Finalsite Chat for Families

Getting Started

[Chat for families: Get started with Finalsite Chat – Finalsite Support](#)
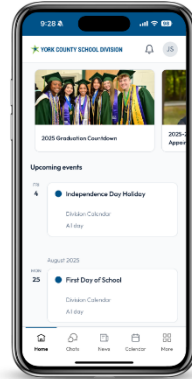
Step 1: Chat via App or Web Browser

Download the YCSD app* from the [App Store](#) or [Google Play](#)

OR

Open a browser and go to
https://ycsd.yorkcountyschools.org/fs/chat

Please check to make sure you have the latest version of the YCSD app installed

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Step 2: Get logged in

Initial Account Setup (via browser)
https://ycsd.yorkcountyschools.org/login

1. Click on "Forgot Username or Password" link
2. Enter your primary contact email address listed in Aspen in the Username field*
3. Click the Submit button to have instructions sent to your email address on how to reset your password**
4. Open up the YCSD app and log in using your primary contact email address and password you just created.

Contact your child's school if you are not sure what your primary email address is in Aspen.

**Please be advised that password reset email link expires 15 minutes after being sent.*

After Account Setup

1. Open up the YCSD app
2. Click on the gear icon in the top right-hand corner.
3. Click on the Log in button
4. Enter your primary contact email address and the password you created
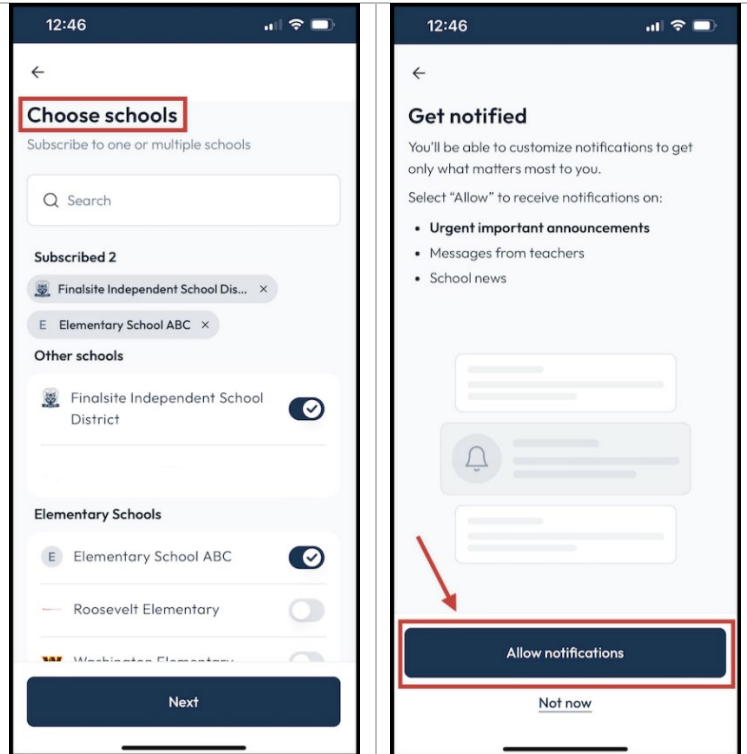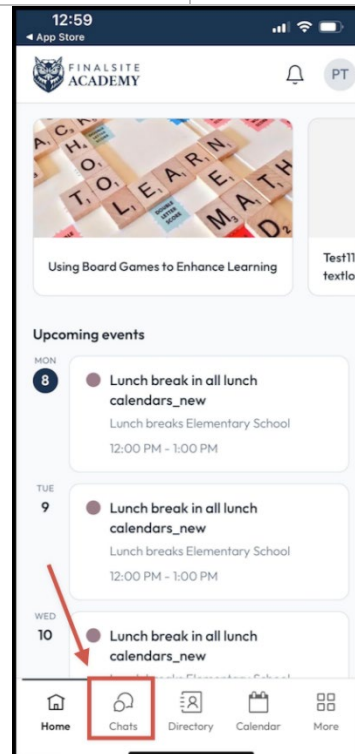
Select your preferences (initial setup)

- Select your language
- Choose school(s) to subscribe to
- Select to allow notifications
- Subscribe to mailing lists

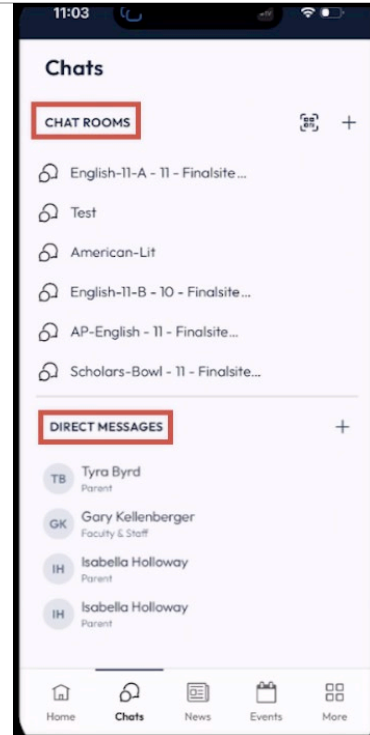**Step 3: Navigate to Chats icon in bottom toolbar (App Only)**

Once you are logged in to your mobile app, find the **Chats** icon in the bottom toolbar. Click to open and start chatting.

Step 4: Chat home screen

The chat home screen is where it all begins.
- **Chat rooms** you have been assigned to are in the top half of the screen.
- **Direct Messages** are in the bottom half.

11:03	

Chats

CHAT ROOMS

- English-11-A - 11 - Finalsite...
- Test
- American-Lit
- English-11-B - 10 - Finalsite...
- AP-English - 11 - Finalsite...
- Scholars-Bowl - 11 - Finalsite...

DIRECT MESSAGES

- TB Tyra Byrd
  Parent
- GK Gary Kellenberger
  Faculty & Staff
- IH Isabella Holloway
  Parent
- IH Isabella Holloway
  Parent

Home   Chats   News   Events   More

Sending Messages

[Chat for families: Connect and collaborate with school staff – Finalsite Support](#)
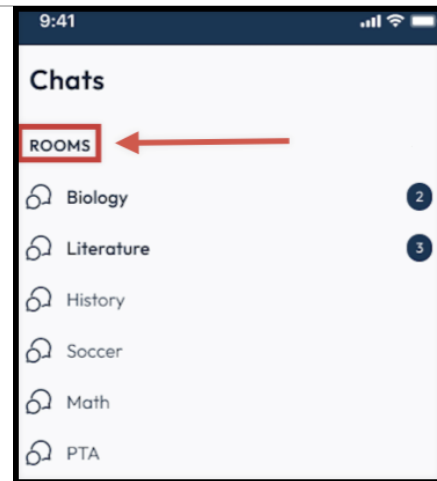
[Video Tutorial: Chat in a chat room](#)

[Video Tutorial: Communicate with Direct Messages](#)

Chat in a chat room or direct message The top half of your chat screen in your mobile app includes a list of all the chatrooms in which you are a Chat Participant. Click to read messages in chat rooms with a notification bubble next to them. This means you have Unread Messages. The bottom half of the chat screen in your mobile app includes a list of direct messages.	
Once inside a room or direct message, start a chat message by typing text into the Message box at the bottom. • Upload from Photo Library, Take a Photo or Video, and/or Choose Files. • Format your text. • Click the send icon to share this message with the chat room.	