

# Verifying Your Everbridge Contact Information

We retrieve employee data from [Workday](#). Because it does not distinguish between phone numbers which can receive text messages and those which can receive only voice calls, it's necessary for you verify these numbers if you wish to receive TEXT messages via the Moody Urgent Alerts service. In order to do so, please log into our Everbridge Member Portal at <http://bit.ly/MoodyAlerts>. Choose the "Sign in with SSO credentials" button:

## Single Sign On (SSO)

Sign in with SSO credentials

This will take you to the familiar UT Austin enterprise login pages, in which you will enter your UT EID credentials and follow the usual two-factor (Duo) process to verify your identity.

You will then see the following page:

The screenshot shows the 'My Profile' page in the Everbridge Member Portal. At the top, it says 'Welcome Charles Soto' with a 'Logout' link and a 'Home' button. Below this is a 'Help & Answers' link. The main content area is titled 'My Profile' with an 'Edit' link. The profile information is as follows:

|                 |   |
|-----------------|---|
| First Name:     | Charles   |
| Last Name:      | Soto  |
| Time Zone:      | America/Winnipeg  |
| Primary Email:  | charles.soto@austin.utexas.edu  |
| Everbridge App: | Logged in   |
| Primary Call:   | (512) ..... ← Verify this is your correct VOICE phone number. If not, Click "Edit" above and change it in the next screen |
| Primary Text:   | (512) -' -' ← Verify this is your correct TEXT phone number. If not, Click "Edit" above and change it in the next screen  |

At the bottom of the page, it says 'Powered by Everbridge' with links for 'Terms of Use' and 'Privacy Policy'. A note states: 'Please be advised that our Privacy Policy has changed effective May 22, 2019.' The footer includes the copyright information: '© 2020 Everbridge, Inc. 20.1.0.52-2020-07-17-02:13'.

Make note of the "Primary Call" and "Primary Text" numbers shown. These should be phone numbers that can receive voice and text messages, respectively.

For most people, the number you provided in Workday is likely the same number that can receive texts. As such, we made the assumption that your "Primary Text" number is the same as your "Primary Call" number. But if you supplied Workday with a different number (if, for example, you have a home phone line and a different mobile line) you will have to modify it here.

If you wish to modify either number, click the "Edit" link, at which point, you will be taken to the "My Profile" screen:

# My Profile

**First Name**

**Last Name**

**Time Zone**

## Here's how to contact me.

**1) Primary Email**

**2) Everbridge App**

**3) Primary Call**

**4) Primary Text**

**5) Secondary Email**

**6) Secondary Text**

**7) Secondary Call**

Click "Save" when done

Type in the correct numbers in the correct fields, then click "Save" to save your changes. You'll be taken back to the original main screen, which should now show your edits. That's it!

**Please NOTE: If your Primary Email is incorrect, or if the numbers you reported were entirely invalid, you should update your records within Workday to assure you receive important documents and communications from the University. Do that here: <https://workday.utexas.edu/news/how-do-i-update-my-primarywork-email-address>**