**FAQ’s for Text Messaging Service**

1. What will SGUL send me texts about?

*The text message service will be used to quickly and effectively communicate late (under 24 hours) changes/cancellations in the teaching or examining timetable. It will also be used in emergency situations, to inform students of closures to the university or other emergency situations that effect your study/safety.*

1. How do I un-subscribe from the service?

*To unsubscribe to the service, simply reply to any non-emergency text message you receive with ‘ STOP ALL’. This will remove you from the texting lists of timetable changes/cancellations. You WILL still be texted in an emergency situation even if you have previously un-subscribed.*

1. Can I re-subscribe if I have previously un-subscribed?

*Yes you can. To re-subscribe simply text “Subcribe SGUL” if you have any issues when re-subscribing please contact the text administrator (**textadmin@sgul.ac.uk**).*

1. Will I be charged to receive these texts?
*SGUL do not charge students to receive these texts. You will however need to check with your mobile service provider to see if they will apply any charges for texts received. These are generally low, if applicable. We will send only essential messages to you to keep these costs, if any, to an absolute minimum.*

NB: *Please ignore information on the Blackboard website, which may appear at the bottom of some text messages.*

1. How do I add my mobile telephone number?

*If you wish to add your telephone number to the system, simply update your student records on the portal at:* [*https://evision.sgul.ac.uk/urd/sits.urd/run/siw\_lgn*](https://evision.sgul.ac.uk/urd/sits.urd/run/siw_lgn)*. You can only have one mobile number in the system.*

1. How can I update my details if my mobile telephone number changes?

*If you change your mobile number you need to update your details on the portal. Our texting list will be updated from the information on the portal nightly – so your number will be changed and in use the very next day!*

*Update your personal student record on the portal here:* [*https://evision.sgul.ac.uk/urd/sits.urd/run/siw\_lgn*](https://evision.sgul.ac.uk/urd/sits.urd/run/siw_lgn)

1. Can I use the text service to send information to SGUL?

*No, the text message service is a one-way service (except if you want un-subscribe). Communication with the university should continue to be carried out face-to-face, or via telephone call or email.*

1. Will my telephone number be passed to third parties?
*No, SGUL is subject to the Data Protection Act and protects the personal data of students through a number of measures. All message senders are trained in DPA requirements. We require our service provider for text messaging to treat your personal information as fully confidential and to fully comply with all applicable UK Data Protection, consumer legislation and our contracted agreement. We take our responsibilities seriously in this regard and are committed to protecting your personal information.*
2. How do I know if the Text Messages I receive are legitimately from SGUL?
*All text message that the university send out will be from the following number - 00447537401773, any texts sent from different numbers poising as SGUL should be treated with caution*

*If you have any more questions about text messaging, email them to* *studentcentre@sgul.ac.uk* *and we will add them to the FAQ list and provide answers.*