How Volunteers & Coordinators Opt-in & Opt-out of Text Messaging

This help topic is designed to show volunteers and Coordinators how to opt-in and opt-out of text messaging so they can receive text messages from the organization where they serve.

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Opt-in Process

Follow the steps below to start receiving text messaging from the organization you serve with.

1. Sign-in to VicNet

You use your VicNet account at the organization you volunteer at to opt-in to text messaging and control your text preferences. The VicNet account is necessary so the opt-in process complies with Federal communication regulations that specify that you can select what types of text messages you want to receive.

Most organizations place a link to VicNet somewhere on their web site. The login screen for the portal will look something like this:

![Login Screen]

Enter your email address and your volunteer information center password, and then click the Go button.

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Enter the email address the organization has on file for you along with your VicNet password. If you forgot your password, you can find assistance here.

If you are unable to sign-in, please contact the volunteer office at the organization where you serve.
2. Go to the Account tab

Once you have signed-in, select the Account tab.

Some organizations may customize VicNet and/or the tabs so your account may look different and the tab may not be called Account. However, the tab you need will always be on the far right side. Some organizations may also place a Text message opt-in button on the Home tab. If you click this button you will be taken directly to the Account tab.

3. Enter your mobile device number and select your country

Type your mobile (cell) phone number into the Enter a mobile phone number field. There is not a need to enter a "1" or a country code in front of the number.

4. Select your preferences for how you would like to receive messages

Use the radio buttons by a message type to select how you would like to receive that type of message.
2. How do you prefer to receive these types of messages?

**Automated Messages**

<table>
<thead>
<tr>
<th>Text</th>
<th>Email</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Schedule reminders</td>
<td>Schedule alerts. Handy reminders to help you remember when you're scheduled to serve. Please remember to let your team leader know if you can't make it.</td>
<td></td>
</tr>
<tr>
<td>Checklist reminders</td>
<td>Reminder messages to help you remember if you're due for things such as training, T-shirt, flu shots, etc.</td>
<td></td>
</tr>
</tbody>
</table>

**Custom Messages**

<table>
<thead>
<tr>
<th>Email with Text</th>
<th>Email</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Continuing education</td>
<td>Be all that you can be. Updates on education programs including new course offerings, and times and locations for classes.</td>
<td></td>
</tr>
<tr>
<td>Electronic newsletters</td>
<td>Stay informed about what's happening in the Volunteer Services Department.</td>
<td></td>
</tr>
<tr>
<td>Important information</td>
<td>Only used to communicate important news that affects you. Please DO NOT opt out of this type of message. We will only use it when we absolutely must get in touch with you.</td>
<td></td>
</tr>
<tr>
<td>Recruitment appeals</td>
<td>We need you! Stay informed of new opportunities to serve.</td>
<td></td>
</tr>
<tr>
<td>Team leader update</td>
<td>Information for coordinators who lead volunteer teams. Volunteers will not need to opt-in to this message type.</td>
<td></td>
</tr>
<tr>
<td>Volunteer group update</td>
<td>Information for volunteer group leaders. Individual volunteers will not need to opt-in to this type of message.</td>
<td></td>
</tr>
</tbody>
</table>

Messages can be sent just by email, by email with text notification, or you can select not to receive a certain type of message at all by selecting None. If None is selected for every message type, you will be opted-out of messaging.

When **Email with Text Notification** is selected, if the message is small enough that the entire message can be sent by text, you will only receive the text. However, if the message is too large for a text, you will receive the actual message by email (or on the Mail tab of VicNet) and a text to alert you that you received a message.

**Please Note:** Because text message delivery is often faster than email message delivery, you may receive the text notice that you have an email message before the actual email message is delivered. If the email message does not appear when you check the first time, please wait and try again later.

5. Select the time range for when you'd like your automated messages delivered

Use the **Time Zone** dropdown to select the location you're in and then select the start and end times for message delivery.

3. When would you like to receive automated messages, such as schedule reminders?

   Between these hours: 7:00 am ▼ and 10:00 pm ▼

   Your time zone: ▼

   (GMT-05:00) Eastern Time (US & Canada)

The system will attempt to deliver your automated messages (Schedule and Checklist reminders) as close to the beginning time as possible. However, conditions such as the number of messages being sent, the load...
at the wireless carrier, and the geographic region you're in may cause the messages to arrive later in the
time period or not at all.

**Please Note:** These settings only control the automated messages sent by the system. Custom messages
from the account holders are processed as soon as they are sent so they may be delivered outside of the
time range selected.

6. **Agree to the Terms and Conditions set by Volgistics**

Check the box to indicate you agree to the Terms and Conditions Volgistics requires to participate in text
messaging.

- [ ] I agree to the Volgistics Terms and Conditions.

[Click to view the full Terms & Conditions and Privacy Policy]

You can click the link to view the Terms and Conditions, or view them [here](https://www.volgistics.com/ex/help.dll?ACT=11&TOPIC=1291&HID=6hTUhefs).

**Please Note:** Depending on your mobile plan, you may be charged for text messages. By opting-in to text
messaging you agree that any charges for text messaging or data use, caused by messages received as a
participant are not the responsibility of Volgistics or the organization you serve with.

7. **Agree to any additional Terms and Conditions set by the organization you serve at**

The organization you serve with may have additional Terms and Conditions they require for texting. In this
case, you must check the box to indicate you agree to the additional Terms and Conditions set by your
organization.

- [ ] I agree to the Terms and Conditions below, established
  by Great Lakes Volunteers

  By participating in the texting program you agree not to receive or send texts while
  operating a vehicle. You also agree not to receive or send texts while working in
  locations in the facility designated as “No Texting” zones.

8. **Click the Save button**

Click the **Save** button at the bottom of the page to keep your settings.

9. **Confirm that you have read the alert box**

A pop-up window will appear reminding you that the next step of responding **Yes** to the opt-in text message
is required to complete the opt-in process. Click the **OK** button to indicate you read this message.

10. **Respond to the opt-in text message**
You will receive a text message on your mobile phone shortly after you finish step 9. You must respond **YES** to this text message to finish the opt-in process.

![Example text message]

**Opt-out Process & Changing Message Preferences**

You are free to opt-out of the text messaging or change your message preferences at any time. Your organization does not have a way to change your messages preferences or the settings for the times you receive the automatic messages. You will need to follow the steps shown if you want to change these settings.

Follow these steps to opt-out of text messaging or change your message preferences through the VicNet module:

1. **Sign-in to VicNet**

   Most organizations place a link to VicNet somewhere on their web site. The login screen for the portal will look something like this:
Enter your email address and your volunteer information center password, and then click the Go button.

Enter the email address the organization has on file for you along with your VicNet password. If you forgot your password, you can find assistance here.

If you are unable to sign-in, please contact the volunteer office at the organization where you serve.

2. Go to the Account tab

Once you have signed-in, select the Account tab.

Some organizations may customize VicNet and/or the tabs so your account may look different and the tab may not be called Account. However, the tab you need will always be on the far right side.

3. Check the Opt-out of text messages (SMS)? checkbox or change your preferences

If you wish to opt-out, check the box in front of Opt-out of text messages (SMS)?

If you want to change your preferences for how you receive text messages instead of opting-out, adjust the settings for the types of message you prefer to receive and/or the times you wish to receive the automatic messages. Then proceed to step 4.
4. Click the Save button

Click the **Save** button at the bottom of the page to keep your settings.

**Opt-out of text messaging without signing-in to VicNet**

You can also opt-out of texting without signing-in to VicNet. To do this, simply text **STOP** as a reply to a message you have received. In the United States, you can also text **STOP** to 28344.

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**Resume Opt-in**

If after opting-out you decide you want to opt back in, you can either follow the directions in the **Opt-in Process** section of this help topic, or simply text **RESUME** in response to a message you have received. In the United States, you can also text **RESUME** to 28344.
If Your Phone Number Changes

Your organization does not have a way to update your phone number. If your mobile (cell) number changes, you will need to follow these steps if you need to change your number.

1. Opt-out of text messaging at your old number

Follow the steps shown in the Opt-out Process section of this help topic to opt-out of text messaging at your old number.

2. Opt-in to text messaging at your new number

Follow the steps shown in the Opt-in Process section of this help topic to opt-in to text messaging at your new number.

Related Help

Help Topic 1147 - How to Sign-in and Sign-out at VicTouch: A Brief Guide for Volunteers
Help Topic 1148 - How to use VicNet: A Brief Guide for Volunteers
Help Topic 1215 - How to use VicNet Mobile: A Brief Guide for Volunteers
Help Topic 1307 - Forget your password? (Volunteers and Coordinators)
Organizations Served: 4,289
Leaders Benefiting: 96,975
Volunteers Tracked: 4,982,715

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