

IATSE Local 835

Text Information/Helpful Hints

- According to the Referral Hall Rules for IATSE Local 835, you **MUST** have the ability to send and receive text messages. It is a **REQUIREMENT** to work through this local.
- To add your phone to the IATSE Local 835 text system, or if you mistakenly opted out previously, text the word “**STAGEHAND**” to **313131**. You will receive a confirmation message that you have been added.
- If you are having difficulty receiving texts from IATSE Local 835, text the word “**HELP**” to **313131** and follow any directions technical support may offer.
- If you are still having difficulty receiving texts, please contact your carrier to make sure that you do not have a **SHORT CODE BLOCK** activated on your account. The block will not allow systems like ours reach your phone. Please have it removed. In most cases, dialing **611** from your phone will bring you to a customer service representative.
- Please **READ** the text when it is sent to you. There will be important information in the message. In some cases, you will be asked to **CALL** Local 835 and other times you will be asked to respond via **TEXT**.
- When responding via text and awaiting a confirmation reply, please allow **AT LEAST 20 minutes**. Do **NOT** send a reply text and then immediately call Local 835 with the same response. The Call Stewards are processing the reply texts. It takes some time to go

through the messages. By immediately calling, you're delaying the process.

- [HELPFUL HINT: This portion refers to the texts sent late in the evening, usually after 7:30pm] If you reply YES to a call, you wait the required 20 minutes, you still receive no confirmation and the Call Steward line is going directly to voicemail, most often that means the calls have been filled. In this case, you should **QUICK CALL** the following morning between 5am and 6am so you are available if replacements are needed.
- [EXTREMELY IMPORTANT] Do **NOT** send a text to Local 835 unless you are responding to a text sent to you. A message from Local 835 will expire after 6 hours (from the time **IT WAS SENT**). After that time has elapsed, any response you send, will not reach the Local 835 Inbox. An unsolicited text message (phishing for work) will go to whichever company is using the text service at the time (there are over 5,000 companies that use this text service and share the 313131 number).
 - True example of how this negatively impacts you: Johnny Stagehand sends an unsolicited text saying, "I am available to work." This message does not arrive in Local 835's Inbox. It went to a completely different company who had a sales message out. Johnny is now connected to that company and receives the sales text message. Johnny responds back, "STOP" to the company that he doesn't know. The STOP message has now automatically opted Johnny out of the text service that Local 835 uses. Johnny will now miss messages that were offering work through Local 835.