

## **ICM Controls and UKG/Twilio Opt In and Opt Out Procedures**

### **Purpose for this Document:**

This document explains how ICM Controls Corp. employees can opt in to or opt out of SMS/text messages sent through Twilio, integrated with the UKG Ready app. SMS/text messages may include employee account notifications, scheduling updates, timekeeping alerts, payroll notifications, HR announcements, benefits communications, compliance communications, and other employment-related notices.

### **Message Frequency:**

Message frequency varies based on your role, work schedule, timekeeping activity, payroll cycles, benefits activity and company announcements. Messages may be recurring.

### **Message & Data Rates:**

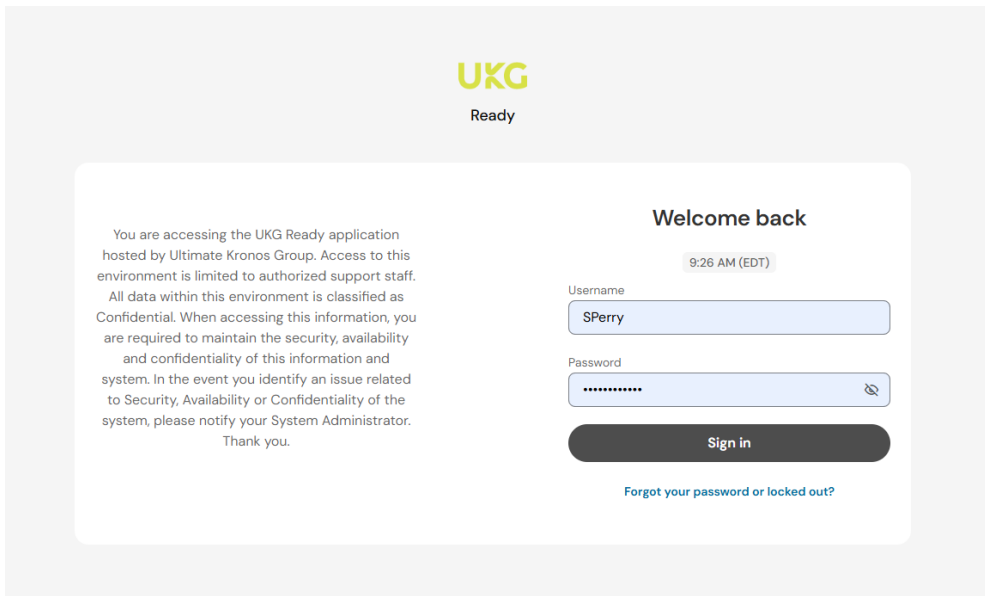
Message and data rates may apply depending on your mobile carrier and plan. ICM Controls Corp. is not responsible for any charges incurred by your carrier.

### **Supported Carriers/Carrier Disclaimer:**

Messaging services are supported by major U.S. carriers, including but not limited to AT&T, Verizon, T-Mobile, and others. Carrier participation may vary, and delivery is not guaranteed. Carriers are not liable for delayed or undelivered messages.

### **Login:**

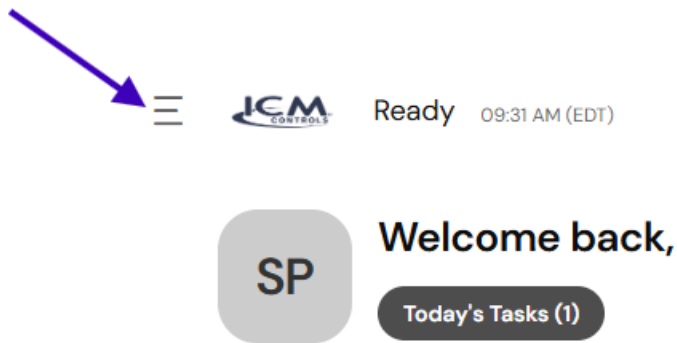
ICM Controls Corp. employees must be logged into their authenticated UKG Ready app employee account to opt in to SMS/text messages sent through Twilio.



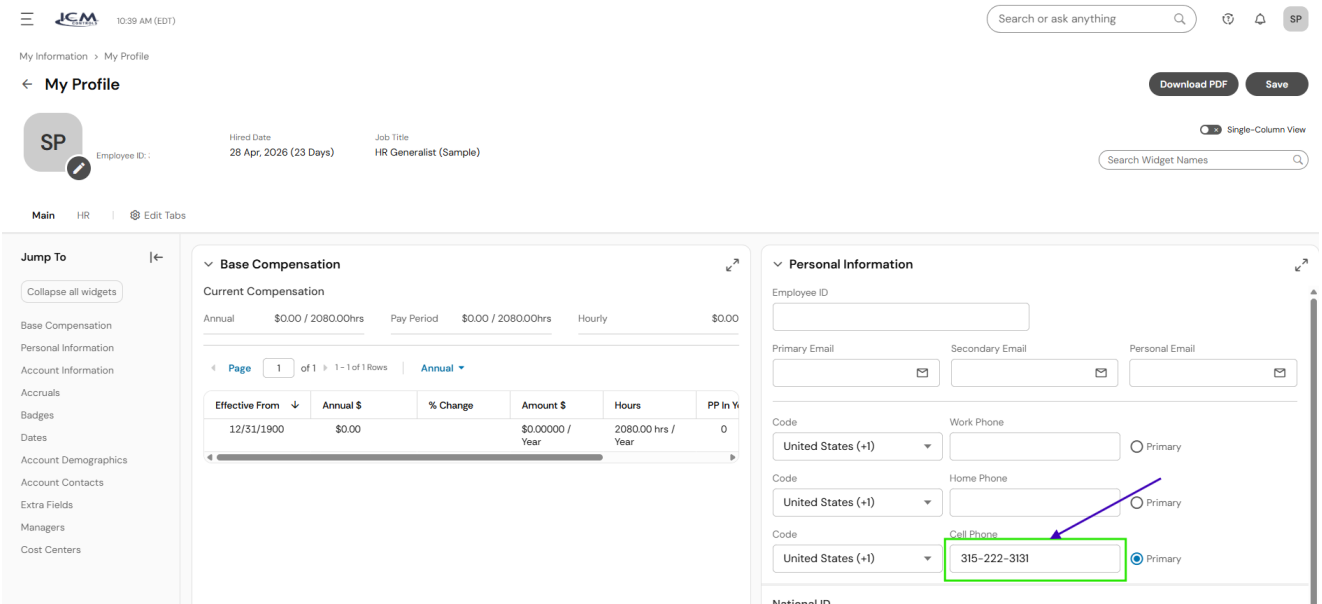
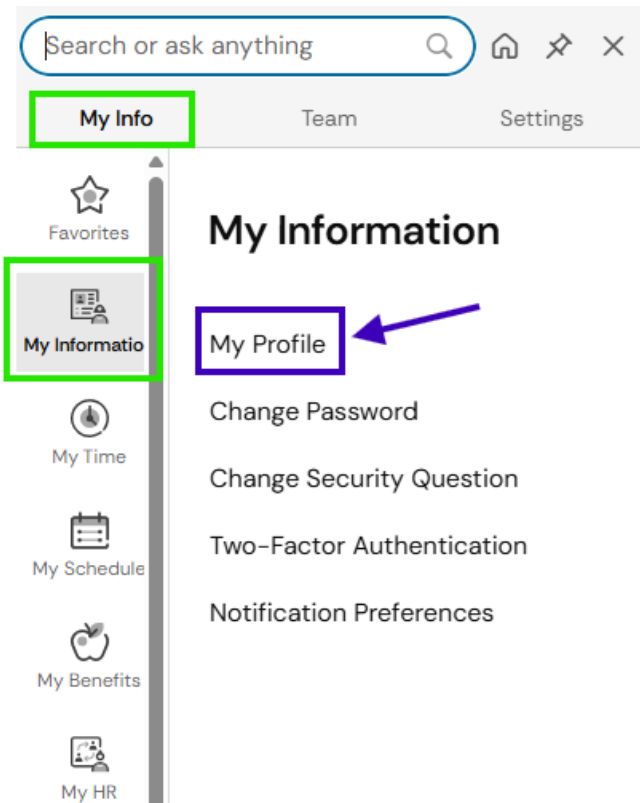
### Verification:

Verifying the phone number listed in your account profile is correct.

Step1- Click on the menu overflow in the upper left corner like in the image below.



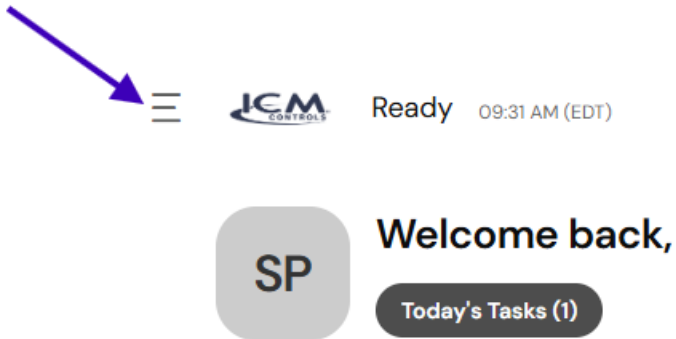
Step 2- Select the top tab “**My Info**”, then in the left Tab select “**My Information**”. In the right view pane select “**My Profile**”. In the new window *verify* your cell phone number is correct and entered like in the example images below.



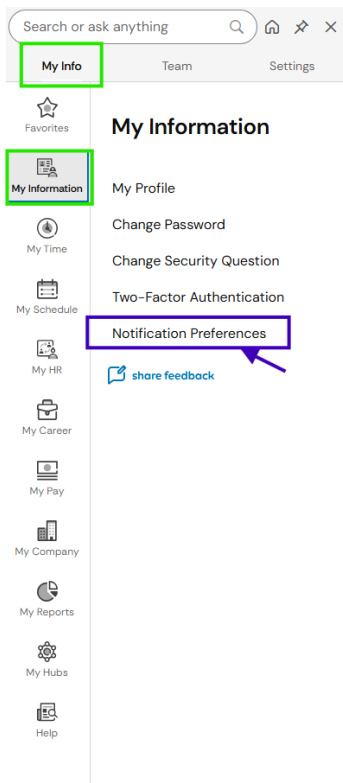
**Opt In Procedure:**

ICM Controls Corp. employees must navigate to their “Notification Preferences” page and select the SMS option.

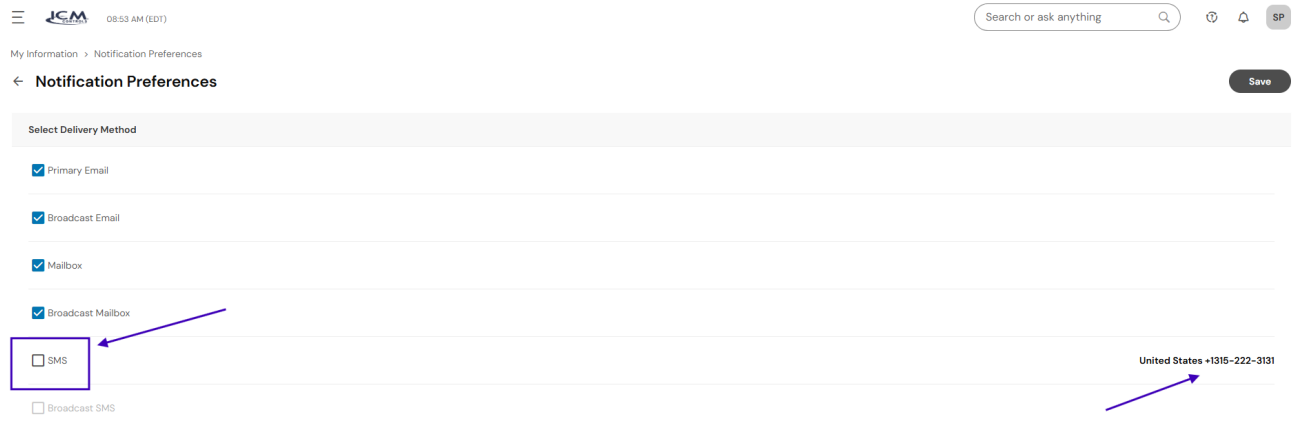
Step 1: Click on the menu overflow in the upper left corner like in the image below.



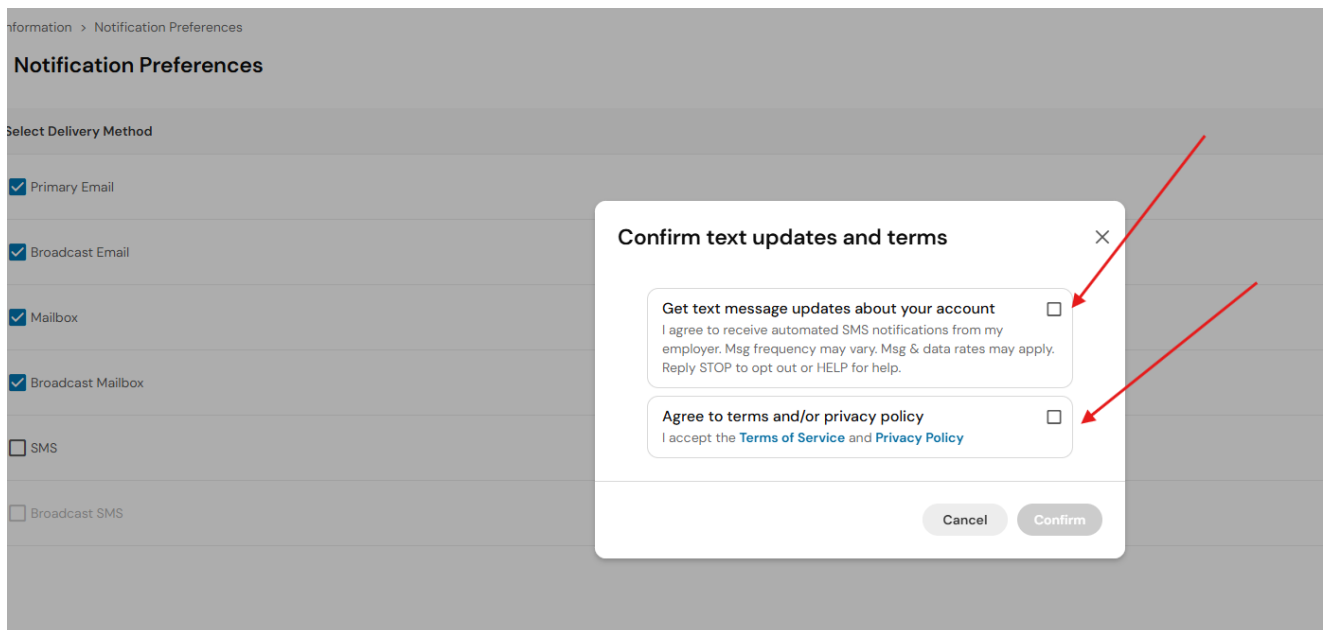
Step 2: Select the top tab “My Info”, then in the left Tab select “My Information”. In the right view pane, your “Notification Preferences” will be visible. Select “Notification Preferences” as displayed in the image below.



Step 3: Check the box labeled “SMS” and verify that your number is correct adjacent to the checkbox on the right side



This prompts you to “Confirm text updates and terms”



By checking this box, I agree to receive recurring SMS/text messages from ICM Controls Corp. at the mobile number provided. Messages may include employee account notifications, scheduling updates, timekeeping alerts, payroll notifications, HR announcements, benefits communications, compliance communications, and other employment-related notices. Message frequency varies. Message and data rates may apply. Reply HELP for help. Reply STOP to opt out. Consent is not a condition of employment. Terms & Conditions: <https://www.icmcontrols.com/sms-terms-and-conditions/> . Privacy Policy: <https://www.icmcontrols.com/privacy-policy-2/>.

After agreeing to Terms and Conditions, the user will be asked to confirm, or change, the cell phone number they'd like to receive messages at.

### Verify Your Phone Number

Security code will be sent to the phone number below

Country Code  
United States (+1)

Cell Phone  
9789799524

Cancel Send Code

Users will have to send a code to their selected number and verify it.

### Verify Your Phone Number


Enter Security Code \*

□ □ □ □ □ □

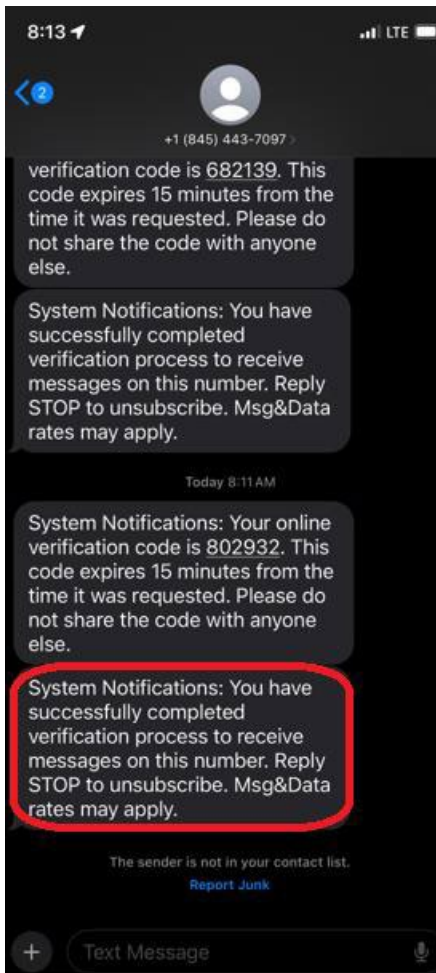
Resending new code will be available in 24 second(s).

Cancel Verify

Once verified, the user will be informed they have successfully verified and registered their number.

 **Done!**  
Phone number has been successfully verified.

OK



*Important Note: By default, **ALL employees** within your company are opted out when the SMS Integration with Twilio Marketplace item is enabled for your company.*

### **SMS Privacy Notice:**

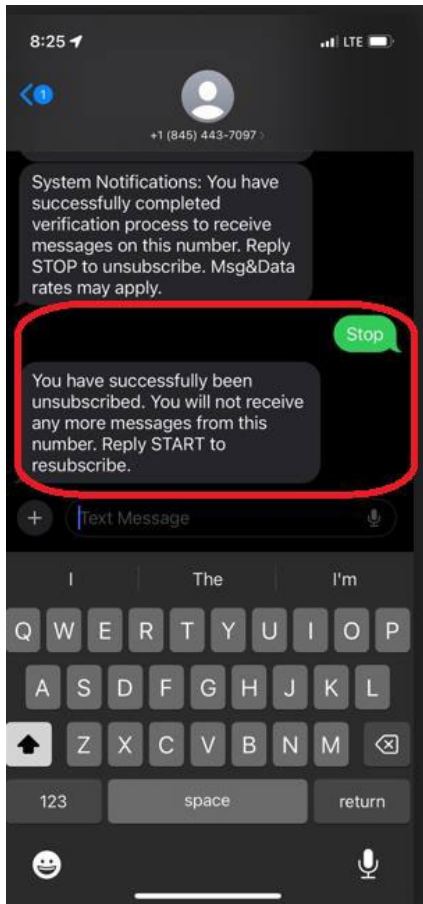
No mobile information, including employee phone numbers, SMS opt in data, or SMS consent records, will be sold or shared with third parties or affiliates for marketing or promotional purposes. ICM Controls Corp. may share SMS-related information with service providers, such as Twilio and UKG, only as necessary to operate, support, and deliver employee SMS/text communications.

### **Opt Out Procedures:**

An employee/applicant can opt out of SMS messages in two ways.

1. Reply **STOP** to any SMS/text message received from the service. After replying STOP, the employee may receive one final confirmation message confirming that they have been

unsubscribed. After this confirmation, the employee will no longer receive SMS/text messages from this program unless they opt back in.



2. Log in to UKG Ready app and navigate to My Information > Notification Preferences, then uncheck the SMS box and save the change.



### Opt Back In Procedure:

To opt back in, return to Notification Preferences, check the SMS box, accept the SMS terms, confirm the mobile number, and complete the verification process.

**Help/Support Instructions:**

Reply **HELP** to any SMS/text message for help. Employees may also contact ICM Controls Corp. Human Resources at [hrdept@icmcontrols.com](mailto:hrdept@icmcontrols.com) or 1-315-362-9385.