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Why haven't I seen a text/SMS message to verify my MOULa account?

Lloyd W - 2020-04-13 - in General / Setup

During the Account Creation / Reactivation Process, there are many reasons why you may not see the mobile phone text / SMS message arrive on your mobile phone to complete the process.

One or more of the following reasons are the cause:

- Blocked as spam by phone carrier
- Destination is blacklisted
- Invalid phone number
- Phone carrier has blocked this message
- Phone carrier is currently unreachable/unavailable

- Phone has blocked SMS
- Phone is currently unreachable/unavailable
- Phone number is opted out
- Unknown error attempting to reach phone

Cyan does not have a way to determine why a specific end user's text / SMS message was not delivered.

If you do not see the text / SMS to verify your account, please restart the process after ensuring the points above do not apply to your mobile phone / information entered when creating your MOULa account.