Frequently Asked Questions about SMS/Text Messaging

OPT-IN/OUT PROCESS

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

**Answer:**
You are automatically opted-in when you enter a cell number inside your myBama account. To do so, follow the instructions listed on the students or employees links:

- Students: [http://prepare.ua.edu/?page_id=1848](http://prepare.ua.edu/?page_id=1848)
- Employees: [http://prepare.ua.edu/?page_id=1938](http://prepare.ua.edu/?page_id=1938)

**Question:**
What happens after I enter the cell number inside myBama account?

**Answer:**
After you enter the cell number, the UA Alerts service will automatically send a text message to your mobile phone confirming your request. No further action is required. This will occur within 24 hours.

**Exception for T-Mobile customers:**
There is one exception to this process only for T-Mobile users. You will receive an automated text message from us requesting your confirmation. Look for that confirmation text message and reply with the words *Yes Univ of Alabama*. This will now put you on the list to receive future text messages coming from the University.

**Question:**
What will the confirmation message say?

**Answer:**
The confirmation message will read the following:

**Univ of Alabama:** You are now confirmed to receive alerts from us. More info text reply "HELP" or "STOP UAALERT" to opt-out.

**Question:**
What if I type back "HELP"?

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

*Blackboard alert notifications. Users will receive relevant alerts as needed. For more info [www.blackboardconnect.com/sms](http://www.blackboardconnect.com/sms) or [sms@blackboardconnect.com](mailto: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 The University of Alabama so that you can quickly recognize this number as the official source of messages from the University.
Question: If I sign up at night, when will I receive the confirmation message?

Answer: The confirmation messages are sent during business hours (10am to 6pm PST). Since we upload data into the UA Alerts service 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:

Univ of Alabama This phone number has already been opted in. More info text reply “HELP” or “STOP UAALERT” to opt-out

Question: How do I opt-out?

Answer: You may opt-out at any time by texting “STOP UAALERT” or “QUIT UAALERT” to 23177.

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 UAALERT” to 23177.

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 UAALERT” 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