



Overview of Texting Software

The software listed are programs used by tax credit outreach campaigns. If you have experience with another platform, [let us know](#).

- **To Reach Volunteers**

- [Remind.com](#)

Designed for teachers and instructors.

- Always free to send and receive messages (excluding standard text messaging fees that vary based on the service provider).
- Announcements can be sent through a Remind account by computer or in the Remind app on a smartphone.
- Two-way communication.
- Able to establish groups and send customized messages for each group.

- [When to Work](#)

Employee scheduling software with texting capabilities.

- Flat fee for a specific time period based on number of contacts.
- Administer through computer or mobile app.
- One-way communication.
- Volunteers can set up email or text notifications based on their preferences.

- **To Reach Existing Clients**

- [Trumpia](#)

Automated mass communications platform.

- Monthly fee based on size of organization.
- Texts can be sent using a computer or by texting an established contact list on a mobile phone.
- Two-way communication.
- With texts that have links, one can track the click-rate.

- [Educational Message Service](#)

Serves health and human service agencies and nonprofits.

- Annual service contracts are available at different price levels.
- Offers a plan that includes unlimited texts, the ability to have unlimited contacts use the service, and access to an unlimited number of training sessions.
- Able to completely configure desired features, including sending texts by computer or phone and allowing one- or two-way communication.

- Largest provider of texting for United Ways. Tax preparation sites mostly use this system to remind clients of their appointments.

- **EZ Texting**

Mass messaging marketing service.

- 250 free messages/month. Paid plans available for additional messages and features.
- Can message through computer or from up to three admin mobile phone numbers.
- Two-way communication.
- Able to organize contacts into groups and assign keywords to contacts for simple management.

- **AppointmentPlus**

Appointment scheduling system with texting capabilities.

- Monthly fees apply based on the number of features selected. Automated text reminders included in every plan.
- Texts can be customized through the AppointmentPlus website.
- One-way communication.
- Clients can choose to receive reminders by text or email.

- **To Reach Out to Prospective Clients**

- **CRM Text**

Builds customized text campaigns.

- Service contracts available at different price levels based on features chosen.
- Able to choose desired features, including sending texts by computer or phone and allowing one-way or two-way communication.
- Company can build an automated system to fit an organization's needs.
- Allows prospective clients to text a number and automatically receive information back.