

FAQs

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 either 67587 at anytime.
3. Opt out online at <http://schoolmessenger.com/txtmsg>
4. Manage how you receive information through your InfoCenter account.

Can the text messages come from a district 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 67587, it 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 will not receive any future texts from our schools.

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

Confirm that your correct device number is on file at your child's school.

Send a text with "Y", from that specific device, to 67587. You should receive an opt-in confirmation message from the service.

How do I know if it worked?

After you text one of the key words (Y, Help, or Stop) to the short code 67587, the system will ALWAYS respond back with one of three messages:

- Opt-in Response: *You're re-registered for SchoolMessenger notifications. Reply STOP to cancel, HELP for help. Msg&data rates may apply. msg freq varies. schoolmessenger.com/txt*
- Opt-out Response: *You're unsubscribed from SchoolMessenger. No more msgs will be sent. Reply Y to re-subscribe, HELP for help. Msg&data rates may apply. schoolmessenger.com/txt*
- Help or Unknown Key Word Response: *SchoolMessenger notification service: Reply Y to subscribe or STOP to cancel. Msg&data rates may apply. Msg freq varies. Visit schoolmessenger.com/txt for info*

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 can't 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 which have a voting component use short code SMS messaging (e.g. American Idol, Dancing with the Stars). 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.

Questions?

If you have any questions regarding the above, or if you require additional information, please contact a SchoolMessenger technical support representative.

SchoolMessenger Support

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