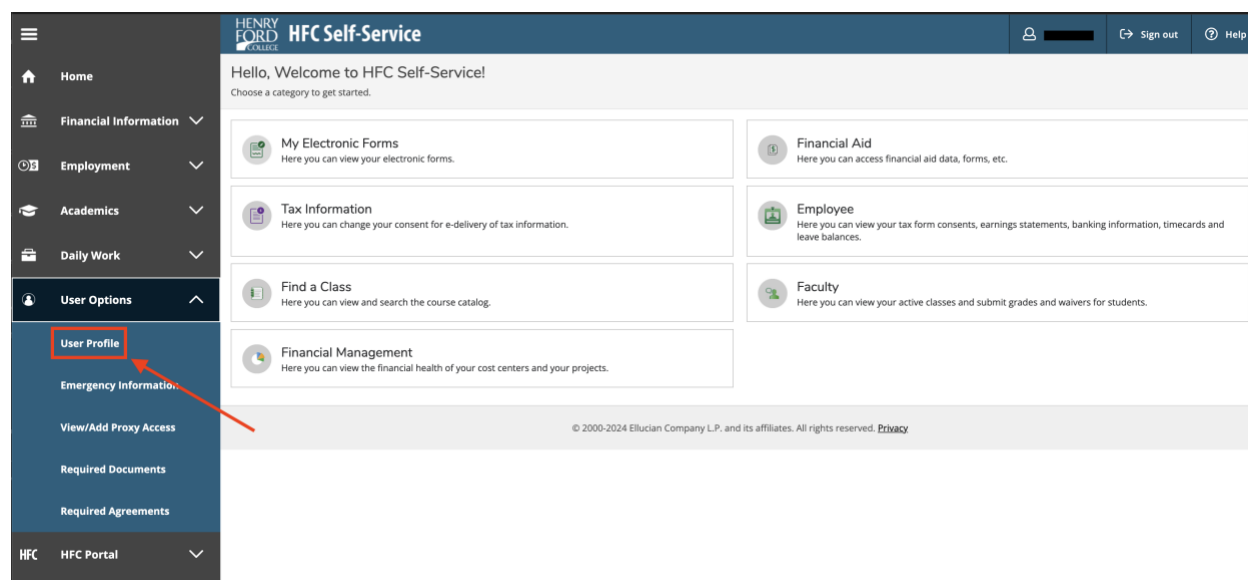


## Update or Verify Your Mobile Phone Number

You will not be able to login to the enrollment portal if your mobile/cellular phone number is incorrect in the HFC system. To update and/or verify your mobile number, please complete the following steps.

First, login HFC Self Service ( <https://sss.hfcc.edu> ).

Next, select “User Options” on the left and then “User Profile”.



Scroll down to “Phone Numbers.” If your cell phone number is listed as type “Cellular”, and is correct, then this step is complete and you may proceed to the next section, *Download NetIQ Advanced Authentication App*.

Phone Numbers

Last Confirmed On: 3/13/2018  
Click to confirm that the phone(s) below is accurate as of today. Confirm

+ Add New Phone

Phone Number	Type	Remove or Edit
[REDACTED]	Cellular	<span>✎</span> <span>✕</span>

If your cellular number is not listed, click “Add New Phone” and then add your ten-digit mobile phone number with no spaces or dashes. The system will add the appropriate formatting. If

your cellular number is wrong, click the pencil icon on the right to edit and update your mobile number.

The screenshot shows a user profile page with sections for 'Addresses', 'Email Addresses', and 'Phone Numbers'. Each section has a 'Last Confirmed On' date and a 'Confirm' button. A modal titled 'Enter Phone Details' is open in the center. It contains three input fields: 'Phone Number \*' with the value '313-555-1212', 'Extension' with a placeholder 'Extension', and 'Type' with a dropdown menu showing 'Cellular'. Red arrows point to the 'Phone Number' and 'Type' fields. At the bottom of the modal are 'Cancel' and 'Add Phone' buttons. The background page shows a table for 'Phone Numbers' with columns for 'Phone Number', 'Type', and 'Remove or Edit'. A single entry is visible with a redacted phone number and 'Cellular' type, with a pencil icon for editing.

Click “Add Phone”

Your cell phone number is now correctly added into the system. Please wait at least 30 minutes before proceeding with enrollment to ensure this update has synchronized to all HFC systems.