How to update Organization Information

What this covers: Profile details, spoken labels, address, timezone, and security.

Steps

1. Go to **Admin → Organization Settings**.
2. If needed, click **Edit**.
3. In **Organization Information**, complete or update these fields:
   - **Organization Short Label**. A short code or label that appears in parts of the product. Example: **IHC**.
   - **Organization Long Label (Spoken)**. A clear name used by the voice agent when speaking to callers. Example: **Ideal Health Center**.
   - **Fax number**. Fill this if your office uses fax.
   - Note: The following fields are non-editable and cannot be updated here:
     - Organization Name, Address, City, State, Zipcode, Country, Timezone
4. (Optional) Turn on security:
   - Check **Enable Two Factor Authentication** if you want users to sign in with a second step for better security.
5. In **Office Address (Spoken)**, enter a simple, caller-friendly address. Example: Simbo INC, 31 Street, Boston, US
6. Click **Save** if the button is shown.

Tips and good practice

- Keep the **Long Label (Spoken)** easy to pronounce. This improves call clarity.
- Match the **Timezone** to your actual office hours to avoid after-hours call routing mistakes.
- Use standard postal formatting for **Address** and **Zipcode** to help downstream integrations.

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