

Mobile - Add/Change & Verify Mobile Number

Description: In this topic, the user will learn how to add or change and verify a mobile number in DCI.

*Please note: Verifying a mobile number in DCI allows the user to receive SMS text notifications. If the mobile number is not verified, the message can only be sent via or viewed in the DCI messaging center.

Users can add or change their mobile number prior to verifying it. Additionally, after a user verifies their mobile number, the Verify Mobile submenu tab will update to Change Mobile, allowing users to update their own mobile number as needed.

Role Required: Super User, Supervisor, Client, Employer, Guardian, Case Worker, Employee (base user)

Permission Required: N/A

Add/Change and Verify Mobile Number

1. Log in to DCI
2. Click the **username** in the upper right-hand corner of the page which is indicated with a person icon
3. Select **Settings** on the drop-down menu
4. Click **Verify Mobile** on the submenu
 - a. If the mobile number has already been verified, a green bar will briefly appear with the alert, **Your Mobile Number is already Verified** and the Mobile field will be grayed out (unable to be edited).
5. **Enter (or change) the mobile number**
6. Click the blue **Send Verification Code** button
7. A green banner stating "Your Verification Code is sent. Please check your registered Mobile Number" will appear.
8. The user will receive a verification code via SMS text message. Enter the verification code into the **Verification Code** field.
9. Click the blue **Verify Mobile** button
10. A green banner stating "Your Mobile Number is Verified" will appear briefly

The mobile number is now verified and will receive SMS text message notifications

Change Verified Mobile Number

1. Log in to DCI
2. Click the **username** in the upper right-hand corner of the page which is indicated with a person icon
3. Select **Settings** on the drop-down menu
4. Click **Change Mobile Number** on the submenu
5. Enter the new mobile number in the New Mobile field
6. Click the blue **Update Mobile Number** button
7. A green banner stating "Your Mobile Number is updated. Please verify mobile number" will appear briefly.
8. Click the blue **Send Verification Code** button
9. A green banner stating "Your Verification Code is sent. Please check your registered Mobile Number" will appear.
10. The user will receive a verification code via SMS text message. Enter the verification code into the **Verification Code** field.
11. Click the blue **Verify Mobile** button
12. A green banner stating "Your Mobile Number is Verified" will appear briefly

The mobile number is now verified and will receive SMS text message notifications

Related articles

- [What is the DCI Mobile Web?](#)
- [Authentication Guide](#)
- [Mobile App - Supervisor or Employer - Manage Entries](#)
- [Mobile - Add/Change & Verify Mobile Number](#)
- [October 2023 Release Notes](#)