

Manage your communication preferences

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■ Help Center URL	https://support.ramp.com/hc/en-us/articles/1500001914421- Manage-your-communication-preferences
■ Tags	

Last edited at: 2025-07-23T20:04:21Z

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Overview

Ramp offers a comprehensive notification system that keeps you informed about various activities on the platform through SMS, email, and push notifications.

Note: Some notifications are mandatory due to legal obligations, agreements, or requirements from financial institution partners.

Manage your notification preferences

Go to **Profile** (top right) → **My settings** → **[Notifications]** (<https://app.ramp.com/settings/personal-settings/notifications>) to manage your preferences.

Depending on your role on Ramp, you can manage different types of notifications:

- **Personal activity:** Cardholders can set preferences for when and how Ramp reminds them about things related to their activity on Ramp. This includes when to submit receipts for your own transactions, any applicable approvals (reimbursements, cards, Bill Pay), reminders, and any Bill Pay alerts.
- **Company activity:** Admins, card managers, and business owners can manage different notifications related to the company's activity on Ramp. This includes an email digest (options to receive the digest daily or weekly), savings updates, teammate activities, savings insights, spend reports, and notifications about missing items.

Frequently Asked Questions (FAQs)

Which Ramp numbers will I receive/send communications from?

Our shortcode, HIRAMP (447-267)

Our longcode, +1 844 331 1023

And for the UK & some international cases, we have +44 7883 317746

For those with mobile devices and carriers that have rich communication support (RCS), Ramp will automatically send messages via RCS instead of our traditional numbers. RCS is a new standard agreed upon by mobile carriers and phone manufacturers that will likely be supported by additional devices, countries, and mobile carriers over time. It will replace SMS and MMS. Inbound messages sent to our phone numbers will continue to be received, though outbound messages from Ramp will default to RCS when available.

What does the RCS contact look like?

The RCS contact will show as "verified" and have all the standard Ramp support information, such as the website address, support phone number, and terms and conditions.

Why might Google Messages not be able to send attachments or otherwise seem unreliable?

Some mobile carriers have known limitations. For example, Google Voice numbers are unable to deliver MMS messages to our Ramp shortcode (HIRAMP). Google Voice users should use our +1 844 331 1023 number instead to send MMS.

How can I identify emails that allow me to manage my notification preferences?

Emails that allow you to manage your notification preferences will have a link at the bottom that says *Update notification preferences*.

What should I do if I'm not receiving notifications that I've subscribed to?

Check your spam or junk mail folder to ensure that the notifications aren't being filtered. If the issue persists, contact [Support](#) for assistance.

Can I receive Ramp notifications in Slack?

Yes! Ramp offers a Slack integration that allows you to receive real-time alerts for card transactions, bill approvals, and more directly in Slack. To set this up, follow the steps in our [Slack integration guide for Admins](#).

Can I turn off all notifications?

Some notifications are mandatory due to legal obligations and cannot be turned off. Here's why:

Our Platform Agreement (Section 3.12) requires Ramp to notify customers about material changes to the Platform Terms or other service terms. This gives you a chance to review important updates and, if needed, stop using the service before changes take effect. In particular, the Platform Agreement states that:

- ▼ If we make material modifications, we'll give customers reasonable prior notice before those changes apply to them—unless immediate changes are needed for legal, compliance, or risk-related reasons.

Some changes are mandated by law or regulation (e.g., changes involving fees, dispute procedures, or privacy rights may trigger specific notice requirements under UDAAP, EFTA, Reg E, or CCPA/CPRA).