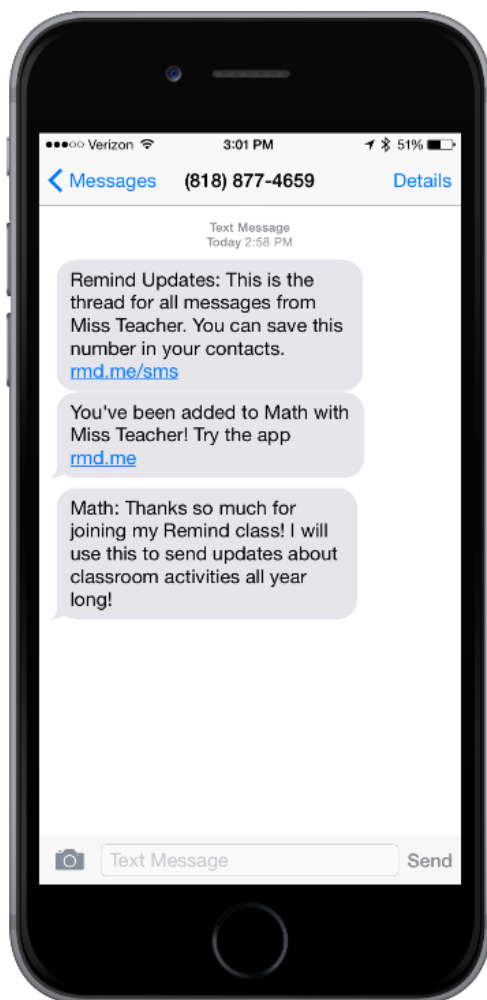


What Remind texts look like

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Customer Support

When someone joins a class via text, they'll get an automatic notification with the class owner's display name. Each class announcement will be labeled with the class name, while individual messages will be labeled with the display name. Here's how it looks.



Participants receive all messages from one specific teacher in one thread.

Messages will come from a different phone number for each teacher.

For example, announcements and messages from Ms. Smith will come from one number (555-555-5555), while announcements and messages from Mr. Jones will come from a different number (888-888-8888). You can save these numbers in your contacts list under the teacher's name.

The area code for these numbers is randomly assigned and doesn't change the normal cost of receiving a text message.

You can save these numbers in your contacts list under the teacher's name.

If a class is shared by multiple teachers, messages will still come from the phone number of the teacher who sent the announcement or conversation. If a class has two owners, the students will receive messages from 2 different numbers depending which teacher sent the announcement*.

To join more classes, text the class code to 81010 (US only).

Example: Text @math to 810-10

In response to a teacher's announcement or chat, text these commands to:

- ▶ **Leave a school:** leave a school *and* all the classes linked to it @LEAVE @"schoolcode"
- ▶ **Leave all classes owned by this teacher:** @LEAVE
- ▶ **Leave a teacher's specific class** (but stay in this teacher's other classes): @LEAVE @"code"
- ▶ **Send a reply:** Replying to an announcement will automatically start a direct conversation between you and the participant who sent the announcement. We'll let you know if your teacher is not available to receive a reply.
- ▶ **Send a report** to Remind for any inappropriate messages. We will review this content and take action if outside of our Community Guidelines: @REPORT

You can always text @STOP to 81010 as well to block all texts from Remind.

To unblock Remind simple text any school or class code to 81010.

If you are in a conversation with multiple people:

- ▶ **Leave the conversation** (you will no longer receive any responses in that conversation and cannot rejoin. The teacher will need to add you back in if desired.): @LEAVE
- ▶ **Send a report** to Remind for any inappropriate messages. We will review this content and take action if outside of our Community Guidelines: @REPORT

*When first joining or being added to a class with multiple owners, you can expect a welcome message from each owner. For example, if there are 3

owners for a class, when a participant joins via text they'll receive 3 text messages in response for the same class, one for each owner.

[Download the Remind app](#) for additional ways to manage your classes and send messages. You can still receive messages by text even if you have the app: rmd.me/a

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