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SCHOOL MESSENGER TEXT FREQUENTLY ASKED QUESTIONS

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

The text message you received is Sunnyvale's opt-in invitation message, sent by SchoolMessenger. Sunnyvale's opt in invitation message comes from 67587 and says:

"Sunnyvale SD messages. Reply Y to subscribe or STOP to cancel. Msg&data rates may apply. Msg freq varies. Visit schoolmessenger.com/txt for info."

If you don't reply to this invitation message, you will not receive any future Sunnyvale Schools texts from SchoolMessenger.

How do I opt in to receive text messages if I did not receive the invitation text?

Text the word YES to 67587 from your wireless device(s). Device numbers must be on file with the district. Please allow 24 hours for data synchronization to take place.

Note: SchoolMessenger recognizes both Y and YES as acceptable responses to the opt in request.

How do I know if my opt in reply worked?

After you text one of the key words to 67587, the system will ALWAYS respond back with one of three messages:

1. **Opt-in Response:** *You're now registered with the SchoolMessenger notification service. Reply STOP to cancel, HELP for help. Msg & data rates may apply. schoolmessenger.com/tm*
2. **Opt-out Response:** *You're unsubscribed from SchoolMessenger. No more messages will be sent. Reply YES to resubscribe or Help for help. Msg & data rates may apply schoolmessenger.com/tm*
3. **Help or Unknown Key Word Response:** *Reply YES to subscribe. Text STOP to quit. For more information reply HELP.*

Any other response – or no response – indicates the recipient should contact his or her wireless device provider to have SMS messaging/premium content enabled (see below for more details).

How do recipients opt out of receiving text messages?

To stop receiving text messages on a particular number, text STOP to 67587 at any time, or opt out online at <http://schoolmessenger.com/txtmsg>.

I opted in, but I'm not receiving texts?

Ensure that the district has your correct mobile number in InfoSnap. It will take up to 24 hours for this number to be active after being changed or added to the district's system. Next, send a text with the word YES from that mobile device to 67587. You should receive an opt-in confirmation message.

How will Sunnyvale use text messaging?

The primary use for Sunnyvale Schools will be school closures, attendance and emergency communication. Parents will receive very few district-level text messages.

Will I be charged for the Sunnyvale text messages that I receive from SchoolMessenger?

SchoolMessenger does not charge recipients for the text messages that they receive or send to the short code; however, wireless providers may charge for individual text messages depending on the plan associated with the wireless device.

What does it mean if I texted YES to 67587 and I received an error message?

If you receive what appears to be an error message similar to one of the following, it most likely means that short code text messaging is not enabled on your wireless subscription plan:

1. Service access denied
2. Message failed
3. Short code may have expired or short code texting may be blocked on your account
4. Does not participate

These replies DO NOT indicate that the wireless provider can't receive messages from SchoolMessenger. Rather, they indicate that the mobile device does not have short code SMS texting enabled for that number. This is sometimes disabled by default on company provided cell phones. To address this, contact your wireless provider. (Note: Providers sometimes use various names for this type of texting service (e.g. short code, SMS, premium, etc.). If you simply ask about text messaging, your carrier may assume you are referring to person-to-person. Therefore, be very clear to refer to "short code" text messages. Most TV programs with a voting component use short code SMS messaging (e.g. American Idol, Dancing with the Stars, etc.). Using an example such as this can be a way to clarify the type of texting service you want to enable.)

