

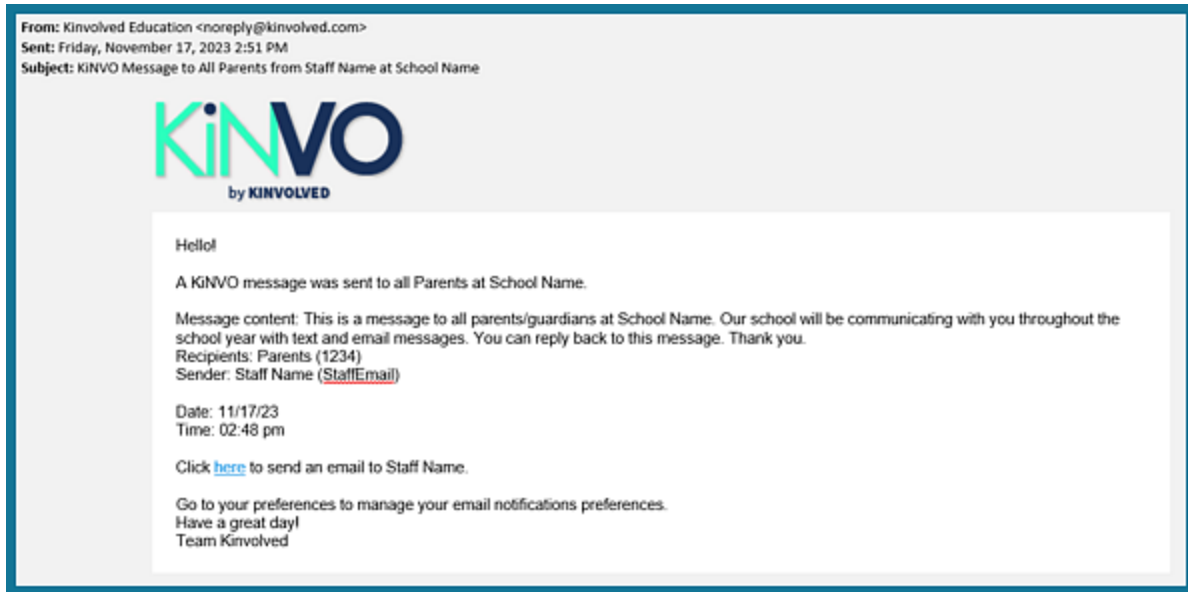
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# Email Messages from Unified Operations Communication (or Kinvolved/Kinvo)

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**January 4, 2024 • Version 1.0**

This job aid is intended to assist with questions about why you may be receiving email messages, like the sample below, from [Unified Operations Communication](#) (UOC) or Kinvolved/Kinvo.



## Why am I receiving these email messages?

You are receiving these email messages because you have access to Unified Operations Communication for one or more schools – **and** your account also has an email notification preference turned on, which indicates you wish to receive these messages.

When someone at the school site sends a message to **all parents/guardians**, other non-teaching staff or admin users will receive a copy of the message via email, if they have this email notification preference turned on.

## How do I stop receiving these email messages?

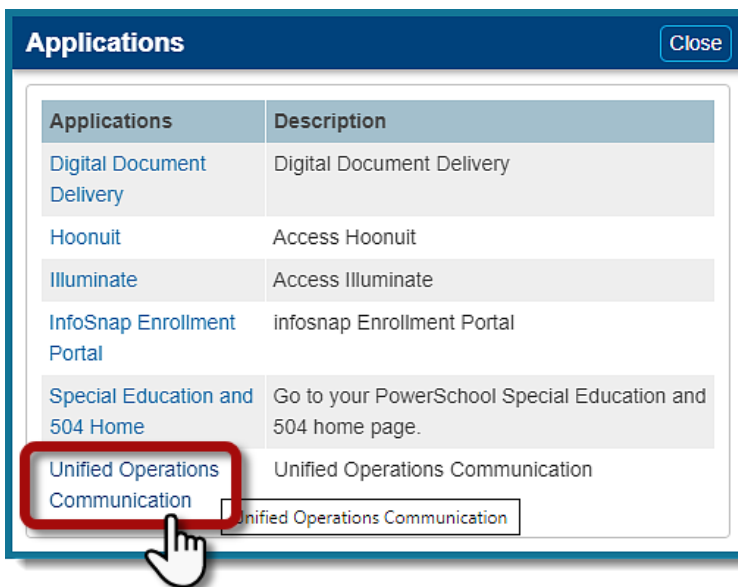
If you no longer wish to receive these email messages, please follow the instructions below and choose the most appropriate option for your situation.

### Option 1: Change Your Email Notification Settings in UOC

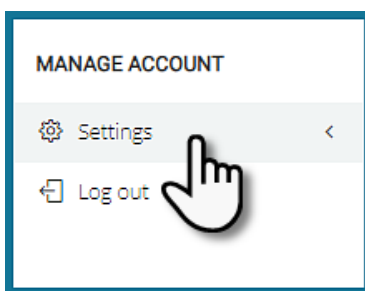
1. Login to **PowerSchool Administrator** at <https://powerschool.sandi.net/admin/pw.html>
2. Select the **Application Tray icon**, in the upper, right-hand corner of the page.



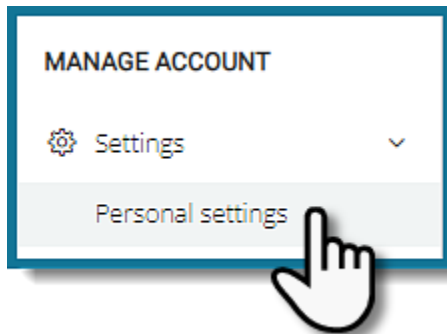
3. Select the link for **Unified Operations Communication**.



4. A new tab will open in your web browser for UOC.
5. Select **Settings** from the left-hand side of the page.



6. Select **Personal Settings**.



7. Turn off the checkbox for **Confirmation of general messages**.



### Option 2: Ask the School to Remove Your Access in UOC

Contact the school you are receiving email messages from. Explain that you are receiving email messages when they send out a message to All Parents in UOC. Request that the Super Admin at the school site remove your access in UOC if you do not need it.

### Option 3: Contact the IT Help Desk for Assistance

If you need assistance with UOC, you may also contact the IT Help Desk at (619) 209-4357. Users can also [submit a ticket online](#) or by sending an email to [helpdesk@sandi.net](mailto:helpdesk@sandi.net).