eICS™ and EMResource®
Reference Sheet

Receive Notifications as Text Messages

On your user profile in eICS or EMResource, you may be required to enter an email address in order to receive notifications. If you do not want to receive notifications through email or if you would like to receive notifications through text messages as well, you can enable the email-to-text delivery method by entering the Multimedia Messaging Service (MMS) or Short Message Service (SMS) address for your phone number and mobile provider.

MMS or SMS, which do you prefer?

MMS messages are more robust, and in general, the complete message is successfully received more often.

SMS messages are limited to 160 characters. Additional characters are truncated and photo attachments are not included. The parameters for SMS messages vary from provider to provider, and the content of received messages depends on your phone model and operating system.

MMS messages, on the other hand, are more stable. They have an unlimited message size and can include photo and video attachments. To ensure proper delivery of notifications as text messages, it is recommended to use MMS messages.

To identify your MMS or SMS address

In your browser, while connected to the Internet, search for "email to text MMS (or SMS)" and the name of your mobile service provider (such as AT&T, Sprint, T-Mobile, or Verizon). The results should indicate what the "text pager" domain is for your provider (for example, txt.att.net).

To add your MMS or SMS address to your profile in eICS

1. On the *Home* page, point to **Settings** and in the list, click **My Profile**. The *My Profile* page opens.
2. In the *Email/Pager/Other* section, click **add**. A new row appears.
3. On the left, enter your 10 digit phone number (without hyphens or spaces) and your provider's MMS or SMS domain address (for example, 1234567890@vzwpix.com).
4. On the right, select **Email**.
5. Click **Save**.

To add your MMS or SMS address to your profile in EMResource

1. On the *Home* page, point to **Preferences** and in the list, click **User Info**. The *Update User Info* page opens.

2. For **Text Pager Addresses**, enter your 10 digit phone number (without hyphens or spaces) and your provider's MMS or SMS domain address (for example, 1234567890@vzwpix.com).

3. At the bottom of the page, click **Save**.

4. In the *Notification Overview* section, for **Text Pager**, under **All Notifications**, if it is not already selected, click **On**.

5. Point to **Preferences** and in the list, click **Event Notification**. The *My Event Notification Preferences* page opens.

6. For each event type that you want to receive notifications, select the **Text Pager** check box.

7. Click **Save**.

8. Point to **Preferences** and in the list, click **Status Change Prefs**. The *My Status Change Preferences* page opens.

9. For each available status, confirm that **Text** is selected. If it is not selected, edit the resource and select **Text Pager** for each status you want to receive notifications about.

10. Click **Save**.

Provider Details

The delivery of MMS and SMS messages is controlled by your mobile phone provider, according to the terms of your phone plan. The model and operating system of your mobile phone can also affect the delivery of these messages.

Some providers may charge for sending and receiving these messages, and some providers charge more for sending and receiving MMS messages than they do for SMS messages.

Additionally, some providers break MMS and SMS messages into multiple SMS messages in order to deliver the message to your device.

Here is a list of some common mobile phone providers and their MMS and SMS domain addresses.

Provider	MMS Address	SMS Address	Example
Alltel	mms.alltelwireless.com	sms.alltelwireless.com	5555555555@mms.alltelwireless.com
AT&T	mms.att.net	txt.att.net	5555555555@mms.att.net
Boost Mobile	myboostmobile.com	sms.myboostmobile.com	5555555555@myboostmobile.com

Provider	MMS Address	SMS Address	Example
Cricket Wireless	mms.cricketwireless.net	--	5555555555@mms.cricketwireless.net
MetroPCS	mymetropcs.com	mymetropcs.com	5555555555@mymetropcs.com
Sprint	pm.sprint.com	messaging.sprintpcs.com	5555555555@pm.sprint.com
T-Mobile	tmomail.net	tmomail.net	5555555555@tmomail.net
U.S. Cellular	mms.uscc.net	email.uscc.net	5555555555@mms.uscc.net
Verizon Wireless	vzwpix.com	vtext.com	5555555555@vzwpix.com
Virgin Mobile	vmobl.com	vmobl.com	5555555555@vmobl.com

For more information, contact your Customer Success Manager or the support desk at 888-735-9559; in the phone system, press option 1 and then option 6 for help with eICS and/or EMResource.