

# SchoolMessenger Text Messaging Frequently Asked Questions (05/04/20)

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

The text message you received is SAISD's opt-in invitation message, sent by SchoolMessenger. SAISD's opt-in invitation message comes from 67587 and says:

"Get San Antonio ISD text messages. Reply Y to confirm, HELP 4 info. Msg&data rates may apply. Msg freq varies. schoolmessenger.com/tm"

If you don't reply to this invitation message, you will not receive any future SAISD texts from SchoolMessenger.

## How do I opt in to receive text messages if I did not receive the invitation text?

Text the word YES to 67587 from your wireless device(s). Device numbers must first be on file with the district. You can update your number in the Student Information System, iTCCS, in one of three ways:

1. Contact your school's Registrar/Attendance Clerk and provide the updated number
2. Contact the Office of Family and Community Engagement Family Hotline at (210) 554-2210 for support
3. Email the Office of Family and Community Engagement at text@saisd.net for support

Please allow 24 hours for data synchronization to take place.

Note: SchoolMessenger recognizes both Y and YES as acceptable responses to the opt in request.

## How do I know if my opt in reply worked?

After you text one of the key words to 67587, the system will ALWAYS respond back with one of three messages:

1. Opt-in Response: You're registered for SchoolMessenger notifications. Reply STOP to cancel, HELP for help. Msg&data rates may apply. msg freq varies.
2. 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.
3. Help or Unknown Key Word Response: SchoolMessenger notification service: Reply Y to subscribe or STOP to cancel. Msg&data rates may apply.

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).

## How do recipients opt out of receiving text messages?

1. Recipients not wishing to receive text messages to a particular number can simply do one of the following: Don't opt-in and don't reply to the opt-in invitation message.
2. Text "STOP" to 67587 at any time.

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

Ensure that the district has your correct device number in the database (Student Information System) and that it is located in the SMS phone field(s) that are synchronized with the system. It may take 24 hours for a number to become active after being changed or added to the district's system.

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

If you want to receive texts on multiple devices, each device number must complete the Opt-In process. Confirm that the district has actually attempted to send an opt-in invitation which includes an SMS text message to your mobile phone number.

## How will SAISD use text messaging?

SAISD will use text messages as an additional way to communicate with families during the school year. Important updates on school closures, enrollment, school/district events, etc. may be communicated by text message.

## Will I be charged for the SAISD 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.

## 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
- Short code may have expired or short code 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.