



# High Ground University

## How to Identify and Edit Invalid Contact Information

In this video, we will discuss how to identify and edit invalid contact information.

Invalid contact information consists of phone numbers or email addresses that triggered an error when the system imported your users. To identify invalid contact information in your account, first hover over Admin Reports on the navigation bar and then select "Invalid Contacts" from the dropdown menu.

If there are any problems, the contacts will be listed with the dashboard icon, the contacts name, type, phone number or email address, and code.

You have the option to edit the contact information by clicking the dashboard icon. After you click on the icon, you will be redirected to the user's dashboard. There you can update the invalid information by clicking the edit icon that looks like a pencil. Simply update the information and then click save.

If you do not have accurate information or you would just like to remove contacts with invalid information, you can do so by clicking on the boxes to the left of the contact name. Once you have selected all of the contacts you would like to remove, simply click the 'remove contacts' button at the bottom of the screen.

Thanks for watching! If you have more questions, please feel free to contact our Customer Success Team at [support@highgroundsolutions.com](mailto:support@highgroundsolutions.com).