

Text Messaging Terms of Service

Office of Academic Computing

- After enrolling in the research project you'll receive messages to confirming your enrollment.
- The messages that you'll send and receive are thoroughly explained in the research consent process. The messages will be reminders to complete online forms and questions related to the research project. You'll also be asked to provide answers to the questions.
- You can cancel the SMS service at any time. Just text "STOP" to 74510. After you send the SMS message "STOP" to us, we will send you an SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you want to join again, contact your research coordinator.
- If at any time you forget what keywords are supported, just text "HELP" to 74510. We will respond with instructions on how to unsubscribe and contact information for the research project.
- We can deliver messages to the following mobile phone carriers:
 - Major carriers: AT&T, Verizon Wireless, Sprint, T-Mobile, MetroPCS, U.S. Cellular, Alltel, Boost Mobile, Nextel, and Virgin Mobile.
 - Minor carriers: Alaska Communications Systems (ACS), Appalachian Wireless (EKN), Bluegrass Cellular, Cellular One of East Central IL (ECIT), Cellular One of Northeast Pennsylvania, Cincinnati Bell Wireless, Cricket, Coral Wireless (Mobi PCS), COX, Cross, Element Mobile (Flat Wireless), Epic Touch (Elkhart Telephone), GCI, Golden State, Hawkeye (Chat Mobility), Hawkeye (NW Missouri), Illinois Valley Cellular, Inland Cellular, iWireless (Iowa Wireless), Keystone Wireless (Immix Wireless/PC Man), Mosaic (Consolidated or CTC Telecom), Nex-Tech Wireless, NTelos, Panhandle Communications, Pioneer, Plateau (Texas RSA 3 Ltd), Revol, RINA, Symmetry (TMP Corporation), Thumb Cellular, Union Wireless, United Wireless, Viaero Wireless, and West Central (WCC or 5 Star Wireless).

Carriers are not liable for delayed or undelivered messages
- As always, message and data rates may apply for any messages sent to you from us and to us from you. The frequency of text messages depends upon the research project and will be explained to you during the consent process. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.
- For all questions about the services provided by this short code, you can send an email to OACHelp@pitt.edu
- If you have any questions regarding privacy, please read our privacy policy below.

Text Messaging Information

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The Office of Academic Computing provides text messaging services for the Department of Psychiatry and other University of Pittsburgh entities. The uses range from one-time appointment reminders to daily interactive survey consisting of 10 or more questions. The timing and frequency of the messages is fully described in the consent document and website of each research project. Data and messaging rates may apply.

Privacy

- Phone numbers are only used for communications and are not associated with any other participant identifying information.
- Phone numbers and messages are only accessible to designated staff assigned to the specific consented research project.
- At the end of a participant's research protocol, the phone number is removed from the system's database.
- Phone numbers are not shared among research projects and are never made available to any outside entities.

Opting In and Out

- Registering a phone for our research protocols follows an informed consent process particular to each project. After screening and consent, a welcome text message is sent to the phone with instructions for Contacting and Withdrawing from the research project. Sending a text of HELP will also send the project contact information.
- To **Opt Out** of any texting project, simply reply or send STOP, CANCEL, QUIT or UNSUBSCRIBE (case does not matter). A reply announcing the withdrawal is sent to the phone. No further text messages will be sent.
- To **Resume** participation send START and we'll try to re-enroll the phone number if the research protocol has not terminated.

As always consult your Research Study staff with any questions or concerns. Text HELP to get the Study contact information. If you are unable to do that send an email message to OAC-HELP@pitt.edu or call us at 412-586-9622 and we will help you contact them.