

How to send an SMS or text

Last Modified on 09/03/2026 1:52 pm EDT

HelpOne can text staff, volunteers, and donors. Use SMS for shift reminders, event-day updates, and time-sensitive follow-ups.

Send a text to one person

- Open the contact, volunteer, or staff record.
- Confirm a mobile number is on the record.
- Choose Send SMS or Text.
- Write the message. Keep it short.
- Send.

Send a text to a group

- Go to Communications, then SMS.
- Choose the list (for example, volunteers on tomorrow's shift, or donors in a campaign).
- Write the message.
- Review the recipient count.
- Send.

Only people with a valid mobile number and who have not opted out will receive the text.

Tip: Save often-used messages as templates, the same way you do for email.