

# Blackboard SMS Opt-out / Opt-In (C5)

Keycode - In C5, an institution hierarchy, or a specific institution, in some cases.

Keyword - In C5, specific SMS keywords that produce an action.

Institution Name - the name of the institution/site on the Tracker > Institution > Information page

All SMS text messages will include the footer: *Txt STOP to cancel.*

Join local HOPE Squads in a walk to promote mental health and the prevention of suicide in our community.

Txt STOP to cancel

## **Opting Out**

### **STOP ALL**

Recipient is opted out of all keycodes s/he was subscribed to.

SMS Auto-reply

*BbConnect Alerts: You have been unsubscribed from all services and will receive no further messages or charges. Info: [www.blackboardconnect.com/sms/terms.asp](http://www.blackboardconnect.com/sms/terms.asp)*

### **STOP**

If recipient is subscribed to only 1 keycode, s/he is opted out of messages from that organization.

SMS Auto-reply

*BbConnect Alerts: You have been unsubscribed from all services and will receive no further messages or charges. Info: [www.blackboardconnect.com/sms/terms.asp](http://www.blackboardconnect.com/sms/terms.asp)*

If recipient is subscribed to more than 1 keycode, s/he receives a SMS auto-reply for each keycode subscribed to. (Note: These scenarios are rare.)

SMS Auto-reply

*BbConnect Notify Alerts: You are subscribed to multiple programs. For [Institution Name] reply STOP [keycode] or reply STOP ALL for all programs. 888-599-2720*

### **STOP [keycode]**

Recipient is opted out of specific keycode.

SMS Auto-reply

*BbConnect Alerts: You have been unsubscribed from all services and will receive no further messages or charges. Info: [www.blackboardconnect.com/sms/terms.asp](http://www.blackboardconnect.com/sms/terms.asp)*

### **STOP PORTAL**

Recipient, in this case a portal user, is opted out of PORTAL keycode, i.e., SMS is not sent to phone number.

SMS Auto-reply

*You are now unsubscribed from EMERGENCY & Outreach messages. For info, text reply HELP. To subscribe, visit your institution portal. Msg&data rates may apply.*

### **Opting in**

#### **START**

Recipient is not opted in; a keycode is required.

SMS Auto-reply

*A key code is required to subscribe for messaging. More info: reply HELP or go to [www.blackboardconnect.com/sms/terms.asp](http://www.blackboardconnect.com/sms/terms.asp)*

#### **START [keycode]**

Recipient is opted in to the keycode.

SMS Auto-reply

*BbConnect Notify Alerts: You will receive alts for [Institution Name]. 2msgs/mo. Reply HELP for help, STOP to cancel. Msg&data rates may apply. 888-599-2720*

If phone number is not a contact's number in the institution, the following SMS auto-reply is sent.

SMS Auto-reply

*BbConnect Notify Alerts: You have not followed the Opt In/Out process correctly. More info: reply HELP or go to [www.blackboardconnect.com/sms/terms.asp](http://www.blackboardconnect.com/sms/terms.asp)*

### **START PORTAL**

Recipient is not opted in to PORTAL keycode; recipient must opt in by logging in to an institution's portal.

SMS Auto-reply

*To subscribe to receive portal msgs, please visit your institution portal and sign-up for msgs that are important to you. Msg&data rates may apply.*

## **Other SMS keywords**

### **HELP**

Recipient is sent an informational SMS auto-reply.

SMS Auto-reply

*BbConnect Notify Alerts: 2msgs/mo. Msg&data rates may apply. Reply STOP to cancel. Info: [www.blackboardconnect.com/sms/terms.asp](http://www.blackboardconnect.com/sms/terms.asp), 888-599-2720*

### **WHOIS**

Recipient is sent an informational SMS auto-reply providing list of institution names and keycodes that the phone number is opted in to. If list of institutions and keycodes is long, then SMS is sent via SMTP.

SMS Auto-reply (from 23177 or 63079)

*[Institution Name]: KeyCode=[keycode] [Institution Name]: KeyCode=[keycode] [Institution Name]: KeyCode=[keycode]*

SMS Auto-reply (from [sms@mta.blackboardconnect.com](mailto:sms@mta.blackboardconnect.com))

*Whois / [Institution Name]: KeyCode=[keycode] [Institution Name]: KeyCode=[keycode]  
[Institution Name]: KeyCode=[keycode] [Institution Name]: No KeyCode Avail*

If the phone number does not exist in the system, the following SMS auto-reply is sent.

SMS Auto-reply

*BbConnect Notify Alerts: This phone is not currently registered for txt messaging with any account using this service. Info: reply HELP. 888-599-2720*

### **SUBSCRIBE**

Same behavior as START keyword.

### **UNSUBSCRIBE**

Same behavior as STOP keyword.

Some Spanish and French versions of the keywords are also supported.