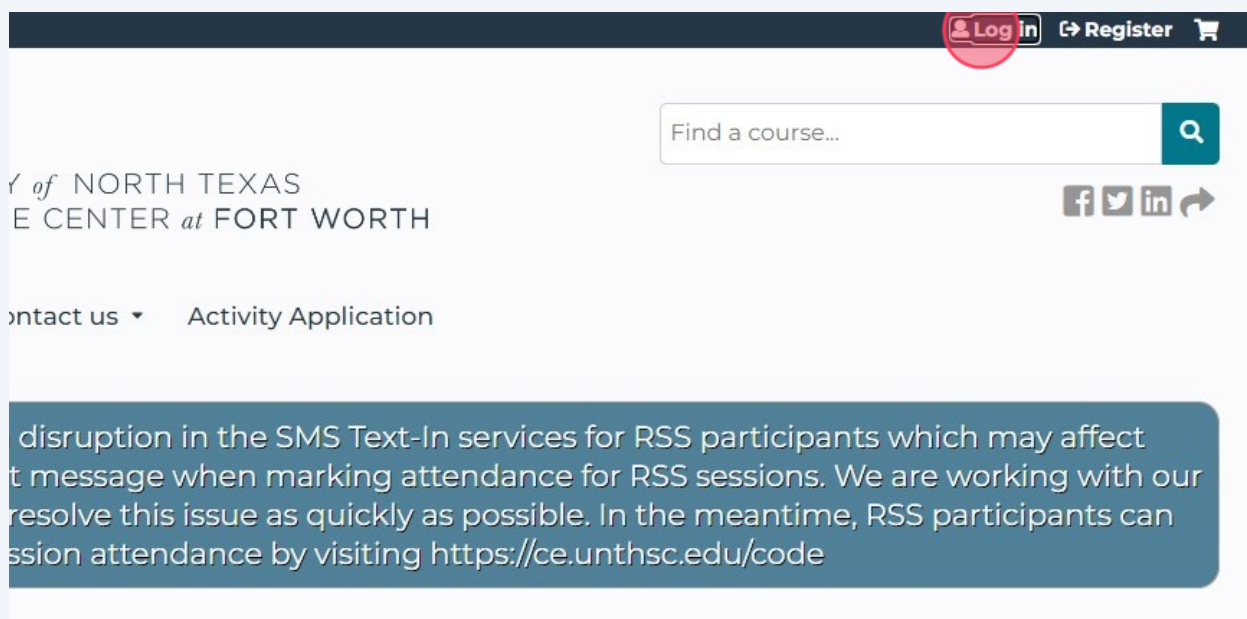


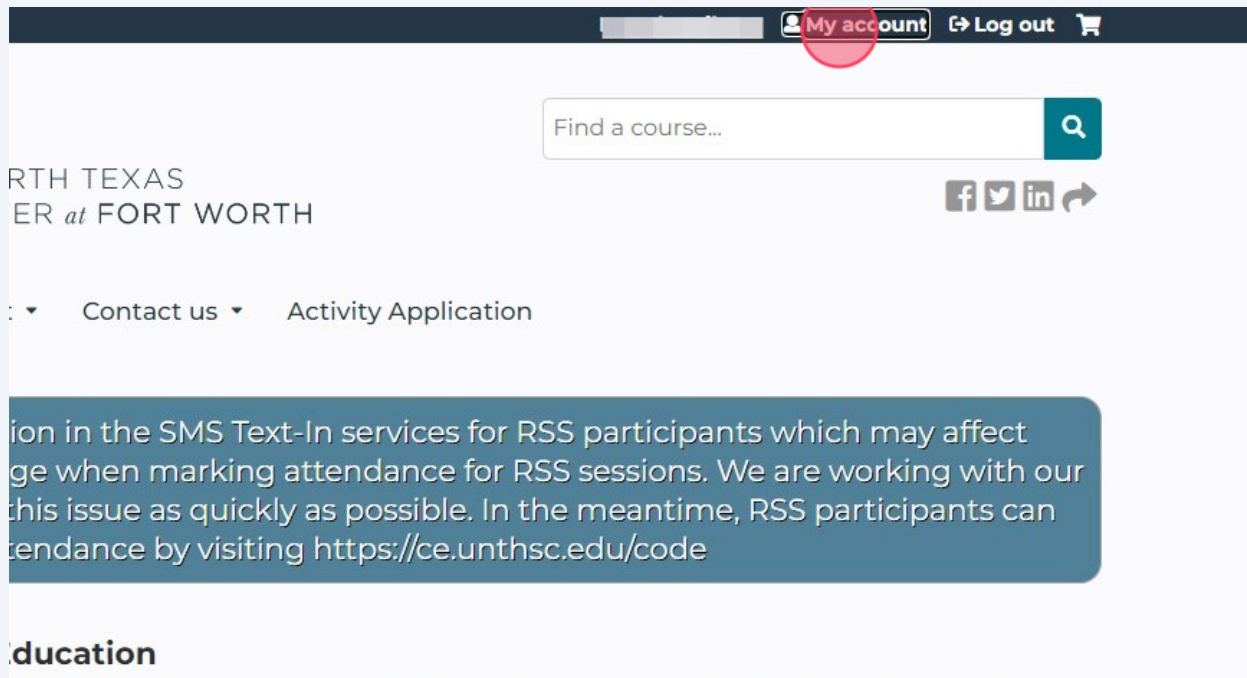
How to Update Phone Number on EthosCE Account While SMS text feature is not Working

1 Navigate to <https://ce.unthsc.edu>

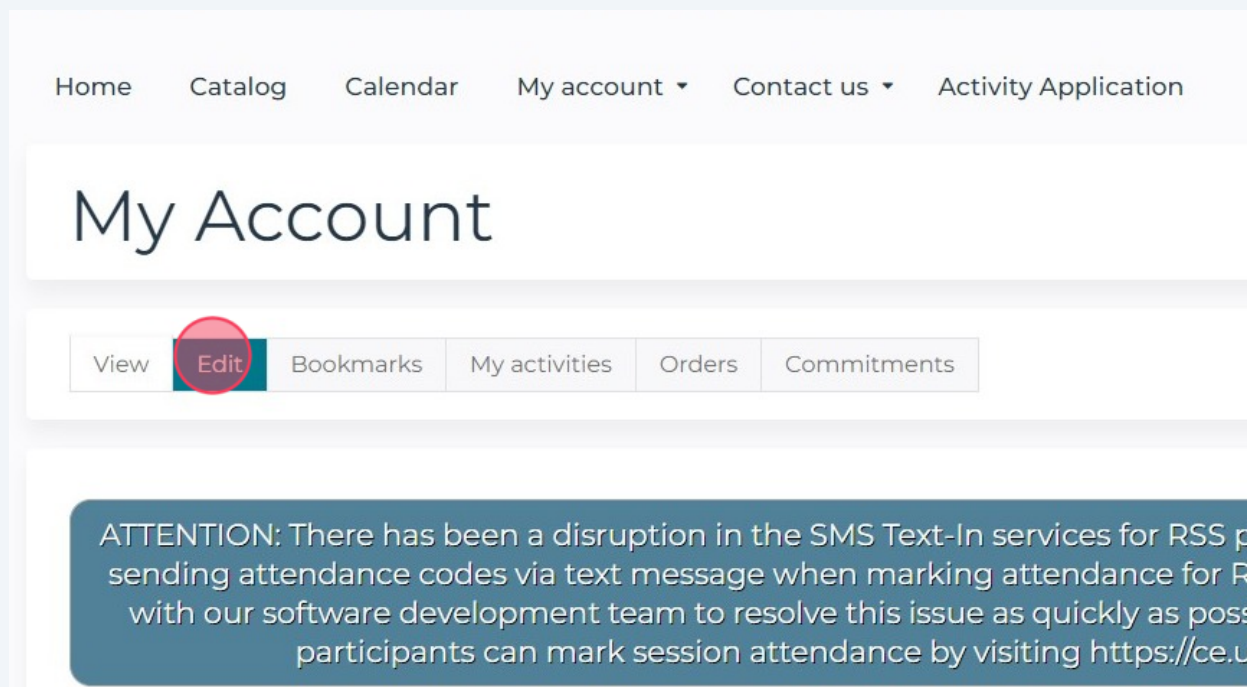
2 Click 'Log in'.



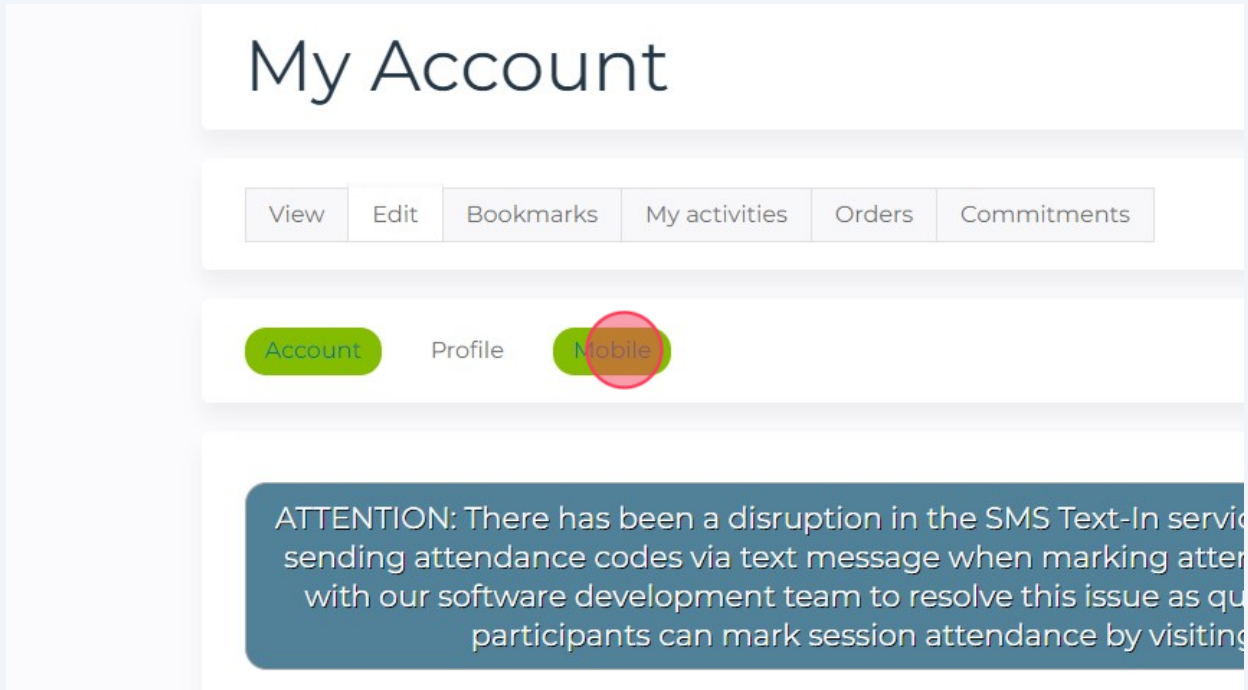
3 Click 'My account'.



4 Click 'Edit'.

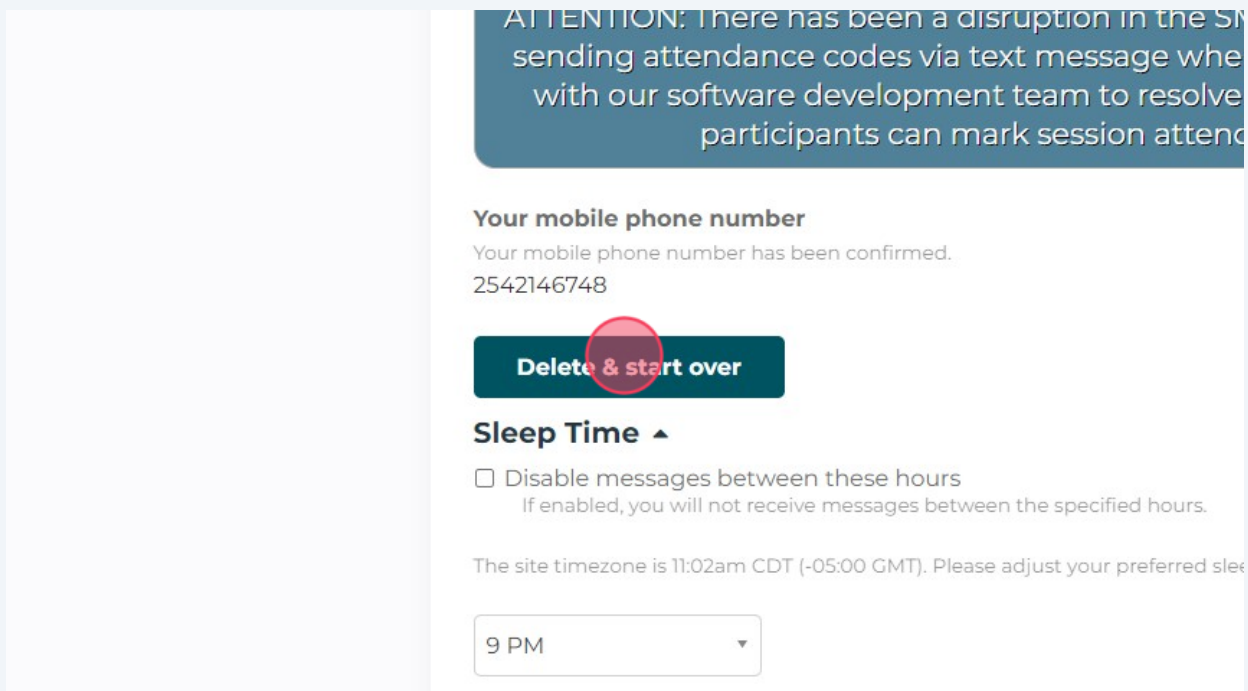


- 5 Click 'Mobile'.



The screenshot shows the 'My Account' page. At the top, there is a navigation bar with buttons for 'View', 'Edit', 'Bookmarks', 'My activities', 'Orders', and 'Commitments'. Below this, there are three buttons: 'Account', 'Profile', and 'Mobile'. The 'Mobile' button is highlighted with a red circle. Below the buttons, there is a blue banner with white text that reads: 'ATTENTION: There has been a disruption in the SMS Text-In service sending attendance codes via text message when marking attendance with our software development team to resolve this issue as quickly as possible so that participants can mark session attendance by visiting the session page.'

- 6 Click 'Delete & start over' button.



The screenshot shows the mobile phone confirmation page. At the top, there is a blue banner with white text that reads: 'ATTENTION: There has been a disruption in the SMS Text-In service sending attendance codes via text message when marking attendance with our software development team to resolve this issue as quickly as possible so that participants can mark session attendance by visiting the session page.'

Below the banner, there is a section titled 'Your mobile phone number'. It states: 'Your mobile phone number has been confirmed. 2542146748'.

Below this, there is a dark blue button with white text that reads: 'Delete & start over'. The button is highlighted with a red circle.

Below the button, there is a section titled 'Sleep Time ▲'. It contains a checkbox labeled 'Disable messages between these hours' and a subtext: 'If enabled, you will not receive messages between the specified hours.'

Below the checkbox, there is a text: 'The site timezone is 11:02am CDT (-05:00 GMT). Please adjust your preferred sleep time.'

At the bottom, there is a dropdown menu showing '9 PM'.

7

Click the "Phone number" field and enter your mobile number. Make sure Country selection is correct.

ATTENTION: There has been a disruption in the sending attendance codes via text message with our software development team to resolve this issue as quickly as possible so participants can mark session attendance.

✓ Your mobile information has been removed

Phone number *

Country

USA / Canada / Dominican Rep. / Puerto ... ▼

Confirm number

8

Click 'Confirm number' button.

ATTENTION: There has been a disruption in the SMS Text-In services for RSS p sending attendance codes via text message when marking attendance for R with our software development team to resolve this issue as quickly as possible so participants can mark session attendance by visiting <https://ce.u>

Phone number *

XXX-XXX-XXXX

Country

USA / Canada / Dominican Rep. / Puerto ... ▼

Confirm number

9

Currently, you will not receive a 'Confirmation code' until SMS Text-in services are restored.

ATTENTION: There has been a disruption in the SMS Text-In services for RSS p sending attendance codes via text message when marking attendance for F with our software development team to resolve this issue as quickly as pos participants can mark session attendance by visiting <https://ce.u>

Mobile phone number

Confirmation code

Enter the confirmation code sent by SMS to your mobile phone.

Confirm number

Delete & start over

10

Go ahead and click 'Confirm number'.

ATTENTION: There has been a disruption in the SMS Text-In services for RSS p sending attendance codes via text message when marking attendance for F with our software development team to resolve this issue as quickly as pos participants can mark session attendance by visiting <https://ce.u>

Mobile phone number

XXXXXX

Confirmation code

Enter the confirmation code sent by SMS to your mobile phone.

Confirm number

Delete & start over

11

You will get the message 'The confirmation code is invalid'. Your number will be changed within the system.

ATTENTION: There has been a disruption in the SMS Text-In services for RSS participants which may affect sending attendance codes via text message when marking attendance for RSS sessions. We are working with our software development team to resolve this issue as quickly as possible. In the meantime, RSS participants can mark session attendance by visiting <https://ce.unthsc.edu/code>

 The confirmation code is invalid.

Mobile phone number

Confirmation code

Enter the confirmation code sent by SMS to your mobile phone.

Confirm number

Delete & start over

