



**MIDDLETOWN**  
Rhode Island

## **INFORMATION TECHNOLOGY**

**TOWN OF MIDDLETOWN**

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To: Town Staff & Employees  
From: The Information Technology Department  
Subject: Internal SMS Policy  
Date: March 16, 2026

## **Town of Middletown – Internal SMS Policy**

**Program Description:** This service is used exclusively for internal administrative purposes, including sending Multi-Factor Authentication (MFA) codes to Town employees and authorized contractors to secure access to municipal systems.

**Consent:** Employees provide their mobile numbers during the onboarding process and consent to receive security-related text messages as part of their identity verification requirements.

**Opt-Out:** While MFA is a security requirement, users can reply STOP at any time to unsubscribe. After texting STOP, you will receive a confirmation message and will no longer receive security codes via SMS.

**Support:** For assistance, reply HELP or contact the Middletown IT Helpdesk.

**Privacy:** Mobile information will not be shared with third parties or affiliates for marketing or promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

**Cost:** Message and data rates may apply. Message frequency varies based on user login activity.