



June 06, 2025

## Important Notice: Mobile Carrier Changes Affecting SMS Alerts via MobileView®

Dear Valued Clients,

We want to make you aware of an industry-wide change with mobile carriers that may affect the way you receive SMS alerts from MobileView.

Many clients use email-to-SMS gateways—a method provided by mobile carriers to convert email messages into text alerts. However, mobile carriers have now started to phase out support for email-to-SMS gateways. As a result, SMS alerts sent using this method may stop working. For example, [AT&T announced](#) that its email-to-SMS gateway will be shut down on June 17, 2025.

While this change originates with the mobile carriers and not MobileView, we understand the potential impact and are here to help you navigate next steps.

### What this means for you

If your MobileView configuration uses email-to-SMS (e.g., 12345678901@vtext.com, 12345678901@txt.att.net) for alerts—whether through *Email Alert Actions* or *Custom Properties* (CPs)—these messages may no longer be delivered reliably or may stop being delivered entirely.

This change impacts all MobileView RTLS-based solutions, including Asset Management, Environmental Monitoring, Hugs® Infant Protection, Staff Protection, Staff Workflow, Patient Protection, and Patient Flow.

### Immediate options

To ensure uninterrupted alerting, you can take the following actions now:

1. **Contact your Service Provider:** Some mobile carriers might make exceptions and provide an alternate email-to-SMS gateway.
2. **Use an Alternative Email-to-SMS Provider:**  
Sign up with providers like ClickSend, Textmagic, Notifyre, and more—offering email-to-SMS services that are not dependent on carrier gateways. These services can act as a temporary or permanent replacement. If you choose an alternative email-to-SMS provider, see Appendix for step-by-step instructions to set up in MobileView.

### Contact Technical Support

If you are experiencing this issue, please reach out to Securitas Healthcare Technical Support. Our team is available to assist and discuss options to help mitigate the impact.

- Toll-Free: +1 (800) 380-8883
- Direct: +1 (402) 742-9490
- Community Portal: [community.securitashealthcare.com](https://community.securitashealthcare.com)



### Upcoming option

In the upcoming MobileView 5.8 release (early July), integration with Twilio will be supported. The integration will allow an alternate method for delivering SMS alerts. Full integration details and setup guides will be provided with the release.

Thank you for your attention to this matter and for your continued trust in Securitas Healthcare's RTLS-based solutions. We value your partnership and are committed to ensuring that your operations run smoothly.

Regards,

**Josh Plantz**

VP, Professional Services  
Securitas Healthcare

## Appendix

### Selecting a new email-to-SMS provider

If choosing a new email-to-SMS provider, the *Event Actions* and/or the *Custom Properties* in MobileView will need to be updated to use the new email-to-SMS gateway.

#### Updating *Custom Properties* in MobileView

Use the Export feature to export your assets into a CSV or Excel file.

1. In the exported file, find and replace existing mobile carrier email-to-SMS addresses with the new provider's format.
2. Save the file.
3. Re-import the updated file into MobileView to apply the changes in bulk.

#### Updating *Event Actions* in MobileView

1. Use the Event Export feature to export all relevant event configurations.
2. In the exported file, find and replace the old mobile carrier email-to-SMS addresses with the new provider's format.
3. Save the file.
4. Re-import the updated event file into the system to update the configurations in bulk.