Why is there an globe icon next to every phone number field? What is phone validation, masked mode and international mode?

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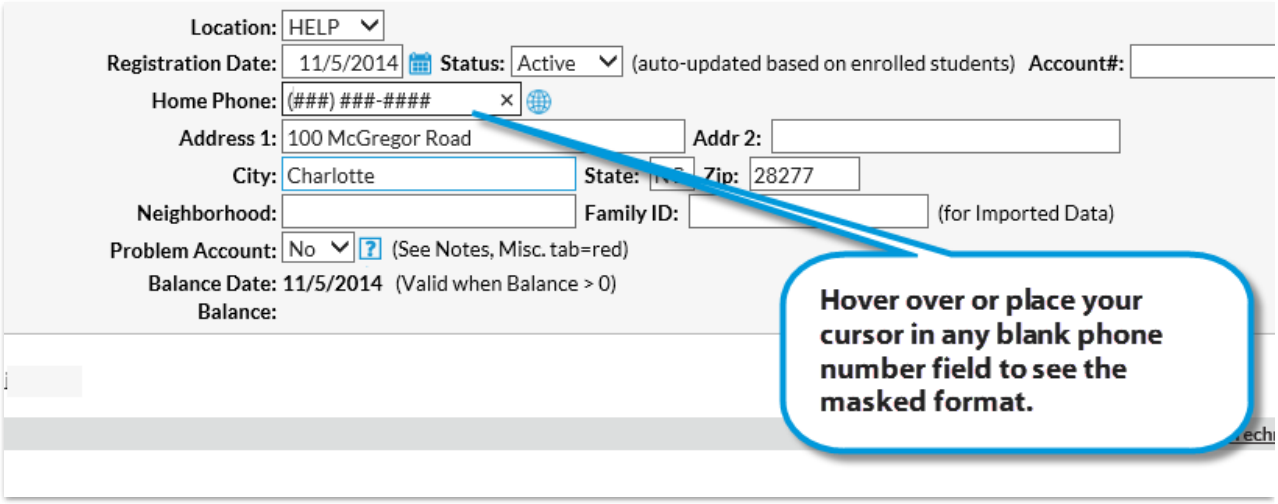
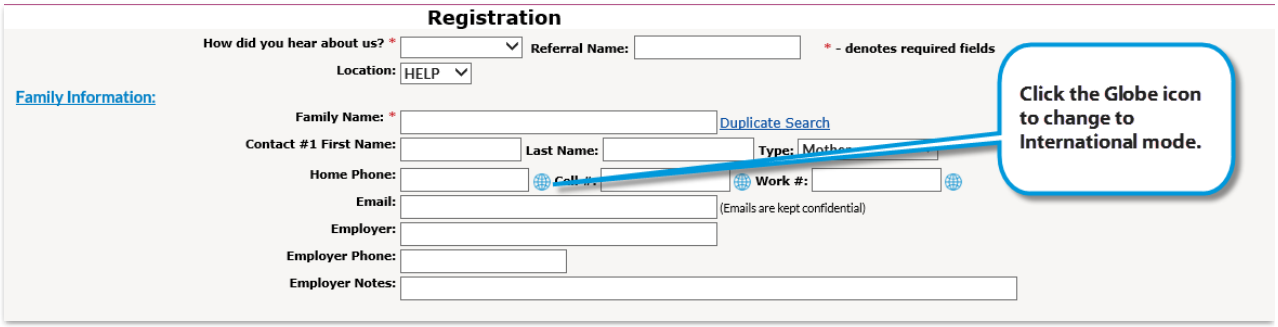
The globe icon is an indicator that the phone number field is in 'masked' mode and follows the standard US and Canada format of (###)###-####. Jackrabbit adds the ( ) and - for the user so that phone numbers remain consistent throughout your database. When a user hovers over the phone field, the masking format (###)###-#### appears. US and Canadian organizations are automatically pre-set to masked mode, however, international phone numbers that are not in the standard masked format can be entered by clicking the globe icon to 'turn off' masked mode. When masked mode is turned off, it is called international mode.





Tips for Masked Mode (globe icon appears)

- Cell phone fields allow entry of 10 digits only (no letters/symbols).
- Home, Work, Fax, and Other phone fields will allow the user to enter the 10 digits first and then 10 letters/symbols. This allows the user to enter a note about the phone number. For example, you might enter *(555)555-5555 Call first!* in the field.

Tips for International Mode (no globe icon appears)

- Cell phone fields allow entry of 10 digits only (no letters/symbols).
- Home, Work, Fax, and Other phone fields allow the user to enter 20 characters (digits, letters, symbols).

If masking is on and a phone number is entered in an incorrect format, Jackrabbit will highlight the field red and will not allow the page to be submitted or saved until the number is correctly entered.