Validate Your Office Phone Number for Appointment Reminders

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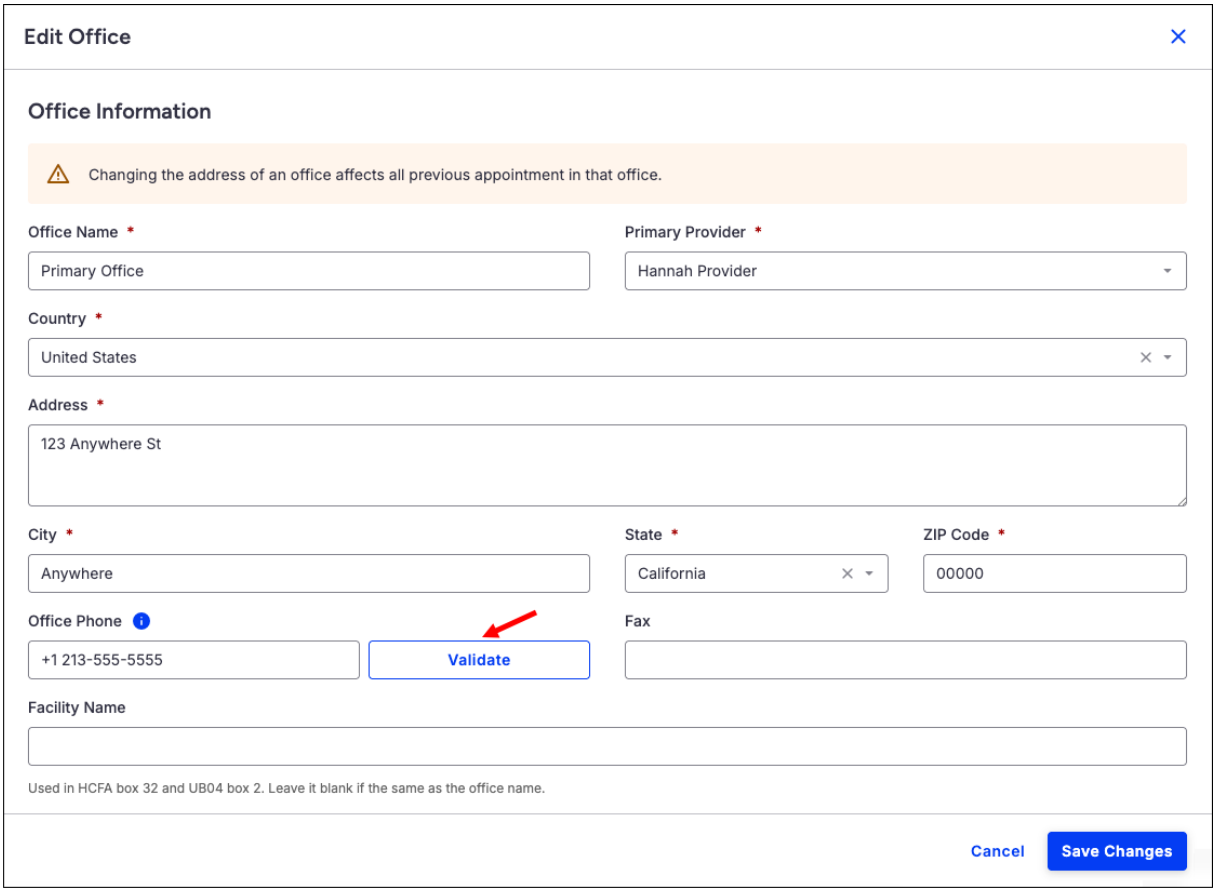
You can validate your phone number so it appears as the callback number in text and email reminders.

> If your phone system has an interactive voice response (IVR) system, the phone number cannot be validated.

Validate your office phone number

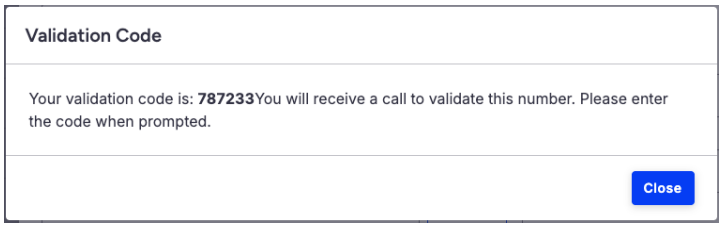
You can validate the phone number when you create or edit an office.

1. Select **Account** > **Practice Management** > **General Management** > **Offices**.
2. Do one of the following:
   - For a new office, select **Add Office**.
   - For an existing office, select **View** for a specific office and then select **Edit** to open the **Edit Office** drawer.
3. Select **Validate** next to the office phone number.



A **Validation Code** message appears with a six-digit code for you to enter.

4. Enter the code when prompted.



When the phone number has been successfully verified, you'll see **Validated** in green.

