

1. Log into your account on the Otters website- www.swimotters.org
2. Click on “My Account” on left tab. Click on the second “My Account.” There you should see your account with your address, phone number, etc.
3. Look for the “SMS” textbox. If you see a green “Verified,” then you are set to receive text messages. If you see a yellow “Unverified,” follow these steps to verify your cell phone number in order to receive text messages.
4. Enter your cell phone number and select your cell service provider/carrier. You must have a carrier selected in order to verify your cell number.
5. Click on the yellow “Unverified”
6. Click on the yellow “Resend Verification” button.
7. A popup window will appear that says “Verification SMS sent to 1 account.” Click OK. You should receive a text message to your cell phone within a few minutes.
8. Click on the link in the text message to verify your cell phone number. You should be taken to a plain white screen that says “Success! We have validated your primary SMS.”
9. If the link doesn’t work, enter the verification code found in the text message on your account page on our website in the “Verification Code” box. Click on the green “Verify” and your account should be ready to receive text messages.

If you are having trouble getting your cell phone number verified, please email me at jtiedeken@hotmail.com and I will help verify your cell phone number.

This screenshot shows two user profiles. The left profile, for user 'Joanna Demchak' (Login Email: jtiedeken@hotmail.com), has an 'SMS' status of 'Unverified' (yellow button) and a carrier of 'Verizon'. The right profile, for user 'ademchak@hersheys.com' (Email 1), has an 'SMS' status of 'Verified' (green button) and a carrier of 'Verizon'. Red arrows point to the 'Unverified' status with the text: 'If you see this, follow the steps to verify your cell phone number.' Another red arrow points to the 'Verified' status with the text: 'If you see this, then you are set to receive text messages from the Otters.'

This screenshot shows the verification process for the 'Unverified' user. The 'SMS' field contains '717-557-1754' and the 'Carrier' dropdown is set to 'Verizon'. Red annotations include: 'Enter your cell number' pointing to the SMS field; 'Select your cell carrier from the drop down menu' pointing to the Carrier dropdown; 'Click on the yellow "unverified" button' pointing to the yellow 'Unverified' button; and 'Click on the yellow "Resend Verification" button' pointing to the yellow 'Resend Verification' button. Below the form, there is a 'Verification Code' field and a 'Verify' button. A note says: 'Enter the verification number into the field below and click "Verify" to verify this phone number.'

