



Frequently Asked Questions about SMS/Text Messaging

OPT-IN/OUT PROCESS (Recipient's Perspective)

Question:

What happens after I sign up (opt-in) for text messaging by having a text number added to the Student Information System?

Answer:

After you sign up, the **Blackboard Connect**[®] service will automatically send a text message to your mobile phone to confirm your request. This occurs during business hours between 10am – 6pm PST.

Question:

What will the confirmation message say?

Answer:

The confirmation message will read the following:

[AbbrevName]: You are now confirmed to receive alerts from us. More info text reply "HELP" or "STOP *[Account Code]*" to opt-out.

Question:

What if I type back "HELP"?

Answer:

If you type back HELP, you will receive the message:

*Bb Connect alert notifications. Users will receive relevant alerts as needed. For more info www.blackboardconnect.com/sms or sms@blackboardconnect.com. To opt-out text STOP *[Account Code]**

Question:

From what number will these text messages display?

Answer:

You will see 23177 or 63079 as the text messaging number sending you the confirmation message and all subsequent messages. Please save this number and program it as [Institution Name] so that you can quickly recognize this number as the official source of [Institution Name's] messages.

Question:

If I sign up at night, when will I receive the confirmation message?

Answer:

Yes. The confirmation messages are sent during business hours (10am to 6pm PST). Since we upload data into the **Blackboard Connect** service only on the following days *[list days M-F, etc]* you should expect the confirmation request to arrive the following day.



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.

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 from us. However, you may also test to find out by texting the word "SUBSCRIBE" to 23177 and you will receive a reply with the following:

[AbbrevName]: This phone number has already been opted in. More info text reply "HELP" or "STOP [Account Code]" to opt-out

Question:

How do I opt-out?

Answer:

You may opt-out at any time by texting "STOP [Account Code]" or "QUIT [Account Code]" to **23177**.

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 [Account Code]" to **23177**.

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.

Question:

What if my information is not registered with the school, but I want to receive alerts anyway? Can I text 23177 to "SUBSCRIBE [Account Code]" and still receive messages?

Answer:

No, you will not receive messages. If you are not part of the school's contact database, and you try to subscribe, you will receive the message:

You have not followed the Opt-In/Out process correctly. More info text HELP or go to www.blackboardconnect.com/sms

Question:

A student has indicated that he/she has opted-in to receive **Blackboard Connect** text messages but has not received a confirmation or any other messages. What should I ask?

Answer:

You should first check to verify that his/her SMS Phone number is correct within your **Blackboard Connect** account. If it is incorrect, update the information and a confirmation message will be sent. You may want also to ask if the student's cell phone is text enabled. You can also send a text message with SUBSCRIBE to 23177 to find out more information.

The following message will be sent if the phone number is present in the system:

[*AbbrevName*]: This phone number has already been opted in. More info text reply "HELP" or "STOP [*Account Code*]" to opt-out.

Question:

What if a student or staff member wants to temporarily opt-out of receiving text messages for a period of time?

Answer:

A recipient may opt-out at any time by texting "STOP [*Account Code*]" or "QUIT [*Account Code*]" to **23177**. Also, if your institution's self-service web portal allows someone to opt-in or opt-out, he/she may use it to enter or remove the mobile phone information online.

Question:

What can we do if a student or employee has previously opted out, wants to opt-in now?

Answer:

You may have the person send a text message with the word "SUBSCRIBE [*Account Code*]" to **23177**.

Question:

Can we disable the automatic confirmation messages sent to students, faculty, and staff? If not, why?

Answer:

No, the confirmation message is to acknowledge that the mobile phone number is loaded into your **Blackboard Connect** account. In addition, it provides opt-out information for the recipient to stop receiving future text messages if necessary.

Question:

Will I receive a report of who opted-out?

Answer:

Yes, there is a report available on your **Blackboard Connect** account that will provide the status of all contacts that have provided an SMS Phone. This will tell you which contacts have a status of "Opted-In", or "Opted-Out".



Question:

Will I receive a report showing who has text messaging (SMS) phone information?

Answer:

Yes, after your **Blackboard Connect** text message has been delivered, you will receive a report indicating who received, and the number of contacts that the text message was not sent to. This may be due to contacts whose SMS Number has a status of "Opted Out."

Question:

What if someone receives the institution's text message in error and replies to it?

Answer:

Every text message is sent with directions for opting out. If a reply comes in with an unrecognized request, an automated text message will be sent directing the recipient to Bb Connect's HELP pages.

Question:

Can I customize the SMS delivery ID so that recipients know it came from me?

Answer:

No, all text messages are sent from the **Blackboard Connect** 5-digit short codes, **23177 or 63079**. It is up to you to tell recipients who the text message is coming from (e.g., start your text message with "School District XYZ alert"...))