

Text Messaging FAQs

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Glossary of Terms

Term	Definition
CA%	Commitment Adherence Percentage
CR	Client Results
CSP	Client Support Professional
IB	Independent Business
IBO	Independent Business Owner
Starmatic™	The scheduling system that is utilized by Arise to request intervals on specific client programs, and by IBs and their CSPs to accept servicing hours

Introduction

1) What is the text messaging feature?

The text message feature is an exciting new tool that allows IBs and their CSPs to receive urgent service updates from Arise straight to their mobile phone via text message!



2) When does the text message feature launch?

You can opt-in to receive text messages as soon as your Portal Profile is created or any time thereafter. To give you time to check with your mobile carrier and make any necessary changes to your mobile plan, text messages will start going out as of **4/17/2015**.

3) What number will I receive Arise text messages from?

Text messages from Arise will be sent from the number 954-289-5984.

4) Why might I receive text messages?

Initially only Urgent Service notifications will be sent via text messaging. With future updates, additional notifications may be included. You will be notified of any expansions in notifications that may be sent to you via text message.

5) At what times will I receive text messages?

Text messages will be sent generally between 9am – 7pm ET, or during the normal hours of operation for the Client Program your business is contracted with. However, it is possible that text messages for urgent service could be sent at any time of the day or night.

6) Can I choose what times I receive text messages?

No. By opting-in to receiving text messages, you opt-in to receiving text messages for the Client Program you service on behalf of your IB which may be sent at any time.

7) What are the benefits of receiving text messages?

By opting in to receive text messages, your business can stay updated on servicing opportunities while on the go. Using the Starmatic Mobile Site, you can even pick up Urgent Service intervals from your mobile phone!



8) Do I have to pay for text messages?

If you opt-in, you will be responsible for all standard text messaging fees charged by your wireless carrier for each message you receive in accordance with the terms of your cellular subscription plan. Other carrier specific rates may apply depending on your individual wireless pricing plan in accordance with your wireless customer agreement. You are responsible for all applicable taxes. Consult your wireless service provider regarding their pricing plans. Other charges may apply.

Opting in for text messaging

9) How do I opt-in to receive text messages?

To opt-in to receive text messages simply check the **“Check here to confirm your agreement to receive text messages from Arise”** box in the Contact Information section of your Portal profile.

- I. Login into the Portal
- II. Locate the “My Menu Option” then click “Profile” (This will take you to the new portal profile page)
- III. Click “Edit”
- IV. **Provide your mobile phone number and make sure that all of your contact information is up-to-date**
- V. Click the check box at the bottom left-hand side of the page that says **“Check here to confirm your agreement to receive text messages from Arise”**

10) How do I opt-out of receiving text messages?

To opt-out of receiving text messages simply uncheck the **“Check here to confirm your agreement to receive text messages from Arise”** box in the Contact Information of your Portal profile.

- I. Login into the Portal
- II. Locate the “My Menu Option” then click “Profile” (This will take you to the new portal profile page)
- III. Click “Edit”



- IV. Deselect the check box at the bottom left hand side of the page that says “**Check here to confirm your agreement to receive text messages from Arise**” and make sure it is now unchecked

11) What if I do not opt-in, will I still receive email updates from Arise?

Yes. Text messaging is an optional feature for your business, and is NOT required. Important updates sent via text message will also be sent via email as usual.

12) What happens if I respond to text messages?

Nothing will happen if you respond to a text message from Arise. If you have any questions and need help, please refer to AVA.

13) Can I change the phone number that text messages are sent to?

Yes. To change the mobile number that text messages are sent to, simply change the number provided in the “Mobile Phone” section of your Contact Information in the Portal profile.

General Information

14) Will I receive text messages for all Client Programs?

If you opt into receive text messages, you will only receive text messages regarding the Client Programs that you service on behalf of your Independent Business. If you service multiple programs, you will receive one text per program offering urgent service.

15) Will Canada and the United Kingdom be able to opt-in for text messages?

No. Due to carrier fees and other restrictions, only IBs and their CSPs in the United States will be able to receive text messages at this time.



16) As an IBO, will I receive text messages on behalf of the CSPs supporting my business?

Not at this time. If you opt into receive text messages, you will only receive text messages regarding the Client Programs that you service on behalf of your business. We are looking into adding this feature as a future enhancement.

17) Can I select which Client Programs I receive text messages for?

No. By opting into receiving text messages, you opt into receiving all text messages for all Client Programs that you service on behalf of your Independent Business. At this time, you cannot select specific client programs for which to receive text messages.

18) Will text messages be sent out on behalf of all Client Programs?

Yes. Text messages will be sent out on behalf of all US-based Client Programs. Some programs may send messages more or less frequently than others.

19) If I opt-out of the text message feature, how soon will I stop receiving text messages?

After opting out of the text message feature, you will stop receiving text messages within 24 hours. If you are still receiving text messages after you opt out, please contact Partner Support.

20) Can I opt back in to receiving text messages after I opted out?

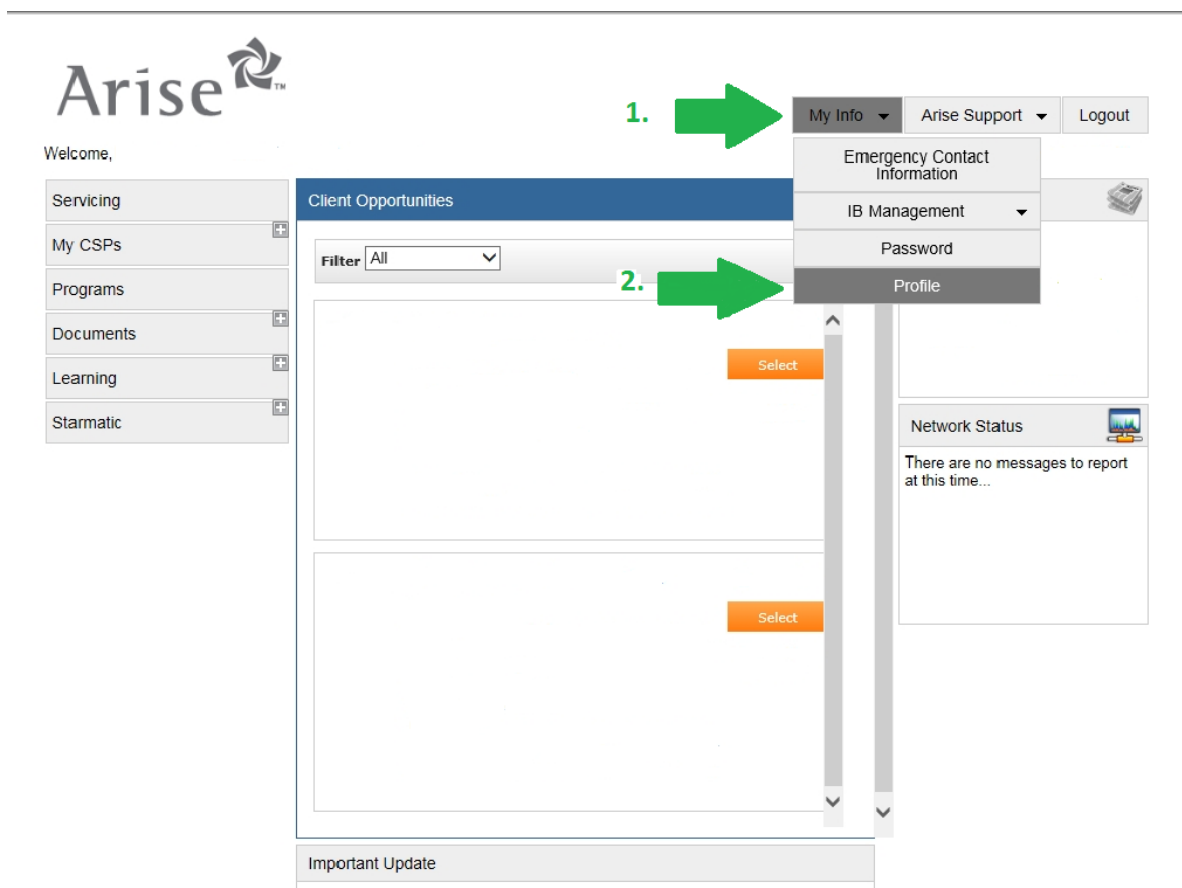
Yes. You can opt in or out of the text message feature at any time by simply selecting or deselecting the check box on your Portal profile.



For additional assistance on how to opt-in/out of text messaging, see the screenshots below

Navigation:

1. Login into the Portal and Locate the “My Info” menu option
2. Click “Profile” (This will take you to the new portal profile page)






3. Click “Edit”

Arise Testing Opportunities

My Profile

Contact Information | **Edit**  **3.**

Primary Phone:
Secondary Phone:
Service Phone:
Mobile Phone:

CSP ID
Email:

Change Password

Home
CSPs
Documents
Reference
Starmatic



4. Update all your contact information and provide your mobile number to receive text messages. (The number provided MUST be a mobile number in order to receive text messages)
5. Locate the check box at the bottom left hand side of the screen
 - Check the box to opt in, and uncheck the box to opt out

Arise Testing Opportunities

My Profile **4.**

Contact Information

Title Gender

First Name Middle Name

Last Name CSP ID

*Email *Confirm Email

*Address1

Address2

*City *State Country *Zip Code

*Primary Phone Secondary Phone *Service Phone

Mobile Phone

5. Check here to confirm your agreement to receive text messages from Arise. * If you no longer wish to receive text messages un-check this box at anytime.

*Please note that you will be responsible for all text messaging fees charged by your wireless carrier for each message you received, in accordance with the terms of your wireless subscription plan. Other carrier-specific rates may apply, depending on your individual wireless pricing plan, in accordance with your wireless customer agreement. You are responsible for all applicable taxes. Consult your wireless service provider regarding their pricing plans as other charges may apply.



6. A check mark in the box confirms you have opted in for text messaging


Arise Testing Opportunities Support Profile Logout

Home
CSPs
Documents
Reference
Starmatic

My Profile

Contact Information

Title	Gender		
Choose... ▾			
First Name	Middle Name		
Last Name	CSP ID		
*Email	*Confirm Email		
<input type="text"/>	<input type="text"/>		
*Address1			
<input type="text"/>			
Address2			
<input type="text"/>			
*City	*State	Country	*Zip Code
<input type="text"/>	<input type="text"/>	United States	<input type="text"/>
*Primary Phone	Secondary Phone	*Service Phone	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Mobile Phone			
<input type="text"/>			

6.  Check here to confirm your agreement to receive text messages from Arise. * If you no longer wish to receive text messages un-check this box at anytime.

*Please note that you will be responsible for all text messaging fees charged by your wireless carrier for each message you received, in accordance with the terms of your wireless subscription plan. Other carrier-specific rates may apply, depending on your individual wireless pricing plan, in accordance with your wireless customer agreement. You are responsible for all applicable taxes. Consult your wireless service provider regarding their pricing plans as other charges may apply.

Change Password