

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

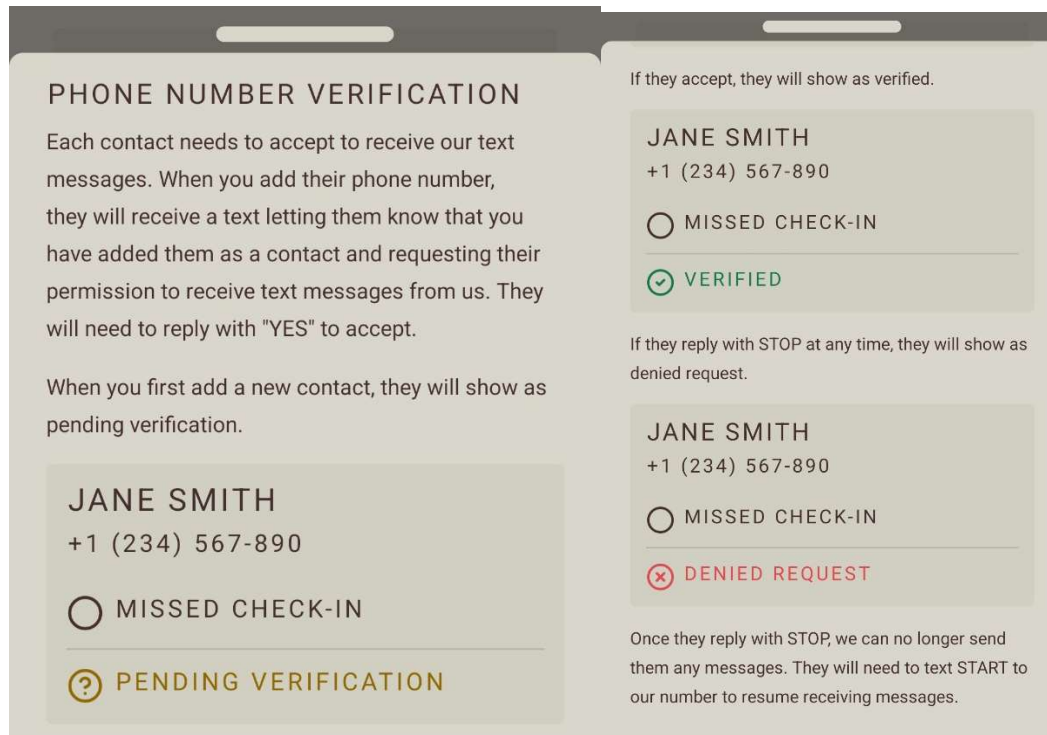
The image displays two side-by-side screenshots of a mobile application interface, likely for a check-in system. Both screenshots show a status bar at the top with the time 3:22, signal strength, and 75% battery.

The left screenshot shows the 'CONTACTS' screen. It has a back arrow on the top left. The title is 'CONTACTS'. Below the title is a subtitle: 'Who do you want to be contacted if you miss a check-in? Ensure you have their consent before adding them below.' There are two contact cards. The first card is for 'MEREDITH HARPER' with phone number '+1 (877) 780-4236'. It has three radio button options: 'MISSED CHECK-IN', 'COMPLETED CHECK-IN' (which is selected), and 'REQUEST ASSISTANCE'. Below these is a green checkmark icon and the word 'VERIFIED'. The second card is for 'TAYLOR WILLOW' with phone number '+1 (234) 567-8910'. It has two radio button options: 'REQUEST ASSISTANCE' (which is selected) and 'VERIFIED' (with a green checkmark icon). At the bottom of the contact list is a green button with a plus icon and the text '+ Add Contact'. Below that is a 'Next →' button with a green circular icon containing a question mark.

The right screenshot shows the 'Edit Contact' screen. It has a back arrow and the title 'Edit Contact' on the top left, and a circular icon with a question mark on the top right. The title 'CONTACT' is centered. Below it are two text input fields: the first contains 'Meredith Harper' and the second contains '+1 (877) 780-4236'. Below the input fields are three toggle switches, all currently turned off. The first toggle is labeled 'Notify on missed check-in', the second is 'Notify on completed check-in', and the third is 'Notify on assistance requested'. At the bottom are two buttons: 'Save Contact ✓' and a trash can icon.

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.