



## Q and A

**Question:** The activation code for my child has expired.

**Answer:** Contact Joni Benos, [jbenos@pthsd.k12.nj.us](mailto:jbenos@pthsd.k12.nj.us) for a new activation code.

**Question:** How do I add additional students to my account?

**Answer:** Click on the Contacts tab and click Add A Contact.



**Question:** How do I edit the way I am contacted?

**Answer:** Click on the Contacts tab to show your list of contacts. Each contact has an Edit button to the right of the name. Click edit to add/remove phone numbers, email, etc. and to select how to be contacted for different message types.



**Question:** Why didn't I receive a text message or email for the last notification?

**Answer:** Check to see that you have added a cell phone for SMS messaging, or an email address for email, and that you have selected this number or address for all message types (Emergency, General, etc.). **If a General announcement goes out and you have only clicked Emergency, you will not receive the message.**

**Question:** My messages are being translated and I prefer to receive them in English. Who do I contact to change this?

**Answer:** Contact the main office of the school your child attends and ask them to change the home language in your child's information in Genesis to English.