



**OPT-OUT HOTLINE FOR LAND LINE PHONE MESSAGES: 1-855-502-7867**

## Frequently Asked Questions about Cell Phone Text Messaging (SMS)

**Question:** What happens if I provide a phone number to receive text messages?

**Answer:**

We will input your text-enabled (SMS) phone number into the system, and our calling service will automatically send a text message to your mobile phone to confirm your request.

**Question:** From what number will these text messages originate?

**Answer:**

All confirmation text messages and subsequent alerts will come from **23177 or 63079**. Please save this number and program it as your school so you can quickly recognize this number as the official source of our messages.

**Question:**

What will the confirmation message say?

**Answer:**

The confirmation message will read the following:

*You are confirmed to receive alerts from us. More info text reply "HELP" or "STOP 509J" to opt out. Msg&data rates may apply*

**Question:**

How do I opt-out to receive text messages from our calling service?

**Answer:**

When you receive the confirmation, please text reply back with "STOP 509J" The confirmation message will read the following:

*You are now confirmed to stop receiving messages from us.*

**Question:**

I did not receive a confirmation message. What happened?

**Answer:**

Check with your provider to see if text messaging has been enabled since you will need to be subscribed to a text messaging plan in order to receive or reply to text messages. You should also ask your mobile phone provider if your device accepts premium 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 text alerts. However, you can check if you are opted-in by texting the word "SUBSCRIBE 509j" to **23177 or 63079** and you will receive the following reply:

*This phone number has already been opted in. More info text reply "HELP" or "STOP 509j" to opt out*

**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 509j" to 23177 or 63079

**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.