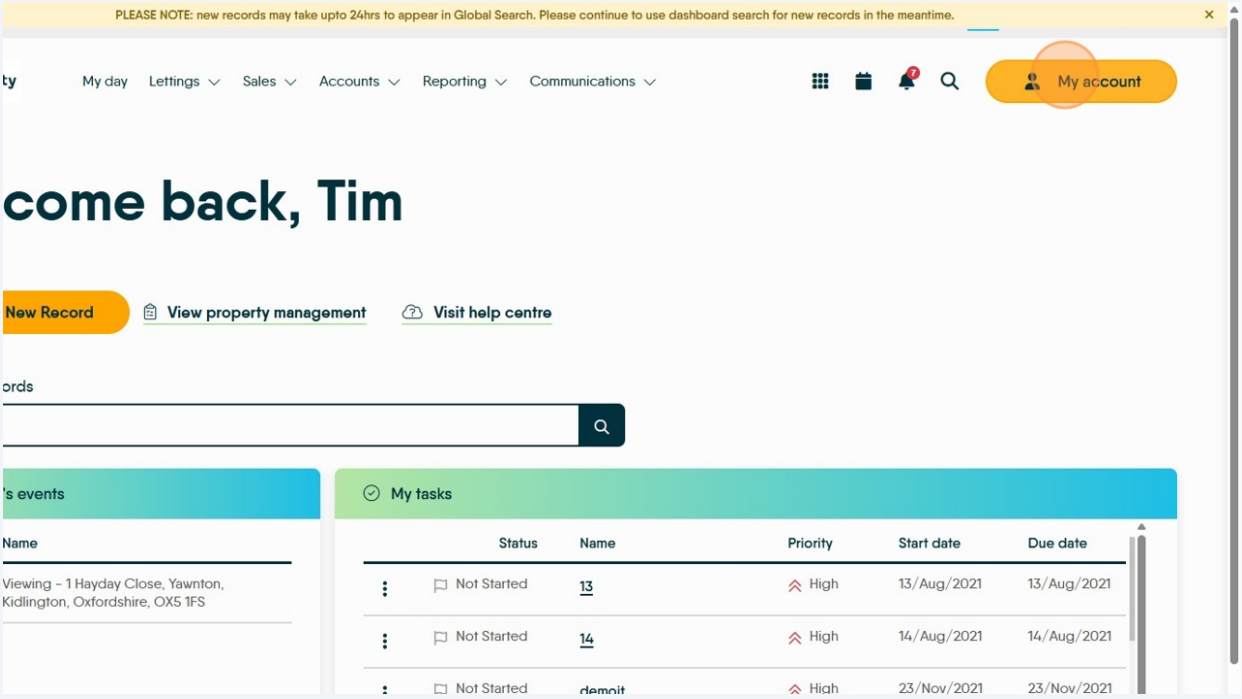
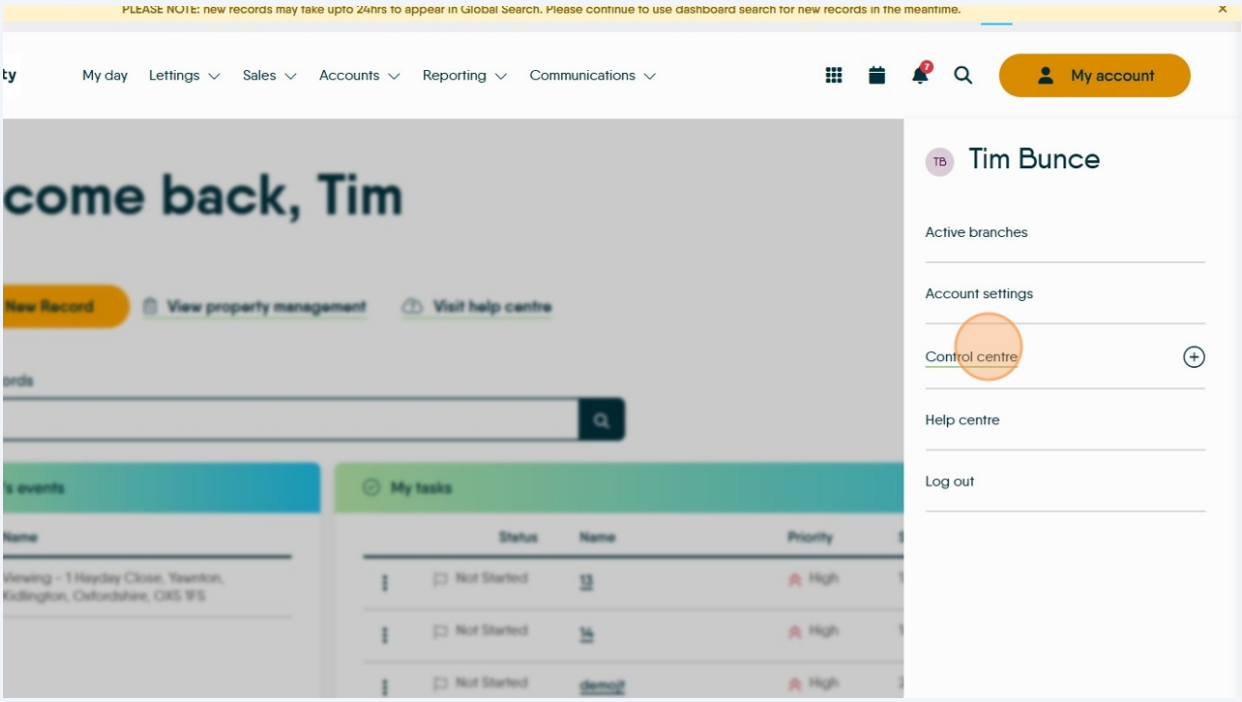
How to configure SMS Sender IDs in CRM

1 Navigate to the CRM Configuration page:

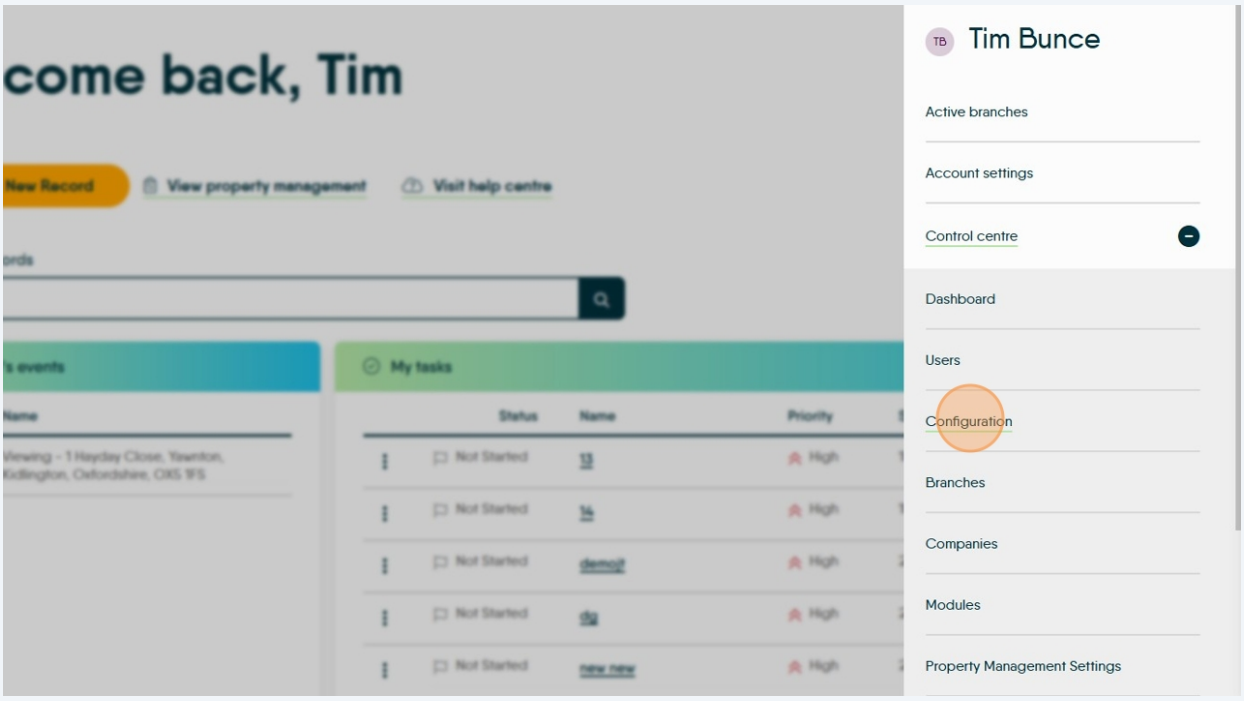
Click "**My Account**"



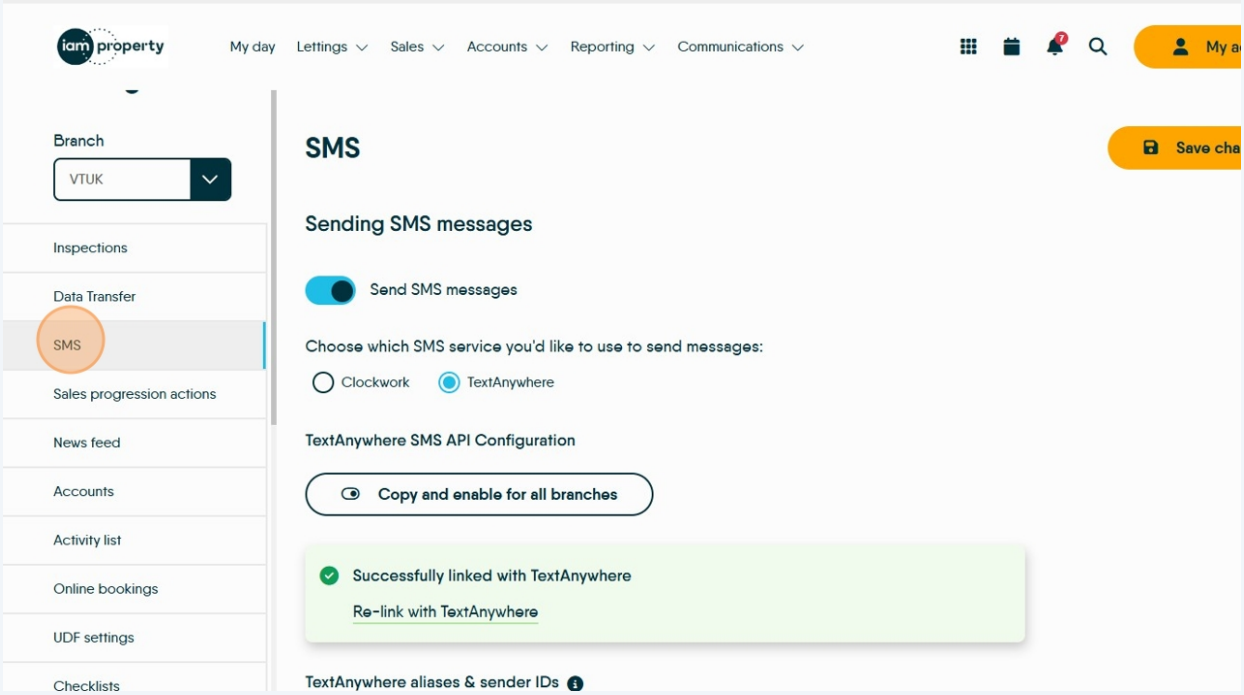
2 Click "**Control centre**"



3 Click "**Configuration**"

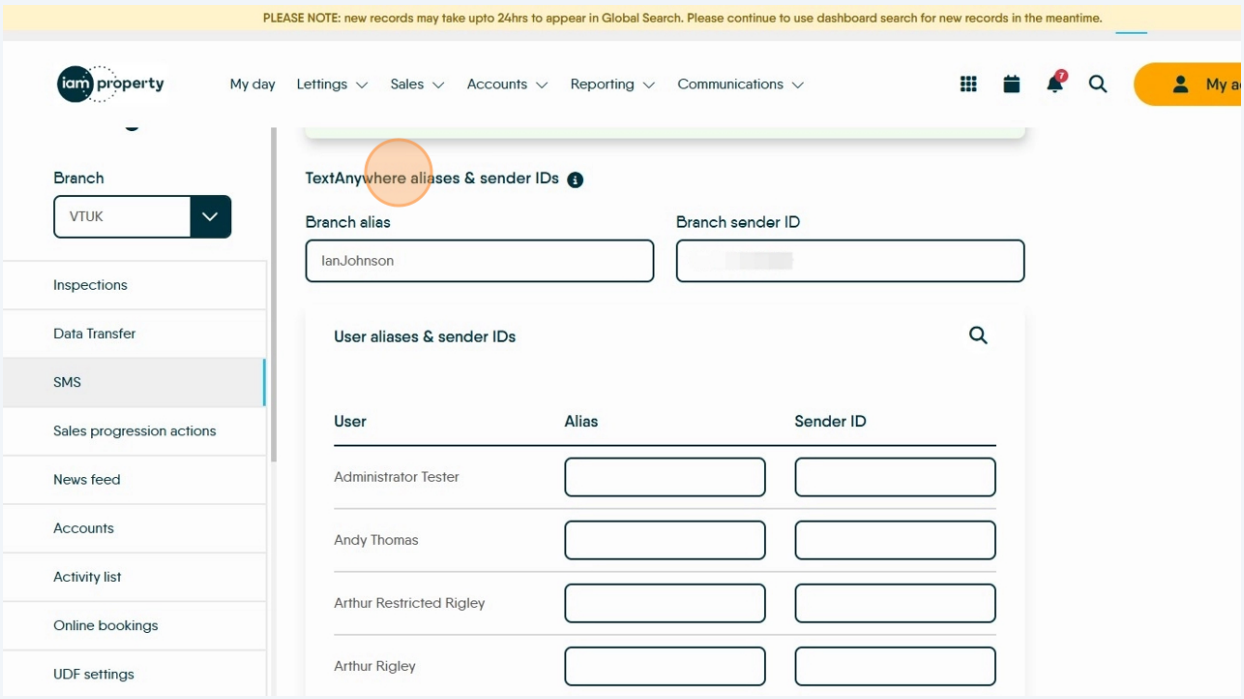


4 Click the "**SMS**" tab within Configuration



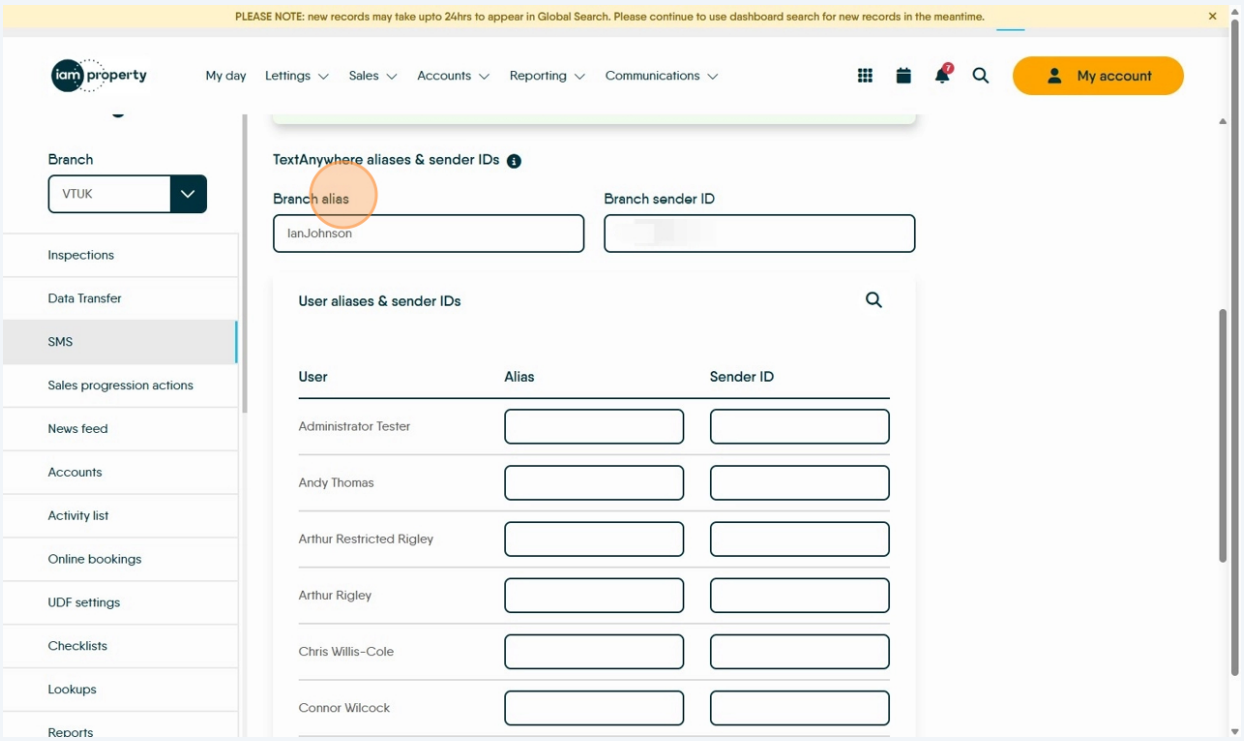
5 Scroll down to the section "**TextAnywhere aliases & sender IDs**". It can be a maximum of 11 characters.

Any Alias or Sender ID you add must be added within TextAnywhere as a Sender ID. A guide to do this is [available here.]



6 "**Branch Alias**" will show in the recipients phone as the message sender.

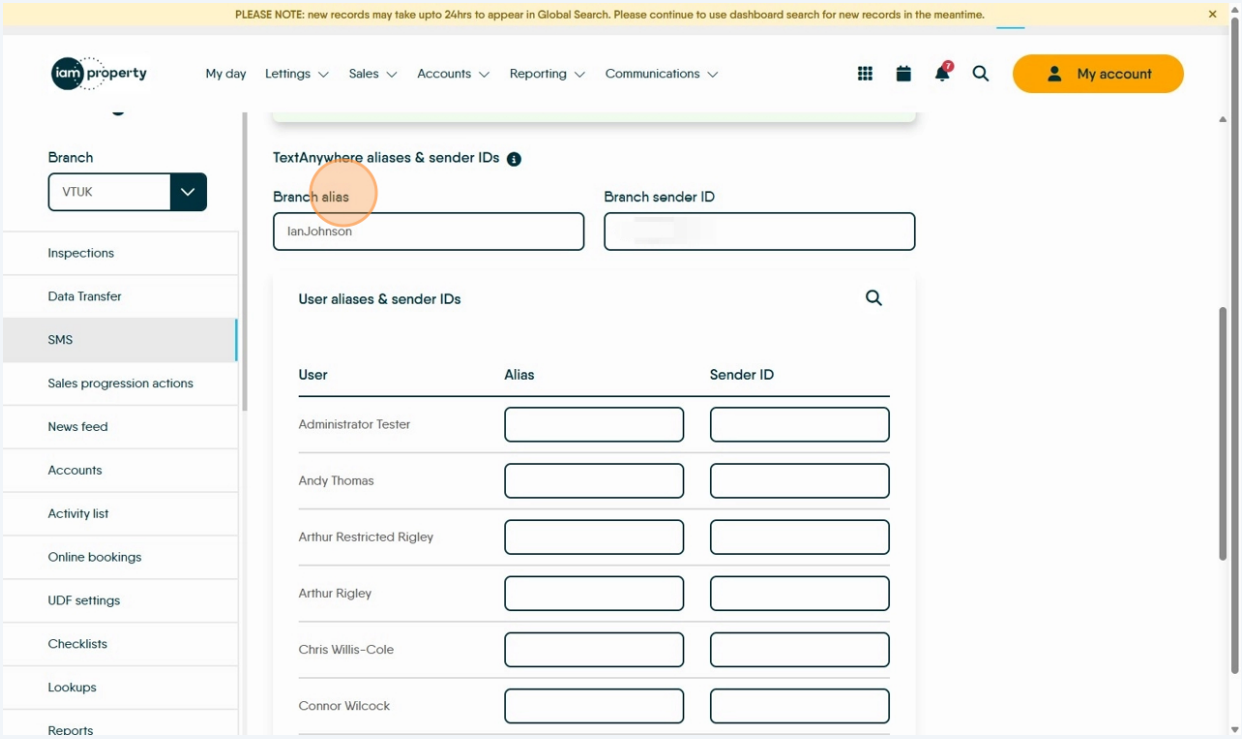
It cannot be responded to by the recipient.

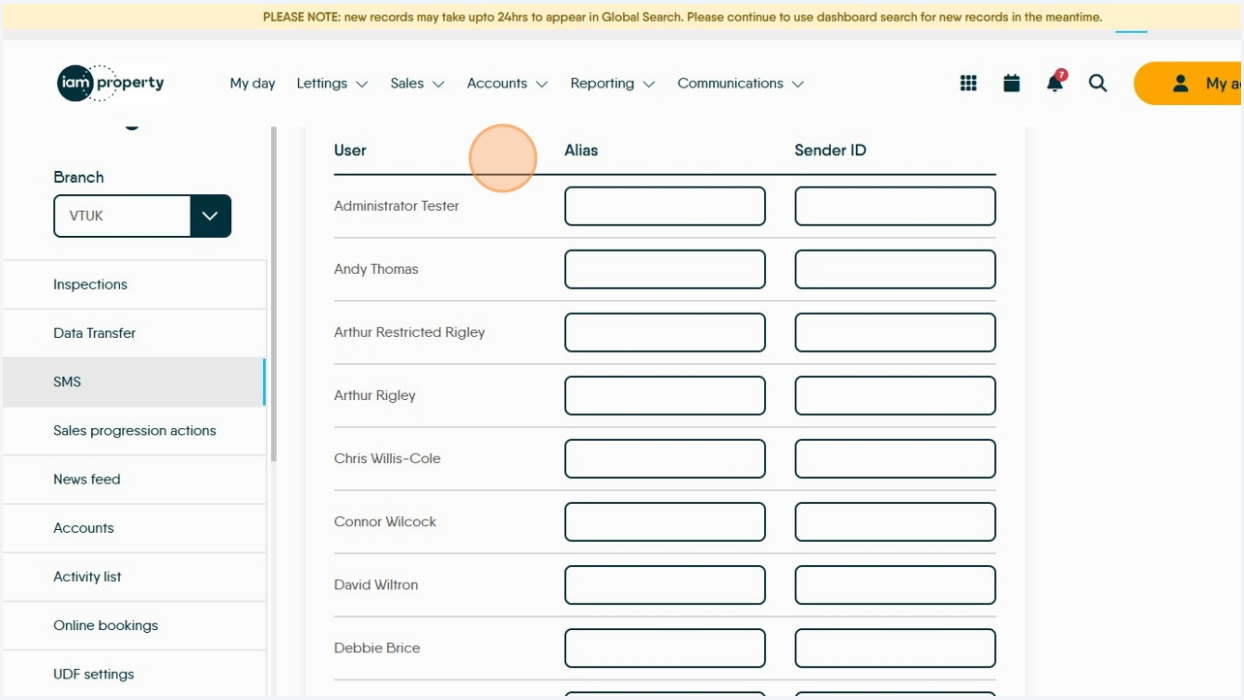


7 "**Branch Sender ID**" is an Inbound Number purchased via TextAnywhere.

A recipient can respond to messages from the Sender ID and they will be received in CRM's 2-way SMS inbox.

A guide to purchase an Inbound Number is [available here.]



8 You can also add individual Aliases or Sender IDs per user.

This is optional, users will still be able to use the branch Alias and Sender ID you configured in steps 6 & 7.