Procedure if your secure texting isn't working:

1. Confirm that you have the correct Client ID and Password for your secure texting account. If you cannot remember your secure texting login credentials (usually your Client ID will be the first initial of your first name and your full last name and your password will be the last four digits of your cell phone number) call the answering service at 860-647-3600 and they will have your login information.

2. If you are using the correct login credentials and still cannot access the system, try clearing your web browser's cookies, data and history. To do so try the following – depending which mobile device you're using:

    a. iPhone or iPad:
        i. Tap the **Settings** app on the home screen
        ii. Scroll down and tap on **Safari**
        iii. Tap **Clear History** and after tap **Clear Cookies and Data**

    b. Android device:
        i. Open the web browser, probably the **Google** app
        ii. Tap the **Menu** button
        iii. Tap **Settings**
        iv. Tap **Clear cache** and **Clear all cookie data**
            • **Note:** Tap **Clear history** to delete browser navigation history and tap **Clear form data** to delete all saved form data
        v. Tap **OK** to proceed

    c. Windows device:
        i. Open **Internet Explorer**
        ii. Tap the **ellipsis (…)** at the bottom right corner
        iii. Scroll down and tap **Settings**
        iv. Scroll down and tap **Delete history**
        v. Tap **Delete** to confirm

3. If you still cannot access the secure texting app, try downloading our latest version from your respective phone's application store:

    a. iPhone or iPad:
        i. Tap the **App Store** app on the home screen
        ii. Tap **Search** on the bottom toolbar
        iii. In the search bar at the top of the screen type in **Amtelco,** tap **Search**
        iv. Download the **Spectrum SD** app by tapping on **FREE**
        v. Once the download is completed, tap **Open**
        vi. You will be prompted to enter the secure URL which is the following, **https://portal.edwardsansweringservice.com:8443**

- ****Note** – if you have an old version of our app on your device, delete it! The only app that should be on your phone after downloading our new one should be labeled **Spectrum SD**

    b. Android device:
        i. Tap the **Google Play Store** app on the home screen
        ii. Tap in the **Search** field at the top of the screen
        iii. Type in **Amtelco,** tap **Search**
        iv. Download the **Spectrum SD** app by tapping on **FREE**
        v. Once the download is completed, tap **Open**
        vi. You will be prompted to enter the secure URL which is the following, **https://portal.edwardsansweringservice.com:8443**

- ****Note** – if you have an old version of our app on your device, delete it! The only app that should be on your phone after downloading our new one should be labeled **Spectrum SD**