

Single SMS Opt-In

If your district has chosen Single SMS Opt-In, they will capture and record recipient consent outside of Communicate. Permission should be captured and stored, ideally in writing, before any voice or text message broadcasts are sent. Once they've obtained consent, those recipients are automatically opted in when their data is imported. Once recipients receive their Welcome text, there is no further action from them to opt in and they can begin receiving text messages.

Opt-In Flow

1. Confirm with your district or school that they've acquired consent from recipients.
2. Notify your community that text messaging is coming.
3. Confirm with SchoolMessenger Solutions Support that they are scheduled to map and import the SMS phone number data into your account.
4. Contact data is imported into Communicate. All recipients will then receive their Welcome messages during normal business hours or the following morning.

The SchoolMessenger Opt-In Welcome text may look like this:

"You're registered 4 SchoolMessenger messages. Txt STOP to quit, HELP 4 help. Std msg/data rates may apply. Freq varies. schoolmessenger.com/tm"

Opting Out

Included in their Welcome message are instructions on how to opt-out, if recipients wish to. Additionally, recipients wishing to opt out to text messages can simply do one of the following:

1. Text **"STOP"** to your district's short code at any time.
2. Opt-out online at <http://schoolmessenger.com/txtmsg>. Scroll to the bottom of the page to fill out the unsubscribe form.
3. Request that your school's Communicate system administrator add the number to the account's phone number block list.

Questions?

If you have any questions, please contact your Account Manager, or SchoolMessenger Solutions Support.

SchoolMessenger Support Number

Phone: 800-920-3897

Email: support@schoolmessenger.com

Chat live with a support rep here:

www.schoolmessenger.com/support