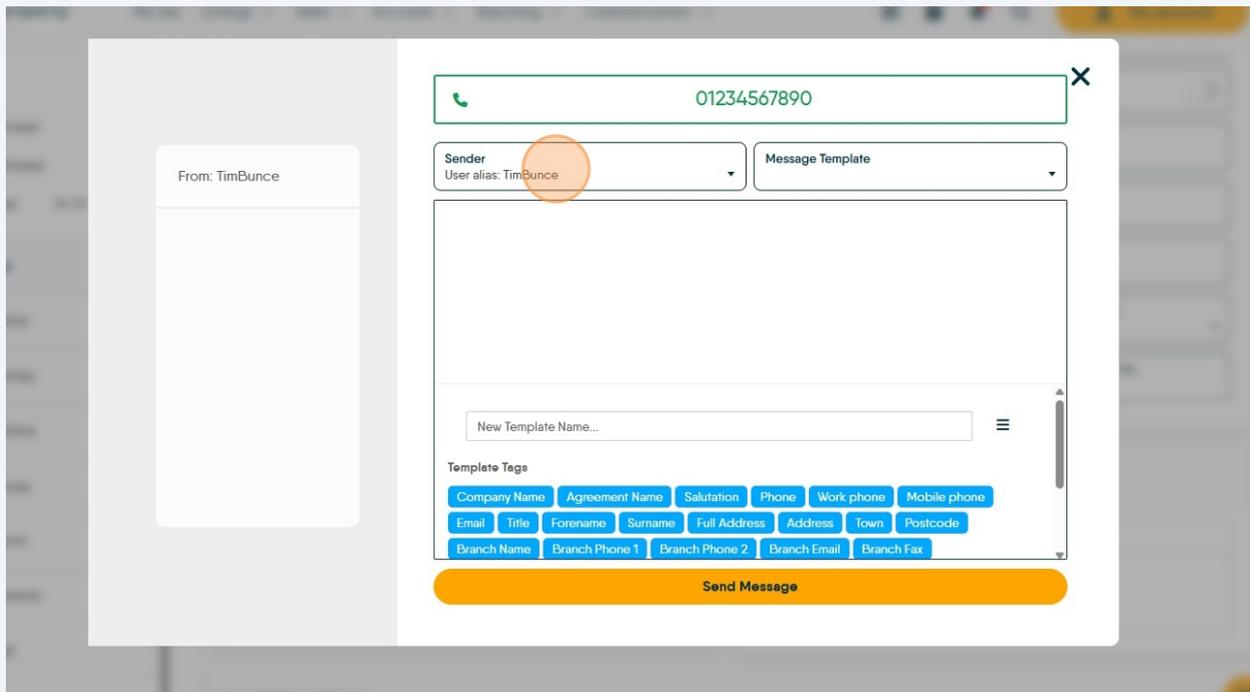


# Sending SMS messages using Sender IDs

1 Navigate to any **"Send SMS"** window in CRM

Title Mr	Forename Rodney	Overseas <input type="checkbox"/>
Surname Mullen	Company Name	Exclude From Payments
Website	Phone Number	Registration No
Work phone	Mobile phone 01234567890	CNR Approval Date 03/01/2024
Email Address tb@vtuk.com	Salutation Mullen	VAT Registration No
Agreement Name Rodney Mullen	Source	Statement No Statement
Letting Reason		Safe Deposits Type Registered

2 In the **Send SMS** screen, you will have a dropdown for "**Sender**"

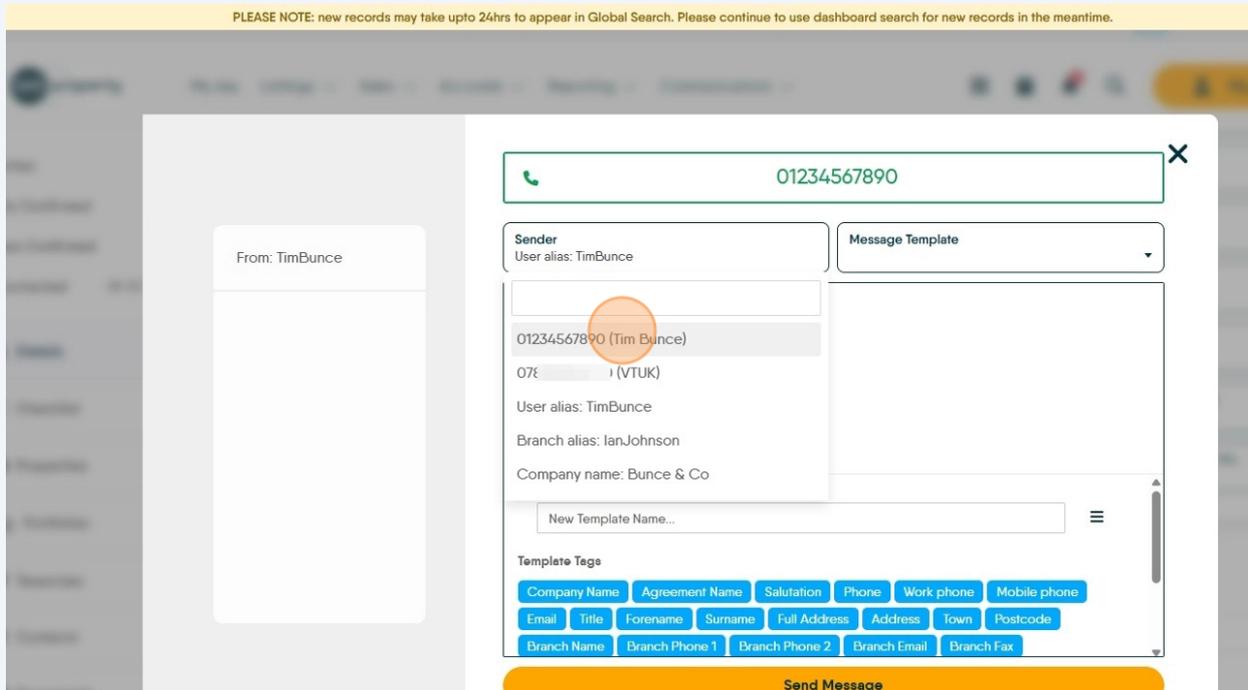


3

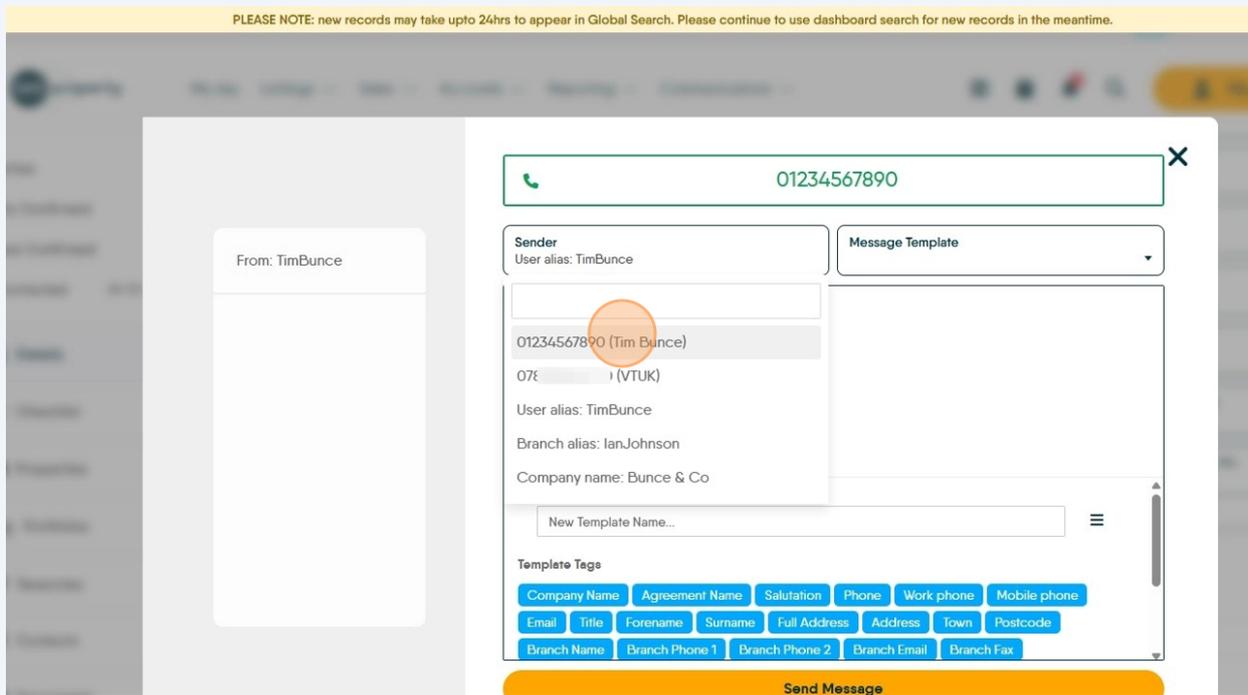
This dropdown will be populated with the **Sender IDs** set up in configuration. A guide to do this is [available here](#).

The Sender selected here will be what the message recipient sees in their inbox. Only the numbers can be responded to.

You will see the Alias or Sender ID for your user, as well as the Alias or Sender ID of the record's branch.

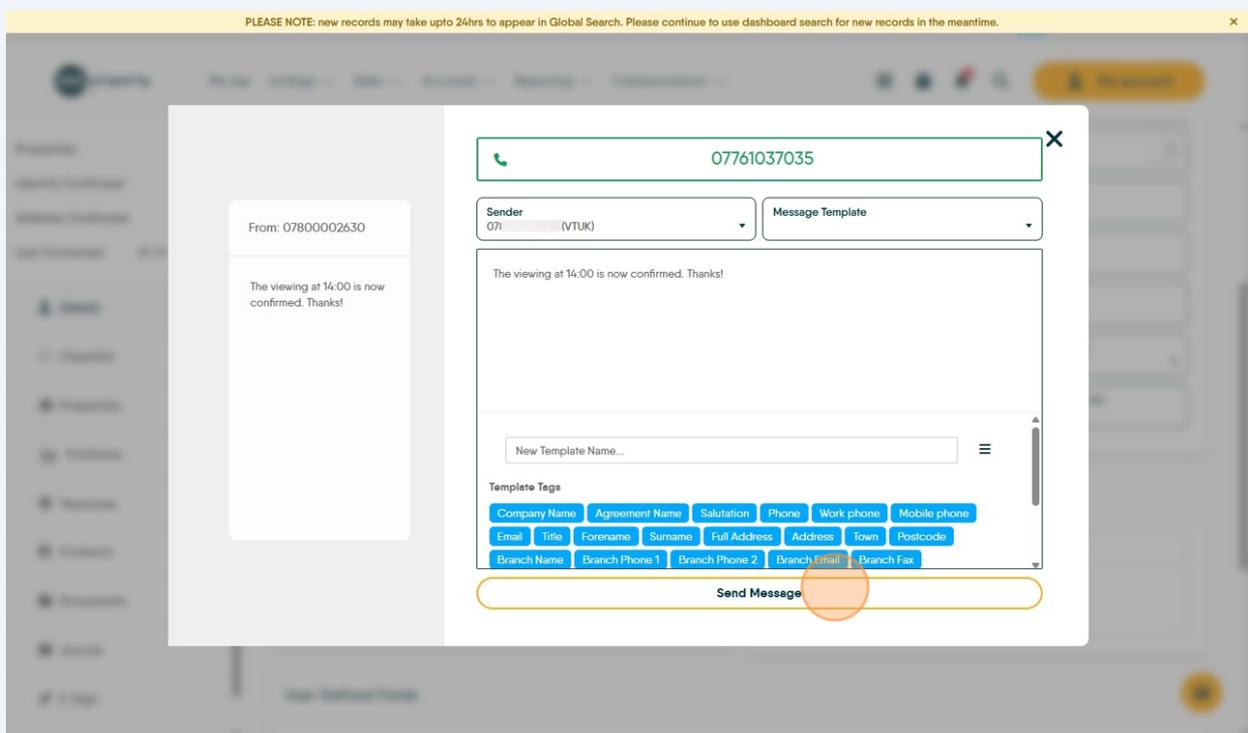


#### 4 Select the **Sender ID** you wish to use.



#### 5 Compose your message and click "**Send Message**".

You will see a preview of the message and Sender on the left.



6 Your sent message will appear in the SMS Inbox.

Click "**Communications**"

erty My day Lettings Sales Accounts Reporting **Communications** My account

Surname Mullen Company Name

Website Phone Number

Work phone Mobile phone

Email Address tb@vtuk.com Salutation Mullen

Agreement Name Rodney Mullen Source

Letting Reason

Exclude From Payments

Registration No CNR No

CNR Approval Date 03/01/2024 Tax Rate 0.00

VAT Registration No HMRC Due Date 03/01/2024

Statement No Statement Send Statement Via Email

Safe Deposits Type Registered Safe Deposits Reg. No.

Address Edit Address

Address type Contact Postcode OX13 5AG

Address Craven Cottage Faringdon Road, Kingston Bagpuize, Abingdon, Oxfor

Financial Notes

B I U

Enter notes here...

7 Click "**SMS Inbox**"

iam property My day Lettings Sales Accounts Reporting **Communications** My

**Communications**

SMS Inbox

Email Tracker

Mail Merge

Email Merge

E-Sign

Marketing toolkit

SMS Merge

Portfolios

Tenancies

Contacts

Documents

Address Edit Address

Address type Contact Postcode OX13 5AG

Address Craven Cottage Faringdon Road, Kingston Bagpuize, Abingdon, Oxfor

Financial Notes

B I U

Enter notes here...

8

## You will see your new message chain in the **SMS Inbox**

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. x

iam property My day Lettings Sales Accounts Reporting Communications My account

**SMS** Filter

Rodney Mullen  
Replying as 07 Mark as actioned

Today

Rodney Mullen 22/08/2025  
The viewing at 14:00 is now confirmed. Thanks!

Tim Bunce - 22/08/2025 12:22  
The viewing at 14:00 is now confirmed. Thanks!

Rodney Mullen  
Landlord

07  
tb@vtuk.com

Send >