

OPTING OUT OF VOICE MESSAGES through SchoolMessenger

How does Opting-Out work?

At any time, while listening to a recorded phone message sent through SchoolMessenger, recipients can press “5” on their phone to initiate the opt-out process. After pressing 5, they will be asked to press “1” to confirm they no longer wish to receive any recorded messages on that phone through the SchoolMessenger account.

After the recipient opting-out has completed this process, a report of their opt-out decision is sent to Bishop Chatard so that we can take action to ensure compliance with the request.

❗ Important: *Opting-Out is done on a phone-by-phone basis and will only initiate a request for the phone upon which the recipient is currently receiving a message and following these prompts. They must complete the process on every phone for which they wish to opt-out.*

Facts of Opting Out

- Requests to opt-out may not be instantaneous. Bishop Chatard needs to process your requests and it might take time. If you receive a phone call after your opt-out, please send the request again if you feel it was not processed in a timely manner.
- Opt-out requests **only apply to the number on which they submit the request.**
- Phone opt-out requests only apply to **voice** broadcast messages, not SMS Text or Email.
- Please contact Ben Reilly, breilly@bishopchatard.org if you wish to opt back **in** or feel your number has been opted out by mistake.