



Frequently Asked Questions about SMS Text Messaging

OPT-IN/OUT PROCESS (Recipient's Perspective)

Question:

What happens if I provide a cell phone number to the Westport Public Schools?

Answer:

We will input your cell phone number into the system, and the Blackboard Connect service will automatically send a text message to confirm your request.

Question:

From what number will these text messages originate?

Answer:

All confirmation text messages and subsequent alerts will come from **23177 or 63079**. Please save this number in your contacts as "**Westport Schools**" so you can quickly recognize the Westport Public Schools as the official source of our messages.

Question:

What will the confirmation message say?

Answer:

The confirmation message will read the following:

Westport Schools: You are subscribed to receive text alerts. Reply HELP for help or STOP WPT to cancel. Msg&data rates may apply.

Question:

How do I opt-out from receiving text messages from Blackboard Connect?

Answer:

When you receive the confirmation, please text reply back with STOP and your Account Code.

The confirmation message will read the following:

Westport Schools: You are now confirmed to stop receiving messages from WPT. More info text reply "HELP" or go to www.blackboardconnect.com/sms



Question:

What happens if I text reply "HELP"?

Answer:

If you text reply HELP, you will receive the following message:

*Bb Connect notifications. Users receive relevant alerts. For more info
www.blackboardconnect.com/sms, sms@blackboard.com. To opt-out text STOP*

Question:

I did not receive a confirmation message. What happened?

Answer:

Check with your provider to see if text messaging has been enabled since you will need to be subscribed to a text messaging plan in order to receive or reply to text messages. You should also ask your mobile phone provider if your device accepts premium text messages.

Question:

I did not receive a confirmation message because my phone wasn't text enabled. I have since contacted my mobile phone provider to enable it. Do I need another confirmation message sent?

Answer:

No. If your SMS phone was already submitted to our database, you should be confirmed to receive SMS alerts. However, you can check if you are opted-in by texting the word "**SUBSCRIBE**" to **23177 or 63079** and you will receive the following reply:

Westport Schools: This phone number has already been opted in. More info text reply "HELP" or "STOP WPT" to opt-out

Question:

What if I opted-out but later decide I would like to opt-in again?

Answer:

You may request to begin receiving text messages by texting "**SUBSCRIBE WPT**" to **23177 or 63079**.

Question:

If I change mobile phone providers but keep the same number, do I need to opt-in again?

Answer:

No. Once your phone number has been opted-in, it stays registered within the system.