

FAQs

How do recipients “Opt-In” to receive text messages?

1. Confirm the text device number(s) are imported to Communicate.
2. Text “Y” to 67587 (or whichever is correct for your account) from each wireless device they wish to receive texts on.



Note: Depending on the data synchronization configuration, it may take 24 hours or more for numbers to be updated from the district SIS database.

How do recipients opt-out of receiving text messages?

Recipients not wishing to receive text messages to a particular number can simply do one of the following:

1. Don't opt-in and don't reply to the opt-in invitation message.
2. Text “STOP” to 67587 (or whichever is correct for your account) at any time.
3. Opt out online at <http://schoolmessenger.com/txtmsg>
4. Request that your organizations Communicate system administrator add the number to the account's phone number block list.

Can the text messages come from a district phone number, instead of the short code?

No. Short codes are the industry standard, and the only fast and reliable way to deliver mass text notifications.

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

If it was from 67587 (or whichever is correct for your account), that was most likely the Opt-In Invitation message sent by Communicate.

To continue receiving informational text messages from the school(s) reply with “Y”.

If you do not reply, you won't receive any future texts from our schools.

I “Opted-In”, but I'm not receiving texts?

Ensure that the district has your correct device number in the database (Student Information System or HR System), and that it is located in the SMS phone field(s) that are synchronized with Communicate. 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 (or whichever is correct for your account). 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 a Communicate broadcast which includes an SMS text message to your mobile phone number.