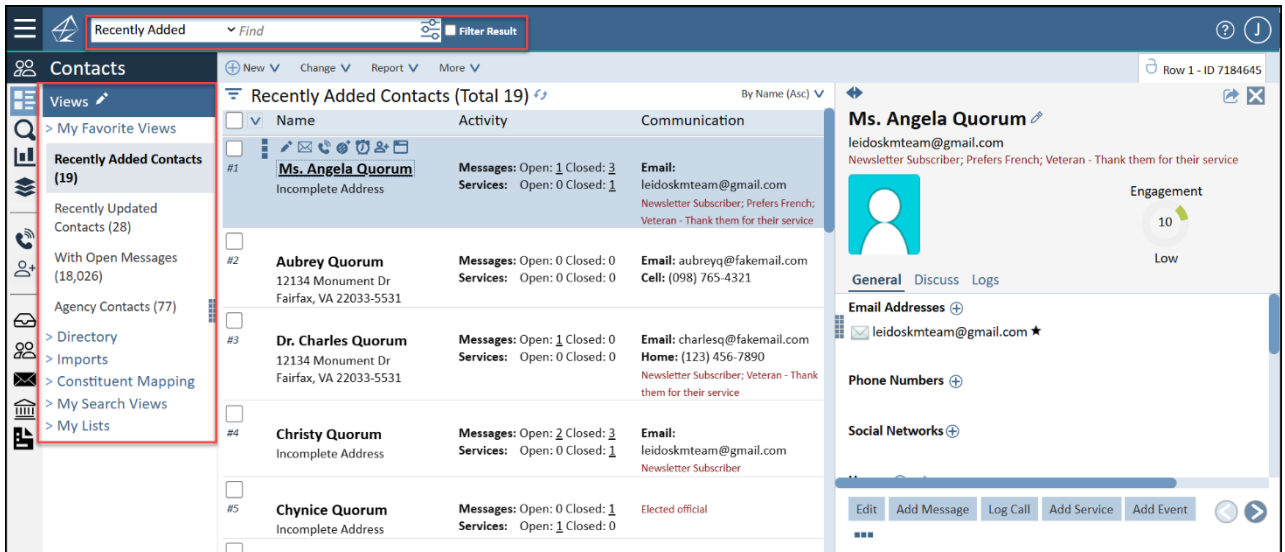


## Updating Mobile Number Status

**Market:** House, Senate

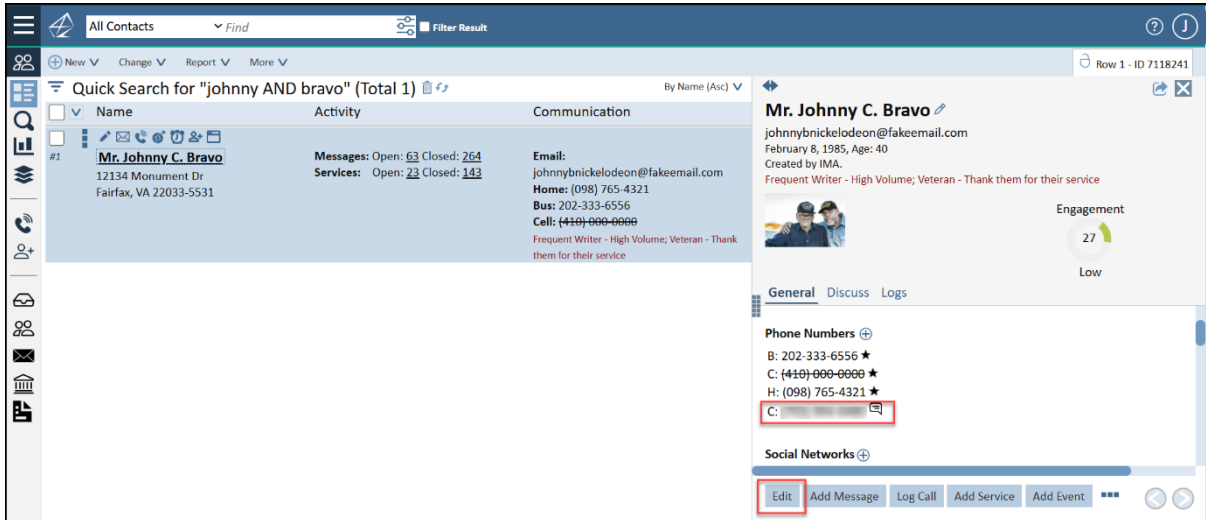
**Description:** These instructions teach users how to modify information in a contact record.

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 Intranet Quorum interface. At the top, there is a search bar with the text 'Recently Added' and a 'Find' button. Below the search bar, there is a 'Filter Result' button. The main content area is divided into two sections. The left section, titled 'Contacts', contains a list of views: 'My Favorite Views', 'Recently Added Contacts (19)', 'Recently Updated Contacts (28)', 'With Open Messages (18,026)', and 'Agency Contacts (77)'. The right section, titled 'Recently Added Contacts (Total 19)', displays a table of contacts. The first contact in the table is 'Ms. Angela Quorum', who has an 'Incomplete Address'. The table columns are 'Name', 'Activity', and 'Communication'. The 'Activity' column shows 'Messages: Open: 1 Closed: 1' and 'Services: Open: 0 Closed: 1'. The 'Communication' column shows 'Email: leidoskmtteam@gmail.com' and 'Cell: (098) 765-4321'. The right sidebar shows the profile of 'Ms. Angela Quorum' with her email address 'leidoskmtteam@gmail.com' and a list of tags: 'Newsletter Subscriber; Prefers French; Veteran - Thank them for their service'. Below the profile, there are tabs for 'General', 'Discuss', and 'Logs'. The 'General' tab is selected, showing 'Email Addresses' (leidoskmtteam@gmail.com), 'Phone Numbers', and 'Social Networks'. At the bottom of the sidebar, there are buttons for 'Edit', 'Add Message', 'Log Call', 'Add Service', and 'Add Event'.

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.



Quick Search for "johnny AND bravo" (Total 1)

| Name   | Activity   | Communication   |
|--|--|---|
| Mr. Johnny C. Bravo<br>12134 Monument Dr<br>Fairfax, VA 22033-5531 | Messages: Open: 63 Closed: 264<br>Services: Open: 23 Closed: 143 | Email: johnnybnickelodeon@fakeemail.com<br>Home: (098) 765-4321<br>Bus: 202-333-6556<br>Cell: (410) 000-0000<br>Frequent Writer - High Volume; Veteran - Thank them for their service |

**Mr. Johnny C. Bravo**  
johnnybnickelodeon@fakeemail.com  
February 8, 1985, Age: 40  
Created by IMA.  
Frequent Writer - High Volume; Veteran - Thank them for their service

Engagement: 27 (Low)

General Discuss Logs

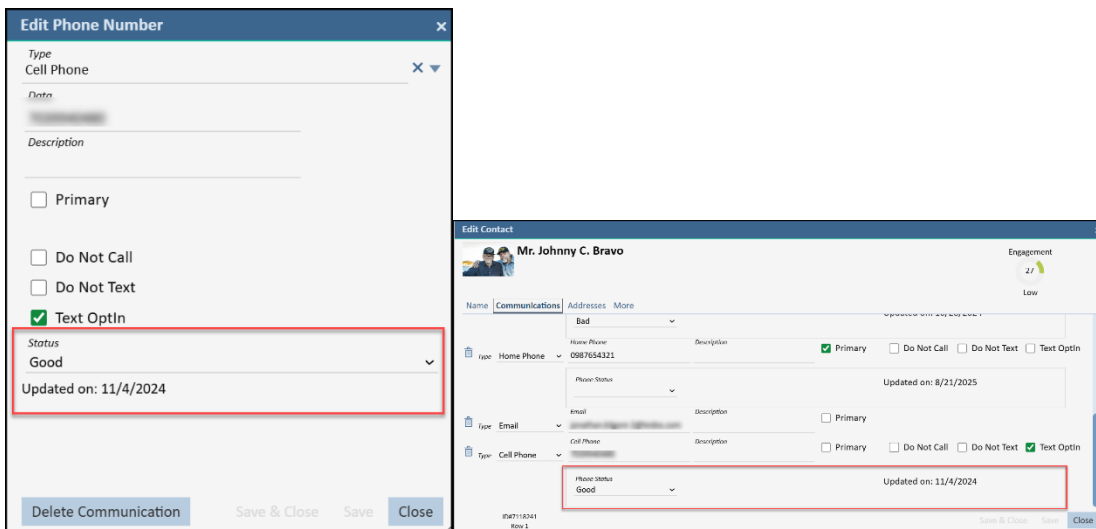
Phone Numbers

- B: 202-333-6556 ★
- C: (410) 000-0000 ★
- H: (098) 765-4321 ★
- C: [Redacted]

Social Networks

Edit Add Message Log Call Add Service Add Event

- 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.



**Edit Phone Number**

Type: Cell Phone

Date: [Redacted]

Description: [Redacted]

☐ Primary

☐ Do Not Call

☐ Do Not Text

☒ Text Optin

Status: Good

Updated on: 11/4/2024

Delete Communication Save & Close Save Close

**Edit Contact**

Mr. Johnny C. Bravo

Engagement: 27 (Low)

Home Phone: (098) 765-4321 Description: [Redacted] Primary: ☒ Do Not Call: ☐ Do Not Text: ☐ Text Optin: ☐

Cell Phone: [Redacted] Description: [Redacted] Primary: ☐ Do Not Call: ☐ Do Not Text: ☐ Text Optin: ☒

Phone Status: Good Updated on: 11/4/2024

Save & Close Save Close