SignUp and D!BS Automated Text Service Keywords

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This article lists keywords that your SignUp and D!BS systems respond to when included as a text-reply by your patrons. Our current texting service works in accordance with industry standard keywords that patrons may use unsubscribe or re-subscribe to the service's automated reminders. If a patron responds to the system's text reminder/confirmation text, with a message that includes the following list of keywords, the service will respond as described: STOP, STOPALL, UNSUBSCRIBE, CANCEL, END, and QUIT: Any patron reply-text messages with this contentÂ will stop customers from receiving messages from your library's number.Â START and YES: Any patron reply-textÂ messages with this contentÂ will opt customers back in to the messages coming from your library's phone number. HELP and INFO: Any patron reply-textÂ messages with this contentÂ will return a message informing the customer that they can use the above commands to control the delivery of messages. Â Please Note:Â If you patron is having issue receiving text reminders/confirmations from your SignUp or D!BS repectively, it is most likely due to the fact that at some point, the patron replied to a text reminder with a cancellation keyword, thus cancelling themselves from any further text reminders from your library. Â To remedy this issue, have the patron reply to your library's text service with the word "START", to reinstate their subscription to the text service.

 Custom Fields Applicable To: All Users**Attachments: No****Summary:** This article lists keywords that your SignUp, and D!BS systems respond to when included in a text reply by your patrons.

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