

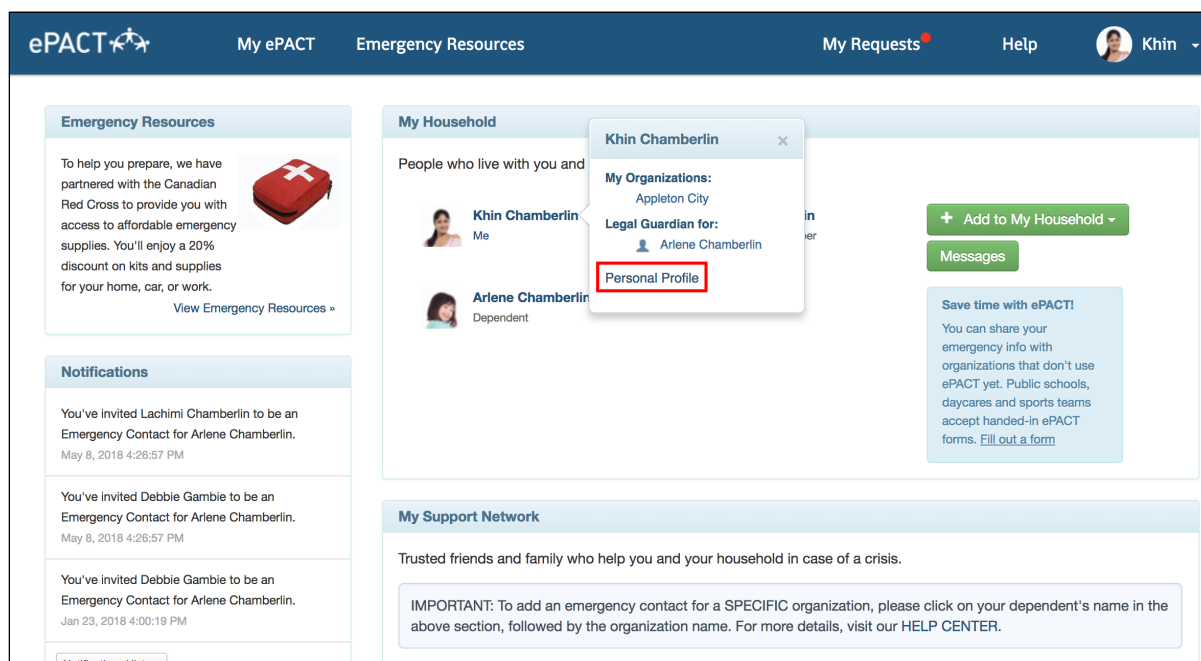
# How can I verify my mobile number to receive text messages from my organization?

Modified on: Fri, 1 Nov, 2019 at 12:33 AM

Verifying your mobile number in ePACT ensures that you receive important text notifications sent by your organization as quickly as possible.

1. You will need to review the information in your profile to ensure that your mobile number is there. Start by logging into your ePACT account at <https://www.epactnetwork.com/us/login> (<http://www.epactnetwork.com/us/login>).

2. Click **My ePACT**, then click on your name, and then **Personal Profile**.



The screenshot shows the ePACT user interface. At the top, there is a navigation bar with the ePACT logo, 'My ePACT', 'Emergency Resources', 'My Requests', 'Help', and a user profile for 'Khin'. The main content area is divided into several sections: 'Emergency Resources' (with a Red Cross logo and text about emergency supplies), 'Notifications' (with three recent notifications), 'My Household' (showing 'Khin Chamberlin Me' and 'Arlene Chamberlin Dependent'), and 'My Support Network'. A dropdown menu is open over 'Khin Chamberlin', showing 'My Organizations: Appleton City', 'Legal Guardian for: Arlene Chamberlin', and 'Personal Profile' (which is highlighted with a red box). There are also buttons for '+ Add to My Household', 'Messages', and a 'Save time with ePACT!' section.

3. Check to see if your mobile number is listed under **Primary Phone #** or **Secondary Phone #**. **If your mobile is NOT there please continue to Step 4.** (In the image below, the selected phone number is a landline and so we must add a mobile number). **If your mobile is there, please continue to Step 6.**

ePACT My ePACT Emergency Resources My Requests Help Khin

### Khin Chamberlin

Personal Profile My Organizations (1)

**Contact Info**

Full Name: Khin Chamberlin  
 Email: chamberlin@besafebc.com  
 Address: 100 Main St  
 Toronto, Ontario  
 1S1 S1S Canada

Primary Phone #: 416-555-1234  
 Secondary Phone #:

**SMS**  
 Visit your Account Settings to verify your mobile number and start receiving texts.

Emergency information needs to be completed for:  
 ▶ Appleton City  
 Complete Request →

Save time with ePACT!

**Medical Info** Edit

**Basic Medical Info**

Date of Birth	n/a
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4. Click on **Add to or edit personal profile** on the left-hand side, under **Profile Actions**. Or, if you've completed a record for yourself, click **Edit** to the top right of the **Contact Info** section.

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Primary Phone #: 416-555-1234  
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**SMS**  
 Visit your Account Settings to verify your mobile number and start receiving texts.

Emergency information needs to be completed for:  
 ▶ Appleton City  
 Complete Request →

Save time with ePACT!  
 You can share your emergency info with organizations that don't use ePACT yet. Public schools, daycares and sports teams accept handed-in ePACT forms.  
[Fill out a form](#)

**Profile Actions**

- Add to or edit personal profile
- Change or Remove photo
- View Account Settings

[Return to My ePACT](#)

**Medical Info** Edit

**Basic Medical Info**

Date of Birth	n/a
Gender	n/a
Personal Health Care #	n/a
Detailed Health Insurance Info	n/a
Last Physical	n/a
Blood Type	n/a
Important Medical Conditions	n/a

**Medical Conditions**

Food Allergies	n/a
Environmental Allergies	n/a
Medication Allergies	n/a
Taking Medications	n/a
Heart Condition	No
Wears Contacts	No
Hearing impairment or deafness	No

5. Under the Primary Phone number, you can click the blue **Add another number** button and enter in the mobile number, and then select **Mobile**. Or if you need to update your phone number, simply delete the previous number and enter the new one. Be sure to click **Continue** at the bottom of the page to save your new information.

The screenshot shows the 'Emergency Info for Khin Chamberlin' page. On the left is a navigation menu with 'Contact Info' selected. The main content area is titled 'My Contact Info' and includes a note '\* Indicates required fields'. The 'Primary Phone #' field contains '416-555-1234' and is set to 'Landline'. The 'Secondary Phone #' field contains '647-555-1234' and is set to 'Mobile'. A 'Remove Secondary Number' button is located below the secondary phone field. At the bottom, there is an 'SMS' section with the text: 'Visit your Account Settings to verify your mobile number to start receiving texts after you've shared this form.'

6. Click on your name in the top right hand corner and select **Account Settings**.

This screenshot shows the same page as the previous one, but with a dropdown menu open in the top right corner. The menu contains three options: 'Personal Profile', 'Account Settings' (which is highlighted with a red box), and 'Log Out'. The user's name 'Khin' is visible next to the dropdown arrow.

7. Click on **Verify phone number** under Text Messaging Preferences.

ePACT My ePACT Emergency Resources My Requests Help Khin

### Account Settings

If you have any questions about the system or would like to change any additional information not located here or in your profile, visit our [Help Center](#) to search our knowledge base or send us a request, or call us toll-free at 1-855-773-7228 Monday-Friday 9am-5pm PST.

#### Text Messaging Preferences

You can sign up to receive text messages from the organizations you're connected to. We will text you an access code to verify your mobile phone number.

Note: Not all ePACT organizations use this service.

[Verify phone number](#)

#### Change Picture

8. You will now receive a code sent to you via text message at that mobile number. Please enter the five-digit code and then click **Verify**.

Khin, please enter code [18567](#) in your ePACT account. Msg & data rates may apply. Reply HELP for help.

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Note: Not all ePACT organizations use this service.

Please enter the code that was sent to your phone:

647-555-1234:

Enter Code  [Verify](#)

9. The following messages will confirm that your phone was successfully verified.

Congratulations, Khin, this phone number is verified with ePACT!

ePACT My ePACT Emergency Resources My Requests Help Khin

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Please enter the code that was sent to your phone:

647-555-1234:

Phone successfully verified