

How to Remove a Phone Number

This guide will provide written instructions on how to **remove** a constituent's existing phone number.

To **remove** a phone number:

Step 1

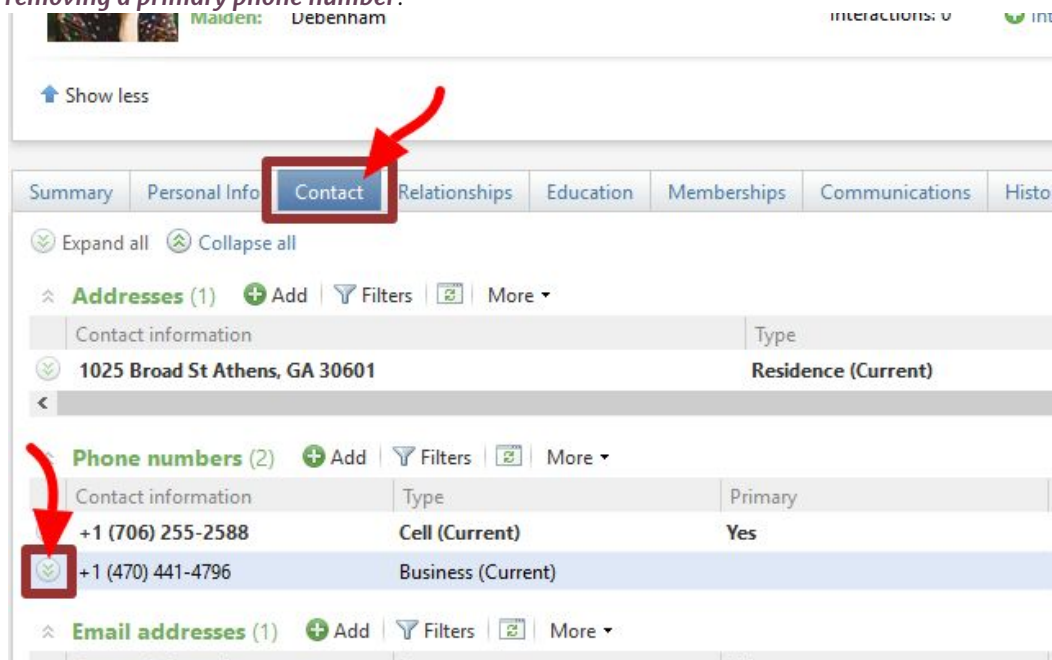
Perform a **constituent search** for the individual whose phone number you would like to update and click into their **constituent profile**.



Step 2

In their profile, click on the **contacts** tab and then find the **phone numbers** section. Click **double downward chevrons** next to the phone number you wish to remove.

- The current primary phone number is the one in bold, it will say **yes** in the column labeled **primary**. To **remove the primary phone number**, please see skip to the end of this how-to guide to the section called **removing a primary phone number**.



Click **edit**.

Phone numbers (2) Add Filters More

Contact information	Type	Primary
+1 (706) 255-2588	Cell (Current)	Yes
+1 (470) 441-4796	Business (Current)	

Edit Delete

+1 (470) 441-4796 1/1/2001 - Present
United States
Information source: Development

Step 3

The **edit phone number** dialog box will appear. To remove the phone number we make the number historical by adding an end date. In the **end date** box put today's date.

Edit phone number

Phone information

Type: Business
Number: (470) 441-4796
Country: United States
Call after: hh:mm AM Call before: hh:mm AM
Start date: 1/1/2001
End date: mm/dd/yyyy
 Set as primary phone number
 Do not call this phone number
Reason:
 This phone number is confidential

Seasonal information **Phone source**

Start date: mm/dd Information source: Development
End date: mm/dd Comments:

Help **Save** Cancel

Then hit **save**.

Removing a primary phone number

To remove a primary phone number, *two situations* will arise:

There is another phone number in GAIL (or you have one you can enter)

In this case, complete the following steps:

- I. If you have a new phone number you can add for this constituent, add it.
 - > Follow our guide: [How to Add an Individual's Phone Number](#).
- II. Make the other/new phone number primary.
 - > Follow the guide: [How to Make a Phone Number Primary](#).
- III. Then remove the (old primary) phone number by following this guide — steps 2 & 3 above.

There is not another phone number in GAIL (and you don't have one you can enter)

In this case, GAIL will not allow you to end date the primary phone number. But, you can mark it as no good.

Open the *edit phone number* dialog box for the primary phone number (see step 2 above). Check **do not call this phone number** and choose a **reason** from drop-down menu. Hit **save**.

hh:mm AM

Set as primary phone number

Do not call this phone number

Reason:

This p...

Constituent Request

Deceased

Disconnected

Emergency Only

Historical

Phone source

Information source: Development

Comments:

Save Cancel

An *exclamation symbol* will now display next to the number, signalling that it is not a valid.

Contact information	Type	Primary
+1 (706) 255-2588	Cell (Current)	Yes