

Verify Your Toll-Free Number With Twilio

Before you are able to use your Twilio phone number to send text messages through your Member Tracking Service, you will need to verify your toll-free number provided to you by Twilio when you created your account. The process is not difficult, follow the instructions bellow and within a week, there is a review process your application must go through, you should be able to begin using your number for text messages.

What you will need to complete the form:

1. The name of your club
2. The physical address for the club
3. The address for your club's website.
4. The name, email, and phone number for the person administering the Twilio account for your club.
5. An estimation for how many text messages your club will send in a month. We suggest to start with 100, you can always change this later if need be.
6. Vision will provide a web form for you to use with your clubs name featured for your opt in form. Instruction on how to create the web address for the toll-free number verification form are in this document.

Before you begin

In order to successfully complete your toll-free verification, we will require the following information from you:

Business information

- Name of your business
- Physical address of your business
- URL of your business website
- Your name, email, and phone number

Messaging use case information

- An estimate of how many messages per month you plan to send
- Type of opt-in you employ
- URLs of the sites where you host images/screenshots of your opt-in policy
- Use case categories that your messages belong to
- Description of your use cases
- Content of the messages you will be sending

[Why is this information being collected and how will it be used?](#)

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Enter the name of your organization, provide the address for your organization's web site. Below is an example of how to fill out the first form.

Add your club's name, your club's web address, and your administrator details; name, email, and phone number. (Use a phone number that can receive text messages).

Verify (866) 290-5045

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First, we need a couple details about your business.

• Legal Business name

Vision Computer Programming

Enter the exact legal business name, as registered with the EIN. Think Twilio Inc. rather than Twilio.

• Website URL

https://visioncps.com/

This should be the website associated with your business.

Now tell us a bit about yourself.

We need to know who to contact in case of suspicious activity.

• First Name

• Last Name

• Email

• Country

+1

• Phone Number

☒ Use this email for notifications

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Next you will need to enter the physical address for your club.

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×

✓ Info

○ Address

⦿ Use Case

Next, tell us where your business is physically located.
Use the address listed on your business registration documents.

• Country

United States - US

• Street address line 1

Street address line 2 (optional)

• City

• State

• Zip code

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For the part, you'll need to open your Member Tracking System™ and navigate to System Settings. From there select "Text Message Accounts". From here you can generate a url for your opt in/out form.

Local/Station Settings

Station Settings Local Settings 1 Local Settings 2 Login Settings Choose Logo QE Mobile Settings QE Mobile Logins Receipt Format Software License Agreement Text Message Accounts

Click the 'Unlock Form' button and enter Twilio credentials below. Then, when a user wants to send a text message, they will select the account by its nickname.

Note that all four values are required. You should have received the Account SID, Authorization Token, and 'From' Phone number when setting up your text message account with Twilio. The Account Nickname may be any descriptive value you'd like.

In most cases, an organization will use one Text Message Account. However, in certain cases, an organization will want to select from multiple accounts, tied to different phone numbers.

Existing Account(s):

Account SID	Auth Token	'From' Phone Number	Account Nickname
[REDACTED]	[REDACTED]	[REDACTED]	Primary Text Account

Record: 1 of 1 No Filter Search

Unlock Form Delete Selected

Before you can send texts, you must verify the phone number from Twilio using their process. You will be asked to provide an 'Opt-in policy URL'. Use the below website value. If the value is blank, click the 'Get Opt-In URL' button to populate the value.

Opt-in policy URL Get Opt-In URL

Program/System Information Close

Now to start the last part of the verification form for you toll-free phone number.

Add 100 for your estimated monthly volume, you can change this later in your dashboard if its necessary.

Your Opt-in type will be a Web Form, choose that from the drop down menu.

For your Opt-in policy URL, use the url that you created in your Member Tracking System™. Copy and paste that into the text field.

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×

✓ Info

✓ Address

○ Use Case

Finally, tell us how you're planning to use this number.

Carriers need this information to ensure you aren't spamming consumers or sending forbidden content in your messages.

- SMS estimated monthly volume**

100

This can be your best approximation.
- Opt-in type**

Web Form

If you have questions about opt-in type, check out [this article](#).
- Opt-in policy URL**

This can be a link to a website where the consumer gives consent, a hosted image file that demonstrates a screenshot, or a link to a document that tells the story of the opt-in. For additional information about opt-in policy images, check out [this article](#).

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Submit

For your Use-case category, choose the “Public Service Announcement” from the drop down menu.


For your Use-case description, you will have to enter a description, “Alert member of important information about their club”, this would be a good description.

For “Message content”, again you will need to enter your own description, “There will be activities at the club today due to weather”, this would be a good description.

From here you will need to agree to the terms of service and submit your form. It can take up to a week or more for the verification to come back. If you have been turned down, please reach out to us as soon as possible to re-submit your verification form, the soon that is done the quicker we can fix an issue and get you back in the queue for verification.

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This can be a link to a website where the consumer gives consent, a hosted image file that demonstrates a screenshot, or a link to a document that tells the story of the opt-in. For additional information about opt-in policy images, check out [this article](#) .

Use-case category

What kind of messages will you be sending?

Public Service Announcement 

Choose the use case(s) that best fits the types of messages you will send.

• Use-case description

Ensure your use case(s) do not fall under any [forbidden categories](#) .

• Message content

This example should match the use case category you selected above.

☒ **I agree to the Terms of Service.**

I certify that the associated Business Profile is the originator of the phone calls and certify that I will participate in traceback efforts, including those initiated by the [Secure Telephony Identity Policy](#).

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[Submit](#)