

Proof of Consent Process for Automated SMS Approval

Introduction

This document outlines the process for obtaining and documenting proof of consent for the automated SMS feature of our check-in app. The app performs automated check-ins on its users and reports back to the user's specified contacts via text regarding the status of the check-in.

Consent Process Overview

The app requests that a user get permission from their contacts (friends/family) before adding them to the app. The user then chooses what each contact should be notified for. Options are:

- User missed their check in
- User completed their check in
- User completed their check in and requested assistance

The image displays two side-by-side screenshots of a mobile application interface, likely for a check-in app, showing the process of adding and configuring a contact for notifications.

Left Screenshot: Contacts

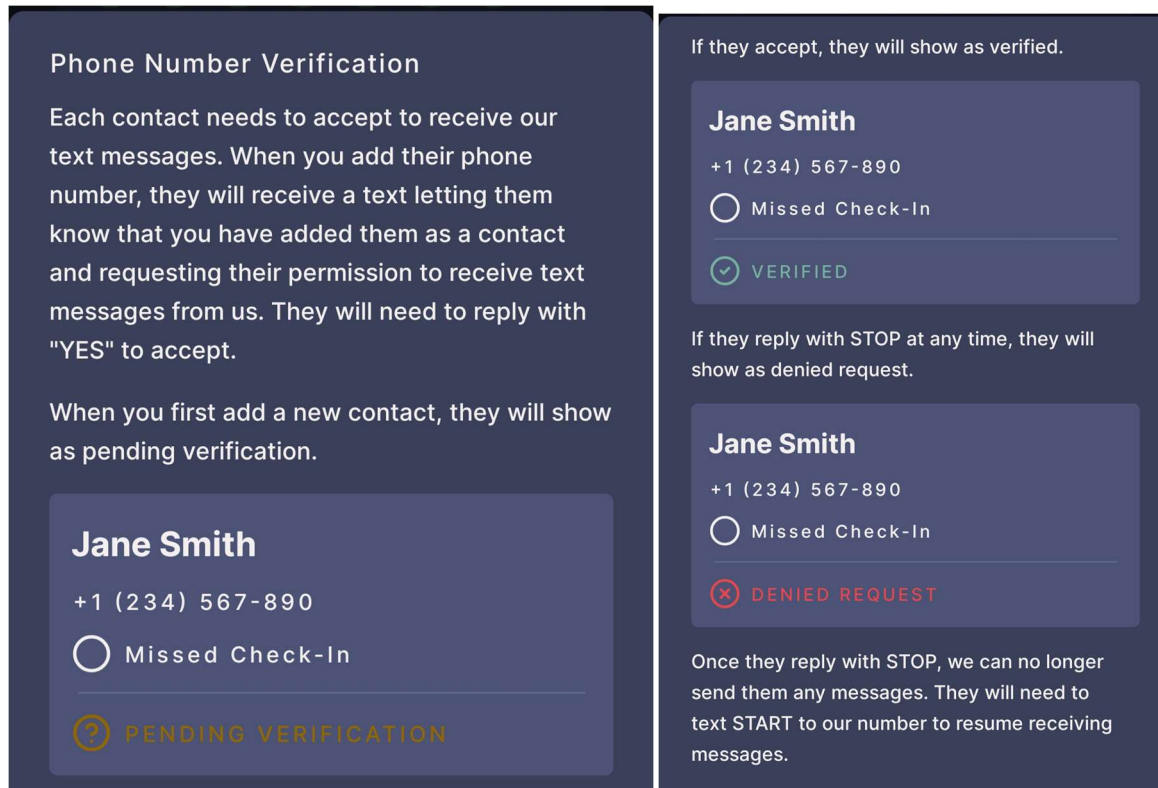
- Header: A back arrow icon.
- Title: **Contacts**
- Text: "Who do you want to be contacted if you miss your check-in? Ensure you have their consent before adding them below."
- Contact Card (John Doe):
 - Name: **John Doe**
 - Phone: +1 (877) 780-4236
 - Options: ☐ Missed Check-In, ☐ Request Assistance
 - Status: ☒ VERIFIED
- Buttons: "+ Add Contact" (green), "Next →" (dark blue).
- Bottom: A green circular button with a white question mark icon.

Right Screenshot: Contact

- Header: A back arrow icon.
- Title: **Contact**
- Form Fields:
 - Name: John Doe
 - Phone: +1 (877) 780-4236
- Notification Options (Toggle Switches):
 - ☒ Notify on missed check-in
 - ☒ Notify on completed check-in
 - ☒ Notify on assistance requested
- Buttons: "Save Contact ✓" (dark blue), a trash icon button (dark blue).

When each contact is added by a user, they will receive an initial verification text and need to opt-in to receive any further text messages. They will need to reply with “YES” to accept or NO / STOP to reject and stop receiving messages.

Here are some screenshots from the app’s help section explaining the process:



If a contact messages STOP at any time, all text messages will stop.

Example Text Messages

Example opt-in text:

Checkin: {first_name} {last_name} has added you as a contact to receive automated notifications regarding their checkins. Reply YES to accept or STOP to reject. Msg & data rates may apply.

Example opt-in confirmation text:

You have accepted being a contact for {first_name} {last_name}. Reply STOP to reject and stop receiving messages, HELP for help.

Example notification texts:

{name} missed their {time} checkin.

{name} completed their {time} checkin and REQUESTED ASSISTANCE.