

# Opt Back in to Messages

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When a Guest text STOP to 76278 they no longer receive text message updates. Guests can unsubscribe from email messages by selecting the Unsubscribe link in a platform generated email. Guests can easily opt back in to receive messages moving forward and get back into the fundraising activity.

## Watch a Video

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## Opt Back In

### Text Keyword

1. Text keyword to 76278.
2. A Welcome Message will be sent.
3. The guest will receive text messages moving forward.

### Admin Resend Welcome Message

1. Go to Admin view > Users > Details
2. Search for the user and click on their name
3. Select "Send Reg Message" from the Action dropdown
4. User will receive a text message prompting them to reply "Y" to continue to receive text messages

### Update Receive Messages on Profile

Users can opt in to both email and text messages via their profile from within a campaign.

1. User clicks their name in the upper right corner
2. Selects Profile
3. Check box to subscribe to email or text messages

#### **Receive Messages**

- Subscribe to email from this organization
- Subscribe to text messages from this campaign

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## Unsubscribed User Indicator

All SMS unsubscribed users will have a 'No SMS' icon displayed on their user profile on the user's

screen.

**Note:** There are no icons displayed for users opted out of email messaging. The 'No SMS' icon will only display for users opted out of text messages.

## Locate the SMS Icon

1. Go to Admin view > Users.
2. Search for the user.
3. Once located, the 'No SMS' icon will appear in the profile.

**Tip:** Hovering over the SMS icon will provide a tooltip reminder the user opted out of text messages.

The screenshot displays the GiveSmart Admin interface. At the top, there is a navigation bar with the following menu items: DASHBOARD, SETTINGS, **USERS** (highlighted with a blue arrow), TICKETS, ITEMS, DISPLAYS, MESSAGES, ADS, REPORTS, and HELP. Below the navigation bar, the 'Users' section is active, showing tabs for 'Details', 'Check-In', and 'Checkout'. A search bar is present with the text 'Alessandro, Jessica' and a 'Search' button. Below the search bar, a table lists users with columns for 'BID #', 'NAME', and 'SEATING GROUP'. The first row shows a user named 'Alessandro, Jessica' with a 'No SMS' icon (a person with a crossed-out speech bubble) highlighted by a red box. A red arrow points to this icon. To the right of the table is a 'USER DETAIL' panel for 'Alessandro, Jessica' with an 'Actions' dropdown menu.