Opt-Out Contacts & Students for Texting

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.

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

Student Record - Summary Tab

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 system 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.

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 system, and they will receive a notification text in response. You will receive a text messaging opt-out notification.