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All Collections For Parents My Account How to Add/Verify My Mobile Phone for SMS/Texting

How to Add/Verify My Mobile Phone for SMS/Texting



Written by Grace B.. Updated over a week ago

Communication via text is critical to your team's ability to stay in contact with you.

1. In the left-hand navigation menu, click **My Account > Account Info**.
2. To add a Mobile/SMS number for one of the athletes in the account, click the **Members** tab and then click the desired name.
3. Enter an SMS cell number and select its *Carrier*.
4. Click **Save** in the upper right, which will send that number a verification text.
5. Check your cell phone for a "Verify your SMS" text from *notifications+alias*, where the *alias* is your team's alias, and open it. Note that some cell carriers can take a while to deliver the message.

Troubleshooting

If you *never* receive the message, try these steps.

- Delete the number.
 - Set the Carrier to **None**.
 - Click **Save**.
 - Repeat steps 3-5 again.
1. Tap the link, and you should see one of three possible messages.
 - "Success! We have validated your primary SMS." (or "secondary SMS" if that's what you were verifying) The SMS number is verified and ready to receive texts from the team. You may skip the rest of the steps.

- "Sorry, your primary SMS has already been validated." Sometimes just opening the text will verify the number, resulting in this message. The SMS number is verified and ready to receive texts from the team. You may skip the rest of the steps.
 - "Sorry, the code XXXX did not match any codes." Continue to the next step.
 - If tapping the link doesn't work, note the four-digit code number in the text message.
2. On your team's website, click the **Unverified** button above the SMS number.

SMS: **Unverified** Carrier:

Enter the verification number into the field below and click "Verify" to verify this phone number.

Verification Code:

Resend Verification

Verify

Cancel

3. If your code did not match any codes, click **Resend Verification**.
4. Enter the four-digit code from your text message in the *Verification Code* field and click **Verify**.
5. You will see *Verified* in green above the SMS number. You may need to refresh the screen to see this.

SMS: **Verified**

Did this answer your question?

