

GLL “RainedOut” Text Messaging Service

FAQ’s for Parents

Q: What is the “RainedOut” text messaging service?

A: *It is a mobile phone text messaging service that GLL utilizes to inform parents of weather-related practice or game cancellations.*

Q: Why does GLL use the “RainedOut” text messaging service?

A: *It allows team Managers to send short text messages (~150 characters) to mobile phones in short-notice situations when phone calling all parents is too cumbersome or when sending email isn't fast enough.*

Q: Why would I want to subscribe to this service?

A: *This texting service is GLL’s primary method of communicating practice and game cancellations to parents.*

Q: How do parents subscribe to this service?

A: *It is very simple and fast. From your mobile phone, send\text the keyword for your child’s team to **84483**; if successful, a confirming text will be sent back.*

Q: What is the keyword for my child’s team?

A: *Team Managers will email instructions to their team’s parents. Instructions are also available on the **Communications** page of <https://www.graftonlittleleague.com/>.*

Q: What if I have children on multiple teams?

A: *You can subscribe to receive alerts for multiple teams.*

Q: Can parents respond to text messages from team Managers?

A: *No, this is a one-way texting service.*

Q: Do I need a smartphone to utilize this service?

A: *No, if your mobile phone can receive text messages you should be able to receive the “RainedOut” text messages.*

Q: Will I be bothered with text messages for every GLL team?

A: *No, text messages are sent on a team-by-team basis.*

Q: Will I receive junk\spam text messages?

A: *No, you will not receive spam or unsolicited content from other sources.*

Q: Are there any charges for using this service?

A: *Subscription cost is covered in your registration; standard text message rates or data charges from your mobile phone provider may also apply.*

Q: Do I need to re-subscribe if I subscribed last year?

A: *Yes, all subscribers are purged from the system at the end of each season.*

FAQ's for Team Managers

Q: What is the expectation of me as a team Manager?

A: *To consistently utilize the "RainedOut" text messaging service to inform parents of practice or game cancellations. This service is GLL's primary method of communicating with parents about cancellations; parents will be relying upon you to use this service.*

Q: Who determines if practice or games will be canceled?

A: *The GLL President (Greg Schaefer) will monitor the weather and consult with the field maintenance people to determine if the fields are playable.*

Q: How will team Managers be informed that the fields are not usable?

A: *The GLL President will send a text message to team Managers when the fields are not usable. If your team has a scheduled practice or game that day, you then need to use the RainedOut service to text message your team's parents.*

Q: How do I send a text message to my team's parents?

A: *The GLL Information Officer (Mike Wagner) will email instructions to team Managers.*

Q: When I send a text message with this service, who will receive it?

A: *Only parents that have subscribed using your team's keyword.*

Q: Can parents respond to text messages from team Managers?

A: *No, this is a one-way texting system.*

Q: Can I use this service for messages other than cancellations?

A: *Yes, you can use it for game or practice reminders, etc. Do not overuse it or parents may become annoyed and unsubscribe.*