

November 15, 2023

Dear Parent/Guardian,

The Richmond School District is implementing a new communication tool that will enable both the district and your child's school to send you text messages. This is being implemented to improve the ability to deliver time-sensitive information to you, including emergency notifications. Given the significance of this communication tool, we strongly encourage you to opt-in for this service. You can choose to opt-in by texting 978338 with a Yes. Please complete this action before November 30, 2023.

**To opt-in, please send a text message with a Y or YES to 978338**



Once you have opted in, you should receive a confirmation text message from School Messenger. School Messenger is fully compliant with the Student Privacy Pledge, ensuring the safety and confidentiality of your information. Your data will never be shared or sold to any third party.

Thank you for staying connected with us through this new communication tool.

## Frequently Asked Questions

### *How do I “opt-in” to receive text messages?*

- Ensure your child’s school has your cell number listed within MyEducation BC.
- Text **Y** to **978338** from each wireless device you wish to receive texts on.

### *How do I “opt-out” of receiving text messages?*

- Recipients not wishing to receive text messages to a particular number can simply do one of the following:
  - Do not opt-in and do not reply to the opt-in invitation message.
  - Text **STOP** to **978338** at any time.
  - Opt-out online at <http://schoolmessenger.com/txtmsg>.

### *I “opted-in”, but I am not receiving texts?*

- Ensure that your child’s school has your correct cell phone number in the MyEducation BC Student Information System. It may take 24 hours for a number to become active after being changed or added.
- Send a text with **Y**, from that specific device to **978338**. You should receive an opt-in confirmation message from the service.
- To receive texts on multiple devices, each device number must complete the opt-in process.

### *Will I be charged for the text messages I receive?*

- School Messenger does not charge recipients for text messages they receive or send, if using a Canada-based phone number; however, wireless providers may charge for individual text messages, depending on the plan associated with the wireless device. Please consult your carrier if you are uncertain if you have a text messaging plan.