



Frequently Asked Questions about SMS/Text Messaging

OPT-IN/OUT PROCESS FOR USERS

Question:

How do I opt-in to receive text messages from my institution?

Answer:

As a student, you can opt-in by providing a text-enabled phone number via the Banner Web portal at www.valdosta.edu. If you are an employee, you can provide your text-enabled phone number in the Shared Services/ADP portal under "Myself, Phone Numbers" by adding a new phone of type "CellPhone2".

Question:

What happens after I sign up (opt-in) for text messaging via the web portal?

Answer:

After you sign up online, the **Blackboard Connect**[®] service will automatically send a text message to your mobile phone to confirm your request. This occurs during business hours between 10am – 6pm PST.

Question:

What will the confirmation message say?

Answer:

This will depend on who your carrier is. For all carriers **other** than T-Mobile the confirmation message will read the following:

Valdosta State SMS: You are now confirmed to receive alerts from us. More info text reply "HELP" or "STOP BLAZERS" to opt-out. "BLAZERS" is keyed 2529377 on a telephone numeric keypad.

For T-Mobile subscribers the message will say:

Valdosta State SMS: You asked to receive alerts. Please reply with "Y BLAZERS" to confirm. "BLAZERS" is keyed 2529377 on a telephone numeric keypad. More info text HELP or go to www.blackboardconnect.com/sms.

Question:

What if I type back "HELP"?

Answer:

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

Blackboard Connect alert notifications. Users will receive relevant alerts as needed. For more info www.blackboardconnect.com/sms or sms@blackboardconnect.com. To opt-out text STOP



Question:

From what number will these text messages display?

Answer:

You will see 23177 as the text messaging number sending you the confirmation message and all subsequent messages. Please save this number and program it as [Institution Name] so that you can quickly recognize this number as the official source of [Institution Name's] messages.

Question:

If I sign up at night, when will I receive the confirmation message?

Answer:

Yes. The confirmation messages are sent during business hours (10am to 6pm PST). Since we upload data into the **Blackboard Connect** service only nightly, you should expect the confirmation request to arrive the following day.

Question:

I did not receive a confirmation message. What happened?

Answer:

Please check with your mobile phone provider to find out if your device accepts text messages. You may also want to check with your provider to see if text messaging has been enabled. You may need to subscribe to a text messaging plan in order to receive or reply to 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 from us. However, you may also test to find out by texting the word "SUBSCRIBE" to 23177 and you will receive a reply with the following:

Valdosta State SMS: This phone number has already been opted in. More info text reply "HELP" or "STOP BLAZERS" to opt-out. "BLAZERS" is keyed 2529377 on a telephone numeric keypad.

Question:

How do I opt-out?

Answer:

You may opt-out at any time by texting "STOP BLAZERS" or "QUIT BLAZERS" to **23177**. "BLAZERS" is keyed 2529377 on a telephone numeric keypad.

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 BLAZERS" to **23177**. "BLAZERS" is keyed 2529377 on a telephone numeric keypad.



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.

Question:

What if my information is not registered with the school, but I want to receive alerts anyway? Can I text 23177 to "SUBSCRIBE BLAZERS" and still receive messages?

Answer:

No, you will not receive messages. If you are not part of the school's contact database, and you try to subscribe, you will receive the message:

You have not followed the Opt-In/Out process correctly. More info text HELP or go to www.blackboardconnect.com/sms