

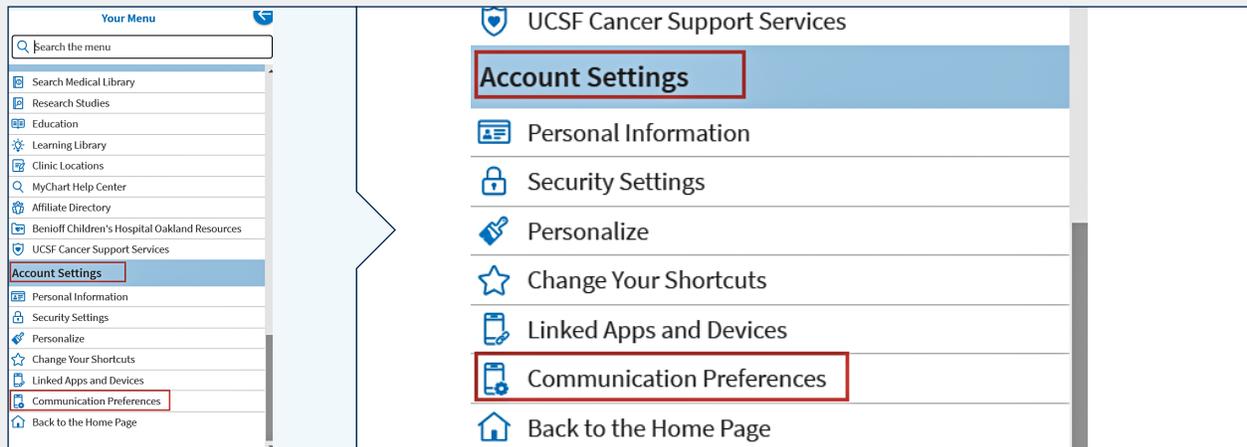
# How to receive text messages from UCSF Health



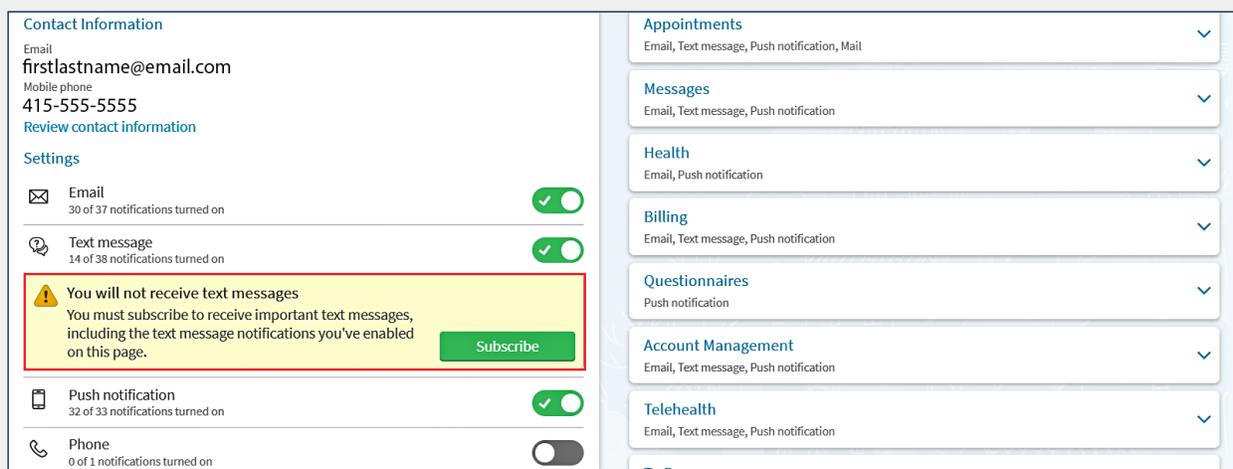
There are two ways you can opt-in to UCSF Health text messages. The easiest way to begin or continue receiving text messages from UCSF Health is to text **“START”** to **48432** to opt-in.

**You can also opt-in to receive text messages through MyChart. Get started by following these easy step-by-step instructions.**

1. From the MyChart Menu, navigate to **Account Settings > Communication Preferences**.



2. Click the **Subscribe** button under the **Text Message** section.



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### 3. Review the **Manage Text Subscriptions** section and approve **Terms and Conditions**.

**Manage Text Subscriptions**

**Mobile number**  
415-555-5555 Edit

**Message subscription**

Choose which text messages you would like to receive:

Account, patient, and visit updates  
Messages will be sent from 48432

Text messages related to your relationship with UCSF Health, including updates related to your visits, UCSF MyChart account, one-time passcode, billing notifications, prescription reminders, and care management will be sent to phone number above. Message and data rates may apply. Message frequency may vary. For help text HELP and text STOP to opt out of notifications from a specific short code. Please review terms and conditions and privacy policy below.  
[SMS Terms and Conditions](#) [Privacy Policy](#)

Return to communication preferences

### 4. Make sure the **Text Message toggle** is switched on.

## How to update/verify communications preferences in MyChart.

1. From the MyChart Menu, navigate to **Account Settings > Communication Preferences**.
2. In the **General section**, verify notifications from UCSF Health are toggled on for your preferred method(s) of contact. (Email, Text, Phone or Mail)
3. To see which notifications will be sent through a specific contact method, expand the communication type(s) grouped under the **Details section**.

For example: Appointments, Messages, Health and Billing are each their own communication type. You can decide which method of contact you prefer for each communication method within a grouped communication type.

**Contact Information**

Email  
firstlastname@email.com  
Mobile phone  
415-555-5555  
[Review contact information](#)

**Settings**

- Email: 30 of 37 notifications turned on
- Text message: 14 of 38 notifications turned on
- Push notification: 32 of 33 notifications turned on
- Phone: 0 of 1 notifications turned on
- Mail: 1 of 3 notifications cannot be turned off

Update my preferences for communications I receive about others

To update how you receive communications about a specific person, switch to their record.

**Appointments**

Email, Text message, Push notification, Mail

Alerts and notifications about upcoming or past appointments.

- Email: 8 of 9 notifications turned on
- Text message: 2 of 10 notifications turned on
- Push notification: 5 of 5 notifications turned on
- Phone: 0 of 1 notifications turned on
- Mail: 1 of 1 notifications turned on

**Advanced settings**

After Visit Summary

- Email:
- Text message:

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4. Within the expanded communication type, select **Advanced settings** to review and update how you receive specific notifications in each section

Communication Preferences

**General**

**Contact Information**

Email  
firstlastname@email.com  
Mobile phone  
415-555-5555  
[Review contact information](#)

**Settings**

- Email  
30 of 37 notifications turned on
- Text message  
14 of 38 notifications turned on
- Push notification  
32 of 33 notifications turned on
- Phone  
0 of 1 notifications turned on
- Mail  
1 of 3 notifications cannot be turned off

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**Details**

**Appointments**  
Email, Text message, Push notification, Mail

Alerts and notifications about upcoming or past appointments.

- Email  
8 of 9 notifications turned on
- Text message  
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5 of 5 notifications turned on
- Phone  
0 of 1 notifications turned on
- Mail  
1 of 1 notifications turned on

Advanced settings

**Messages**  
Email, Text message, Push notification

**Health**

For example: Within the expanded **Appointments** communication type, you can choose to receive **After Visit Summaries** by either email, text, or both. You can also choose to receive **Appointment Confirmations** via email, text, phone, or all three. If you only want to receive a certain communication via one communication method, make sure your preferred method is the only one toggled on.

Review contact information

**Settings**

- Email  
30 of 37 notifications turned on
- Text message  
14 of 38 notifications turned on
- Push notification  
32 of 33 notifications turned on
- Phone  
0 of 1 notifications turned on
- Mail  
1 of 3 notifications cannot be turned off

Update my preferences for communications I receive about others

To update how you receive communications about a specific person, switch to their record.

You are subscribed to receive text messages. [Manage your subscription](#)

Save changes

5. When finished with your preferences, select **Save Changes**.

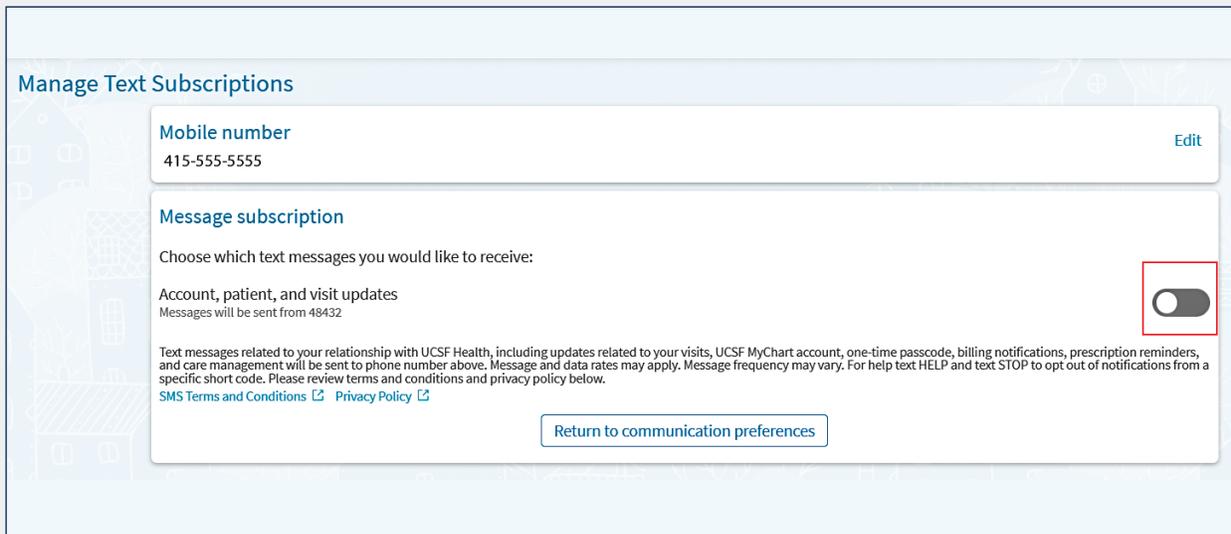
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## What if I no longer want to receive texts from UCSF Health?

To opt-out of recurring automated messages from UCSF Health, text “**STOP**” to **48432** at any time or manage opt-out status via your **Communication Preferences** within your MyChart account.

*Please note that texting STOP will stop ALL text messages from UCSF Health. If you would like to continue receiving certain types of text messages from us, please update your Communication Preferences in MyChart.*

From the MyChart Menu, navigate to **Account Settings > Communication Preferences**. Select **Manage Text subscription**.



Manage Text Subscriptions

Mobile number Edit  
415-555-5555

Message subscription

Choose which text messages you would like to receive:

Account, patient, and visit updates   
Messages will be sent from 48432

Text messages related to your relationship with UCSF Health, including updates related to your visits, UCSF MyChart account, one-time passcode, billing notifications, prescription reminders, and care management will be sent to phone number above. Message and data rates may apply. Message frequency may vary. For help text HELP and text STOP to opt out of notifications from a specific short code. Please review terms and conditions and privacy policy below.  
[SMS Terms and Conditions](#) [Privacy Policy](#)

[Return to communication preferences](#)

On the **Message Text subscription** page, turn off Toggle.

## Need help?

You can call UCSF MyChart Customer Service at **(415) 514-6000**, 24 hours a day, 7 days a week.



### Want more information?

To learn more about UCSF Health Text Messaging, our Terms and Conditions, and more, please visit [ucsfhealth.org/sms-terms](https://ucsfhealth.org/sms-terms).