

Someone accidentally rejected the opt-in request I sent. What do we do?

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SMS and WhatsApp Opt-In flows are automatic messages designed to meet regulations that require consumers to have the option of accepting or rejecting communications from business. MultiLine allows your organization to configure these Opt-In messages for their users ([Learn More \(https://moviuscorp.knowledgeowl.com/help/tcpa-opt-in\)](https://moviuscorp.knowledgeowl.com/help/tcpa-opt-in)).

When you attempt to contact someone they receive a message with instructions on how to opt-in. If they opt-out, they are notified of this and receive instruction about how to opt-in again, if desired.

Unless your organization configured a custom flow, usually the person just needs to reply to the message thread with "YES". They also have the option to reply to the conversation with any other message, and a new opt-in message will be sent to the user giving them another chance to consent to message with you.
