

School Messenger

Phone Broadcasts

Note: Broadcasts sent by Phone should be reserved for emergencies only to ensure the best possible chance of being received.

SchoolMessenger has implemented a simple and friendly way for recipients of phone messages to request that they be blocked from receiving future calls. At any time, while listening to a phone message broadcast through School Messenger, recipients may press “5” on their phone to initiate the opt-out process. After pressing 5, they will be given 3 choices:

- To unsubscribe from messages like these, please press 1
- To unsubscribe from all Non-Emergency messages, press 2
- To opt-out of all phone notifications, please press 3. A report of their choice is sent to your School Messenger account so that, **based on your accounts settings, either the account administrator can take action to ensure compliance with their request or the system will automatically unsubscribe the number accordingly.**

Important: Opting-Out is done for only the phone number upon which the recipient is currently receiving a message. Recipients must complete the process from every phone for which they wish to opt-out.

Preparing Your School Community

Before starting to use Broadcasts by phone, it's important to prepare your school's recipients. It may be wise to enact a campaign to inform all of your school community members in advance of the first phone call. Things like a letter sent home and/or an email about this feature and how it works can help to create a receptive audience.

The creation of a clear Introductory Phone Message, informing your call recipients of the Voice Call Opt-Out feature, is an important step in implementing phone messaging. It's also suggested that schools make sure to reinforce a few of the facts about the Opt-Out feature:

- **Requests to opt-out may not be instantaneous. Let people know that your organization processes requests on a regular basis, and to please send their request again should they feel it is not being processed in a timely manner.**
- Opt-out requests only apply to the number on which they submit the request.
- Voice Call opt-out requests only apply to voice broadcast messages, not SMS Text or Email.
- Please call the school if you wish to opt back in or feel your number has been opted out by mistake.