

Frequently Asked Questions

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Are there any fees for this service?

Answer:

No. RainedOut is a free service supported by message sponsors. Sponsors purchase 25 characters of "ad space" in each alert sent by RainedOut. A few other characters are reserved for routing information that is required to send a text message. When all of that is completed, you've got 120 characters to use for your "[From Name](#)" and your alerts.

This sponsorship message appears unobtrusively at the bottom of your RainedOut alerts.

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Is there any cost to subscribers to receive alerts?

Answer:

There is no fee for joining or receiving alerts. However, standard text messaging rates may apply. The cost of receiving a RainedOut alert text message is no more than any other text message your subscribers may receive. If your subscribers have any concern regarding the cost for messaging, we ask that they consult with their mobile carrier.

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I used the old RainedOut. Where can I see a list of users?

Answer:

RainedOut no longer collects usernames or any personal information from subscribers. Users subscribe their devices individually, without need to remember a username or password for RainedOut.

Since there aren't any "users", RainedOut no longer displays any subscriber information to the RainedOut administrators. This provides the greatest level of privacy protection for the subscribers.

As the administrator, you can view the current total number of SMS (phone numbers) and e-mail addresses subscribed in the "Account Information" section in the top right corner of each page of RainedOut. You can also see how many devices are registered to each group. (This number is listed next to the group name on the Send Message screen as well as on the [Groups](#) page.)

You may also [search](#) for specific phone numbers and/or e-mail addresses to check of a given person has registered for alerts. (You must know the phone number/e-mail address.)

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What is a "Keyword" and why should I set one?

Answer:

A "[keyword](#)" is what your subscribers use for both mobile opt-in and e-mail opt-in. These allow your subscribers to sign up for RainedOut without ever visiting the website. Quite simply, it's the easiest, most convenient option for most people. You can tell them "*Hey, want alerts? Just text (keyword) to 84483!*" or "*Just shoot an e-mail to subscribe@rainedout.com and put (keyword) in the subject!*".

Simply put, keywords make RainedOut the simplest sign up possible. They're a great thing and you need one!

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Are subscribers going to get "spammed"?

Answer:

No. RainedOut is a "zero spam" service. We do not sell, disclose, or trade personal information. Please visit <http://omnilert.com/privacy.html> to review our privacy policy online.

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Why do text messages come from "84483"? Can I change that number?

Answer:

No. This number cannot be changed.

The number 84483 is the [Common Short Code](#) used by the RainedOut service. "Short Codes" are registered, short-format phone numbers used by texting services, such as RainedOut. As this number is registered and approved for sending alerts, it cannot be changed, spoofed, or altered. Short codes provide many benefits, including the mobile opt-in feature as well as the wide variety of carriers supported by this service.

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Why isn't support for "Google Voice" numbers available?

Answer:

Google Voice does not permit text messages from short codes at this time. As such, Google Voice users cannot subscribe to any texting services at all, including RainedOut.

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Who sponsors RainedOut?

Answer:

RainedOut is sponsored by both national and local sponsors. Sponsors can choose to focus their alerts within one or more zip codes or choose to send alerts for a specific group. You then receive a portion of the proceeds from sponsorship messages if you choose to participate in the RainedOut [Giftback Program](#).

RainedOut has several national sponsors who sponsor alerts nation wide. For more information on sponsorship, please visit <http://www.rainedout.com/>

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Why are RainedOut messages 120 characters long?

Answer:

SMS (text messaging) has an absolute maximum of 160 characters per message. RainedOut reserves some characters for header information requires by carriers. About 120 characters are available for your alerts. The remaining 25 additional characters at the end are reserved for the sponsorship message.

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Can I send pictures through RainedOut?**Answer:**

No. RainedOut is text-only. Images and/or attachments are not permitted in SMS service.

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Can I send alerts from my phone by texting RainedOut?**Answer:**

Yes. See the section on [Remote Messaging](#) for more information.

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Can I send alerts from my smartphone's web browser?**Answer:**

Yes. As long as your phone's browser supports JavaScript, you can use the website to send alerts. Some phones may ship with JavaScript support disabled. Simply turn on this feature on your phone to use the site.

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Can I upload phone numbers into the RainedOut system?**Answer:**

No. RainedOut is a 100% opt-in system. Uploading data is not permitted as there are many privacy and spam concerns that upload utilities would introduce. All subscribers must self-subscribe, either through your [My RainedOut Page](#), or via the [Mobile Opt-in](#) process.

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If someone's joined multiple groups, will sending an alert to multiple Groups cause them to get multiple copies of the text/e-mail?**Answer:**

No. The system will select unique numbers/e-mails when sending the message. This prevents recipients from getting slammed with duplicate texts and e-mails.

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Is there a limit to the number of alerts we can send?**Answer:**

No. There is no limit to the number of messages you can send. As an administrator, we rely on your best judgment to use the system as it best fits your subscribers' needs. If you send too many frivolous messages, your users will simply unsubscribe! Of course, the system is monitored for abuse, as well.

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