

# Add and verify a cell number for SMS/texting

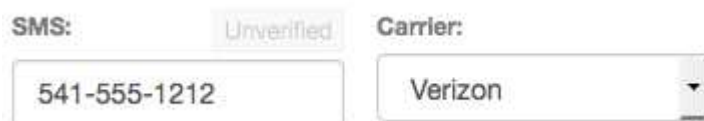
To add a cell number for texting messages please follow the steps below. This **MUST** be done for the number to be activated for use through OnDeck. Ideally an account holder will perform the below steps, as it requires retrieving a verification code from their cell phone and entering it on the site.

## SwimOffice Admin - Not an Admin

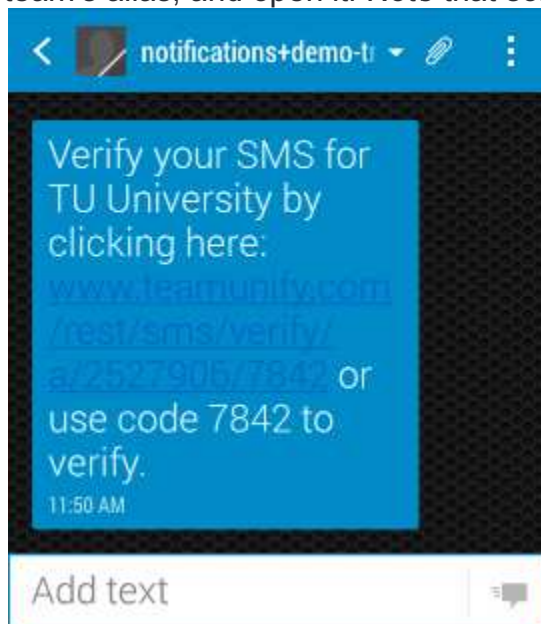
1. Sign In to your team's TeamUnify SwimOffice website.
2. In the side menu click **My Account > My Account**.



3. To add an SMS number for one of the athletes in the account, click the **Members** tab and then click their name; otherwise stay on the current screen.
4. Fill in the cell number in the *SMS* field.
5. Pick the cell *Carrier* for that phone from the drop down menu.

A screenshot of the SMS verification form. It shows two input fields: 'SMS:' with the value '541-555-1212' and 'Carrier:' with a dropdown menu set to 'Verizon'. The 'SMS:' field has a 'Unverified' status indicator above it.

6. Click **Save** in the upper right and it will send that number a verification text.
7. Check your cell phone for a "Verify your SMS" text from *notifications+alias*, where *alias* is your team's alias, and open it. Note that some cell carriers can take awhile to deliver the message.



8. Tap the link and you should see one of two possible messages.
  - o "Success! We have validated your primary SMS." (or "secondary SMS" if that's what you were verifying)
  - o "Sorry, your primary SMS has already been validated." Sometimes just opening the text will verify the number, resulting in this message.

In either case the SMS number is verified and ready to receive texts from the team.

9. If tapping the link doesn't work, note the four digit code number in the text message.
10. If you get the message "Sorry, the code XXXX did not match any codes," continue.
11. Back in your team's SwimOffice website, click the **Unverified** button above the SMS number.

SMS: **Unverified** Carrier:

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

Verification Code:

**Resend Verification**

**Verify**

Cancel

12. If you got the error in step 10 on your mobile device, click **Resend Verification** and go back to step 7.
13. Enter the four digit code from your text message in the *Verification Code* field and click **Verify**.
14. You will see *Verified* in green above the SMS number. You may need to refresh the screen to see this.

SMS: **Verified**