



Verify Evergreen Generated and Sent an SMS Notice to MessageBee

1. Log into Evergreen and find the patron's account.
2. In the **Other** drop down menu - Select **Triggered Events/Notifications**

The screenshot shows the Evergreen library system interface. At the top, there are tabs: 'Check Out', 'Items Out (2)', 'Holds (0 / 0)', 'Bills (\$0.00)', 'Notes', 'Edit', and 'Other'. The 'Other' tab is selected and highlighted with a green circle. A dropdown menu is open from the 'Other' tab, showing various options. The option 'Triggered Events / Notifications' is highlighted with a green circle. Below the tabs, there is a search bar with a 'Barcode' dropdown and a 'Submit' button. There is also a checkbox for 'Strict Barcode'. At the bottom, there is a table with columns: '#', 'Balance Owed', 'Barcode', 'Circ ID', 'Call Number', 'Due Date', and 'Main'.

You will be brought to a history of the patron's triggered event tabs.

NOTE: There are Two Tabs - General Circulation & Holds :Make sure you are in the Holds tab if you are checking on a Hold Notice.

3. Select the **Column Heading to Sort** by that field
 - **Event Run Time** is the most common as patrons are talking about a recent notice.
 - Select Event Run Time twice to get the most recent Events at the top.

Triggered Event Log (Patron Specific)

Circulations

Holds

Remove Filters

	Event Run Time	Name	Reactor	Event State	Context Library	Title	
<input type="checkbox"/>	#						
<input type="checkbox"/>	1	9/4/25, 3:47 PM	Hold Ready for Pickup SMS Notification	SendSMS	complete	ZUM	House of sky and breath
<input type="checkbox"/>	2	9/4/25, 3:32 PM	MessageBee Hold Pickup Notification SMS	NOOP_True	complete	ZUM	House of sky and breath

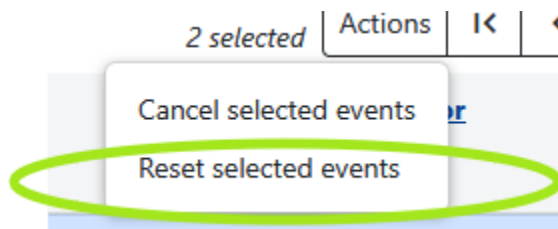
4. If the Event Status says complete - that SMS was sent to MessageBee : Try other troubleshooting steps.

5. If the Event Status says Invalid:

Select the Check box to the left of that Notice(s) and the accompanying Noop_true reactor

<input checked="" type="checkbox"/>	5	9/3/25, 11:37 AM	Hold Ready for Pickup SMS Notification	SendSMS	invalid	ZUM
<input checked="" type="checkbox"/>	6	9/3/25, 11:22 AM	MessageBee Hold Pickup Notification SMS	NOOP_True	invalid	ZUM

Then under the Action menu select Reset selected events - This will resend the SMS to MessageBee.



The status will change temporarily to pending and then should update to complete.

If it does not update to complete - then verify the patron's phone number is an SMS number and that it's listed in the Notification field of their Hold in the patron's record.