

## SMS TEXT MESSAGING

Whenever there is a last minute (day of) practice change made, we use our text message system through our website to send out a message, along with an email and push notification as well. Last-minute changes are typically changes caused by the weather or pool equipment problems that can cause a pool to close that is not expected and can often be last-minute changes.

If you would like to receive the above-type messages by text message, you must log in to your account profile on the website and set it up per the below:

- Make sure your cell phone number is in the "SMS" field.
- Your Cell Phone "Carrier" must be selected.
- **You must verify the number through the verification process. It must show as "verified", or you will not receive messages through the system by text message.** If it shows unverified, click on it to do the verification.

### **The only 2 items that we use the text messaging system for are:**

1. Last minute changes, as noted above
2. When signed up for a volunteer position, the system automatically sends you a text reminder the day before the job.

The system allows up to 2 phone numbers to be set up for text messages for each family account.

**Any time you make a change in your account profile, be sure to select "Save Changes" at bottom of that page to save any changes you have made.**

Any other team messages, other than the above last-minute day of changes are sent out only by email.

The system does allow you to have up to a total of 4 email addresses (including the 1 primary one you gave at registration), if you would like to add additional email addresses to receive email announcements, you will see that in your account as well in your account profile and may add any additional emails you wish.