

Invite a Contact to OneHome Text Notifications

Invite a contact to receive OneHome property notifications by text. They must opt in before they can receive messages from you.

You need a Contact first. See Add and Manage Contacts in Matrix.

Send the opt-in request

1. Open My Matrix > Contacts.
2. Select the contact name.
3. On Details, under Opt-in Communications, find Text Messaging.
4. Select Send Request.

The contact receives an email from you with the subject Get Property Alerts by Text Message and a SIGN UP NOW button.

What the contact does

1. Open the email and select SIGN UP NOW.
2. On SMS Notifications, enter their Mobile Phone Number. Users must agree to OneHome's Terms of Service and Privacy Policy.
3. Select Activate Text Message Notifications.

They see Text message notifications are now active! If the number shown is wrong, that page tells them to contact their agent.

After they opt in

On the contact Details tab, Opt-in Communications shows Accepted and the number. Select Resend Request if they need a new invite.

Tips

- This is the contact opt-in for OneHome text. It is not the old email-to-text options under Portal Notification Settings. Those no longer work. See Portal Notifications and Timeline Settings in Matrix.
- Use Resend Request if they need another invite, including for a different number.

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