

Messaging Students



Emailing

- Messaging multiple students functions like a Bcc email.
- When a student replies to your email message, you will receive the response via email, and you can see and reply within Pathways or your desktop/mobile email app.



SMS

- SMS messages to multiple students appear as an individual text.
- If a text message is sent to 100 students or less, it will come from a random pooled phone number. If a student texts back, you will get the response via email. And if you message back from within Pathways, it will go back to the student as a text.
- If the text is sent to more than 100 students, it will come from the bulk message number, (412) 866-1787, and students cannot text back.
- Students can opt-out of receiving bulk text messages. And if a student has opted out of text messages, then text messages from the pooled number or short code will be delivered via email instead.

Texting should be reserved for important or time sensitive messages. See the Pathways website for the [text messaging policy](#) and [communication guidelines](#).