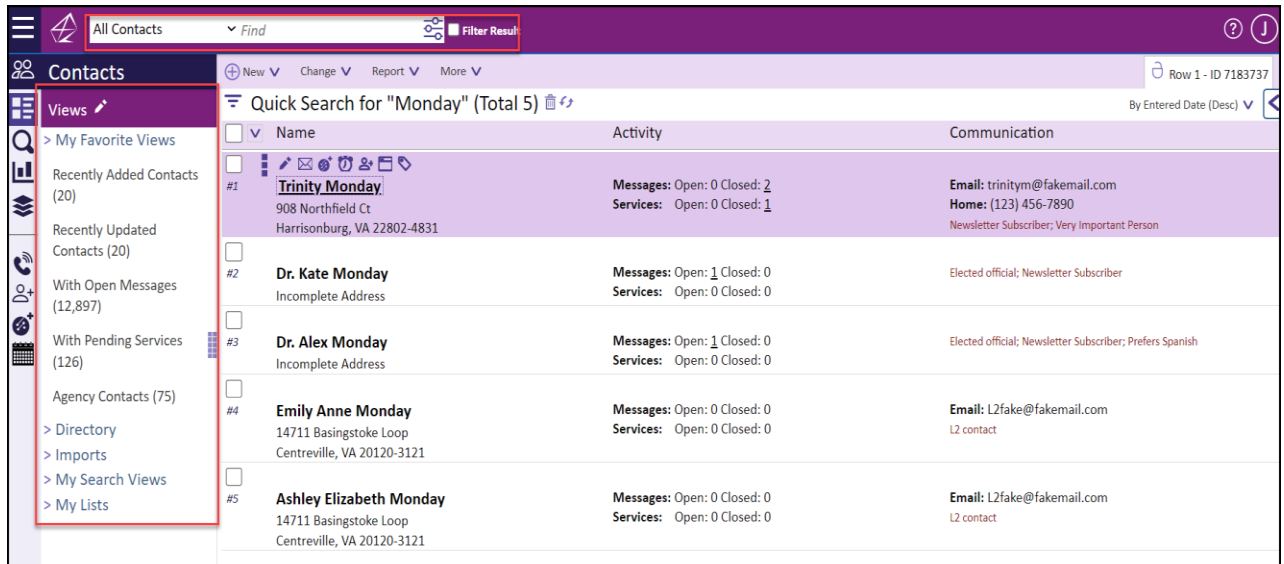


## Updating Mobile Number Status

**Market:** House, Senate

**Description:** These instructions teach users how to modify information in a contact record.

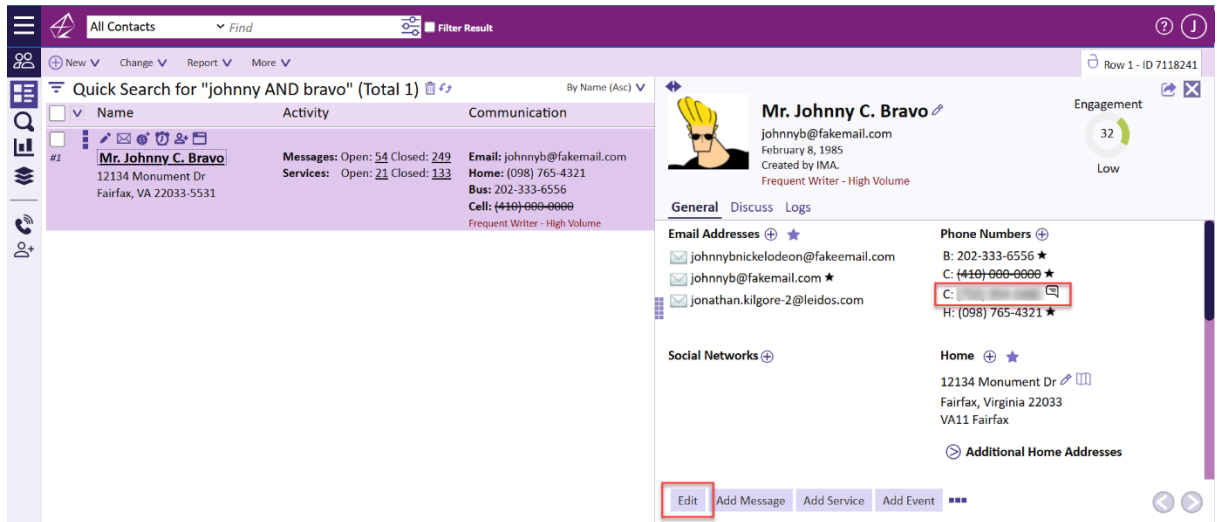
1. Search for the contact using the **Search Bar** at the top of the page to look for the individual across the various **Contact Views**.



The screenshot shows the 'Contacts' page in Intranet Quorum. A search bar at the top contains the text 'Monday' and is highlighted with a red box. Below the search bar, a table lists search results for 'Monday' (Total 5). The table has columns for Name, Activity, and Communication. The first result, 'Trinity Monday', is highlighted in purple. The table also shows details for other contacts like 'Dr. Kate Monday', 'Dr. Alex Monday', 'Emily Anne Monday', and 'Ashley Elizabeth Monday'.

Name	Activity	Communication
#1 <b>Trinity Monday</b> 908 Northfield Ct Harrisonburg, VA 22802-4831	Messages: Open: 0 Closed: 2 Services: Open: 0 Closed: 1	Email: trinitym@fakemail.com Home: (123) 456-7890 Newsletter Subscriber; Very Important Person
#2 <b>Dr. Kate Monday</b> Incomplete Address	Messages: Open: 1 Closed: 0 Services: Open: 0 Closed: 0	Elected official; Newsletter Subscriber
#3 <b>Dr. Alex Monday</b> Incomplete Address	Messages: Open: 1 Closed: 0 Services: Open: 0 Closed: 0	Elected official; Newsletter Subscriber; Prefers Spanish
#4 <b>Emily Anne Monday</b> 14711 Basingstoke Loop Centreville, VA 20120-3121	Messages: Open: 0 Closed: 0 Services: Open: 0 Closed: 0	Email: L2fake@fakemail.com L2 contact
#5 <b>Ashley Elizabeth Monday</b> 14711 Basingstoke Loop Centreville, VA 20120-3121	Messages: Open: 0 Closed: 0 Services: Open: 0 Closed: 0	Email: L2fake@fakemail.com L2 contact

2. Click directly on the Phone Number to edit it's status. You can also select the **Edit** quick action in the reading pane and go to the **Communications** Tab.



3. Modify the phone status and click either **Save & Close** or **Save** button to save. Indicating that status as “good” means this phone number has been proven to be real and can successfully receive/send text messages. Numbers with a “bad” status will be automatically excluded from mass texts. “Unknown” status would indicate the number needs further verification.

