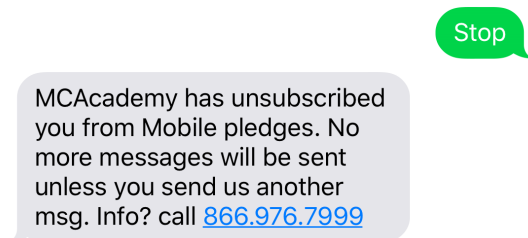


How can donors unsubscribe from receiving text messages?

Last Modified on 05/20/2022 4:48 pm 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.



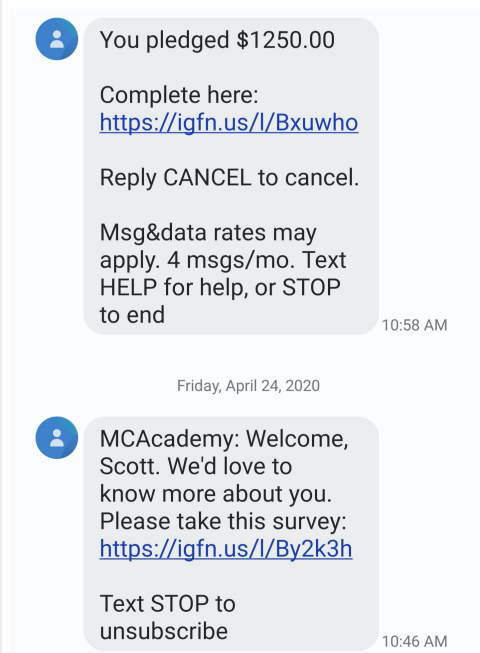
They will then be unsubscribed from *all* of your keywords, and if you try to upload their number in a new list it will show up as "Unsubscribed."

Name	Email Address	Phone Number	Acquired By	Subscription Date	Status	Actions
Sarah Jones	sarah.jones@mcacademy.com	1(626) 976-7999	Keyword	04/24/20	Unsubscribed	...

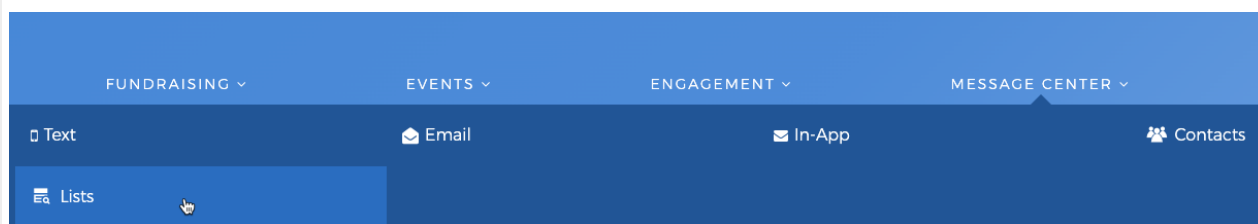
This is to prevent what may be considered spam texts: If they unsubscribe from receiving your texts, and then maybe you add them to a new list by uploading their number and they start receiving messages again, it would give your potential supporter a bad experience from you.

When they text your keywords, the reply will tell them how to stop receiving messages, "Text HELP for help, or STOP to end."

Each text message you send is automatically appended with the message "Text STOP to unsubscribe."



For donors who do not wish to or are unable to unsubscribe themselves, you can manually unsubscribe them from your account by selecting **Message Center > Lists**



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

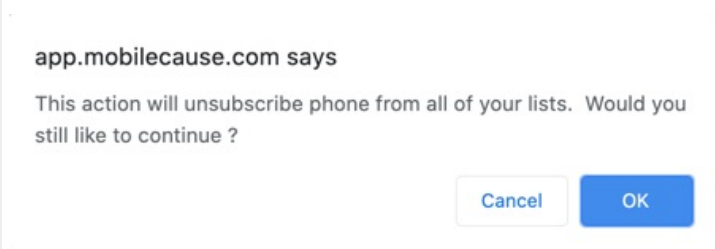
By Individual

Donor	Created At
<p>1(626) [redacted] Verified</p> <p>Subscription status: <i>Subscribed</i> Last message sent: 04/24/2020 10:46</p> <p>Name: Sarah Jones Address: 123 Main Street, San Gabriel, CA 91776</p> <p>+ Lists</p> <p>+ Keywords</p>	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]@mobilecause.com	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.



If they only want to be removed from one list, such as a daily message list you have created, then you can instead choose **Remove from List**.

The only way someone can re-subscribe to receive messages from your organization is that *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.

