

Text an Individual Family

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There are two ways to send a text message (when texting is enabled) to an individual family in Jackrabbit. Select the option that works best for your needs:

- Send a text message from the *Text* button in a *Family* record.
- Send a text message from the *Email* button in a *Family* record.

Jackrabbit integrates with text messaging providers to enable you to send text messages directly through Jackrabbit. Review the [Texting in Jackrabbit](#) articles for more details on texting, opt-in, opt-out, and text messaging reports.

**Expand/Collapse
All**

Text a Family from a Family Record (Text Button)

Follow these steps to send a text message to a family using the *Text* button:

1. Go to the **Families** (menu) > **All Families** and locate the family you would like to text.
2. Click the family's name in the grid to open their *Family* record.
3. Click the **Text** button (this button will only display if you have text messaging enabled).
4. Enter the text message in the **Message** section of the **Sent Text Message** window.
5. Clear a recipient's checkbox if you don't want to include them in the text message.
6. Click **Send**.

Text a Family from a Family Record (Email Button)

Follow these steps to send a text message to a family using the *Email* button. **Note:** *When you use this option recipients without a text number in the Family record will automatically receive an email with the content of the text message.*

1. Go to the **Families** (menu) > **All Families** and locate the family you would like to text.
2. Click the family's name in the grid to open their *Family* record.
3. Click the **Email** button to open the **Email/Text Families** page.

4. Complete the **Select Recipients** section.
 - Clear a recipient using the checkboxes if needed.
 - Leave the *Include text opt-in* field blank to select all of the drop-downs for opt-in for texts.
 - Select additional recipients to receive an email copy of the text message.
 - Select an email address from the drop-down list to *Send replies to...*

5. Complete the **Message** section.
 - Set the *Type of message* to *Text Message/Email*.
 - Enter the content for the text message.
 - *Jackrabbit files* and *Dropbox attachment* are disabled for text messaging.
6. Click **Preview & Send**. The **Preview** page shows a list of the **Matched Recipients**. Clear the checkboxes for people you don't want to text in the list.
7. Click **Send Text Message/Email**.

Text messaging and the correct [User permissions](#) must be enabled to send text messages to your families. For more details, refer to [Text Messaging With Jackrabbit and Twilio](#).
