## ODIN Text Notices (Polaris) Quick Info Sheet

ODIN’s SMS (text) notices for Polaris are supported by Shoutbomb LLC.

Messages will be received from **844-503-6367**. It is recommended for patrons to create a contact for this number in their phone.

### Getting Started

Patrons **will not** be required to sign up for text notifications separately. Once their Polaris registration is specified with ‘TXT Messaging’ as the main notification option or the ‘Additional TXT Message’ checkbox is selected, a scheduled process will automatically opt them in. This may take up to an hour from registration during regular business hours. We recommend phone numbers be entered in 555-555-5555 format.

Once complete, patrons will receive a ‘Welcome’ message with brief instructions about using the service.

**Multiple Accounts:** Patrons may have multiple accounts registered for text messaging to the same phone number. This will be determined by the *Notification Settings* in the Polaris registration. Each account must be enabled for text messaging (as the main *Notification Option* OR by selecting the *Additional TXT Message* checkbox) with the desired SMS phone number entered in the *Text Messaging Phone* field.

### Notifications & Keywords

**Available Notifications:** FEES, HOLDS, OVERDUE, RENEW, ANNOUNCEMENTS, CLOSURE

All notifications are active by default and will be sent between 9am-9pm CST. Each time a patron sends the above keywords, it will act as an on/off switch for that notification type.

**Available Keywords:**

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| **MYBOOKS** – Account(s) overview. Lists current checkouts with due dates, holds, and fees.**MYCARDS** – Lists accounts (with expiration dates) currently registered for SMS messaging on your phone.**ALL** – Attempts renewal of all eligible items.**CXH –** Cancel holds in ‘Held’ status.**IOWEU** – Shows total fines/fees for each registered library card.  | **HL –** Lists holds available for pickup.**OL -** Lists overdue items that are eligible for renewal. **RL –** List items eligible for renewal. **NOTICES** – Lists all active/inactive notifications.**HELP** – Receive info for available keywords.* **HELP**[space]**KEYWORD** – Receive information and instructions related to that keyword.

***Example:*** Text HELP HOLDS to receive more information about the holds notification. |

### Opting Out

Patrons will be automatically opted out of text notifications when the notification options in their Polaris registration are updated. This may take up to an hour from the update.

**Important Note:** Patrons may block text messages immediately by sending the keyword STOP. The keyword UNSTOP will unblock messages; however, the notification settings in their Polaris account must be updated to enable text messaging before they will begin receiving notifications again.