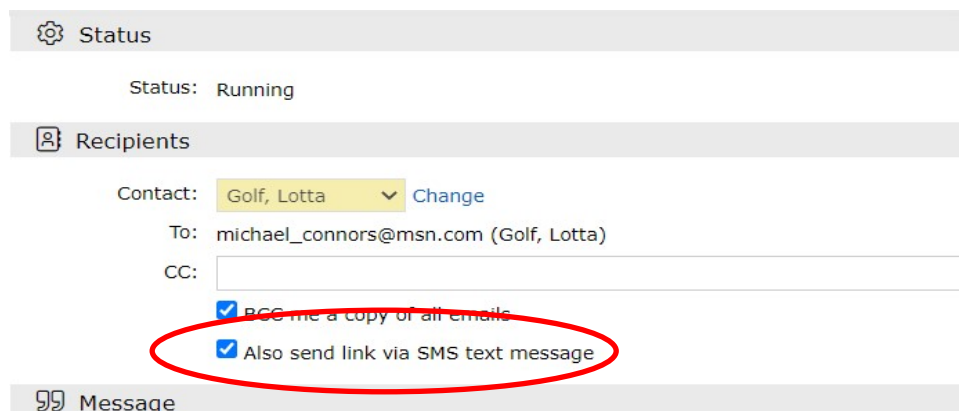


SMS Texting

One of the significant features of OneHome (available 3/1/2022) is the ability for the Agent to supplement their emails, both auto-emails and direct emails with SMS texts to their Client. The Client receives BOTH an email and a text directing them to their OneHome site to review the matching properties.

There's a solid video on the Matrix Learning Lab that details the process surrounding setting up SMS texting for your Client (***"Matrix—Sending Text Notifications to Clients"***). Two points to update you on:

1. NYS has received a recent update that **DOES** allow you to send texts to specific #'s in the client record (if there's more than 1) The video instructs that ALL must receive it for one to receive it, that's not the case anymore.
2. For existing auto-emails: You will need to go back to the auto email SETTINGS for each client that has opted in to text messaging and toggle the setting "ON" in the specific auto email setting. The trick is, the recipient has to opt in before you can toggle this on, so you'll need to send them the invite to opt in, they have to opt in, and then you can toggle this setting "On".



One bit of advise if you're turning on SMS texting for Clients...you may want to consider the schedule on which they're receiving their auto emails. If it's set to ASAP and there's a lot of activity, they may find the barrage of texts annoying, so just give that some thought.