

Replies to Your Text Messages

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If you send a text that requires a reply, you'll receive the reply in email form to the email address(es) you designate as your *Notification Email* address. You do not incur a fee for a reply sent to you, so your texting credit isn't reduced.

The notification email address is assigned from *Tools > Edit Settings > Text Messages > Options > Notification Emails*.

The screenshot shows the 'Edit Settings' page for 'Text Messages' in the Jackrabbit system. On the left is a sidebar menu with options like 'Closed Dates', 'Dashboard Announcements', 'Drop-down Lists', 'Locations', 'Notifications', 'Organization Defaults', 'Organization Logo', 'Statements', 'Text Messages' (highlighted), 'Tuition Settings', 'User-defined Fields', and 'User IDs'. The main content area is titled 'Edit Settings' and includes buttons for 'Return', 'Save Changes', 'Help', and 'Send Idea'. Under 'Text Messages', there's a section for 'Twilio Account Information' showing account details and links to 'Watch How to Setup Twilio' and 'Go to Twilio Account'. Below this is a 'Send Test Text Message' section with a phone number input field and a 'Send Test Text Message' button. The 'Options' section contains three checkboxes: 'Opt-In Staff', 'Opt-In Contacts', and 'Opt-In Students', each with a description. At the bottom, the 'Notification Email(s):' field is highlighted with a yellow box, showing 'education@jackrabbittech.com'. A yellow callout box on the right explains that all replies to text messages are received at the email address(es) listed here.

Jackrabbit

Edit Settings

[Return](#) [Save Changes](#) [Help](#) [Send Idea](#)

Click an item below

- Closed Dates
- Dashboard Announcements
- Drop-down Lists
- Locations
- Notifications
- Organization Defaults
- Organization Logo
- Statements
- Text Messages**
- Tuition Settings
- User-defined Fields
- User IDs

Text Messages

Activate Text Messages: ☒

Twilio Account Information [Watch "How to Setup Twilio"](#) [Go to Twilio Account](#)

Account Type: Full

Twilio Auth ID: AC63*****9d7b

Messaging Service: [Jackrabbit](#) (1 phone number(s) available for sending) [Buy Numbers](#) [Manage Numbers](#)

[Clear Twilio Information from Jackrabbit](#)

[Next Step: Opt-In Contacts, Students & Staff](#)

Send Test Text Message

Enter Phone Number to Send Text: [\(Your Twilio account will be charged for sending a test text message\)](#)

[Send Test Text Message](#)

Options

[Opt-In Staff](#) Opt-In all active staff with valid cell phone numbers to receive text messages

[Opt-In Contacts](#) Opt-In all contacts in active families with valid cell phone numbers to receive text messages

[Opt-In Students](#) Opt-In all students in active families with valid cell phone numbers to receive text messages

Notification Email(s):

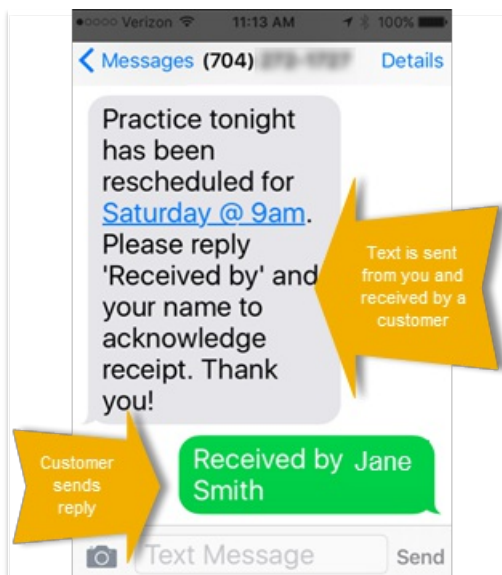
All replies to text messages are received at the email address(es) listed here. You can specify multiple addresses such as email1@email.com; email2@email.com. If you choose to leave this field blank, replies to texts can still be sent, but you will not receive the reply.

This notification email address should not be changed back and forth between different email addresses, it should remain the same for all text messages you send. This is because it is linked to your texting number, it is not linked to the specific text messages you send. For example, if you send a text message with your notification email address set to 123@email.com and then you change the notification email address to 987@email.com, ALL text replies after this change are directed to 987@email.com because it is now the designated notification email address. No more text replies will be received at 123@email.com.

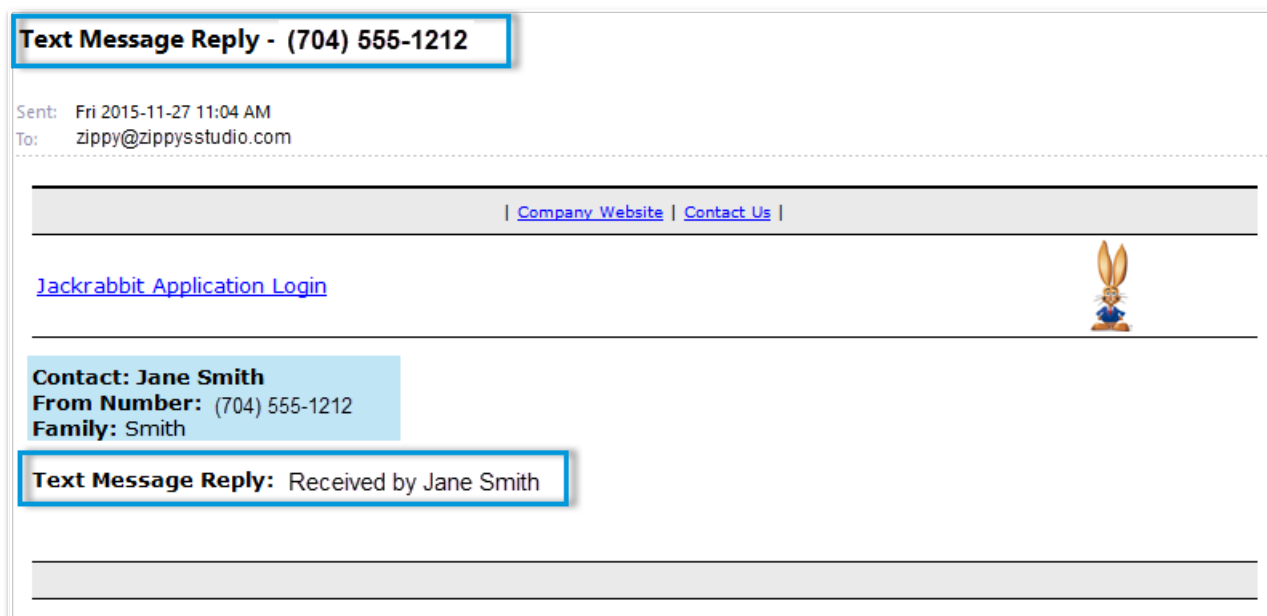
If the reply email is opened on your smart phone using your smart phone's email app, you can click on a link to quickly and easily reply back via text message.

Example

You send the text and the customer replies to the text:



The reply text message is received by email with basic details about the sender:



When that email is opened on your smart phone using the smart phone's email app (not your email provider's app), you can click on the telephone number link in the body of the email (not the link in the subject line) to open the compose text message screen enabling you to respond to their text reply via text message.



This text reply will be sent from your personal smart phone number - not your organization's text number.

