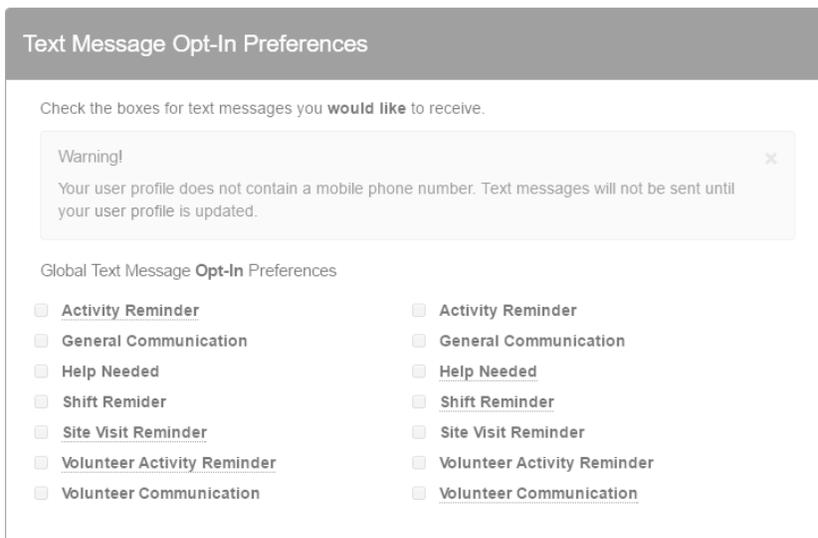


Offero Text Messaging

Opting In

Text Messaging in Offero is an Opt In service. Users will need to go to their user profile to opt-in.

1. Users must have a mobile telephone number. If they go to enable text-messages they will see the following:



Text Message Opt-In Preferences

Check the boxes for text messages you **would like** to receive.

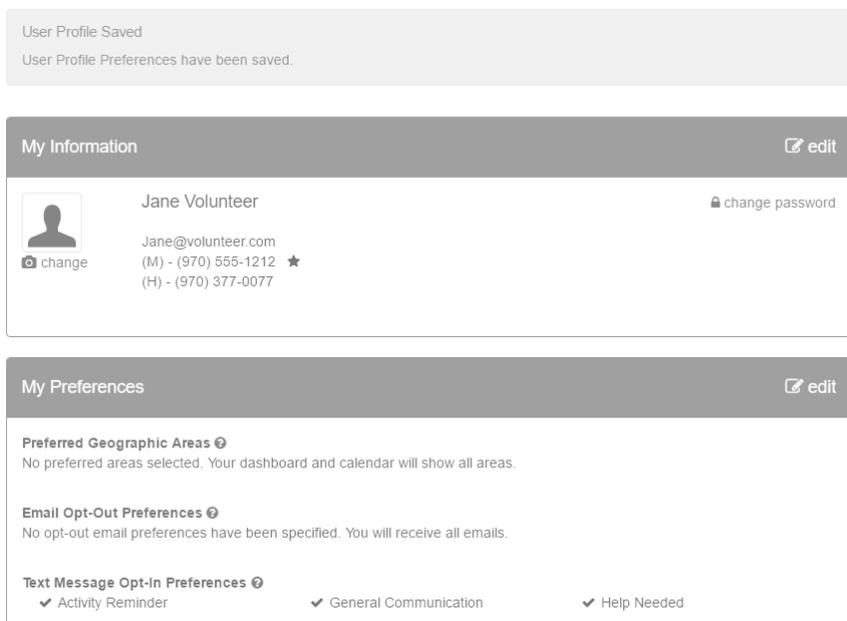
Warning!

Your user profile does not contain a mobile phone number. Text messages will not be sent until your user profile is updated.

Global Text Message **Opt-In** Preferences

<input type="checkbox"/> Activity Reminder	<input type="checkbox"/> Activity Reminder
<input type="checkbox"/> General Communication	<input type="checkbox"/> General Communication
<input type="checkbox"/> Help Needed	<input type="checkbox"/> Help Needed
<input type="checkbox"/> Shift Reminder	<input type="checkbox"/> Shift Reminder
<input type="checkbox"/> Site Visit Reminder	<input type="checkbox"/> Site Visit Reminder
<input type="checkbox"/> Volunteer Activity Reminder	<input type="checkbox"/> Volunteer Activity Reminder
<input type="checkbox"/> Volunteer Communication	<input type="checkbox"/> Volunteer Communication

2. On the user profile, you will see text messages that are enabled:



User Profile Saved
User Profile Preferences have been saved.

My Information [edit](#)

Jane Volunteer [change password](#)

 [change](#)

Jane@volunteer.com
(M) - (970) 555-1212 ★
(H) - (970) 377-0077

My Preferences [edit](#)

Preferred Geographic Areas ⓘ
No preferred areas selected. Your dashboard and calendar will show all areas.

Email Opt-Out Preferences ⓘ
No opt-out email preferences have been specified. You will receive all emails.

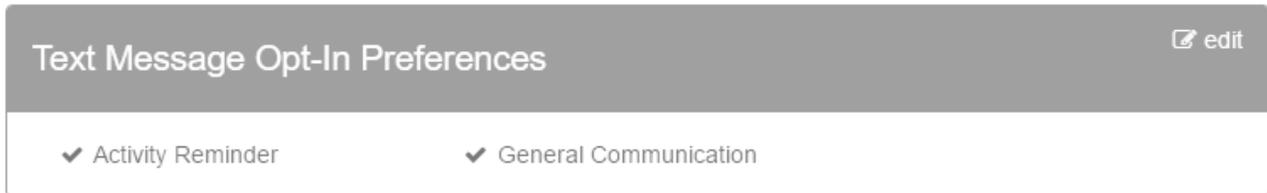
Text Message Opt-In Preferences ⓘ

<input checked="" type="checkbox"/> Activity Reminder	<input checked="" type="checkbox"/> General Communication	<input checked="" type="checkbox"/> Help Needed
---	---	---

Admin

Check if user is opted-in

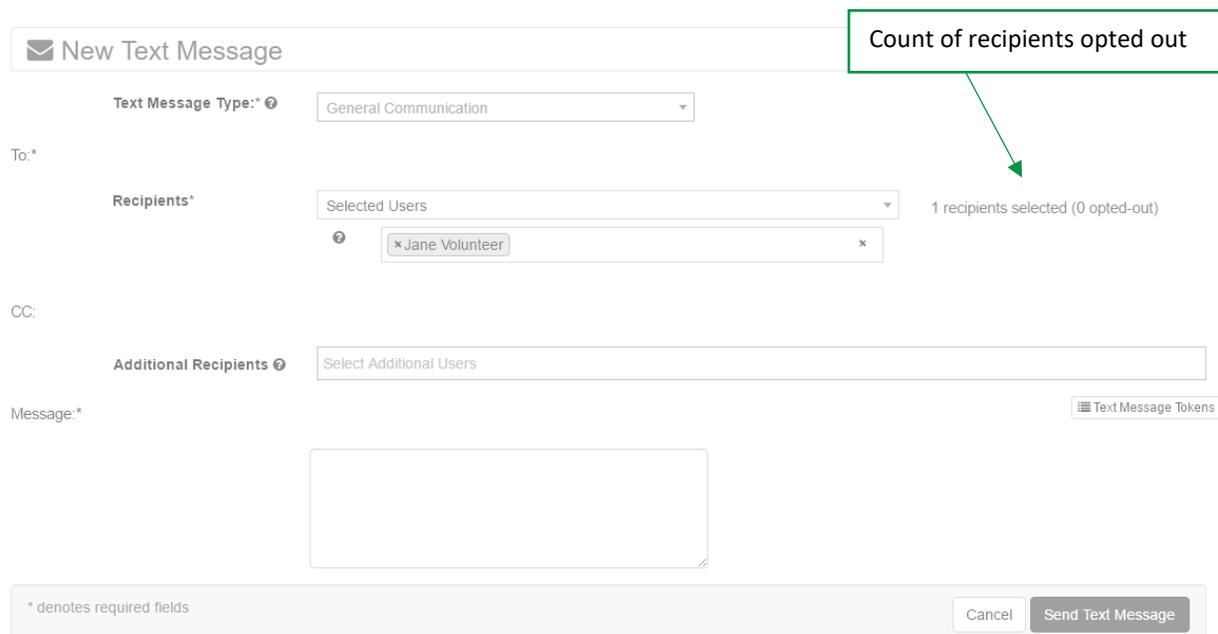
1. From the Admin Navigation → User List → User Profile
2. On the Profile tab
3. The Text Message Opt-in Preferences panel shows the messages the user is opted in for



The screenshot shows a panel titled "Text Message Opt-In Preferences" with an "edit" icon in the top right corner. Below the title bar, there are two toggle switches, both of which are turned on (checked): "Activity Reminder" and "General Communication".

Sending a text message

1. From the Admin Navigation → More Menu
2. Click on New Text Message



The screenshot shows the "New Text Message" form. At the top, there is a "Text Message Type:" dropdown menu set to "General Communication". Below that is the "To:" field, which is a "Recipients*" dropdown menu set to "Selected Users". A callout box with a green border and arrow points to the text "1 recipients selected (0 opted-out)" next to the dropdown. The dropdown menu is open, showing a single recipient: "Jane Volunteer". Below the "To:" field is the "CC:" field, which is an "Additional Recipients" dropdown menu set to "Select Additional Users". At the bottom of the form is the "Message:" text area. At the bottom right of the form, there are "Cancel" and "Send Text Message" buttons. A small icon labeled "Text Message Tokens" is also visible near the message text area.

3. Select the type of message
 - a. *Note: Users are opted in to specific types
4. Select Recipients
5. Enter Message Text
6. Click Send Text Message

Request help on an Activity via Text (Help Needed Type)

1. From the Admin Navigation → Activities → Activity Profile
2. On the Unfilled Assignments panel



REQUEST Secret Lives of Wildlife

Other
Registrations: 0

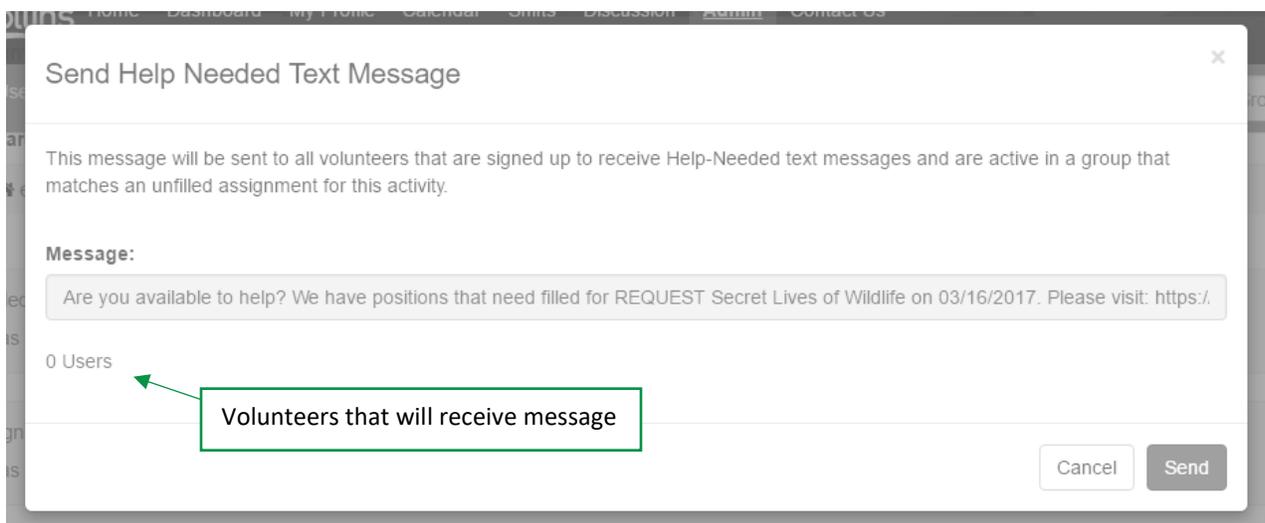
Date: Thursday 03/16/2017
Time: 01:30 PM - 02:30 PM

Unfilled Assignments ? + add

help needed text message

Position	Description	Time	Hours	
MNA	assist with props	01:00 PM - 02:30 PM	1.50	  

3. Click on Help needed text message



Send Help Needed Text Message

This message will be sent to all volunteers that are signed up to receive Help-Needed text messages and are active in a group that matches an unfilled assignment for this activity.

Message:

Are you available to help? We have positions that need filled for REQUEST Secret Lives of Wildlife on 03/16/2017. Please visit: <https://>

0 Users

Volunteers that will receive message

Cancel Send

4. A modal will show with the message to be sent and the number of volunteers that will receive the message. You can click this to see the volunteer names.
5. Click Send to send the message

Communicate with Volunteers

1. From the Admin Navigation → Activities → Activity Profile
2. On the Filled Assignments panel
3. Click on the text message link
4. Enter Message Text
5. Click Send Text Message

Communicate with Participants

1. From the Admin Navigation → Activities → Activity Profile
2. On the Registrations panel
3. Click on the text message link
4. Enter Message Text
5. Click Send Text Message