

Voice Calls on Remind

Family Guide

Please use the template below to communicate to families what they can expect when they receive a Remind voice call and how to use the feature.

[District Name] is now using Remind to facilitate phone calls between teachers and families. A Remind account will be/is now issued for you with the contact information (phone number or email) from [SIS Name]. If your phone number is correct in [SIS Name], teachers will be calling you with Remind.

How do I know my phone number is correctly listed on my Remind account?

Log in to your Remind account via [this page](#) with your email or phone number. Confirm the correct contact information by navigating to your [notification preferences](#) in your account settings. From here you can add additional phone numbers. Then select **Receive calls through Remind** and choose your preferred number for voice calls under the **Call Preferences** section.

How will I know a teacher is calling me?

Teacher calls will come in like any other call to your phone. The number that appears on your caller id is the same number Remind text messages will appear from. We recommended you save this as the teacher's name in your phone.

What if I have a landline number?

Teachers will still be able to reach you with Remind Voice Calls.

Can I call teachers back?

Yes, you can dial the number back to reach the teacher or search for the teacher in the Remind app and initiate the call from here. Teachers may have office hours set for when they can receive calls, if so, calls cannot be made outside of these hours.

Can I choose to not receive calls from teachers on Remind?

Yes, you can turn off the "Receive Calls" setting in your [notification preference](#) on the web version of Remind or in the Remind app.

For more information on Voice Calls in Remind see here: [Remind Voice Calls](#)