

# Mobile Spam Settings Troubleshooting

Here is how to check, unblock and fix issues with ErinoakKids text messages on mobile devices.

*Please note, this is not an exhaustive list of all mobile devices. Please refer to your device's User Manual for additional information on blocking numbers and spam settings.*

## ✓ Step 1: Check for Blocked Numbers

Your phone may be blocking our messages without showing an alert.

### iPhone (iOS)

- Go to **Settings > Messages > Blocked Contacts** to see if our Short Code (36625) is listed. Swipe left and tap **Unblock**.
- Also check: **Settings > Phone > Blocked Contacts**.

### Android Phone

- Open your Messages app, tap the three-dot menu, select **Blocked Numbers or Spam & Blocked** to see if our Short Code (36625) is listed. Remove our Short Code if present.

### Samsung Galaxy

- Open your Messages app, tap the three-dot menu, select **Settings > Block Numbers and Spam**. Tap **Blocked Numbers** to see if our Short Code (36625) is listed. Remove if listed.

## ✓ Step 2: Check Spam or Junk Message Folders

Some phones automatically move messages they think are spam.

### iPhone (iOS)

- Open Messages. Tap Filters (top corner). Check Spam and/or Unknown Senders.

### Android / Samsung

- Open Messages. Tap Spam & Blocked or Spam.
- If you find a message from us, open it and select Not Spam (if available).

## ✓ Step 3: Turn Off Message Filtering (If Enabled)

### iPhone (iOS)

- Go to Settings > Messages.
- Turn OFF: Filter Unknown Senders or Screen Unknown Senders or Filter Spam.

### Android / Samsung

- Open Messages. Go to Settings.
- Look for Spam Protection or Filter Spam Messages. Turn it OFF or add our Short Code (36625) as an exception.

## ✓ Step 4: Add Us as a Contact (Highly Recommended)

Saving our number helps prevent spam filtering.

- Open your Contacts app.
- Create a new contact:
  - Name: ErinoakKids
  - Phone Number: 36625
- Save the contact.

### Other Tips to Help Fix

- **Text "HELP" to 36625 (our Short Code).** This may reset the wireless carrier association for your phone number and triggers an automated response from us.
- **Toggle Airplane Mode.** Turn on Airplane mode for 10 seconds and then turn off to reset your network connection.
- **Disable your anti-spam software if installed.**
- **Some devices prevent SMS messages unless your data is turned on.** Look for the RCS (Rich Communication Services) or “Chat Features” setting within your Messages app. Our messages may be blocked if you have enabled RCS.
- **Contact Your Carrier:** If the issue persists, the blockage might be at the carrier level. Contact your service provider to ensure your account allows receiving Short Code messages.
- **Opt Out:** You can opt out of our text messaging service by texting “STOP” to 36625 or by contacting our Scheduling Team. If you opt out of text messages, you will receive automated phone calls for your appointment reminders.

*If you do not want to receive any automated appointment notifications, please contact our Scheduling team. You will be notified by either a mailed letter or personal telephone call when we book an appointment.*