

Mobile Text Alerts FAQs

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Why can't OP just put something on the notification sidebar?

We will update the notification sidebar. However, sometimes the technology issue is related to being able to access/log on to OP. Also if a user is already logged into OP, s/he will not see the alert on the notification sidebar. Text alerts provides another communication channel.

Will you also be posting this information in other places?

Yes. Our goal is to provide updates via several different channels, including texts, the notification center, and the Help Center.

Will you take into account I'm on the west coast and don't want an alert at 5 AM?

At least initially we will not be able to separate our clients by time zones. However, we hope to be able to do this within the first month of having the text alert channel up and running.

Will I be able to opt out of receiving these text alerts?

Yes. Reply stop to any of our alerts to unsubscribe.

How do I subscribe to text alerts? How do I re-subscribe if I opted-out?

You can use the link in the original communication we sent. You can also visit our Help Center and access the mobile text alert link there. To sign up for text alerts: https://platform.mobile-text-alerts.com/subscribe/Office_Practicum_System_Alert

Who at my practice should sign up for text alerts?

Although technically all practice employees can sign up for the service, we ask that only providers, practice administrators, and office managers do so. This will enable the service to remain complimentary for the entire OP Community. We encourage you to implement an internal distribution channel based on your practice needs.

Will I receive alerts for cloud issues if I'm an on-premise server user and vice versa?

At least initially we will not be able to separate our clients by platform. However, we hope to be able to do this within the first month of having the text alert channel up and running.

Will my personal information be used for any other purpose?

No, text alerts will only be used to notify our clients when OP is experiencing technical difficulties. Office Practicum is partnering with Mobile Text Alerts (MTA) to provide this service. Like OP, MTA respects your privacy.

Click here to review their privacy policy: <https://mobile-text-alerts.com/privacy>

Will there be any costs associated with this service?

As long as only providers, practice administrators, and office managers sign-up, the service will remain complimentary for the entire OP Community. However, message and data rates may apply. Please review your mobile phone carrier's service agreement for confirmation.

Am I going to get inundated with texts from OP?

No, if OP experiences a severe technical issue we imagine sending three text alerts: the first to notify you of an issue; the second to provide an update (if needed); the third to confirm the issue has been resolved.

What if I notice functionality in OP software seems to be down but I have not received a text alert?

If you believe functionality is down in OP software, please contact Support.

You may be the first Practice noticing a problem, or we may be in the process of exploring how widespread an issue is. Let us know so that the OP team can respond appropriately.
