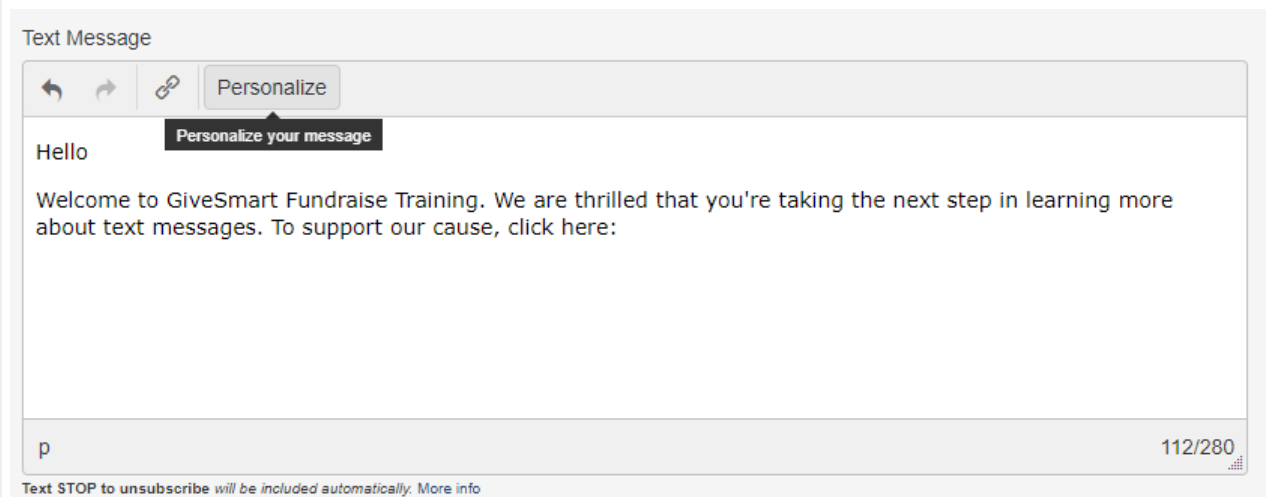


Personalized Text Messages

Last Modified on 09/07/2023 11:33 am PDT

With the **Enhanced Text Message Package**, you can provide a more personal experience by adding donor names and custom field answers to a text message.

The option to **Personalize** will appear at the top of the text message box. Place the cursor where you would like to insert the custom field, then click **Personalize**.




The screenshot shows a 'Text Message' editor. At the top, there are navigation icons (back, forward, link) and a 'Personalize' button. Below this is a text area containing the message: 'Hello', 'Welcome to GiveSmart Fundraise Training. We are thrilled that you're taking the next step in learning more about text messages. To support our cause, click here:'. A tooltip with the text 'Personalize your message' is positioned over the 'Personalize' button. At the bottom of the text area, there is a character count 'p' and '112/280'. Below the text area, a footer note reads: 'Text STOP to unsubscribe will be included automatically. More info'.

Personalize



Add a personal touch and create a positive messaging experience by adding contacts' personal info, including available custom info.

Choose the info you would like to insert

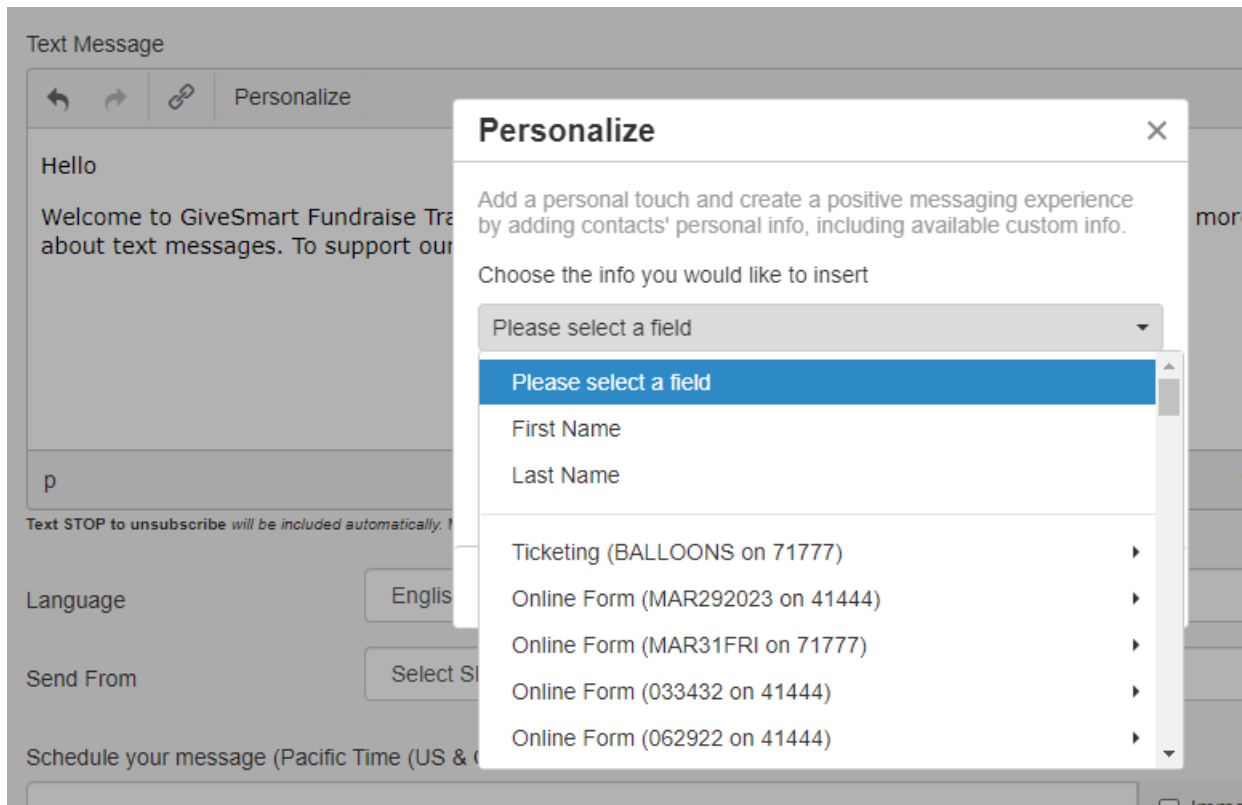
Please select a field 

If no info is available use (optional)

Cancel

Insert

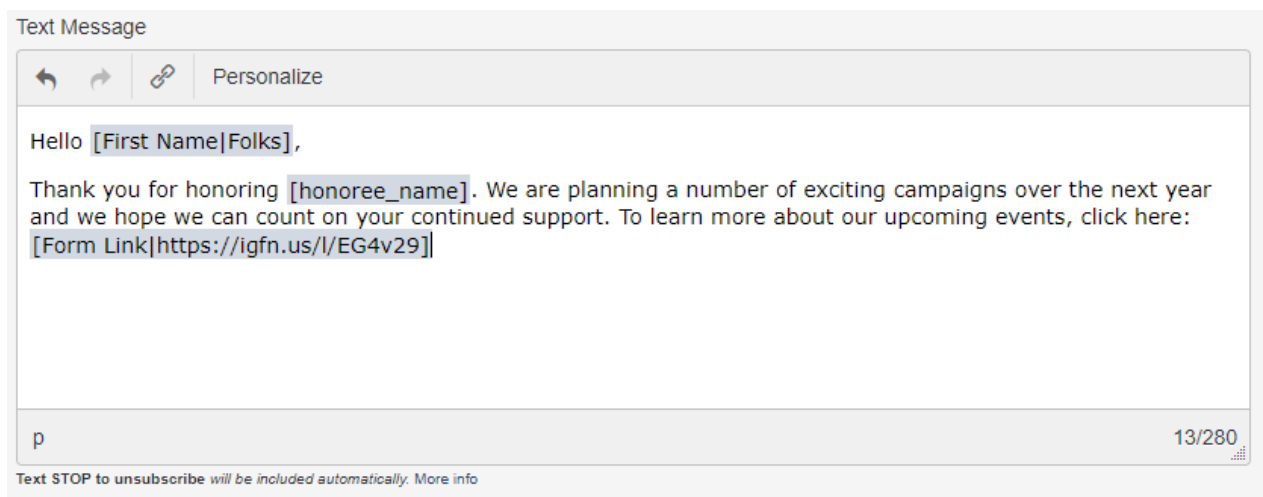
Choose the **Custom Field** you wish to insert. This function only supports First and Last Names of your constituents and any extra information you have set up to collect from your forms. It does not support any "standard" collected data like address or email (only their name).



If a contact does not have that field (such as first or last name) then insert a word or phrase to use instead in the **If missing info use** section. Choose a word that makes sense!

Click **Insert** to add it to your text message.

Continue to **build the message normally** and send the personalized text to your supporters!



This function supports:

- First names of up to 12 characters
- Last names of up to 13 characters
- Custom Elements up to 15 characters

Which, according to our research should allow for the vast majority of fields. If you have a supporter with a longer name it will default to the "missing" phrase, just like a record without a name would.

