

There are several options to stop receiving messages.

- While listening to a message on your phone, press the **Star** (\*) key to remove your phone number from the group's list. This is an immediate opt-out and, if your phone is a cell phone, you will be opted out of text messages.
- At the bottom of an email message, click the **Opt-Out** link to remove your email address from the group's list. This is an immediate opt-out.
- You can contact the group leader or organization to have your contact information removed.
- If your group is set up with Self-Update Portal, you can easily maintain your contact information using this feature. Proceed to [Self-Update Portal Opt-Out Procedures](#) below.
- You can also visit the [One Call Now](http://www.onecallnow.com) home page (www.onecallnow.com). Scroll to the bottom of the page. Click the **Opt-Out** link and complete the form, then click **Submit**.
- Another option is to call 877-698-3262, option 2. You will be prompted to enter the phone number or email address that you want to opt-out.
- To opt-out from receiving text messages, on your cell phone:  
Open a blank text message. In the recipient field, type **22300**. In the message field, type **Stop** and then, click **Send**.

**Note:** Regardless of how the opt-out is initiated, Group Leaders are sent a nightly email that lists everyone who opted out from their group throughout the day.

## Self-Update Portal Opt-Out Procedures

1. Access the Self-Update Portal using the link that your group leader provided or <http://www.mycallnow.com>. The **Self-Update Portal** log in page displays.
2. In the **Username** textbox, type the email address associated with the group.
3. In the **Password** textbox, type your password.
4. Press **ENTER**. Your contact information displays.

**Self-Update Portal**

Update your contact information for: **OCN Hotline -**  
726 Grant St.  
Troy, OH 45373

My Settings [v]  
Looking for other groups to join? **Search**

Contact information currently in use for: [redacted]

Edit	Phone Number	Main Contact	Status	Receive Texts	Verified
	[redacted]	yes	Opted-in	yes	yes
	[redacted]	yes	Opted-in	no	yes


Edit	Email Address	Status	Verified
	[redacted]	Opted-in	yes
	[redacted]	Opted-in	no

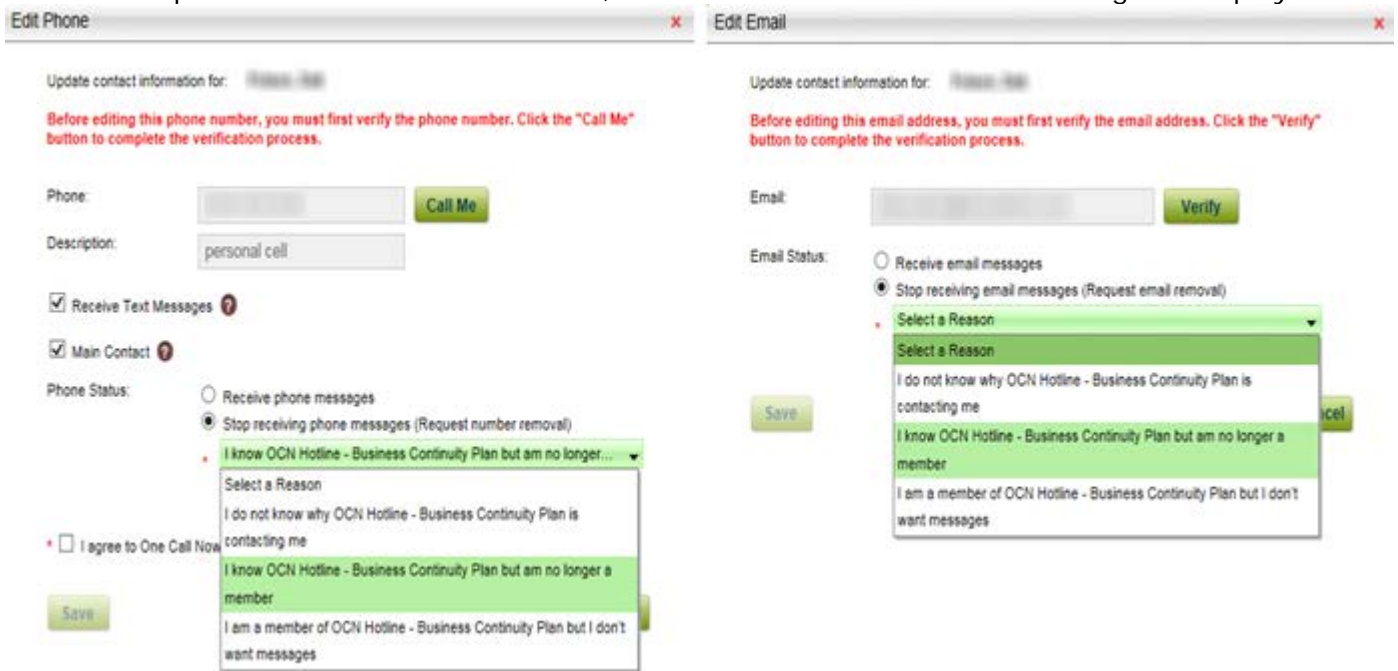
Want to add additional phone numbers or email addresses?  
**Add**

Note: The information you provide on this page will update your contact information in the One Call Now system, pending approval by this organization. It may or may not be used by the organization to update their own records. One Call Now respects your privacy and will not share this information with anyone except for the organization for which you are updating your contact information. For more information, please read our [Privacy Policy](#).

**Logout**

5. In the **Update your contact information for** textbox, click the drop-down arrow and select the group from which you want to opt-out.

6. Next to the phone number or email address, click the **Edit**  icon. The **Edit** dialog box displays.



7. Do one or all of the following for each phone and or email address to be opted out:

 On the **Phone Status** line, click to select **Stop receiving phone messages (Request number removal)**.

**Note:** For cell phones, this will opt-out both calls and text messages.

 On the **Email Status** line, click to select **Stop receiving email messages (Request number removal)**.

8. Click **Save**. Your phone and/or email addresses will be opted-out from receiving voice, text, and email messages.