

Opt-In Contacts & Students for Texting

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Sending text messages (SMS) will help families stay up-to-date with real-time notifications from your organization. You must request permission from these families to opt-in to receive texts.



Texting requires permission from the intended recipient to comply with federal and industry regulations. Sending unwanted texts can result in the phone number being blocked by carriers.

All legal responsibilities related to texting are the sole responsibility of your organization.

There are multiple ways for family contacts and students to opt-in and receive text messages:

[Email](#) | [Parent Portal](#) | [Web Registration](#) | [Quick Registration](#) | [In Jackrabbit](#)

Opt-In by Email

You can make it easy for your families to opt-in and receive texts using email template **135 Text Messaging**. Personalize the email with your organization name and/or logo using **Tools > Edit Email Templates** (if you don't see **135 Email Template** in your list of templates, contact [Support](#)).

Create and Send Request Email

Go to **Families** (menu) > **Email/Text Families** and open your personalized **135 Text Messaging** template. Select the criteria (*Who do you want to email?*) and click **Preview List**. Make your selections from the list and click **Send Now**. The email will be sent to the recipients listed.

Email/Text Families

← RETURN

Email Guidelines

The following guidelines must be followed, or Jackrabbit Technologies will disable this feature for your organization immediately:

- Senders may send solicitations to their own customers, to those who gave the sender their consent or didn't opt out when given the opportunity and to those whose addresses are on a list whose owner says they meet those conditions.
- Senders should remove opt-out names quickly.
- Email messages should include the sender's true identity and contact information and have subject lines that accurately reflect the message content.

To keep this email service available and to prevent Jackrabbit Technologies from being spam black-listed, all emails are monitored to verify these guidelines are met.

Message Favorites Save Favorites Refresh

Template: 135 Text Messaging [Edit Email Templates](#) Email templates cannot be saved on this page. Click this button to edit templates.

Type: Email - HTML

Subject line: Tired of missing important news?

Message

Did you know you can receive communications from us via SMS (text message)?

Sign up now to start receiving news and announcements directly to your phone or mobile device!

To start receiving important announcements directly to your phone or mobile device, [\[CLICK HERE LINK AUTO-GENERATED\]](#).

[YOUR FACILITY NAME or LOGO]

Use Tools > Edit Email Templates to add your facility name and/or logo here.

This link will be automatically generated once the email is sent - YOU DO NOT NEED TO EDIT THIS.

When the Contact and/or Student receives the email and clicks on **CLICK HERE**, they will be directed to a web browser page with the option to opt-in or opt-out. Once the recipient clicks **Yes, Send Me Text Messages** a confirmation is sent.

Your organization logo or name displays here.

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 **STOP** to end all messages.

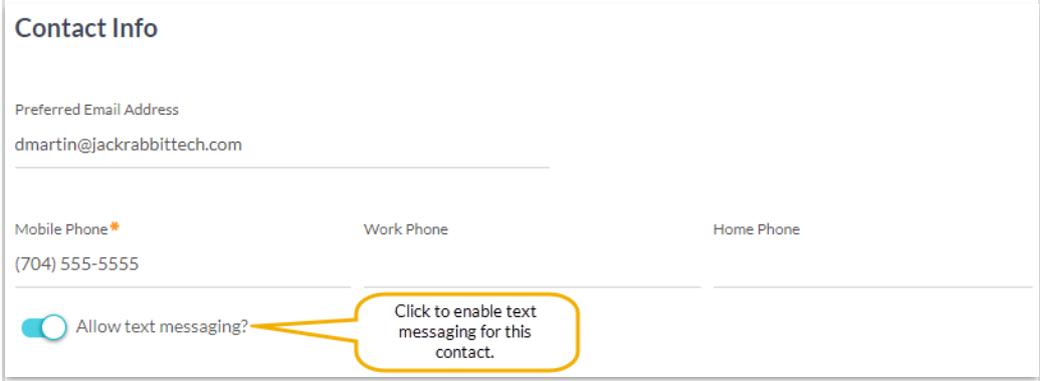
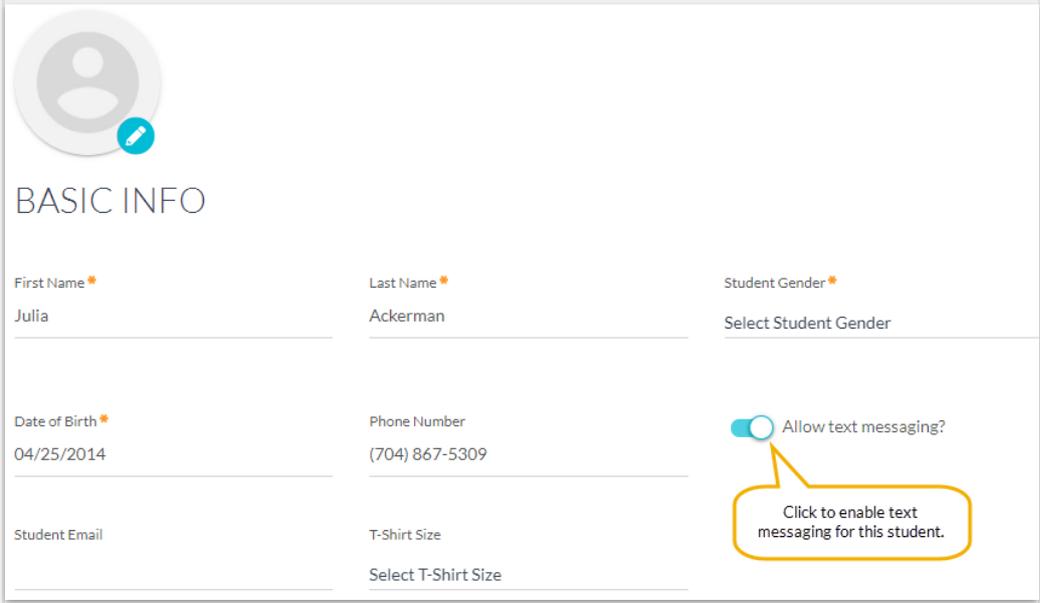
Family: Ackerman
Contact Name: Donna Jean Ackerman
Email Address: cbova@jackrabbittech.com

Enter Cell Phone Number: (732) 856-3495

Yes, Send Me Text Messages **No, Do Not Send Me Text Messages**

Parent Portal Opt-In

Existing customers can enter a cell phone number and choose (give consent) to receive text message notifications using their *Parent Portal*. The option is offered for Contacts as well as for Students.

| | |
|------------------------------------|---|
| <p>Opt-In for a Contact</p> | <p>Go to Dashboard > Billing & Payments > Contacts > Edit > Basic Info > Contact Info, click to enable Allow text messaging? and click Save.</p>  |
| <p>Opt-In for a Student</p> | <p>Go to Dashboard > View (student name) > Edit (pencil) > Basic Info, click to enable Allow text messaging? and click Save.</p>  |

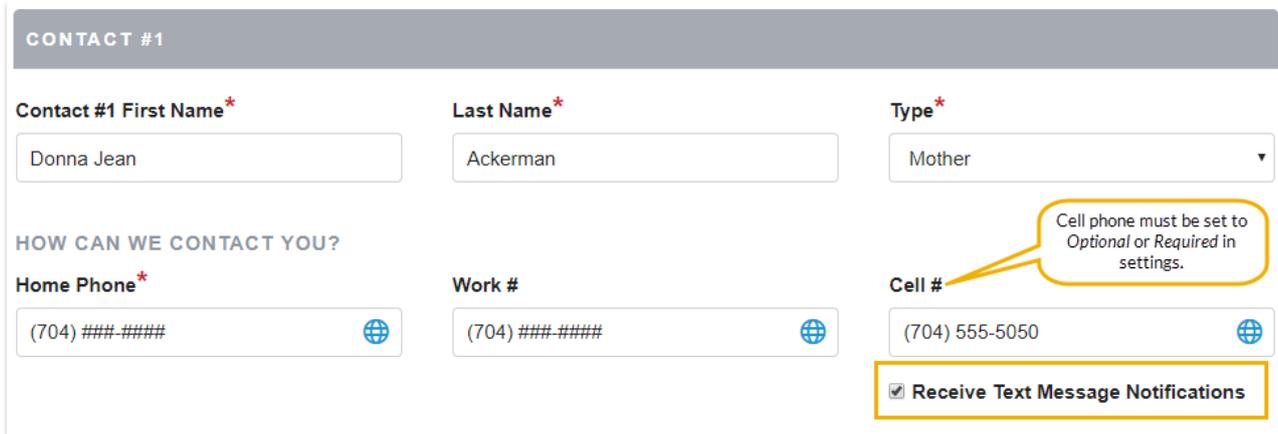
Web Registration Opt-In

New customers can enter a cell phone number and choose (give consent) to receive text message notifications when they register using your *Web Registration* form. The option is offered for Contacts as well as Students.

Web Registration Form - Contact Opt-In

Go to **Tools > Online Web Registration > Field Options/Labels > Contact > Cell**

Phone. Set *Cell Phone* to *Optional* or *Required* and the *Receive Text Message Notifications* checkbox will be displayed on the Web Registration form for the contact to check.



CONTACT #1

Contact #1 First Name* Donna Jean

Last Name* Ackerman

Type* Mother

HOW CAN WE CONTACT YOU?

Home Phone* (704) ###-####

Work # (704) ###-####

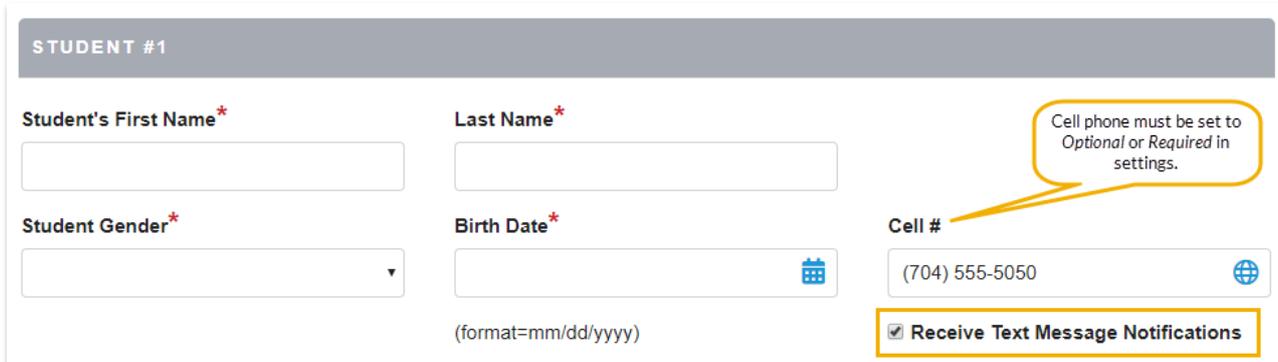
Cell # (704) 555-5050

Receive Text Message Notifications

Cell phone must be set to Optional or Required in settings.

Web Registration Form - Student Opt-In

Go to **Tools > Online Web Registration > Field Options/Labels > Student > Cell Phone**. Set *Cell Phone* to *Optional* or *Required* and the *Receive Text Message Notifications* checkbox will be displayed on the Web Registration form for the student to check.



STUDENT #1

Student's First Name*

Last Name*

Student Gender*

Birth Date* (format=mm/dd/yyyy)

Cell # (704) 555-5050

Receive Text Message Notifications

Cell phone must be set to Optional or Required in settings.

Quick Registration Opt-In

A Jackrabbit user with texting permissions can opt-in Contacts and Students when submitting a *Quick Registration (Families > Quick Registration/Add Family)*.

Contact Opt-In

Registration

Family Information: How did you hear about us? Referral Name * - denotes required fields

Family Name * [Duplicate Search](#)

Contact #1 First Name* Last Name Type

Home or Primary Phone (704) ###-#### Work # (704) ###-####

Cell # (704) 555-5050 **Text Opt-In (consent required)**

Email * (Emails are kept confidential)

Employer

Employer Phone

Employer Notes

Cell # must be entered to enable the Text Opt-In checkbox.

Student Opt-In

Student #1 Information: Student's First Name Last Name

Student Gender Birth Date (format=mm/dd/yyyy)

Cell # (704) 555-5050 **Text Opt-In (consent required)**

Student Email

School Grade Level

Transportation T-Shirt Size

Cell # must be entered to enable the Text Opt-In checkbox.

Opt-In Texting - Jackrabbit User

A Jackrabbit user with texting permissions can check the **Text Opt-In** checkbox for a Contact or a Student.

Opt-In a Contact (Families Menu)

Go to **Families** (menu) > **List Active Families** > Select the *Family* name > **Contact** (tab) > Click **View** (for the contact) > **Email, Phone Numbers, & Address**, enter a **Cell Phone** number and select the checkbox **Text Opt-In**, click **Save Changes**.

Email, Phone Numbers, & Address

Email Mass Email Opt-Out

Home Phone

Work Phone

Cell Phone (704) 555-5555 **Text Opt-In (consent required)** ?

Fax

Other Phone

Address 1

Address 2

City State/Prov Zip/Post Code

Opt-In a Student (Students Menu)

Go to **Students** (menu) > **List Active Students** > Select *Student* name > **Summary** (tab), enter a Cell Phone number and click the checkbox **Text Opt-In**, click **Save Changes**.

| | | |
|----------------|----------------|--|
| Status | Active | ? |
| Birth Date | 4/25/2015 | Age 4 yrs |
| Gender | | Citizenship Yes |
| Grade Level | preschool | |
| Email | | <input type="checkbox"/> Mass Email Opt-Out |
| Cell Phone | (704) 555-5050 | <input checked="" type="checkbox"/> Text Opt-In (consent required) ? |
| Transportation | | |
| School | Bunny School | |
| Start Date | 6/1/2020 | Date Quit mm/dd/yyyy |

Opt-In All Contacts/Opt-In All Students

A Jackrabbit user with texting permissions can opt-in Contacts and Students in mass. This process will only enable texting for recipients with a valid cell phone number who have never opted in or out before. **Note: Recipients who have previously opted-out will not be included.**

1. Go to **Tools** > **Edit Settings** > **Text Messages**.
 2. Click the **Opt-In Contacts** button and/or the **Opt-In Students** button in the *Options* section.
 3. Read the pop-up text and check the "I agree and confirm consent has been obtained..." checkbox.
 4. Click **Continue**. Click **OK**.
 5. Click **Save Changes**.
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