



Hello,

We're pleased to let you know that [outbound messaging is now fully restored for all U.S. customers across mCommons, Waterfall, and Hipcricket.](#)

### **Queued messages**

- Any outbound messages that were scheduled to go out while shortcodes were blocked were *not* delivered and will not be sent automatically now that service is restored. If you still want those messages to go out, you'll need to reschedule or resend them manually.
- All STOP messages have been processed and your opt-out responses have been sent.
- Opt-ins have been processed and the relevant response have been sent.

### **Changes to sending broadcasts**

- Broadcast scheduling is currently only available between 9am and 9pm ET.
- You may now resume scheduling outbound broadcasts, however, "Send now" is no longer available. The soonest you can schedule a broadcast is 60 minutes from the current time.
- All broadcasts will be manually reviewed and approved by the Mobile Commons team before they're sent.
- If you paused or rescheduled any messages during the outage, please review your campaign queues and make any needed adjustments before reactivating them.

### **Additional security measures**

- All passwords have been reset, so your old password (prior to Nov. 17th) will not work and you will need to change it.
- Be sure to work from just a single tab. If you are logged into the platform on more than one browser tab or window and try to log in again in a new tab, you will be informed that your email or password are incorrect.
- [Multi-factor authentication \(MFA\) is required for all users. If you haven't set up MFA yet, you'll be prompted to do so on your next login.](#)
- We've implemented additional monitoring and safeguards behind the scenes to help keep your accounts secure.

**Need help?**

If you have urgent questions or run into any issues, our support team is here for you. Please contact us at [mc\\_support@mobilecommons.com](mailto:mc_support@mobilecommons.com) or reach out to your usual Mobile Commons contact.

Sincerely,

Matt Datillo  
Director of Compliance  
Mobile Commons