

How can donors unsubscribe from receiving text messages?

Last Modified on 09/07/2023 11:35 am PDT

At any time, donors and supporters can **reply to a text message by texting back the word STOP** and unsubscribe from all future messages from your organization.

Stop

GSFAcademy has unsubscribed you from Organization alerts. No more messages will be sent unless you send us another msg. Info? visit igfn.us/h

They will then be unsubscribed from *all* of your keywords, and if you try to upload their number in a new list it will show up as "Unsubscribed."

Name	Email Address	Phone Number	Acquired By	Subscription Date	Status	Actions
Sarah Jones	sarah.jones@gsfacademy.com	1(626) 444-1111	Keyword	04/24/20	Unsubscribed	...

This is to prevent what may be considered spam texts: If a supporter unsubscribes from receiving texts yet you continued to text them against their permission, it would reflect poorly on your organization.

When a supporter texts any of your keywords, the reply will tell them how to stop receiving messages, "Text HELP for help, or STOP to end."

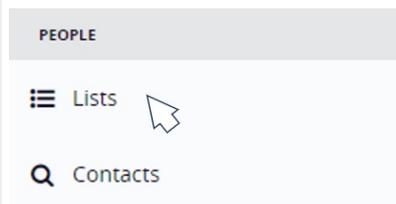
CLASS

Thank you for subscribing to the GiveSmart Fundraise Academy for class updates! We will be sending opportunities to join new classes soon. Msg&data rates may apply.4 msgs/mo.Txt HELP 4 help,STOP 2 end

When you send out a text message, the reply is automatically appended with the message "Text STOP to unsubscribe."

Hi Folks,
Thank you for attending our training. Please let us know your feedback in this survey:
<https://igfn.us//2pc8m2>
Text STOP to unsubscribe

For donors who are unable to unsubscribe themselves, you can manually unsubscribe them from your account by navigating to **Lists** on the left navigation bar.



Click **By Individual** in the left and search for the subscriber you wish to edit.

Click on the Plus sign (+) by their Lists and click any of the list(s) they are subscribed to edit.

Manage Contacts

By List

By Individual

Donor	Created At
1(626) [REDACTED] Verified Subscription status: <i>Subscribed</i> Last message sent: 04/24/2020 10:46 Name: Sarah Jones Address: 123 Main Street, San Gabriel, CA 91776 + Lists + Keywords	Jan 10 2017 at 08:38AM

Find their number in the list and click on the **three dots** to the right of their number, then on **Unsubscribe**.

Name	Email Address	Phone Number	Acquired By	Subscription Date	Status	Actions
Sarah Jones	[REDACTED]	1(626) [REDACTED]	Keyword	04/24/20	Subscribed	<ul style="list-style-type: none">View ContactUnsubscribeRemove from list

When you click **Unsubscribe** you will be prompted with a warning message to confirm the process.

fundraise.givesmart.com says

This action will unsubscribe phone from all of your lists. Would you still like to continue ?

If they only want to be removed from one list instead of being fully unsubscribed, then you can instead choose **Remove from List**.

Status ⓘ

Actions

Subscribed



Unsubscr

👁 View Contact

🚫 Unsubscribe

✖ Remove from list

The only way someone can re-subscribe to receive messages from your organization is *they* have to initiate it, by texting any of your keywords or entering their number into a mobile subscription form. You, as the organization cannot re-subscribe them by adding them to a new list.