers, service charges may apply.**

If you require assistance with PowerLearn, please contact the school.

### Some Canadian Mobile Carriers

*Replace the phone number with your own*

- Bell Mobility (Canada) – [4031234567@txt.bell.ca](mailto:4031234567@txt.bell.ca)
- Bell Mobility – [4031234567@txt.bellmobility.ca](mailto:4031234567@txt.bellmobility.ca)
- Fido – [4031234567@fido.ca](mailto:4031234567@fido.ca)
- **NEW** Freedom Mobile – [4031234567@txt.freedommobile.ca](mailto:4031234567@txt.freedommobile.ca)
- **NEW** Koodo Mobile – [4031234567@msg.telus.com](mailto:4031234567@msg.telus.com)
- Microcell – [4031234567@fido.ca](mailto:4031234567@fido.ca)
- **NEW** PCMobile – [4031234567@mobiletxt.ca](mailto:4031234567@mobiletxt.ca)
- President's Choice – [4031234567@txt.bell.ca](mailto:4031234567@txt.bell.ca)
- Rogers Canada – [4031234567@pcs.rogers.com](mailto:4031234567@pcs.rogers.com)
- Solo Mobile – [4031234567@txt.bell.ca](mailto:4031234567@txt.bell.ca)
- Telus – [4031234567@msg.telus.com](mailto:4031234567@msg.telus.com)
- Virgin Mobile Canada – [4031234567@vmobile.ca](mailto:4031234567@vmobile.ca)
- Koodo – [4031234567@msg.koodomobile.com](mailto:4031234567@msg.koodomobile.com)
- Chatr – [4031234567@pcs.rogers.com](mailto:4031234567@pcs.rogers.com)
- Sasktel – [4031234567@sms.Sasktel.com](mailto:4031234567@sms.Sasktel.com)