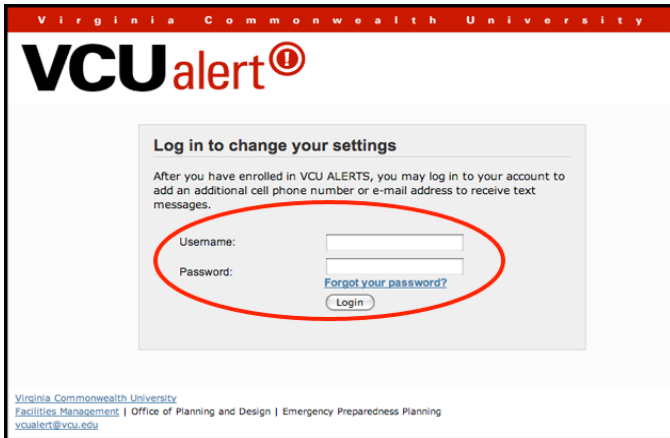


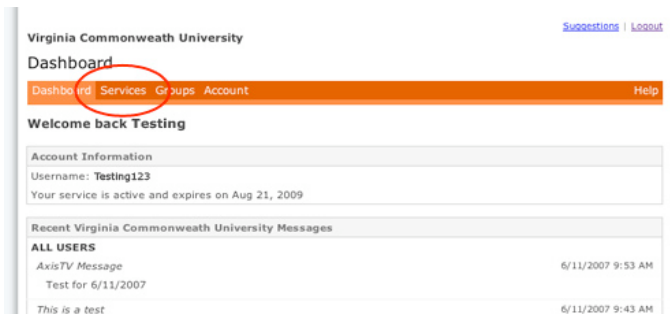
# Validating Your Cellphone for **VCUalert**

Having trouble validating your cellphone for SMS text messaging? Here's some help. Start by going to the login site at [www.vcu.edu/alert/alert\\_sign.php](http://www.vcu.edu/alert/alert_sign.php) and click on the link that says **Login to change your settings**.

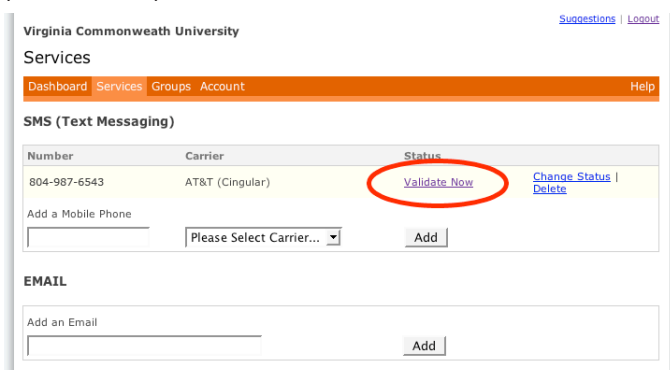
1. Enter your Username and Password you set up earlier to log in. If you have a VCU eID, that will be **your eID**. If you are a parent or other community member without an eID, it will be the **username** you chose, with "vcu\_" added at the beginning of the username (e.g., **vcu\_jsmith**).



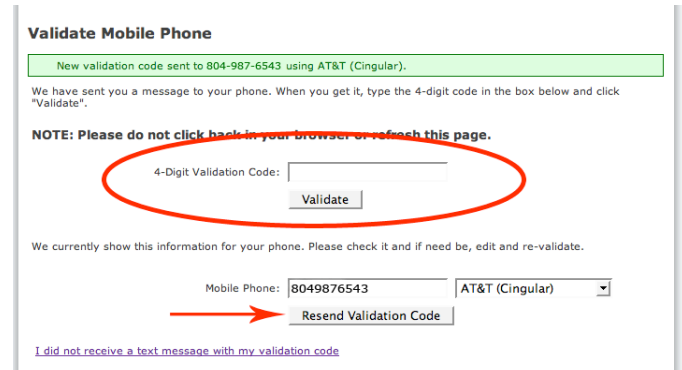
2. Once you have logged in you are in the account Dashboard. On the dashboard menu click on **Services**.



3. On the Services page you will see your cellphone number you entered earlier. Check to make sure this includes your area code, as only 10-digit numbers will work. To the right of your cellphone number and carrier there is a link that should say "Validate Now." Please click on this link. If **Validate** is not an option, and it says **Active**, you're already validated!



4. A new validation code is sent to your phone. Generally this process takes only a few seconds. Once you click on the link this will take you back to the page for entering your 4-digit validation code which will complete the sign-up process. Enter in the 4-digit code and click the "Validate" button and your phone is validated and ready to receive VCU Alerts text messages. If you have a problem with receiving the validation code you can send it again from this page by clicking on the **Resend Validation Code** button that is located below the **Validate** button.

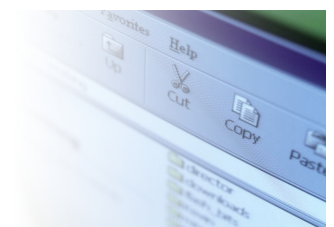


At this point if you would like to add an email address or an extra cellphone number to your account you can go back to the login page above and log back in to add these. You will have to perform the validation process again for both an additional cellphone number and/or email address.

If you continue to have problems, contact your cellphone company to make sure you are set up for text messages. Here are the numbers for major cell phone companies to get you started.

<b>Alltel:</b>	<b>1-800-255-8351</b>
<b>Cingular:</b>	<b>1-800-331-0500</b>
<b>Metro PCS:</b>	<b>1-888-863-8768</b>
<b>NTELOS:</b>	<b>1-877-468-3567</b>
<b>Sprint:</b>	<b>1-888-211-4727</b>
<b>NEXTEL:</b>	<b>1-888-211-4727</b>
<b>Qwest:</b>	<b>1-800-860-2255</b>
<b>SouthernLINC:</b>	<b>1-800-406-0151</b>
<b>SunCom:</b>	<b>1-800-786-7378</b>
<b>T-Mobile:</b>	<b>1-800-937-8997</b>
<b>U.S. Cellular:</b>	<b>1-888-944-9400</b>
<b>Virgin Mobile:</b>	<b>1-888-322-1122</b>
<b>Verizon Wireless:</b>	<b>1-800-922-0204</b>

Still need help? Contact the Help Desk at (804) 828-2227 or log on to [www.ts.vcu.edu/helpdesk](http://www.ts.vcu.edu/helpdesk).



**VCU** Technology Services