Sign on

How do I get access to this site?
Your Director has the ability to add and delete User Accounts in the Text Message Center. If you are a new Director, please see your Campus President to be added.

I’m having trouble logging into my account.

a. Is this your first time logging into the Text Message Center 2.0? If so, use the following Login Checklist:
   • Are you using the correct **Username** and **Password**?
     Check with your Director to be sure that your Username and Password meet the following criteria:
     i. Your **Username** = your CCi email address. This includes the @cci.edu extension
     ii. Your initial **Password** = Your three digit campus ID
   • If yes, then you may not have an active account in the Text Message Center. Ask your Director to create a new account for you.

b. If this is not your first time logging into the Text Message Center 2.0, visit the Help page to have a new password automatically sent to you.

I forgot my Username.

a. Your **Username** is the same as your CCi email address.

I forgot my Password.

a. At the bottom of the Text Message Center 2.0 login page you’ll find a link to the Help page.

b. From the Help page, find the section titled: **Forgot Your Password?**

c. Type your email address in the field.

d. Click **Submit**.

e. A new password will be emailed to you.
I requested a password change, I requested a new account, nothing’s working.

a. At the bottom of the Help page you’ll find a link for further help with your account. Select the link to open the Support Request Form.

b. Complete the Support Request Form, stating the details of your problem. Include, in the Request field, the steps that you took preceding your request.

c. Click Submit.

Sending Messages

How do I send a text message?

How can I send a text message to large groups?

How can I schedule a text message to be sent at a specific time?

Check out our New User Training module to learn how to send a Text Message. It’s located in our Help Page.

For “Just In Time” instruction on how to complete a specific step, click next to that step to open a demonstration.
I do not see the message that I need to send.

a. Click the link directly above the Message List of the Text Message Center’s main page. This will open the New Message Request Form.

b. In the Actual Text Message field, type the body of the message that you wish to send. Watch your message length! Text messages in the United States cannot exceed 160 characters (including name and phone number). In Canada, the limit is 136 characters.

c. Then select the Department that would be responsible for sending the text message.

d. In the Instructions field, describe the unique purpose of the text message serves, and identify any fields that may hold variable information.

e. Click Submit.

f. These messages will be reviewed on a quarterly basis and added based on demand and cross campus usage. Approved messages will appear in the Message List 30-45 days after review, and will be labeled “New.”

g. For “emergency” “one off” message requests, email the body of the text message, along with the unique purpose of the message and the date by which the message must be sent, to ccitext@cci.edu, where your request will be reviewed.
Text Message Management

When can I send a text message to a customer?
We can only send text messages to those customers who have “opted in” to this service.

- Current students
- Someone who has completed the first page of the enrollment agreement (and included his/her cell phone number in the appropriate field) as having “opted in.”
- A prospect whose adkey starts with IF (internet free) or IS (internet search) with a lead date of 11/2/09 and beyond.

What if someone wants to “Opt Out” of receiving text messages?
If a customer wants to opt out of receiving text messages, we must honor wishes by putting their phone number on our “Do Not Text” list. There are two ways to do this:

1. If you were notified of a customer’s wish to “opt out” via text:
   a. In your email client, click “Reply.”
   b. Change the subject line of the text message to:
      i. Cancel
      ii. Quit
      iii. Arret
   c. Send the email. The phone number will automatically be added to the “Do Not Text” list. Your customer will not receive any further text messages.

2. If your customer spoke to you face-to-face, or over the phone:
   a. From the Text Message Center 2.0 Help Page, select the Do Not Call Form link.
   b. Enter your customer’s Mobile Phone Number.
   c. Click Submit.

Block Recipient Form

If an individual no longer wishes to be contacted via phone call or text message, you will need to add their mobile phone number to the Do Not Call list.

In order to add a mobile phone number to the Do Not Call list, please enter the number in the Block Recipient Form field below and press the Submit button. You only need to include the 3-digit area code and 7-digit phone number (no “1” at the beginning). The Form field will also accept dashes, periods and parentheses.

Mobile Phone Number

Submit
Other Questions

I use to have admin access on Texting 1.0 that allowed me to add my own accounts. How can I get admin rights back?

1. Please contact your Director or Campus President. They have the ability to grant you these rights.

The Text Message Center 2.0 isn’t working – I am getting an error message.

1. From anywhere within the Text Message Center (you may need to press your web browser’s Back button, or return to the login page), navigate to the Text Message Center Help Page.

2. At the bottom of the Help page you’ll find a link for further help with your account. Select the link to open the Support Request Form.

3. Complete the Support Request Form, stating the details of your problem. Include, in the Request field, the steps that you took preceding your request.

4. Click Submit.