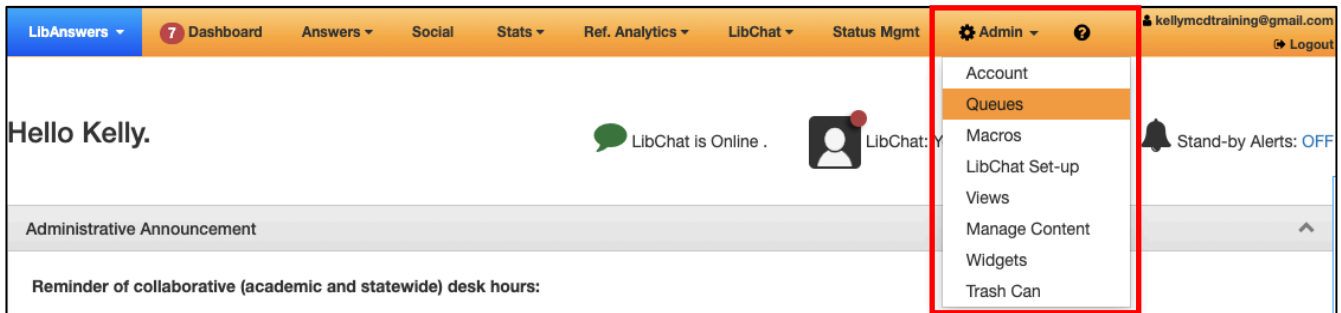


Finding your SMS phone number

1. Log in to your LibApps account
2. Under the Admin tab on the orange ribbon, select Queues



3. Once the Queues list loads, search for your queue

You can see all queues but can only edit ones in which you have admin status

Showing 1 to 2 of 2 entries (filtered from 109 total entries) Search: Previous 1 Next

ID	Name	Email Address	SMS #	Social	# Tickets	Shared	Actions
1007	AAL Helpdesk	aalhelpdesk@tbc.libanswers.com			1855 Q		
1087	AAL Training	aaltraining@tbc.libanswers.com	18135796709		131 Q		

4. Under the SMS column, if your queue allows texts you will see your SMS #

Showing 1 to 2 of 2 entries (filtered from 109 total entries) Search: Previous 1 Next

ID	Name	Email Address	SMS #	Social	# Tickets	Shared	Actions
1007	AAL Helpdesk	aalhelpdesk@tbc.libanswers.com			1855 Q		
1087	AAL Training	aaltraining@tbc.libanswers.com	18135796709		131 Q		

OR

5. From here select "Edit Queue" under the Actions column

Showing 1 to 2 of 2 entries (filtered from 109 total entries) Search: Previous 1 Next

ID	Name	Email Address	SMS #	Social	# Tickets	Shared	Actions
1007	AAL Helpdesk	aalhelpdesk@tbc.libanswers.com			1855 Q		
1087	AAL Training	aaltraining@tbc.libanswers.com	18135796709		131 Q		

6. Choose the SMS tab

Manage Queue: AAL Training

General User Access Question Form Quality Email Email Templates Notifications **SMS** Social Media Language

Your local SMS phone number

The phone number where SMS messages should be sent. This number can only receive SMS messages, not voice calls.

813-579-6709



7. Your SMS # is prominently displayed here