

# 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 and texting must be enabled in your account.

**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 to receive text messages: [Email](#), [Parent Portal](#), [Online Registration](#), [Quick Registration](#), [Jackrabbit User](#), and [Opt-In All](#).

[Expand/Collapse All](#)

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## Opt-In by Email

Use email template *135 Text Messaging* to make it easy for your families to opt in and receive texts. Personalize the email with your organization name and/or logo from the Gear icon > Settings > Email Templates (if you don't see *135 Text Messaging* in your list of templates, contact [Jackrabbit Support](#)).

### Create and Send Request Email

Go to **Families** (menu) > **All Families**. Leave the 1st column clear to choose all families and select the **Send a Message** icon. Choose Email and specify your audience along with any additional settings. Select your personalized *135 Text Messaging* template from the *Template* drop-down menu and click **Preview List**. Make your selections from the list and click **Send Now**. The email will be sent to the recipients listed.

A Click Here link will be automatically created once the email is sent. When the Contact and/or Student receives the email and selects the Click Here link, 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.

## 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.

<b>Opt-In for a Contact</b>	After logging into the Parent Portal, an existing customer can enable text messaging for a contact by toggling <i>Allow text messaging?</i> On from Billing & Payments > Contacts > Edit.
<b>Opt-In for a Student</b>	After logging into the Parent Portal, an existing customer can enable text messaging for a student by toggling <i>Allow text messaging?</i> On from Dashboard > View (student name) > Edit (pencil icon).

## Online 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 Online Registration form. The option is offered for Contacts as well as Students.

### Online Registration Form - Contact Opt-In

From the Gear icon > Settings > Online Registration > Field Options/Labels > Contact set **Cell Phone** to Optional or Required. The *Receive Text Message Notifications* checkbox will then be displayed on the Online Registration form for the contact to select.

### Online Registration Form - Student Opt-In

From the Gear icon > Settings > Online Registration > Field Options/Labels > Student set **Cell Phone** to Optional or Required. The *Receive Text Message Notifications* checkbox will then be displayed on the Online Registration form for the student to select.

## Quick Registration Opt-In

A Jackrabbit User with texting permissions can opt-in Contacts and Students when submitting a Quick Registration Form (Families menu > Quick Registration or Families menu > All Families > Add New Family icon > Use Quick Registration Form).

### Contact Opt-In

### Student Opt-In

## Opt-In Texting - Jackrabbit User

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

<b>Opt-In a Contact (Families Menu)</b>	Go to <b>Families</b> (menu) > <b>All Families</b> and select the family name. On the Contacts tab, click <b>View</b> (for the contact). Enter a <b>Cell Phone</b> number and select the <b>Text Opt-In</b> checkbox. Click <b>Save Changes</b> .
<b>Opt-In a Student (Students Menu)</b>	Go to <b>Students</b> (menu) > <b>All Students</b> and select a student name. Enter a <b>Cell Phone</b> number on the Summary tab of the Student record and select the <b>Text Opt-In</b> checkbox. Click <b>Save Changes</b> .

## Opt-In All Contacts/Opt-In All Students - Jackrabbit User

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 the **Gear** icon > **Settings** > **General** > **Text Messages** (left menu).
  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 select the **I agree and confirm consent has been obtained...** checkbox.
  4. Select **Continue** and then **Ok**.
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