

Opt-Out Contacts & Students for Texting

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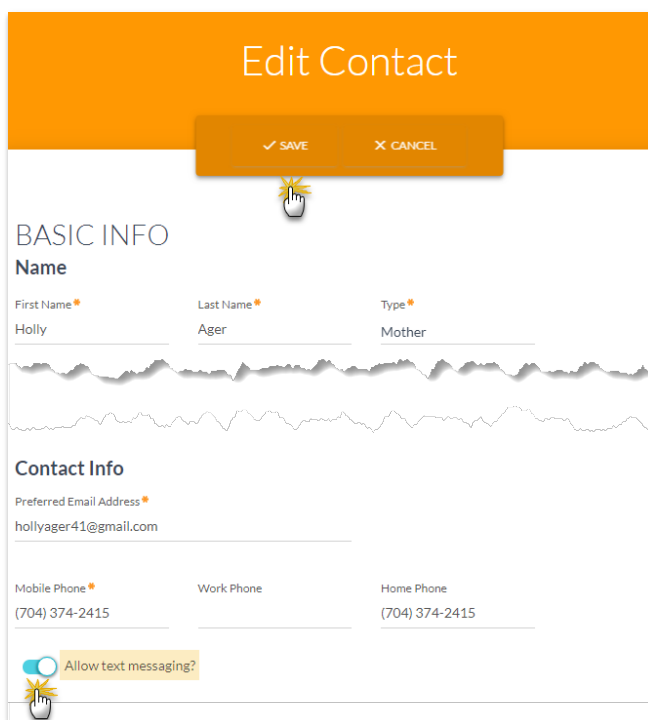
Once Contacts / Students have opted to receive text messages from you, there are 4 ways for them to opt-out.

Parent Portal Opt-Out

Contacts and students can opt-out of receiving texts by toggling the **Allow text messaging?** to the left (this clears the blue highlight). This setting is located on both the *Contact* and the *Student* profiles.

To access this setting:

- The contact currently logged into the Portal will go to *Account > Settings* and use the pencil icon.
- If the parent would like to opt-out another contact in the family they will go to *Account > Contacts* and use the *Edit* link.
- To opt-out a student in the family the parent will go to *Account > Students*. Click *View* (*student name*) and then use the pencil icon.



The screenshot shows the 'Edit Contact' form. At the top is an orange header with the title 'Edit Contact' and two buttons: 'SAVE' (with a checkmark icon) and 'CANCEL' (with an 'X' icon). Below the header is a section titled 'BASIC INFO' with a sub-header 'Name'. It contains three input fields: 'First Name' (with a red asterisk), 'Last Name' (with a red asterisk), and 'Type' (with a red asterisk). The values entered are 'Holly', 'Ager', and 'Mother' respectively. Below this is a decorative wavy line. The next section is 'Contact Info' with a sub-header 'Preferred Email Address' (with a red asterisk). The value entered is 'hollyager41@gmail.com'. Below this are three input fields for phone numbers: 'Mobile Phone' (with a red asterisk), 'Work Phone', and 'Home Phone'. The values entered are '(704) 374-2415', an empty field, and '(704) 374-2415' respectively. At the bottom of the form is a toggle switch for 'Allow text messaging?'. The toggle is currently turned on (blue) and has a blue highlight. A hand cursor is pointing at the toggle, indicating it can be clicked to turn it off.

You will receive an email (to the email address you've entered in *Tools > Edit Settings > Organization Defaults > Organization Email*) notifying you that the customer has opted out of receiving text messages.

Opt-Out Individual Contacts / Students

A Jackrabbit user with texting permissions can uncheck the **Text Opt-In** checkbox for a Contact or Student. This checkbox is located next to the *Cell Phone* field on a *Contact's* page and next to the *Cell Phone* field on a *Student's Summary* tab. After unchecking the checkbox, be sure to **Save Changes**.

Return Save Changes Delete

Reset Portal Password

Family: **Isaacs**
 First Name: Jim
 Type: Mother
 Primary: Yes (Primary Parent/Guardian)
 Billing Contact: Yes (Responsible for payment)
 Authorized: No (Auth. to pick-up child)
 Member ID:
 Opt-Out from Mass Emails: No

Last Name: Isaacs
 Email: sandio68@gmail.com
 (multi-email example: email1; email2)

Phone Numbers & Address

Home Phone:
 Cell Phone: (704) 999-5541
 Fax:
 Address 1: 3764 116th Ave
 Address 2:
 City: Rabbitfoote
 State/Prov: NC Zip/Post Code: 28078

Click to clear checkbox (opt-out)
and click **Save Changes**.

Text Opt-In (consent required)

Return Save Changes Delete

Enroll

Family: **Isaacs** First Name: Ben Middle Initial: Last Name: Isaacs

Summary Classes Medical Feedback Skills Sizes Absences Misc

No Data Available

Print

Refresh

Class	Session	Cat1	Type	Class Description	Days
Total:					

Birth Date: 10/19/2003 Age: 12 yrs, 1 mths

Gender: Male Citizenship: Yes

Grade Level:

Email:

Cell Phone: (704) 778-2347

Text Opt-In (consent required)

Opt-Out from Mass Emails?: No

Click to clear checkbox (opt-out)
and click **Save Changes**.

(Method of transportation)

Opt-Out from Email Template

When the Contact / Student has received the email and clicks on **CLICK HERE**, they'll be directed to a web browser page with the option to opt-in with *Yes, Send Me Text Messages* or to opt-out with *No, Do Not Send Me Text Messages*. If they had been opted-in previously clicking **No, Do Not Send Me Text Messages** will update their record in your database to show that they have now opted-out of receiving text messages from you. Confirmation of this is sent to their email address as well as to your Organization Email.



We will send text messages for important updates/information. Message & Data rates may apply. To Opt-Out of Texting, contact us directly or use the Parent Portal (if available).


Text messages will come from (704) 555-1212. Please add this number to your contacts as **Your Organization name.** ☐ Text STOP to end all messages.

Your texting
number (Twilio or
Plivo)

Family: Smith

Contact Name: Jane Smith

Email Address:

Enter Cell Phone Number: 

☐ Yes, Send Me Text Messages

☐ No, Do Not Send Me Text Messages



You will not receive text notifications from this organization.

Opt-Out by Reply Text

At any time after opting-in to receiving text messages a Contact / Student can reply 'STOP' to any received text message to opt-out from future text messages. The Contact / Student record will be updated in your database and they will receive a notification text in response. You will receive a text messaging opt out notification.