FAQ's regarding SMS/Text Messaging

Overview
Answers to frequently asked questions about the SMS Opt in and Opt Out process.

Details
OPT-IN/OUT PROCESS

Question:
How do I opt-in to receive text messages from [Organization Name]?

Answer:
As a message recipient, you can provide your text-enabled phone number to [Organization Name] to input that information.

Question:
What happens after I sign up (opt-in) to receive text messages?

Answer:
After you sign up and we input your text-enabled phone number into the system, the Blackboard Connect service will automatically send a text message to your mobile phone to confirm your request.

Question:
What will the confirmation message say?

Answer:
The confirmation message will read the following:

[AbbrevName]: You are subscribed to receive text alerts. Reply HELP for help, STOP [key code] to cancel. Msg&data rates may apply.

Question:
What about if I enter my cell number in MyConnect and indicate it can receive texts?

Answer:
You will receive an opt-in confirmation message that says

"You have opted-in to receive messages to your device. For more info reply "HELP". To opt out, visit Portal or reply "STOP PORTAL". Msg & data rates may apply."

Question:
What happens if I text reply "HELP"?

Answer:
If you reply HELP, you will receive the following message:


Question:
From what number will these text messages originate?

Answer:
All confirmation text messages and subsequent alerts will come from 23177 or 63079. Please save these numbers and program them as [Organization Name] so you can quickly recognize these numbers as the official sources of [Organization Name's] messages.

Question:
I did not receive a confirmation message. What happened?
Answer:
Please check with your mobile phone provider to find out if your device accepts text messages. You may also want to check with your provider to see if text messaging has been enabled. You may need to subscribe to a text messaging plan in order to receive or reply to text messages. Message and data rates may apply.

Question:
I did not receive a confirmation message because my phone wasn't text enabled. I have since contacted my mobile phone provider to enable it. Do I need another confirmation message sent?

Answer:
No. If your SMS phone was already submitted to our database, you should be confirmed to receive SMS alerts. However, you can check if you are opted-in by texting the word SUBSCRIBE to 23177 or 63079 and you will receive the following reply:

BbConnect Notify Alerts: This phone number has already been opted in for [Abbreviated Name]. More info: reply HELP or "STOP [key code]" to opt-out.

Question:
How do I opt out?

Answer:
You may opt out at any time by texting STOP [key code] or QUIT [key code] to 23177 or 63079, and you will receive the following reply:

BbConnect Notify Alerts: You have been unsubscribed from [key code] for [Abbreviated Name] and will no longer receive messages or charges. 888-599-2720

Question:
What if I opted-out, but later decide I would like to opt-in again?

Answer:
You may request to begin receiving text messages by texting SUBSCRIBE [key code] to 23177 or 63079.

Question:
Who pays for the text messages I receive on my phone?

Answer:
You are subject to all applicable messaging charges depending on your service provider. Standard message and data rates may apply.

Question:
If I change mobile phone providers but keep the same number, do I need to opt-in again?

Answer:
No. Once your phone number has been opted-in, it stays registered within the system.