

Can we configure caller ID settings on SMS messaging so the school name is displayed instead of a number?

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As of July 12, 2021, this "Learn Veracross" site has been deprecated. It will remain live at least through October 1, 2021, but will no longer be updated. Q&A articles are only visible to authenticated users in the Veracross Community; please speak with your implementation or account manager for additional information.

Veracross does not have the ability to control the From display information for SMS messaging as you can with email messaging, as this is largely controlled by the phone carrier of the recipient.

As with any mobile phone service, caller ID is provided by the carrier on a case-by-case basis — meaning some provide it free-of-charge while others provide it at a cost to their customers.
