

HELP CENTER / GETTING STARTED / WHAT YOU'LL NEED

Service disruption for Verizon Wireless users in the United States



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In effect on January 28, 2019.

Due to a new fee imposed by Verizon, Remind can no longer offer text messaging for devices on the Verizon Wireless network. As a result, anyone who has Verizon Wireless as their phone carrier will no longer be able to receive or send text messages through Remind.

How to keep using Remind

If you have Verizon Wireless as your phone carrier and currently receive Remind messages by text, download the app or turn on email notifications for your account. **Or**, if your class includes participants who may be affected by the service disruption, ask them to do the same by sharing the following instructions.

Both of these options are **free of charge**.

On your phone: Turn on smartphone notifications (RECOMMENDED)

Download the free Remind app on the iOS App Store, on Google Play, or at rmd.me/a. If you don't already have a Remind account, create one using the phone number where you receive Remind texts. Make sure to enable push notifications from Remind on your phone.

On your computer: Turn on email notifications

Go to Remind.com on any computer. As above, if you don't already have a Remind account, create one using the phone number where you receive Remind texts. Turn on email notifications for your account so you don't miss any messages.

Want to keep getting Remind messages by text?

We believe that everyone in a Remind class deserves to have access to effective communication, no matter their phone carrier or their resources. Our team is working hard on a solution to make text messaging available again to everyone affected by the Verizon decision, and we'll notify you with an update as soon as it's available.

In the meantime, please take a few minutes to ask Verizon to reverse the fee impacting text messaging on Remind. You can contact Verizon customer service here: www.remind.com/verizon-fee

Your support is very much appreciated, and we hope to have an update for you very soon.

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