

SMS Text Messaging FAQs

How do recipients "Opt-In" to receive text messages?

Text "Y" to 978338 from each wireless device they wish to receive texts on.

How do recipients opt-out of receiving text messages?

Recipients not wishing to receive text messages to a particular number can simply do one of the following:

1. Don't opt-in and don't reply to the opt-in invitation message.
2. Text "STOP" to 978338 at any time.
3. Request that your organization's SchoolMessenger system administrator add the number to the account's phone number block list.

Can the text messages come from a division phone number, instead of the short code?

No. Short codes are the industry standard, and the only fast and reliable way to deliver mass text notifications.

I received a text message that says it's from SchoolMessenger? What does it mean?

If it was from 978338, that was most likely the Opt-In Invitation message sent by SchoolMessenger. To continue receiving informational text messages from the school(s) reply with "Y". If you do not reply, you won't receive any future texts from our schools.

I "Opted-In", but I'm not receiving texts?

1. Ensure that your school has your correct device number in PowerSchool. It may take 24 hours for a number to become active after being changed or added to PowerSchool.
2. Send a text with "Y", from that specific device, to 978338. You should receive an opt-in confirmation message from the service.
3. If you want to receive texts on multiple devices, each device number must complete the Opt-In process.

4. Confirm that your school has actually attempted to send a SchoolMessenger broadcast which includes an SMS text message to your mobile phone number.

How do I know if it worked?

After you text one of the keywords to 978338 the system will ALWAYS respond back with one of three messages:

1. **Opt-in Response:** You're registered 4 SchoolMessenger notifications. Txt STOP to quit, HELP for help. Std msg/data rates may apply freq varies. schoolmessenger.com/smsca
2. **Opt-out Response:** You're unsubscribed from SchoolMessenger. No more msgs will be sent. Reply Y to resubscribe, HELP for help. msg/data rates may apply. schoolmessenger.com/smsca
3. **Help or Unknown Key Word Response:** Reply Y to subscribe or STOP to cancel. Msg/data rates may apply freq varies. Visit schoolmessenger.com/smsca

Any other response – or no response: indicates the recipient should contact their wireless device provider to have SMS messaging/premium content enabled (see below for more details).

What does it mean if I texted “Y” or “yes” and I received some sort of error message back?

If you receive what appears to be an error message, similar to one of the following, it most likely means that short code text messaging is not enabled on your wireless subscription plan:

- Service access denied
- Message failed
- Shortcode may have expired or shortcode texting may be blocked on your account
- Does not participate

These replies DO NOT indicate that the wireless provider cannot receive messages from SchoolMessenger. Rather, they are an indication that the

specific mobile device does not have short code SMS texting enabled for that number (this is sometimes disabled by default on company provided cell phones). To address this, contact your wireless provider.

Note: Providers sometimes use various names for this type of texting service (e.g. short code, SMS, premium, etc.). If you simply ask about text messaging, your carrier may assume you are referring to person-to-person. Therefore, be very clear to refer to "short code" text messages. Most TV programs that have a voting component use short code SMS messaging (e.g. American Idol, Dancing with the Stars). In addition, many department or grocery stores use SMS to distribute coupons and deals. Using an example such as this can be helpful in clarifying the type of texting service you want to enable.

Will I be charged for the text messages that I receive from SchoolMessenger?

SchoolMessenger does not charge recipients for the text messages that they receive or send to the short code; however, wireless providers may charge for individual text messages, depending on the plan associated with the wireless device. Please consult your carrier if you are uncertain.