

Replies to Your Text Messages

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If you send a text that requires a reply, you'll receive the reply in email form to the email address(es) you designate as your *Notification Email* address. You do not incur a fee for a reply sent to you, so your texting credit isn't reduced.

The notification email address is assigned from *Gear (icon) > Settings > General > Text Messages (left menu) > Options > Notification Email(s)*.

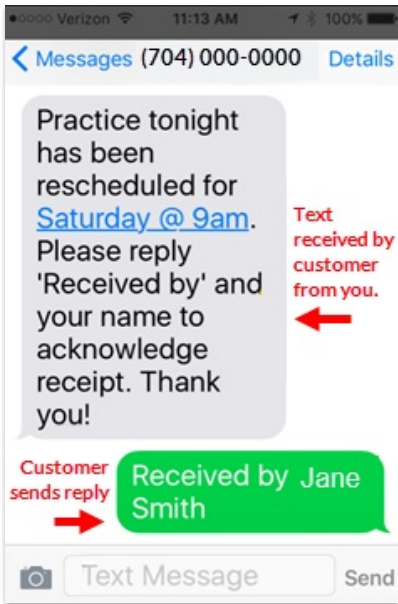
The screenshot shows the 'General Settings' page for 'Text Messages'. On the left is a navigation menu with items like 'SELF CHECK-IN', 'CLOSED DATES', 'DASHBOARD ANNOUNCEMENTS', 'DROP-DOWN LISTS', 'BUSINESS LOCATIONS', 'NOTIFICATIONS', 'ORGANIZATION DEFAULTS', 'ORGANIZATION LOGO', 'STATEMENTS', 'TEXT MESSAGES' (highlighted), 'TUITION SETTINGS', 'USER-DEFINED FIELDS', and 'USER IDS'. The main content area has a 'Text Messages' header and a 'Text Messages' section. It includes a 'Text Messages' section with 'Activate Text Messages' checked, 'Twilio Account Information' (with links to 'Watch "How to Setup Twilio"' and 'Go to Twilio Account'), 'Account Type: Full', 'Twilio Auth ID', 'Messaging Service: Jackrabbit (1 phone number(s) available for sending)', and buttons for 'Buy Numbers', 'Manage Numbers', and 'Clear Twilio Information from Jackrabbit'. Below this is a 'Next Step: Opt-In Contacts, Students & Staff' link. The 'Send Test Text Message' section has a text input field for 'Enter Phone Number to Send Text:' and a 'Send Test Text Message' button. The 'Options' section has three opt-in buttons: 'Opt-In Staff', 'Opt-In Contacts', and 'Opt-In Students', each with a description. At the bottom, the 'Notification Email(s):' field contains 'dmartin@jackrabbittech.com' and a yellow warning box states: 'All replies to text messages are received at the email address(es) listed here. You can specify multiple addresses such as email1@email.com; email2@email.com. If you choose to leave this field blank, replies to texts can still be sent, but you will not receive the reply.'

This notification email address should not be changed back and forth between different email addresses, it should remain the same for all text messages you send. It's linked to your texting number, it is not linked to the specific text messages you send. For example, if you send a text message with your notification email address set to 123@email.com and then you change the notification email address to 987@email.com, ALL text replies after this change is directed to 987@email.com because it is now the designated notification email address. No more text replies will be received at 123@email.com.

If the reply email is opened on your smartphone using your smartphone's email app, you can click on a link to quickly and easily reply back via text message.

Example

You send a text and the customer replies to the text:



The reply text message is received by email with basic details about the sender:



When that email is opened on your smartphone using the smartphone's email app (not your email provider's app), you can click on the telephone number link in the body of the email (not the link in the subject line) to open the compose text message screen enabling you to respond to their text reply via text message.




This text reply will be sent from your personal smartphone number - not your organization's text number.

ROGERS 12:52 PM 100%


Inbox (1)

From: [noreply@ja...](#) Hide

To: zippy@zippysstudio.com






Text Message Reply -
[\(704\) 555-1212](#) 
Today at 12:50 PM

| [Company Website](#) | [Contact Us](#) |

[Jackrabbit Application Login](#) 

Contact: Jane Smith
From Number: [\(704\) 555-1212](#)
Family: Smith

Text Message Reply: Received by Jane Smith

Click this link to open the compose text message screen.