

# 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 official 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 [www.graftonlittleleague.com](http://www.graftonlittleleague.com).*

**Q:** What if I have children on multiple teams?

**A:** *You can subscribe to receive text 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 official method of communicating cancellations to parents; parents will be relying upon you to use this service.*

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

**A:** *The GLL President (Patrick Stemper) 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.*