

## Frequently Asked Questions about SMS/Text Messaging

### OPT-IN/OUT PROCESS

**Question:**

How do I opt-in to receive text messages from Long Beach City College?

**Answer:**

As a message recipient, you can provide your text-enabled phone number to LBCC as directed here:  
[www.lbcc.edu/Businesssupport/emergencyalerts.cfm](http://www.lbcc.edu/Businesssupport/emergencyalerts.cfm)

**Question:**

What happens after I sign up (opt-in) to receive text messages?

**Answer:**

After you sign up and we input your text-enabled phone number into the system, the Blackboard Connect service will automatically send a text message to your mobile phone to confirm your request.

**Question:**

What will the confirmation message say?

**Answer:**

The confirmation message will read the following:

(Name): You are set to receive txt alerts per acct settings. For more info reply "HELP". To opt out reply "STOP(keycode)" Msg&data rates may apply.

**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](http://www.blackboardconnect.com/sms), [sms@blackboard.com](mailto:sms@blackboard.com). To opt-out text STOP (Account Code)

**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 these numbers and program them as LBCC so you can quickly recognize these numbers as the official source of LBCC's messages.

**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. Message and data rates may apply.

# Frequently Asked Questions about SMS/Text Messaging

**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 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:

(Name): This phone number has already been opted in. More info text reply "Help" or "STOP (Account Code)" to opt-out.

**Question:**

How do I opt-out?

**Answer:**

You may opt-out at any time by texting "STOP (Account Code)" or "QUIT (Account Code)" to 23177 or 63079, and you will receive the following reply:

(Name): You are now confirmed to stop receiving text messages from (Account Code). More info, text reply "HELP" or go to [www.blackboardconnect.com/sms](http://www.blackboardconnect.com/sms).

**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 (Account Code)" to **23177** or **63079**.

**Question:**

Who pays for the text messages I receive on my phone?

**Answer:**

You are subject to all applicable messaging charges depending on your service provider. Standard message and date rates may apply.

**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.