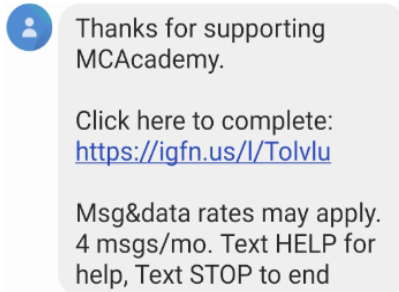


Customizing Text Message Responses

Last Modified on 09/22/2023 2:48 pm PDT

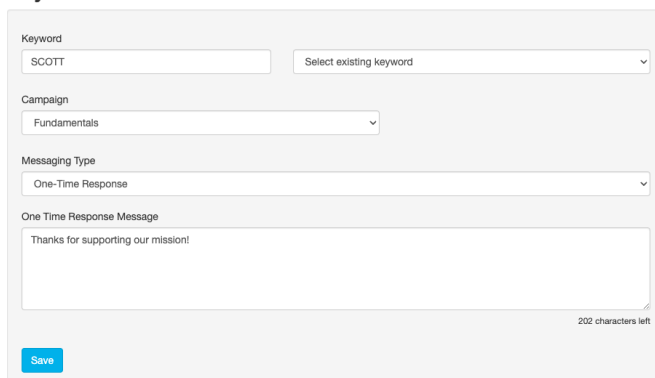
I want to change the wording of the automated text message that my supporters get when they text in to order tickets, complete a survey, etc."



This message was set up and locked into place in this format due to regulations.

Right now, the only custom, automated message you can send is the one you can set up as a **One Time Response**. To locate the One-Time Response field, click **Activity Keywords** from the left navigation, then select a subscription activity.

Keyword

A screenshot of a web form titled "Keyword". It contains several fields: "Keyword" with the value "SCOTT" and a dropdown menu labeled "Select existing keyword"; "Campaign" with a dropdown menu showing "Fundamentals"; "Messaging Type" with a dropdown menu showing "One-Time Response"; and a large text area for "One Time Response Message" containing the text "Thanks for supporting our mission!". A character count "202 characters left" is visible at the bottom right of the text area. A blue "Save" button is located at the bottom left.

For more on building an SMS Subscription activity, [click here](#).

You *can* use the shareable link from any Activity with the SMS Subscription One Time Response message, but you will lose the functionality of the Fulfillment reminder text messages, which may result in less fulfillment rates.