



## How-To: Stop FASTalk Messages for Parents

There are 3 ways to stop FASTalk messages for parents:

[Option 1: Parent Unsubscribes by Texting STOP](#)

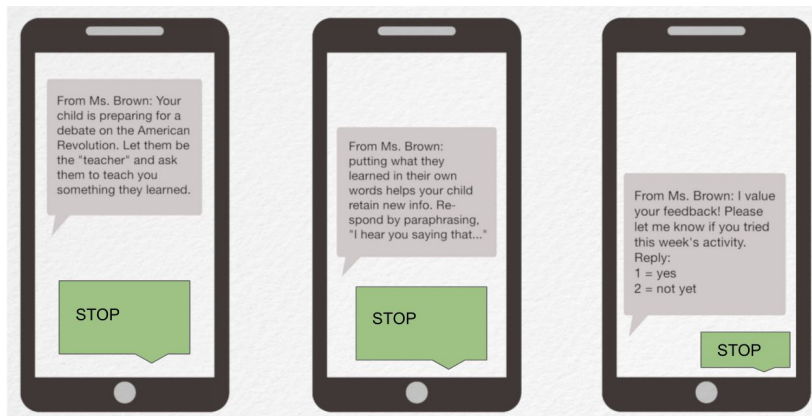
[Option 2: Teacher Disables Notification Setting](#)

[Option 3: Stop Pre-scheduled FASTalk Messages Only](#)

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### Option 1: Parent Unsubscribes by Texting STOP

The first way to stop FASTalk messages for parents is to ask the parent to unsubscribe by replying “**STOP**.” They will immediately be unsubscribed from receiving all messages from the teacher’s FASTalk phone number. The parent can also apply START at any time to receive the messages again.



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### Option 2: Teacher Disables Notification Setting

The second way to stop FASTalk messages for parents is to go into your FASTalk Teacher account and change the “**Receive notifications**” setting to “No” for the parent/caregiver.

**Step 1:** Log into [www.fastalk.org](http://www.fastalk.org).

**Step 2:** Click on the **STUDENTS** tab.

FASTalk DISTRICT ALPHABET DEMO D... SCHOOL ABC ELEMENTARY


DASHBOARD STUDENTS CLASSES PLAYLIST INBOX HELP Welcome Nina Wetoska

DASHBOARD WELCOME TO FASTALK, MS, W

You have 0 unread messages. [Take me to my inbox.](#)

FASTalk Overview

FAMILIES REACHED	ENGAGEMENT RATE	FAMILIES NOT ENROLLED
0	100%	0
VIEW MY STUDENTS	VIEW MY MESSAGES	ENROLL FAMILIES


**Step 3:** Click on the **EDIT** icon  next to the student you wish to disable notifications

FASTalk DISTRICT ALPHABET DEMO D... SCHOOL ABC ELEMENTARY

DASHBOARD STUDENTS CLASSES PLAYLIST INBOX HELP Welcome Nina Wetoska

STUDENTS

SEARCH

#	STUDENT NAME	PARENT NAME	PARENT MOBILE NUMBER	CAREGIVER NAME	CAREGIVER MOBILE NUMBER	ACTION
1	Zoey Lee	Hannah Lee	8474860361	David Lee	8477677372	

BROWSE

CREATE NEW

BULK UPLOAD

for.

**Step 4:** Scroll down to **“RECEIVE NOTIFICATIONS”** and choose **“NO”**

EDIT

BULK UPLOAD

PARENT FIRST NAME\* Hannah

PARENT LAST NAME\* Lee

LANGUAGE\* English

RELATIONSHIP\* Mother

GRADE\* First Grade

PARENT MOBILE NUMBER 8474860361

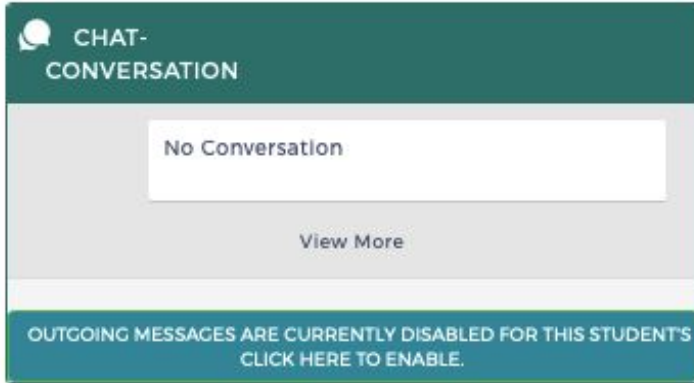
SCHOOL/DISTRICT STUDENT ID\* FT300000

CHECK HERE TO ENSURE YOUR MODIFICATIONS TO MOBILE # ARE NOT OVERRITTEN

RECEIVE NOTIFICATIONS\*

YES  NO

\*\*If you try to send a message to a parent/caregiver who has unsubscribed from the messages, either by texting **STOP** or by the teacher manually change their notification setting to “**NO**,” the FASTalk chat box will be disabled for that parent/caregiver:

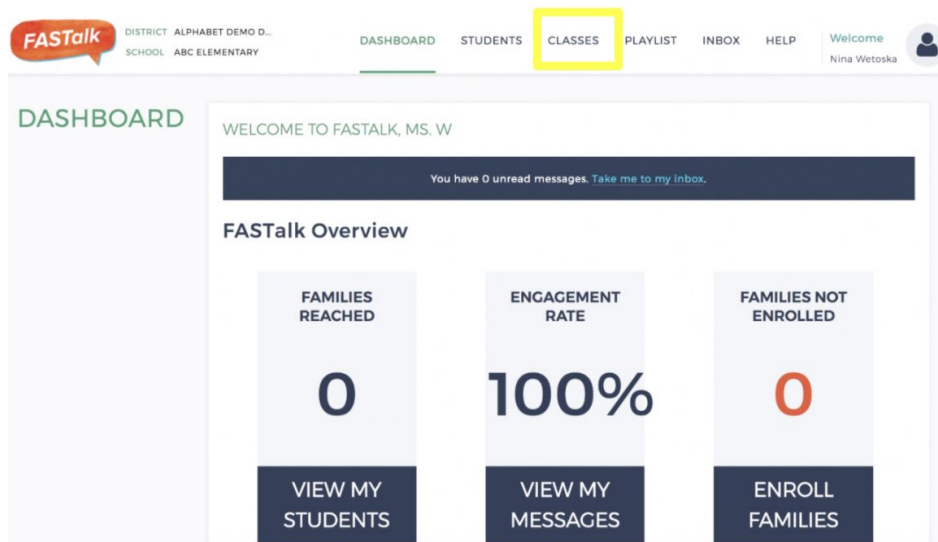


### Option 3: Stop Pre-scheduled FASTalk Messages Only

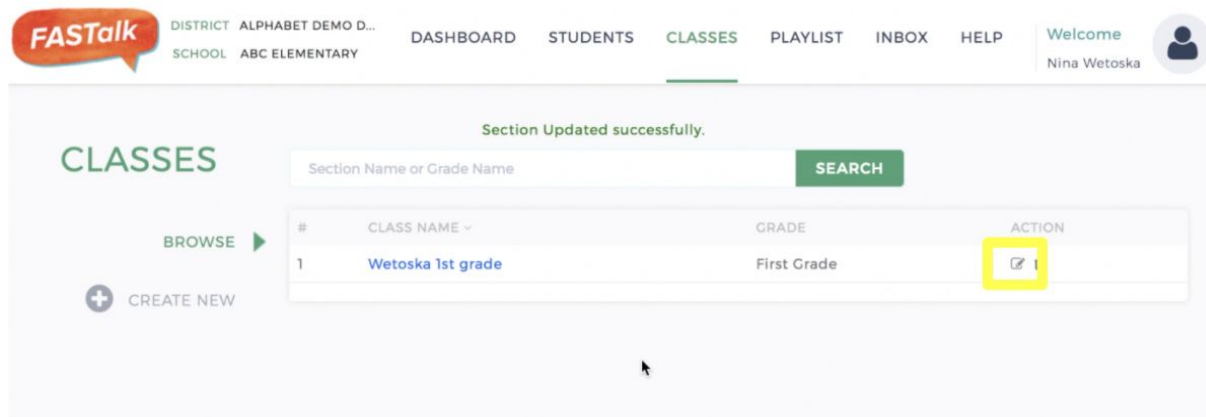
The third way to stop FASTalk messages is to stop the pre-scheduled messages only for a parent/caregiver by unassigning the student from the FASTalk playlist. This option allows you to still have the two way communication features available for the families while stopping the automated, prescheduled FASTalk messages.

**Step 1:** Log into [www.fastalk.org](http://www.fastalk.org).

**Step 2:** Click on the **CLASSES** Tab.




**Step 3:** Click on the **EDIT** icon  for the class you want to edit.



Section Updated successfully.

CLASSES

Section Name or Grade Name

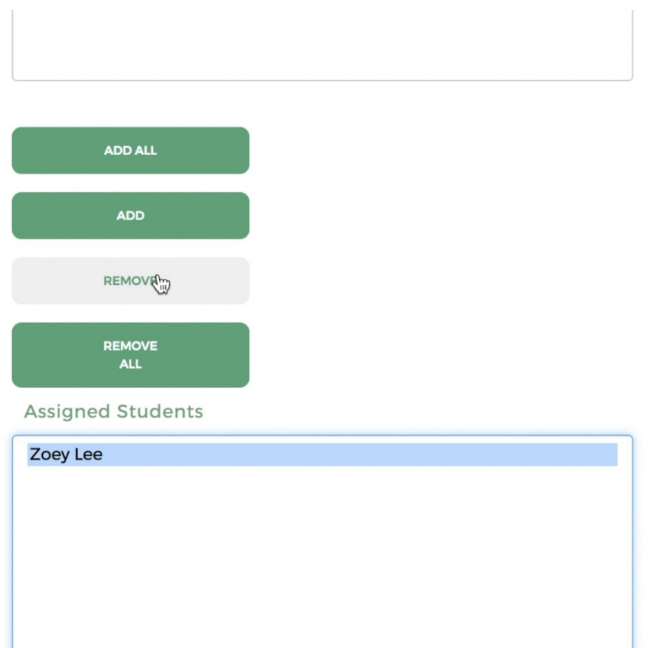
#	CLASS NAME	GRADE	ACTION
1	Wetoska 1st grade	First Grade	

BROWSE

**Step 4:** Scroll down to see the “Assigned Students” list.

**Step 5:** Click on the student you wish to unassign.

**Step 6:** Click “REMOVE”



ADD ALL

ADD

REMOVE

REMOVE ALL

Assigned Students

Zoey Lee

**Step 7:** Click “**SUBMIT**” to save your changes.



**Questions?**

If you need any support or assistance stopping the FASTalk messages for your students' families, please contact [support@fastalk.org](mailto:support@fastalk.org).