## **Replies to Your Text Messages**

Last Modified on 12/04/2018 2:06 pm EST

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 fromTools > Edit Settings > Text Messages > Options > Notification Emails.

Jackrabbit	Edit Settings
	ges ? Help ? Send Idea
Click an item below	Text Messages
Closed Dates Dashboard Announcements	Activate Text Messages: 🕑
Dashboard Announcements Drop-down Lists Locations Notifications Organization Defaults Organization Logo Statements Text Messages Tuition Settings User-defined Fields User IDs	Twilio Account Information Watch "How to Setup Twilio" Go to Twilio Account
	Account Type: Full Twilio Auth ID: AC63 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: Send Test Text Message (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): education@jackrabbittech.com 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:

Text Message Reply - (704) 555-1212	
Sent: Fri 2015-11-27 11:04 AM To: zippy@zippysstudio.com	
<u>Company Website</u>   <u>Contact Us</u>	
Jackrabbit Application Login	
Contact: Jane Smith From Number: (704) 555-1212 Family: Smith	
Text Message Reply: Received by Jane Smith	

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.

