🏠 SMS Implementation Overview

Overview

This document will outline the implementation process for our text messaging feature. This feature is available to you at no additional service fee. However, recipients of text messages will incur standard text messaging fees.

Details

Implementation

- Create a plan for collecting SMS text enabled phones from parents, students, and/or staff. Think of how contact data is collected and updated now. Is there a way to add an area where recipients can provide a text messaging phone number? We suggest that you include a subscription sentence where they can check off or agree to receive SMS text messages and then provide the phone number where they'd like to receive the messages. See sample below.

  ☐ *I would like to receive SMS "text" messages at the mobile number listed below:*

  SMS Phone:_____

- Add an additional field labeled *SMSPhone* to the nightly contact data refresh process for contacts to ensure text enabled phone numbers are entered and available in your Blackboard Connect contact database.

- Confirmation messages go out between 10:00 am and 7:00 pm your local time. The confirmation messages will come from **23177**, **63079**, or **82932**. A report of the list of contacts with successful confirmations will be available from your account in the Reporting tab. Going forward, any SMS numbers added to your database via import will receive the confirmation text between 10:00 am – 7:00 pm local time (based on the time zone of your institution). Any SMS numbers manually entered into the web application will get the confirmation immediately.

  Below is an example of the Confirmation Message that is sent automatically:

  {AbbrevName}: You are now subscribed to receive text alerts. Reply HELP for help, STOP {Key Code} to cancel. Msg&data rates may apply.

  If they type back HELP, they will receive the message:

  BbConnect Notify Alerts: Recurring msgs. Msg&data rates may apply. Reply STOP to cancel. More Info: 866-360-2155.

  If someone opts out but then later decides they would like to opt back in, they can text:

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SUBSCRIBE *{Key Code}* *to 23177, 63079, or 82932.*

If a person tries to subscribe that is not part of your contact database, they will receive the message:

> *BbConnect Notify Alerts: You have not followed the Opt In/Out process correctly. More info: reply HELP*