

# FAQ's

## **How do recipients opt-in to receive text messages?**

1. Text the word "YES" to 68453 from each wireless device they wish to receive texts on.
2. Confirm the text device number(s) are in our database. This can be confirmed by visiting your Family Access Page and selecting Skylert on the list of available options to the left.

## **How do recipients opt-out of receiving text messages?**

Recipients not wishing to receive text messages to a particular number can simply do one of the following:

1. Don't opt-in, and don't reply to the opt-in invitation message.
2. Text "STOP" to 68453 at any time.
3. Opt out online at <http://schoolmessenger.com/txtmsg>
4. Request that the SchoolMessenger system administrator add the number to the account's phone number block list.

## **I received a text message that says it's from SchoolMessenger? What does it mean?**

That was the opt-in invitation message sent by SchoolMessenger if it was from 68453 and it said:  
*Kewanee Community Unit School District 229 messages. Reply Y for aprx 3 msgs/mo. Txt HELP 4info. Msg&data rates may apply. See schoolmessenger.com/tm*

To continue receiving informational text messages from the school district reply with "YES".

If you don't reply, you will not receive any future texts from SchoolMessenger.

## **I opted in, but I'm not receiving texts?**

Ensure that the district has included your correct device number in the database. This information can be viewed and edited on Skward Family Access. It may take 24 hours for this number to be active after being changed or added to the district's system.

Send a text with the word "YES" from that specific device to 68453. You should receive an opt-in confirmation message from the service.

If you want to receive texts on multiple devices, each device number must have an opt-in receipt.

Confirm that the district has attempted to send a SchoolMessenger broadcast that includes a text message to your phone number.

## **What does it mean if I texted “yes” to 68453 and I received some sort of error message back?**

If you receive what appears to be an error message similar to one of the following it most likely means that short code text messaging is not enabled on your wireless subscription plan:

- Service access denied
- Message failed
- Shortcode may have expired or shortcode texting may be blocked on your account
- Does not participate

These replies DO NOT indicate that the wireless provider can't receive messages from SchoolMessenger. Rather, they are an indication that the mobile device does not have short code SMS texting enabled for that number. This is sometimes disabled by default on company provided cell phones. To address this contact your wireless provider.

[Note: Providers sometimes use various names for this type of texting service (e.g. short code, SMS, premium, etc.). If you simply ask about text messaging, your carrier may assume you are referring to person-to-person. Therefore be very clear to refer to “short code” text messages. Most TV programs with a voting component use short code SMS messaging (e.g. American Idol, Dancing with the Stars, etc.). Using an example such as this can be a way to clarify the type of texting service you want to enable.]

## **Will I be charged for the text messages that I receive from SchoolMessenger?**

SchoolMessenger does not charge recipients for the text messages that they receive or send to the short code; however, wireless providers may charge for individual text messages depending on the plan associated with the wireless device.

**If you still have further questions, please contact the IT Department (Mike Perva or Renee Crabtree) at (309) 853-3328.**