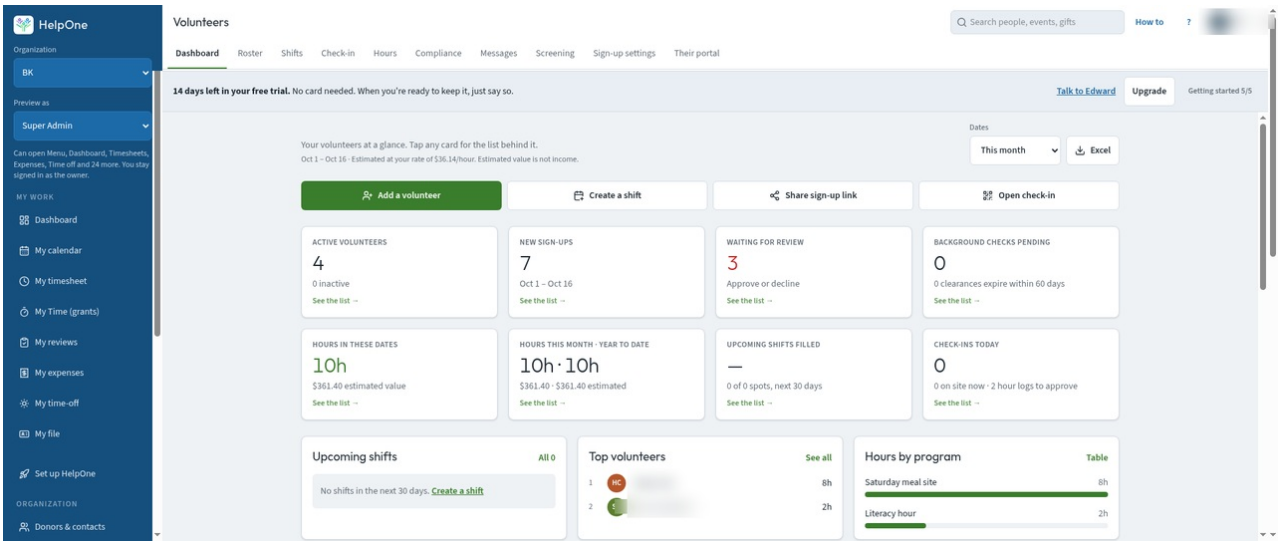
How to send an SMS or text

Last Modified on 10/16/2026 7:08 am EDT

HelpOne sends texts for you. You don't need to connect a phone service.

Text a volunteer

1. Go to Volunteers > Messages.
2. Pick a template, like Shift reminder.
3. Choose the Volunteer and the Event.
4. Click Text this.



On a board member's record, click Send Text.

Make sure they can get texts

On the person's Donors & contacts record, check Receives Texts next to their phone. In People & HR, the employee file has a Gets texts box by each number.

Tip: Keep texts short.