

# OLEY VALLEY SCHOOL DISTRICT ATHLETIC DEPARTMENT

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## ***Berks County Interscholastic Athletic Association - PIAA District 3 – Home of the Lynx***

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Greetings Parents & Student Athletes,

We have noticed that a lot of PlanetHS accounts do not have a mobile number listed on the account settings page. This means that when coaches and school personnel send team messages through the PlanetHS platform, or automated form completion notifications are sent, that a lot of you may not receive these messages.

We are asking that everyone checks their PlanetHS account settings to make sure that it includes your mobile number and email address, and then turn on notifications for both. To do this you can follow these simple steps:

1 – Log in to your PlanetHS account

2 – Click on your name in the upper righthand corner, and then select settings

3 – Scroll down your account settings and make sure that you have a valid email address listed as well as a valid mobile number.

4 – If you added an email or mobile number, scroll to the bottom of the account settings page and hit save. If you already have an email and mobile number listed you do not need to change settings on this page.

5 – Then click on the notifications tab on the left side of the page. Check the boxes to receive notifications and updates via email AND via text messages.

\*We strongly recommend that you turn on notifications for both email and text messages. At times the system has some bugs and will only send the messages in 1 format (email or text), so by subscribing to both email and text notifications it will greatly reduce the chances of missing any messages that are sent through this platform.

Also, each student is linked to a parent account. Messages sent through PlanetHS will only be sent to the parent account that is linked to the student. You can create additional parent accounts and link more than 1 parent account to a student account. This may be very beneficial for split-family households. This will then allow the messages being sent to go to each parent that is linked to the student account. To link additional parent accounts to a student's account, start by creating the new parent account on the PlanetHS homepage (using the additional parent's email and mobile number on the new account) and then while logged in to the new parent account click on the "Linked Accounts" tab on the left side of your accounts setting page. Once on the Linked Accounts setting page, enter the email or mobile number associated with the student's PlanetHS account. The student will then have to log in to his/her account and accept the linking invitation sent by the additional parent/s. The student should also get an email and/or text when the linking request is sent by the new parent, asking them to accept or decline the parent linking request.

\*\*Please note that email addresses and mobile numbers can only be used 1 time, on 1 account. The system will not let you use the same email address or mobile number on multiple accounts. Each student account is initially created using their OVSD-assigned email address and student ID number. Students may change this email address in their account settings to a personal email address and may also add a mobile number if they wish to do so, but it may not be the same email address or mobile number that is associated with any of their linked parent accounts.

If you have any questions or issues updating your PlanetHS settings and/or adding additional linked parent accounts, please contact the athletic office by calling 610-987-4111 or emailing [trhoads@ovsdpa.org](mailto:trhoads@ovsdpa.org) or [pkehoe@ovsdpa.org](mailto:pkehoe@ovsdpa.org).

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