

How to configure SMS Sender IDs in CRM

1 Navigate to the CRM Configuration page:

Click "**My Account**"

PLEASE NOTE: new records may take upto 24hrs to appear in Global Search. Please continue to use dashboard search for new records in the meantime.

My day Lettings Sales Accounts Reporting Communications My account

come back, Tim

New Record View property management Visit help centre

ords

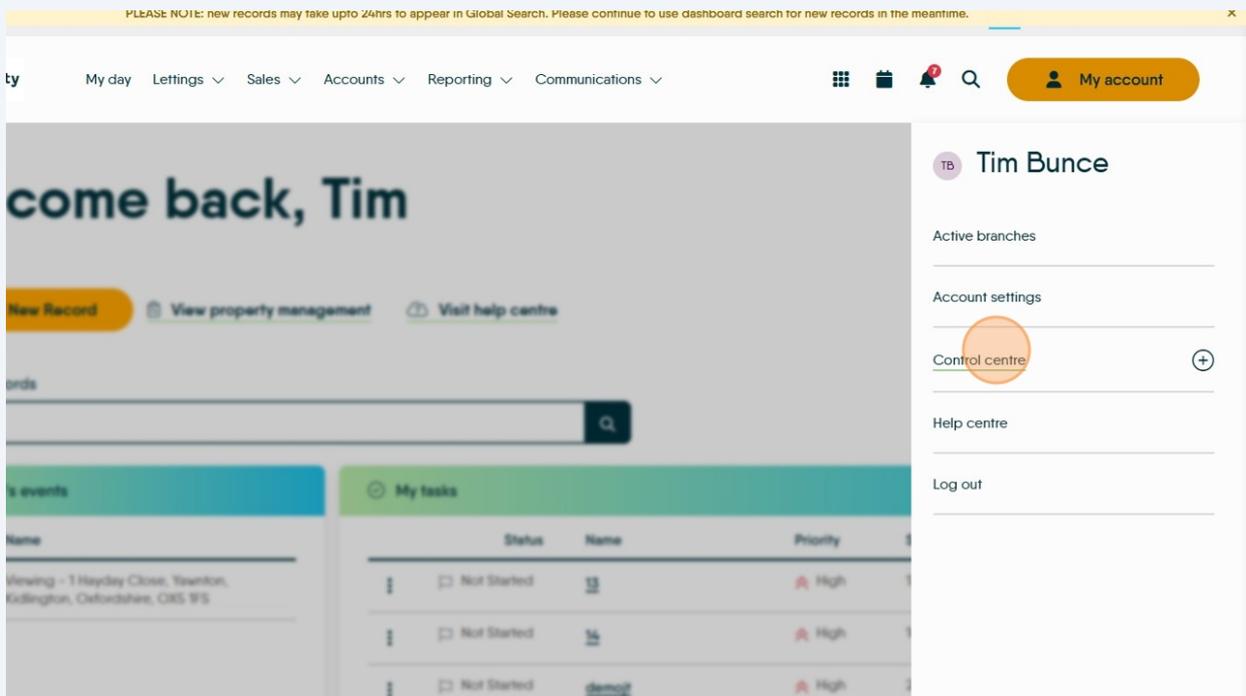
My tasks

Status	Name	Priority	Start date	Due date
Not Started	13	High	13/Aug/2021	13/Aug/2021
Not Started	14	High	14/Aug/2021	14/Aug/2021
Not Started	demoit	High	23/Nov/2021	23/Nov/2021

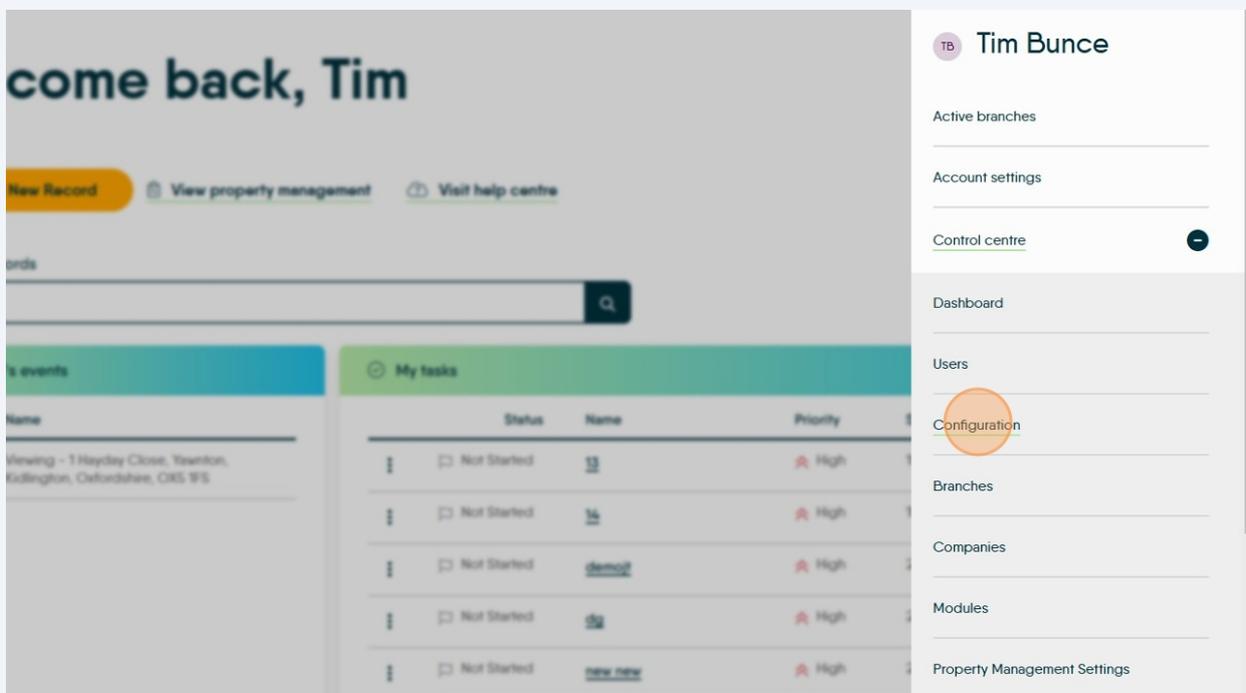
My events

Viewing - 1 Hayday Close, Yawnton, Kidlington, Oxfordshire, OX5 1FS

2 Click "Control centre"



3 Click "Configuration"



4 Click the "SMS" tab within Configuration

Branch: VTUK

SMS

Send SMS messages

Choose which SMS service you'd like to use to send messages:

Clockwork TextAnywhere

TextAnywhere SMS API Configuration

[Copy and enable for all branches](#)

Successfully linked with TextAnywhere
[Re-link with TextAnywhere](#)

TextAnywhere aliases & sender IDs ⓘ

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](#).

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TextAnywhere aliases & sender IDs ⓘ

Branch alias: IanJohnson

Branch sender ID: [Empty]

User aliases & sender IDs 🔍

User	Alias	Sender ID
Administrator Tester	[Input]	[Input]
Andy Thomas	[Input]	[Input]
Arthur Restricted Rigley	[Input]	[Input]
Arthur Rigley	[Input]	[Input]

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

It cannot be responded to by the recipient.

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iom property My day Lettings Sales Accounts Reporting Communications My account

Branch VTUK

TextAnywhere aliases & sender IDs

Branch alias IanJohnson Branch sender ID

User aliases & sender IDs

User	Alias	Sender ID
Administrator Tester	<input type="text"/>	<input type="text"/>
Andy Thomas	<input type="text"/>	<input type="text"/>
Arthur Restricted Rigley	<input type="text"/>	<input type="text"/>
Arthur Rigley	<input type="text"/>	<input type="text"/>
Chris Willis-Cole	<input type="text"/>	<input type="text"/>
Connor Wilcock	<input type="text"/>	<input type="text"/>

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](#).

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The screenshot shows the iAm property CRM interface. The top navigation bar includes 'My day', 'Lettings', 'Sales', 'Accounts', 'Reporting', and 'Communications'. A 'My account' button is in the top right. The left sidebar lists various modules, with 'SMS' highlighted. The main content area is titled 'TextAnywhere aliases & sender IDs' and contains two input fields: 'Branch alias' (with 'IanJohnson' entered) and 'Branch sender ID'. Below this is a table for 'User aliases & sender IDs' with columns for 'User', 'Alias', and 'Sender ID'. The table lists several users with empty input fields for their aliases and sender IDs.

User	Alias	Sender ID
Administrator Tester	<input type="text"/>	<input type="text"/>
Andy Thomas	<input type="text"/>	<input type="text"/>
Arthur Restricted Rigley	<input type="text"/>	<input type="text"/>
Arthur Rigley	<input type="text"/>	<input type="text"/>
Chris Willis-Cole	<input type="text"/>	<input type="text"/>
Connor Wilcock	<input type="text"/>	<input type="text"/>

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.

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The screenshot shows the 'fam property' dashboard interface. On the left is a sidebar menu with options: Branch (VTUK), Inspections, Data Transfer, SMS (highlighted), Sales progression actions, News feed, Accounts, Activity list, Online bookings, and UDF settings. The main content area displays a table with three columns: 'User', 'Alias', and 'Sender ID'. The 'User' column lists names such as Administrator Tester, Andy Thomas, Arthur Restricted Rigley, Arthur Rigley, Chris Willis-Cole, Connor Wilcock, David Wiltron, and Debbie Brice. The 'Alias' and 'Sender ID' columns contain empty input fields. An orange circle highlights the 'Alias' column header.

User	Alias	Sender ID
Administrator Tester	<input type="text"/>	<input type="text"/>
Andy Thomas	<input type="text"/>	<input type="text"/>
Arthur Restricted Rigley	<input type="text"/>	<input type="text"/>
Arthur Rigley	<input type="text"/>	<input type="text"/>
Chris Willis-Cole	<input type="text"/>	<input type="text"/>
Connor Wilcock	<input type="text"/>	<input type="text"/>
David Wiltron	<input type="text"/>	<input type="text"/>
Debbie Brice	<input type="text"/>	<input type="text"/>