



Attention ePlus Employees,

ePlus HelpDesk is pleased to announce our transition from the Everbridge mass notification platform over to Twilio for HelpDesk internal alerts.


Please opt into text message alerts from the HelpDesk by going to the “ePlus HelpDesk Internal Alerts” on the IT Service Portal and selecting “Yes” then entering in your cell phone number. You can opt out at any time by submitting the form again and selecting “No”.

You will receive ePlus HelpDesk Internal Alerts for the following situations:

- Widespread ePlus/Vendor System Outage
- Office Closure due to Inclement Weather or Power.
- Alerts regarding catastrophic events (ie flooding, earthquake) and to confirm your safety.
- Verifying your identity when resetting your MFA Factors.

ePlus HelpDesk Internal Alerts (e-Lerts) - Opt-in

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ePlus HelpDesk Internal Alerts (aka e-Lerts) help us inform you of emergencies, outages, closures, and to check if you are ok.

By selecting **Yes** you are consenting to receive SMS text messages from HelpDesk. If yes, check the boxes for the types of alerts you agree to receive.

Select **No** to opt out completely.

Terms of Service Disclosures:

- Message and data rates may apply
- Message frequency will vary based on need
- Text HELP for help
- Text STOP to cancel and opt-out
- Privacy Policy is linked here
- Terms and Conditions are linked here

Opt into Text Message Alerts

Yes

* Cell Number (if opting in)

Please enter in this format: +1.XXX.XXX.XXXX


Options

☐ ePlus System Service Outages / Degradations

☐ Office Closures Due to Inclement Weather or Power

☐ Alerts regarding catastrophic events (ie flooding, earthquake) to confirm employee safety

☐ Identity Secondary Verification (via texted code)

 Add attachments

Thanks,

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