**Communicating with Your Campus Outreach Text Distribution List (SERVEXX)**

**Text Distribution Lists**
Each Campus has a text distribution list they can use for communicating about outreach opportunities.
SERVEFN
SERVEOR
SERVEPB
SERVEST
SERVEWH
SERVEWT

**Adding/Deleting**
-A person is responsible for adding or deleting themself from these distribution lists.
-They can add themselves to the distribution list by texting the keyword to 419-419-0707
-They can manage their preferences by logging in to their my.cedarcreek.tv account
<https://rock.cedarcreek.tv/page/1241>**Initial Response**
The initial response a person receives when they text the keyword to 419-419-0707 is:
*You’ve opted into updates on ways to team up with CedarCreek to serve our community. We can’t wait to make a difference with you! MSG&Data rates may apply.*

**Promotion**
-Lobby conversations
-CP 3 Things weekly video
-Potentially from stage, email, etc.

**Ongoing Communication**
Send texts via this link:<https://rock.cedarcreek.tv/Communication>**Sample texting opportunities:**
One week out:
*This Second Saturday we're serving veterans by helping at HOOVES. Meet us at 9:30am April 8th. Sign up at cedarcreek.tv/outreach*
Day before:
*See you tomorrow at 9:30am at HOOVES as we help them serve veterans! Dress for the weather! More info at cedarcreek.tv/outreach*
Week after:
*The Whitehouse Campus left HOOVES looking beautiful for the veterans they serve! CedarCreek, it’s an honor to serve with you!*

**Troubleshooting**
Some people who are signing up for texts from us through any of our texting campaigns don't end up
receiving the texts. There are a variety of things that could be going on ⁠

If you want to help them troubleshoot, here are some options:

1. The person may have texted STOP at any point to any of our texts. If they have done this, they won't get texts. They need to text START to 419-419-0707 to begin getting texts from us again.
2. In Rock, they may have checked "do not text me." If so, they won't get any texts from us at all. They need to uncheck that.

If you'd like help troubleshooting, you have a couple options:

1. Submit a person data error...Go to profile in Rock, click "actions" and tell us something is wrong.
2. Or submit a Creekhelp ticket, which will prompt Central to check into that person and identify the issue.