# Opting-In, or Out, of Navigate Text Messaging

The Navigate platform at UW-Whitewater offers text messaging functionality that can be used by faculty/staff on a case by case basis to communicate with you regarding appointment reminders or other pertinent University announcements (think important dates, deadlines, signing up for graduation, etc.). Ultimately, texting efforts are focused on academic purposes to support student success initiatives. For those appointments scheduled through Navigate, automatic reminders are sent via text message 90 minutes prior to the appointment.

For the majority of texts sent, you *should* be able to respond directly to that message and continue the conversation with faculty/staff member until the question/item is resolved. The only time you would receive an 'error' is if the original message was sent to 100 or more students (i.e., campus-wide announcements).

How to Opt-In for Navigate Text Messaging

Texting access is directly fed from an area within WINS. If you choose to opt-in for texting, you'll need to simply log-in to WINS and navigate to the 'Profile' tile. From the student profile page, click on 'Message Student'.
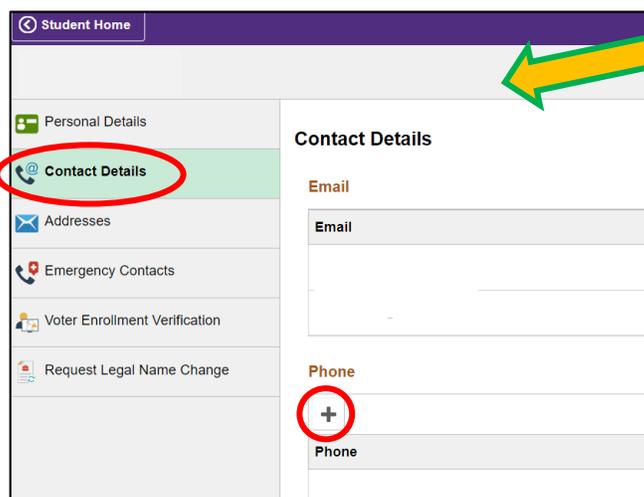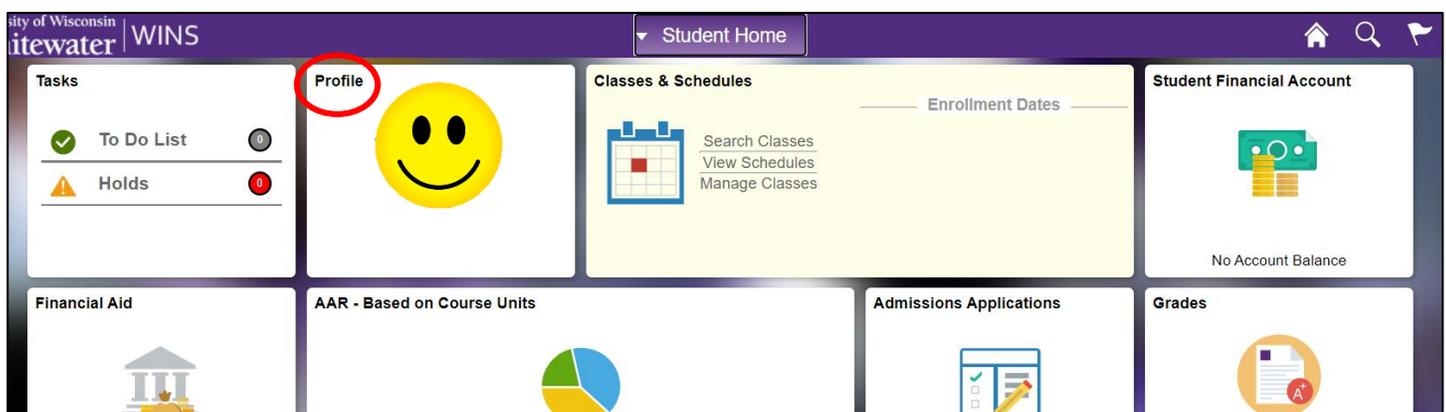
Next, click on *Contact Details*, and then select a phone number (click on it) or add one.

If you want to have texts sent to you, simply click the 'Enable Texts' box and save.
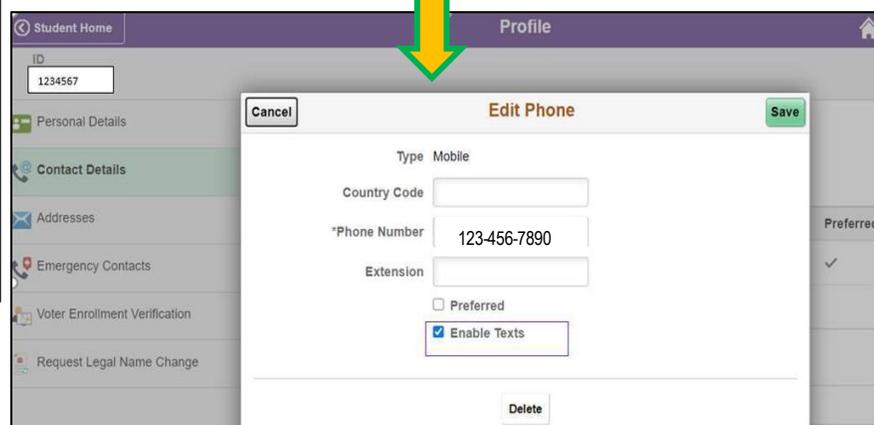
Text Message SMS Responses

Listed below are SMS commands you can use with Navigate text messages, which let you receive or not receive texts from Navigate as you wish.

SMS Command	Expected Response
HELP, INFO	"This service sends messages on behalf of your school such as personal messages from staff and appointment related information. Reply 'STOP' to cancel. Reply 'START' to opt in. Msg & Data rates may apply."
STOP, QUIT, CANCEL, UNSUBSCRIBE, END	"You have opted out from receiving texts to this number. Please reply 'START' to opt back in. Msg & Data rates may apply."
Other text: e.g. 'hi there'	"We're sorry. This number does not support incoming messages. Reply 'HELP' for info. Reply 'STOP' to cancel. Msg & Data rates may apply."
START	"You have opted in to receive texts to this number. Reply 'STOP' to opt back out. Msg & Data rates may apply."

When you reply "STOP", "QUIT", "UNSUBSCRIBE", or "END" to a text message/SMS sent from Navigate, you will be added to an opt-out list. This will prevent you from receiving future text messages from Navigate.

Once you are on the opt-out list, text messages will not come from Navigate. If faculty/staff attempt to text you after opting-out, Navigate will automatically convert the message to an email and send it to the student email on file.

If you want to receive SMS/text messages from Navigate after opting out, you will need to text "START" to the same number they sent the unsubscribe command to.

Frequently Asked Questions

Does the STOP opt-out only apply to messages from short codes, or to all text messages?

It only applies to messages from the short code. Honoring the 'STOP' command from 10-digit phone numbers per our SMS pooling technology is not something Navigate supports at this time. While they do honor the 'STOP' command for 5-digit short codes e.g. 91522, that is due to the way carriers classify short codes differently from long codes and the existing restrictions they place on these numbers for marketing purposes.

When a student replies STOP to no longer get texts, how can a student reverse this in order to get texts again if they change their mind?

If students want to receive SMS/text messages from Navigate after opting out, they will need to text "START" to the same number (915-22) they sent the unsubscribe command to. This will be the short code as students cannot opt out of texts from pooled numbers.

What happens if the student texts a response to a staff member?

This will come through as an email in Navigate and in the university's email system.