

Opt-Out Contacts & Students for Texting

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Once Contacts / Students have opted to receive text messages from you, there are 4 ways for them to opt-out.

Parent Portal Opt-Out

Contacts and students can opt-out of receiving texts by toggling the **Allow text messaging?** to the **left** (this clears the blue highlight). This setting is located on both the *Contact* and the *Student* profiles.

To access this setting:

- The contact currently logged into the Portal will go to *Account > Settings* and use the pencil icon.
 - If the parent would like to opt-out another contact in the family they will go to *Account > Contacts* and use the *Edit* link.
 - To opt-out a student in the family the parent will go to *Account > Students*. Click *View (student name)* and then use the pencil icon.
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You will receive an email (to the email address you've entered in *Tools > Edit Settings > Organization Defaults > Organization Email*) notifying you that the customer has opted out of receiving text messages.

Opt-Out Individual Contacts / Students

A Jackrabbit user with texting permissions can uncheck the **Text Opt-In** checkbox for a Contact or Student. This checkbox is located next to the *Cell Phone* field on a *Contact's* page and next to the *Cell Phone* field on a *Student's Summary* tab. After unchecking the checkbox, be sure to **Save Changes**.

[Return](#) [Save Changes](#) [Delete](#)

Enroll

Family: [Isaacs](#) First Name: Ben Middle Initial: Last Name: Isaacs

Summary

Classes

Medical

Feedback

Skills

Sizes

Absences

Misc

No Data Available

Print

Refresh

Class	Session	Cat1	Type	Class Description	Days
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Birth Date: 10/19/2003 Age: 12 yrs, 1 mths

Gender: Male Citizenship: Yes

Grade Level:

Email: Opt-Out from Mass Emails?: No

Cell Phone: (704) 778-2347 Text Opt-In (consent required)

Click to clear checkbox (opt-out)
and click **Save Changes**.

(Method of transportation)

Opt-Out from Email Template

When the Contact / Student has received the email and clicks on **CLICK HERE**, they'll be directed to a web browser page with the option to opt-in with *Yes, Send Me Text Messages* or to opt-out with *No, Do Not Send Me Text Messages*. If they had been opted-in previously clicking **No, Do Not Send Me Text Messages** will update their record in your database to show that they have now opted-out of receiving text messages from you. Confirmation of this is sent to their email address as well as to your Organization Email.



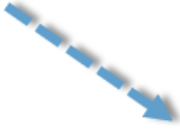
We will send text messages for important updates/information. Message & Data rates may apply. To Opt-Out of Texting, contact us directly or use the Parent Portal (if available).

Text messages will come from (704) 555-1212. Please add this number to your contacts as **Your Organization** Text STOP to end all messages.

Your texting number (Twilio or Plivo)

Family: Smith
Contact Name: Jane Smith
Email Address:
Enter Cell Phone Number:

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


 You will not receive text notifications from this organization.

Opt-Out by Reply Text

At any time after opting-in to receiving text messages a Contact / Student can reply 'STOP' to any received text message to opt-out from future text messages. The Contact / Student record will be updated in your database and they will receive a notification text in response. You will receive a text messaging opt out notification.
