



1515 West Mission Road, Alhambra, CA 91803
(626) 943.3030 Fax: (626) 943.8030

Connect SMS Feature: *Frequently Asked Questions*

Q) How does a family opt in to receive SMS / Text messages?

A) All families are automatically opted in.

Q) How does a family opt out of receiving messages?

A) When a family receives a message, there is a notice at the end of the message that says "txt STOP to cancel"

Q) How does a family opt back in if they previously opted out of receiving messages?

A) From the same mobile phone that was previously opted out, reply/text back: **START 1001248**

Q) How do I update my cell phone number?

A) Please contact your child(s) school site to set up a time to go in and update your contact information. This information can also be updated once a year when the Returning Student Registration is completed.

Q) How long are the messages?

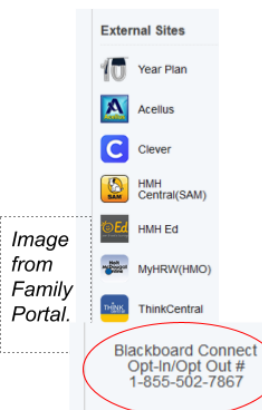
A) The SMS message can be 140 characters long. That is the max number of characters.

Q) When do families put in their cell numbers & how do they update their information?

A) Families enter information on the New or Returning Student registration. To update information, please go to school office.

BlackBoard Connect SMS Fields for Families

Families enter information on the **Online Enrollment Form** once a year.

A screenshot of the "Emergency Messaging" form. It contains fields for "SMS Phone 1", "SMS Phone 2", "Student's Cell Phone", and "Student Email". Each field has a placeholder "xxx-xxx-xxxx" and a blue "D" icon. A red box highlights the "SMS Phone 1" field. To the right of the form is a dashed box containing the text "Image from Online Registration." The form title "Emergency Messaging" is at the top, followed by the instruction "Provide phone numbers where you would like to receive emergency text messages. (Message and Data rates may apply)".

After registration, to update emergency contact info visit your school site.

To Opt-In/ Opt-Out, there is a number at the bottom of the left menu in the Family portal.