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# Sophos SMS Mobile Notification Service Frequently Asked Questions (FAQ)

## What is the Sophos SMS Mobile Notification Service?

- ▶ The Sophos SMS Mobile Notification Service provides proactive SMS alerting for Sophos products and Sophos Central services.
- ▶ Alerts can be configured by product, region, and incident level and pertain to technical issues and product updates.
- ▶ The SMS message contains the product and a link to a knowledge base article where more details can be found.
- ▶ Sophos does not charge for this service, but your mobile carrier's standard text messaging and/or data rates may apply.

## How do I subscribe to the SMS Mobile Notification Service?

- ▶ Navigate to <https://sms.sophos.com>.
- ▶ Enter your country and mobile number.
- ▶ Complete the reCAPTCHA test.
- ▶ Click Subscribe.
- ▶ Enter the SMS PIN sent to the mobile number and click Log In.
- ▶ Enter your personal settings (name, email, and company).
- ▶ Select the products for which you want to receive alerts.
- ▶ Select the region for which the alerts apply.
- ▶ Select the notification (severity) level: Low or High.

## Is the SMS Mobile Notification Service Secure?

- ▶ Subscribing to the service requires a double opt-in process.
- ▶ ReCaptcha is used to prevent automatic scripting.
- ▶ A 'STOP' SMS can be used to block all further SMS communications. [Note: some mobile network operators do not support this feature].

## What is the difference between the SMS Mobile Notification Service and Sophos Central Status?

- ▶ Sophos Central Status [<http://centralstatus.sophos.com>] provides a status page for Sophos Central services, including Sophos Central Admin, Sophos Central Partner and Sophos Home. The status will indicate performance issues, service disruptions, and scheduled maintenance for the last 10 days. SMS and Email notifications are configurable by subscribing to the service.
- ▶ The SMS Mobile Notification Services provides SMS alerts for all Sophos products, including Sophos Central Admin, Sophos Central Partner, and Sophos Enterprise Dashboard. Incident severity level and region are configurable.

## What is the significance of the region?

- › Some issues may only affect a specific region. If an incident is known to affect specific regions, only those regions will receive an alert. Otherwise, all regions will be notified.

## What is the significance of the Sophos Central region?

- › The Sophos Central region is the database center that was originally specified to host the Sophos Central account. Alerts sent for Sophos Central are specific to the regional database center(s) that are affected.

## What does the notification level / severity mean?

- › Notifications are classified into three levels: Low, High, Product updates. The severity of an issue is determined by the impact to customers and the probability of occurrence.
  - › Low: Minor loss of service, which does not impede operations or customer business. Availability of product releases are also included.
  - › High: Significant or total loss of services with no workaround available.
  - › Product updates: A new version of the product has been released.

## How do I make changes to my subscription?

- › Navigate to <https://sms.sophos.com>.
- › Enter your country and mobile number.
- › Complete the reCAPTCHA test.
- › Click Log In.
- › Make changes and click Save.

## How do I change my mobile number?

- › In order to change the mobile number, you need to unsubscribe and re-subscribe.

## How do I unsubscribe to the SMS Mobile Notification Service?

- › Navigate to <https://sms.sophos.com>.
- › Enter your country and mobile number.
- › Complete the reCAPTCHA test.
- › Click unsubscribe.
- › Enter the SMS PIN sent to the mobile number and click Log In.

In some countries, you can also unsubscribe by sending "STOP" in reply to any SMS you receive from the SMS Mobile Notification Service.

## Will I receive multiple alerts for a single incident?

- › Generally, only a single alert will be sent out for an incident. If the incident level or region changes, an additional alert will be sent. All information related to the incident itself will be communicated through the KBA referenced in the alert.

## Are there any alternatives to SMS for being notified of issues?

- › Email and RSS feeds will come in a future release.
- › You can also follow us on Twitter [@SophosSupport](#) to receive the latest info about issues.

## Feedback and contact

- › If you have spotted an error or would like to provide feedback on this service, please email [sms-feedback@sophos.com](mailto:sms-feedback@sophos.com).

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