

# Opt-Out Contacts & Students for Texting

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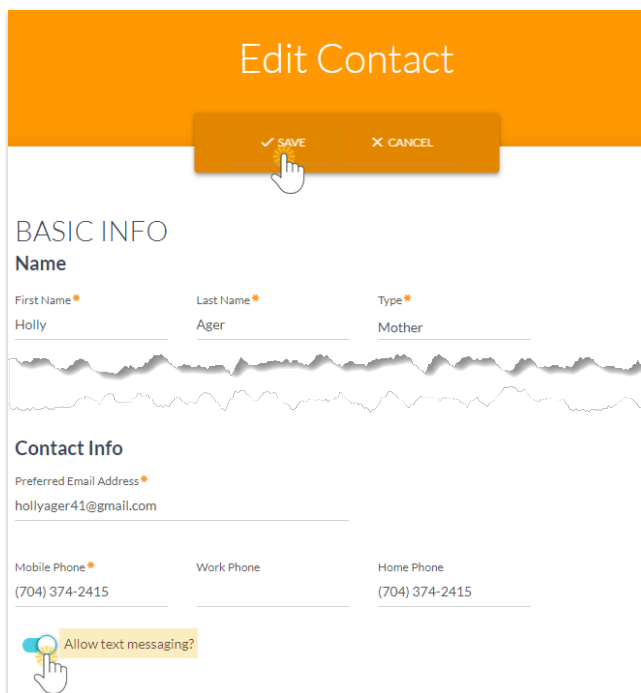
Once Contacts/Students have opted to receive text messages from your organization, there are 4 ways for them to opt-out.

## 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 of 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.



The screenshot shows the 'Edit Contact' form. At the top, there is an orange header with the title 'Edit Contact' and two buttons: 'SAVE' (with a checkmark icon) and 'CANCEL' (with an 'X' icon). Below the header, the form is divided into sections. The first section is 'BASIC INFO' with a sub-section 'Name'. It contains three input fields: 'First Name' (with a red asterisk) containing 'Holly', 'Last Name' (with a red asterisk) containing 'Ager', and 'Type' (with a red asterisk) containing 'Mother'. The second section is 'Contact Info' with a sub-section 'Preferred Email Address' (with a red asterisk) containing 'hollyager41@gmail.com'. Below this are three input fields for phone numbers: 'Mobile Phone' (with a red asterisk) containing '(704) 374-2415', 'Work Phone', and 'Home Phone' (with a red asterisk) containing '(704) 374-2415'. At the bottom of the form, there is a toggle switch for 'Allow text messaging?' which is currently turned on (blue). A hand cursor is pointing at the toggle.

You will receive an email (to the email address you've entered in *Gear (icon) > Settings > General > Organization Defaults (left menu) > 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**.

## Contact Record

### Contact: Lucy Ackerson

[← RETURN](#) [SAVE CHANGES](#) [DELETE](#)

**General Information**

Family [Ackerson](#)

First Name  Last Name

Type

Member ID

Primary Contact  
 Billing Contact  
 Authorized to pick up student

**Email, Phone Numbers, & Address**

Email

Home Phone

Work Phone

Cell Phone

Fax

Text Opt-In (consent required) ?

Click to clear the checkbox to opt-out and Save Changes.

## Student Record - Summary Tab

### Student: Jayden Spears

[← RETURN](#) [SAVE CHANGES](#) [DELETE](#)

[Enroll](#) [Email Schedules](#) [Sheet](#) [Absence/Attendance](#) [Submit Absences](#) [Mass Drop Classes](#) [Statement](#)

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

[Summary](#) [Classes](#) [Events](#) [Medical](#) [Feedback](#) [Skills/Levels](#) [Sizes](#) [Absences](#) [Misc](#)

View 1 - 1 of 1 [Print](#) [Refresh](#)

Class	Session	Cat1	Type	Class Description	Days	Room
<a href="#">Camp Half Day 6/1 - 6/5</a>	Session 2015	Camp Half Day	Enrolled		<a href="#">MTu</a>	
Total:						

Status  ?

Birth Date  Age

Gender  Citizenship

Grade Level

Email

Cell Phone

Transportation


Text Opt-In (consent required) ?

Click to clear the checkbox to opt-out and Save Changes.

## Opt-Out from Email

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 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's 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 name** Text STOP to end all messages.

Your texting number (Twilio).

**Family:** Smith  
**Contact Name:** Jane Smith  
**Email Address:** jsmith@email.com

**Enter Cell Phone Number:** (704) 555-1212

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

**i** You will not receive text notifications from this organization.

## Opt-Out by Reply Text

At any time after opting in to receive text messages, a Contact/Student can reply 'STOP' to any received text message to opt-out of 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.

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