# How to receive text messages from UCSF Health

There are two ways you can opt-in to UCSF Health text messages. The easiest way to begin or continue receiving text messages from UCSF Health is to text "START" to 48432 to opt-in.

You can also opt-in to receive text messages through MyChart. Get started by following these easy step-by-step instructions.

1. From the MyChart Menu, navigate to **Account Settings** > **Communication Preferences**.

Your Menu 😽		UCSF Cancer Support Services	5	
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Communication Preferences			·	
Back to the Home Page	1	🔒 Back to the Home Page		

#### 2. Click the Subscribe button under the Text Message section.

Conta	act Information	Appointments	~
Email		Email, Text message, Push notification, Mail	
Mobile	astname@email.com <sup>phone</sup>	Messages	
415-	555-5555	Email, Text message, Push notification	~
Revie	w contact information		_
Settir	igs	Health	~
_	Email	Email, Push notification	1
$\bowtie$	30 of 37 notifications turned on	Billing	
0	Text message	Email, Text message, Push notification	~
Ś	14 of 38 notifications turned on		
	You will not receive text messages	Questionnaires	~
-	You must subscribe to receive important text messages,	Push notification	
	including the text message notifications you've enabled	Account Management	
	on this page.	Email. Text message. Push notification	~
B	Push notification		
H	32 of 33 notifications turned on	Telehealth	~
0	Phone	Email, Text message, Push notification	·
\$	0 of 1 notifications turned on	To Do	

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3. Review the Manage Text Subscriptions section and approve Terms and Conditions.

Manage Tex	xt Subscriptions
	Mobile number 415-555-5555
	Message subscription
	Choose which text messages you would like to receive:
	Account, patient, and visit updates Messages will be sent from 48432
	Text messages related to your relationship with UCSF Health, including updates related to your visits, UCSF MyChart account, one-time passcode, billing notifications, prescription reminders, and care management will be sent to phone number above. Message and data rates may apply. Message frequency may vary. For help text HELP and text STOP to opt out of notifications from a specific short code. Please review terms and conditions and privacy policy below.
	Return to communication preferences

4. Make sure the **Text Message toggle** is switched on.

How to update/verify communications preferences in MyChart.

- 1. From the MyChart Menu, navigate to **Account Settings** > **Communication Preferences**.
- 2. In the **General section**, verify notifications from UCSF Health are toggled on for your preferred method(s) of contact. (Email, Text, Phone or Mail)
- 3. To see which notifications will be sent through a specific contact method, expand the communication type(s) grouped under the **Details section**.

For example: Appointments, Messages, Health and Billing are each their own communication type. You can decide which method of contact you prefer for each communication method within a grouped communication type.

Contact Information	Appointments
Email firstlastname@email.com Mobile phone 415-555-5555 Review contact information	Email, Text message, Push notification, Mail Alerts and notifications about upcoming or past appointments.           Email         6 of 9 notifications turned on
Settings	Vert Text message 2 of 10 notifications turned on
Email 30 of 37 notifications turned on	Push notification           5 of 5 notifications turned on
Text message 14 of 38 notifications turned on	CO Phone Of 1 notifications turned on
Push notification 32 of 33 notifications turned on	Mail Constructions turned on Construction
Phone 0 of 1 notifications turned on	Advanced settings ^
Mail 1 of 3 notifications cannot be turned off	After Visit Summary
Update my preferences for communications I receive about others	Email Contraction Email
To update how you receive communications about a specific person, switch to their record.	C Text message

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4. Within the expanded communication type, select Advanced settings to review and update how you receive specific notifications in each section

Communication Preferences	
General	Details
Contact Information Email firstlastname@email.com Mobile phone 415-5555555 Review contact information Settings	Appointments         Email, Text message, Push notification, Mail         Alerts and notifications about upcoming or past appointments.         Email 8 of 9 notifications turned on         Text message
Email 30 of 37 notifications turned on Text message	2 of 10 notifications turned on     2 of 5 notification     5 of 5 notification     C     Phone
Push notification     So an outpression	Mail     Image: Construction of the second sec
© prione 0 of 1 notifications turned on	Advanced settings 🗸
1 of 3 notifications cannot be turned off         Image: Update my preferences for communications I receive about others	Messages Email, Text message, Push notification
Io update how you receive communications about a specific person, switch to their record.	Health

For example: Within the expanded **Appointments** communication type, you can choose to receive After Visit Summaries by either email, text, or both. You can also choose to receive Appointment Confirmations via email, text, phone, or all three. If you only want to receive a certain communication via one communication method, make sure your preferred method is the only one toggled on.

Re	vie	w contact information		
Se	ettir	ngs		
Þ	3	Email 30 of 37 notifications turned on		
3	Ð	Text message 14 of 38 notifications turned on		
C		Push notification 32 of 33 notifications turned on		
Q	\$	Phone 0 of 1 notifications turned on		
α	₫	Mail 1 of 3 notifications cannot be turned off		
	~	Update my preferences for communications I receive about others		
То	upda	ate how you receive communications about a specific person, switch to their record.		
You ar	re su	bscribed to receive text messages. Manage your subscription	VZ. W	
Sav	ve c	hanges		2

5. When finished with your preferences, select **Save Changes**.

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## What if I no longer want to receive texts from UCSF Health?

To opt-out of recurring automated messages from UCSF Health, text "STOP" to 48432 at any time or manage opt-out status via your Communication Preferences within your MyChart account.

Please note that texting STOP will stop ALL text messages from UCSF Health. If you would like to continue receiving certain types of text messages from us, please update your Communication Preferences in MyChart.

From the MyChart Menu, navigate to **Account Settings** > **Communication Preferences**. Select Manage Text subscription.

Nekile sumber
Mobile number
415-555-5555
Message subscription
Choose which text messages you would like to receive:
Account, patient, and visit updates Messages will be sent from 48432
Text messages related to your relationship with UCSF Health, including updates related to your visits, UCSF MyChart account, one-time passcode, billing notifications, prescription reminde and care management will be sent to phone number above. Message and data rates may apply. Message frequency may vary. For help text HELP and text STOP to opt out of notifications for specific short code. Please review terms and conditions and privacy policy below. SMS Terms and Conditions C Privacy Policy C
Return to communication preferences

## On the Message Text subscription page, turn off Toggle.

### **Need help?**

You can call UCSF MyChart Customer Service at (415) 514-6000, 24 hours a day, 7 days a week.



#### Want more information?

To learn more about UCSF Health Text Messaging, our Terms and Conditions, and more, please visit ucsfhealth.org/sms-terms.

