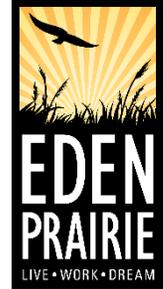


Parks and Recreation Texting System Instructions

Parks and Recreation sends announcements to everyone registered for a program via email, and we have the capability to send text messages as well. These messages are not frequent, but may include important information about the weather, a program cancelation, or some other relevant and timely message. Message and data rates apply.



Setting it Up

In your account, there is a section called “Household Primary Person Information.” This is where the information for cell phone texting capability is located. Every cell phone number listed in the Household Primary section can be set up to receive text messages.

Each member of a household may have their own cell phone number associated with their name and can opt in for text messages. Text messages are only sent to the individual on the account registered for a program. If that individual does not have an opted-in cell phone number associated with their name, the system will text all opted-in cell phone numbers listed under Household Primary.

How it Works

When a text message is sent to a member of your household who is registered for a program, the texting system does the following:

1. Verify if there is an **opted-in cell phone number attached to the registered individual.**
2. If yes, the text is sent to **just that individual’s cell phone.** *(For this reason we do not recommend listing a child’s cell phone under their individual name)*
3. If no, the text is sent to **every opted-in cell phone** listed under Household Primary.

Setting up your cell phone to receive text messages

Step 1 – Review and Update Your Household Account

1. Login to your account, click on your account name on the top right and a drop-down menu will appear. Under “My Account” select “Household Account Management,” then select “Household and Member Update.”



Manage Household and Members

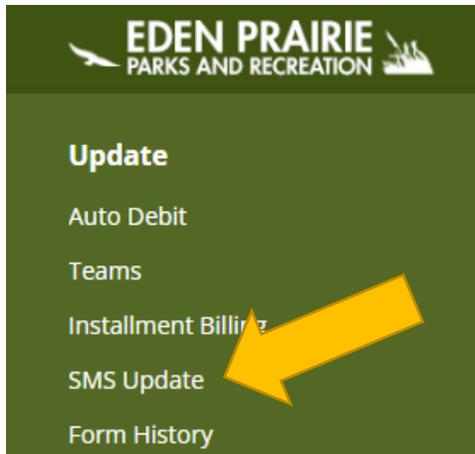
Manage your Household Information for all linked members or Add or Update Members linked to this household.

Household and Member Update



Step 2 – Opt In

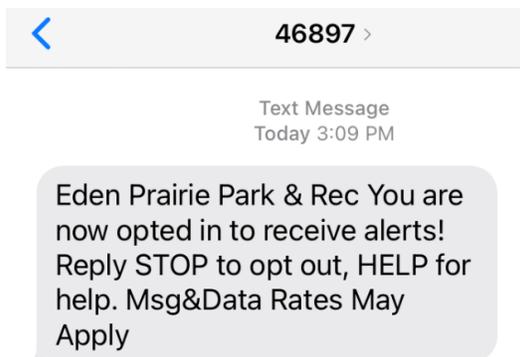
1. Go to the drop-down menu under your account name on the top right again. This time go to the “Update” section and select “SMS Update.”



2. Each cell phone number on the account will appear here and is opted out of text messaging by default.
3. Select “Opted In” for each number you wish to set up for text messaging.
4. Click “submit” at the bottom of the screen.

Step 3 – Receive a Text

1. Soon after submitting the opt-in information, a welcome text like the example below will be sent to each cell phone number that was opted in.



2. You can opt out at any time through your household account under SMS Update or you can simply reply STOP to any text to opt out.