

# 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 Everbridge Member Portal for The University of Texas at Austin Moody College of Communication. The user is Charles Soto, and the page displays their profile information. The 'My Profile' section includes fields for First Name, Last Name, Time Zone, Primary Email, Everbridge App status, Primary Call, and Primary Text. Red arrows point to the Primary Call and Primary Text fields with instructions to verify the numbers.

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

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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	<input type="text" value="Charles"/>
Last Name	<input type="text" value="Soto"/>
Time Zone	<input type="text" value="(GMT-06:00) Central Standard Time (America/Winnipeg)"/>

### Here's how to contact me.

1) Primary Email	<input type="text" value="charles.soto@austin.utexas.edu"/>	
2) Everbridge App	Logged in	
3) Primary Call	<input type="text" value="United States"/>	<input type="text" value="(512) 555-0123 VOICE #"/>
4) Primary Text	<input type="text" value="United States"/>	<input type="text" value="(512) 555-0123 TEXT #"/>
5) Secondary Email	<input type="text" value="email@email.com"/>	
6) Secondary Text	<input type="text" value="United States"/>	<input type="text" value="Example (201) 555-0123"/>
7) Secondary Call	<input type="text" value="United States"/>	<input type="text" value="Example (201) 555-0123"/>
Click "Save" when done		
<input type="button" value="Save"/> <input type="button" value="Cancel"/>		

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>