Finalsite Chat for Families

Getting Started

[Chat for families: Get started with Finalsite Chat – Finalsite Support](#)
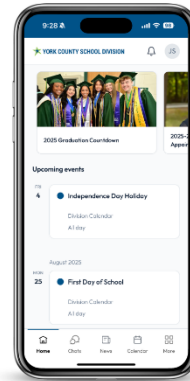
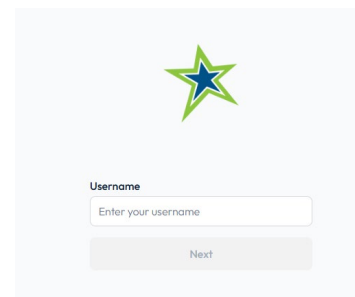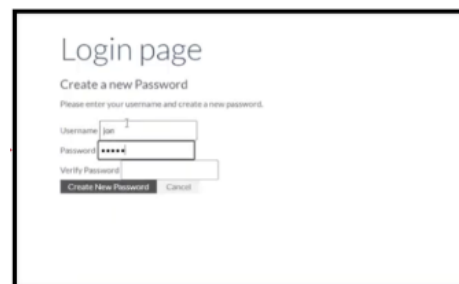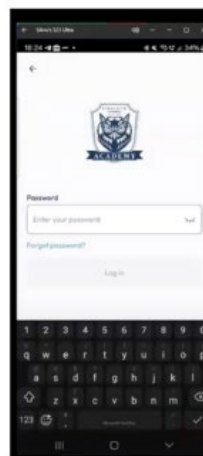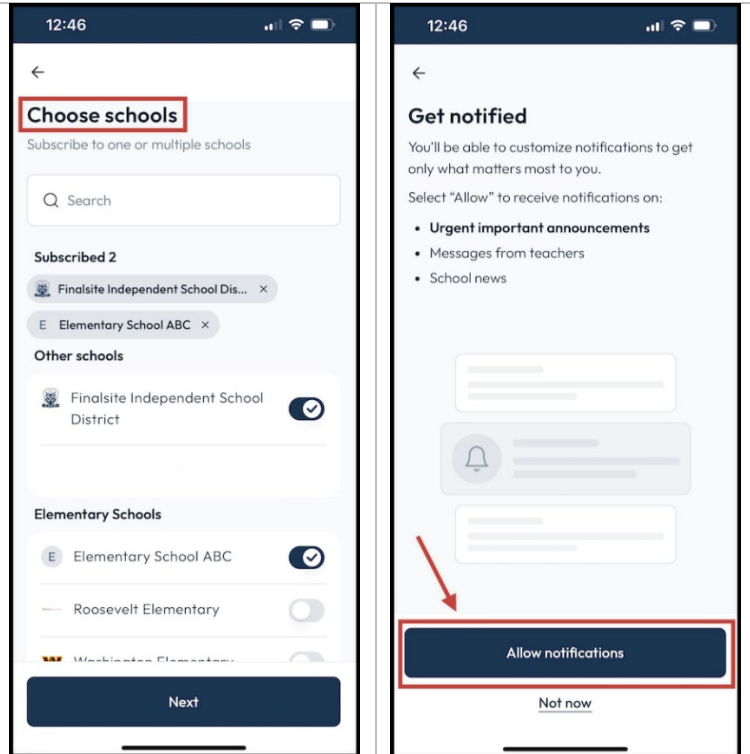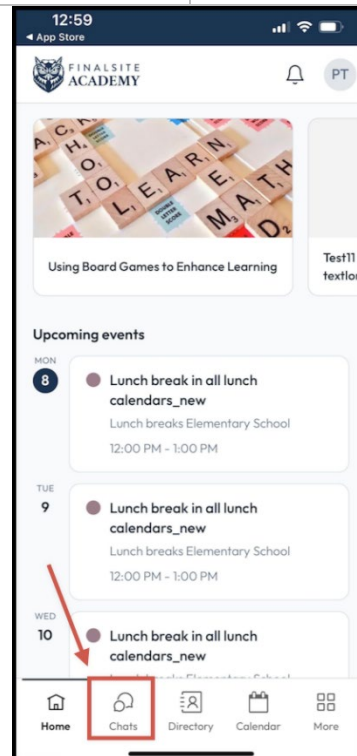|	
Step 1: Chat via App or Web Browser Download the YCSD app* from the [App Store](#) or [Google Play](#) **OR** Open a browser and go to https://ycsd.yorkcountyschools.org/fs/chat *Please check to make sure you have the latest version of the YCSD app installed*	
Step 2: Get logged in **Initial Setup** 1. Enter your Aspen primary email address in the Username field* 2. The Forgot password path will begin on the second screen once you enter an attempted Username. 3. Select **Forgot password** to have a reset password link sent to the email address associated with your account. You'll be directed to a **Login page** where you can **Create a new Password**. 4. Open up the YCSD app and log in using your Aspen primary 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.* **After Account Setup** 1. Go back to the login screen in Step 1 2. Enter your Aspen primary 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

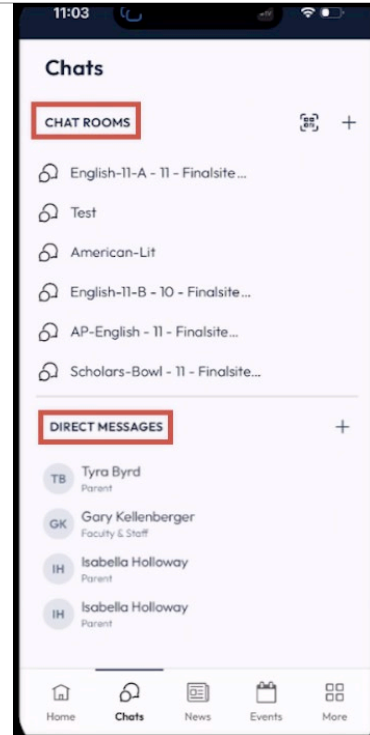**Step 3: Navigate to Chats icon in bottom toolbar (App Only)**

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.

Sending Messages

[Chat for families: Connect and collaborate with school staff – Finalsite Support](#)

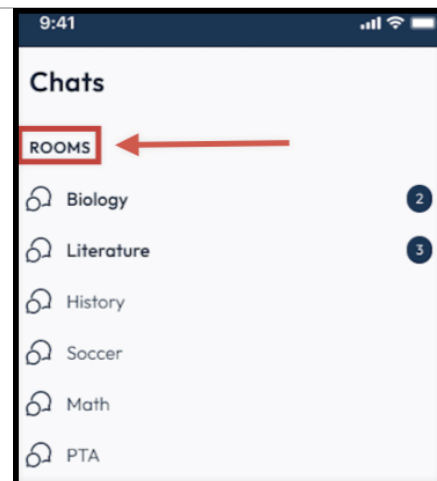[Video Tutorial: Chat in a chat room](#)

[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.	