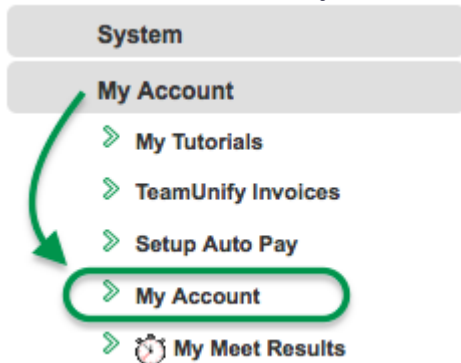# Parents: Add and verify a cell number in SwimOffice for SMS/texting

Communication via text is critical to your team's ability to stay in contact with their accounts. To add a cell number for texting messages please follow the steps below.
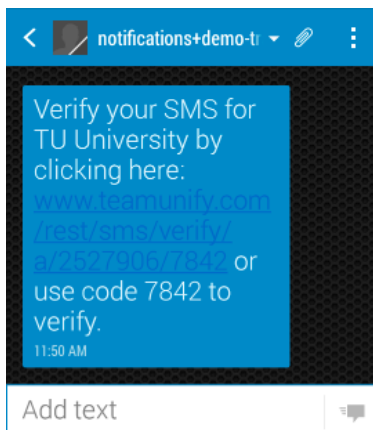
1. Sign In to your account in the HAST TeamUnify website.

2. If you see an *Email Address Verification* pop up, click the **x** in its upper right.
3. In the side menu click **My Account > My Account**.

4. 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.**
5. Enter an *SMS* cell number and select its *Carrier*.

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 a while to deliver the message.

8. 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.

9. Back in your team's SwimOffice website, click the **Unverified** button above the SMS number.

SMS: [Unverified] Carrier:

541-555-1212   Verizon

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

Verification Code:

[Resend Verification]

[   ]

[Verify] [Cancel]

10. If you got the error in step 8c on your mobile device, click **Resend Verification** and go back to step 6.
11. Enter the four digit code from your text message in the *Verification Code* field and click **Verify**.
12. You will see *Verified* in green above the SMS number. You may need to refresh the screen to see this.

SMS: Verified

541-555-1212