Welcome to
Sinch

You should have received an email
invite to join our SMS Sinch program.

*Contact James Manning if you haven't
received the invite yet.*

Login Page:
https://hub.messagemedia.com/login

For 2-factor authentication,
use **your** personal cell number,
not your work line. Check and make
sure the flag to the left shows "USA",
otherwise 2FA will not work.

SINCH
MessageMedia

Log in

New to Sinch MessageMedia? Create account

Email or username

Password

[Log in]

Forgot your password?

or continue with

[Single sign-on (SSO)]

Sinch: 101
Dashboard

Some current and outstanding messages will be shown here.

SINCH MessageMedia

AC Alta Cima – Sinc… ⌄

🏠 Dashboard

💬 Inbox

📣 Messaging ⌄

🔀 Automation ⌄

📖 Templates ⌄

👥 Contacts ⌄

▦ Extensions ⌄

🖼 Reports ⌄

⚙ Settings ⌄

LP User 1

Dashboard

Usage (Last 14 days)   View reports

```
10
 9
 8
 7
 6
 5
 4
 3
 2
 1
 0
   Fri 04  Sat 05  Sun 06  Mon 07  Tue 08  Wed 09  Thu 10  Fri 11  Sat 12  Sun 13  Mon 14  Tue 15  Wed 16  Thu 17
```
● Outbound ● Inbound

Recent inbound messages   View Received Messages

No messages received in the past 7 days.

Messages   View reports

Outbound

0   0
Today   This month

Inbound

0   0
Today   This month

Tools

▦ Engagement   </> Developer

Power-Ups

Expand your reach and connect with more customers using our mobile landing pages and webchat tools.

Explore Power-Ups

Mobile App

Take your inbox and contacts anywhere, with real-time push notifications to keep you connected on the go.

Download on the App Store
Download on the Google Play Store

Email to SMS

Convert and send your email as an SMS and manage replies from your email inbox.

Manage Email to SMS

Sinch: 101
Inbox

You can view your current and past messages (up to the last 90 days).

- Always start new messages from the "Messages" section to ensure the opt-out message is included. Do not create new messages from the "Inbox."

- Once the conversation is started you can continue conversations in the inbox.

- If you have a "current" conversation and it is 90 days old you may not see it.

Appointment reminders are not automatic, so you will have to manually send messages. There are handy templates for you to use for:

- Appointment Confirmation
- Reminder Day Before
- Reminder Day-Of

Sinch: 101
Messaging

New Message:

This is where you will create your message to contact customers.

- Sender and recipients:
  - Recipients/Numbers and Contacts – Enter the contact you are trying to reach. Contacts will ONLY come from anyone who has opted for messaging in the CRM. If they opt out, they will no longer show as a contact.

- Message Content:
  - Type the message you wish to send. You can also choose from available templates to start your message. For template ideas, visit: MessageMedia SMS Templates Templates can **ONLY** be created and added by **GM's/Coordinators.**
  - Make sure at the end of the message to use the dropdown to add Keyword Response – this is the opt out message that is REQUIRED *(The opt out message is only required when you send your first message or if you are following up after some time.)*

Sinch: 101
Messaging *(Continued)*

- Character Limits and Formatting:

    Character Limit
    Messages are limited to 160 characters.
    Any message **over 160 characters** will split into multiple parts.

    Emoji's/Special Characters:
    Limits the message to **70 characters** automatically. We discourage using emoji's to limit this possibility.

    Links:
    Links must be in **https://** format
    (not http://, www., bit.ly, or tiny.url).
    Links will automatically be shortened to **22 characters** when pasted.

    - **Messaging Best Practices:**
        - Avoid overly urgent verbiage: ALL CAPS, or CTA that requires immediate attention.
        - No assuming verbiage- "If this is (First name)(Last name)"
        - Always identify the sender (you/company) of the message clearly.

Message content

Select the delivery method and define the content of your message. You can use personalised fields to improve the engagement from your recipients.

Text message (SMS)   Attachment message (MMS)

| ▤ Templates ⌄ | {…} Personalisation ⌄ | 🔗 Links & Landing Pages | G Translate ⌄ |

Keyword respo… ⌄

Hi #FirstName#, this is a reminder that your yearly inspection has been scheduled for [DATE] at [TIME]. Reply Y or call [PHONE NUMBER]. Thanks, [COMPANY]

Reply Stop to opt out

184 characters | **2 SMS per contact** ⓘ   ✦ **AI assistant**

*Refer to table below

Message details

Name messages for internal reference and schedule ahead.

Multi-part message breakdowns:

No. of Messages	Standard Characters	Unicode Characters
1	1 – 160	1 – 70
2	161 – 306	71 – 134
3	307 – 459	135 – 201
4	460 – 612	202 – 268
5	613 – 765	269 – 335
6	766 – 918	336 – 402
7	919 – 1071	403 – 469
8	1072 – 1224	470 – 536

Important Restrictions:
NO BULK MESSAGING is allowed

Disallowed Content: *Do not include messages related to loans, finances, interest rates, or mortgages. If these topics arise recommend a call or email instead.*

Example: *"Hi Jonny, for more details on your inquiry, please give us a call at 1-XXX-XXX-XXX. We're happy to assist you with all your questions!"*

TEL
Shared number

Hi #FirstName#, this is a reminder that your yearly inspection has been scheduled for [DATE] at [TIME]. Reply Y or call [PHONE NUMBER]. Thanks, [COMPANY]

Reply Stop to opt out
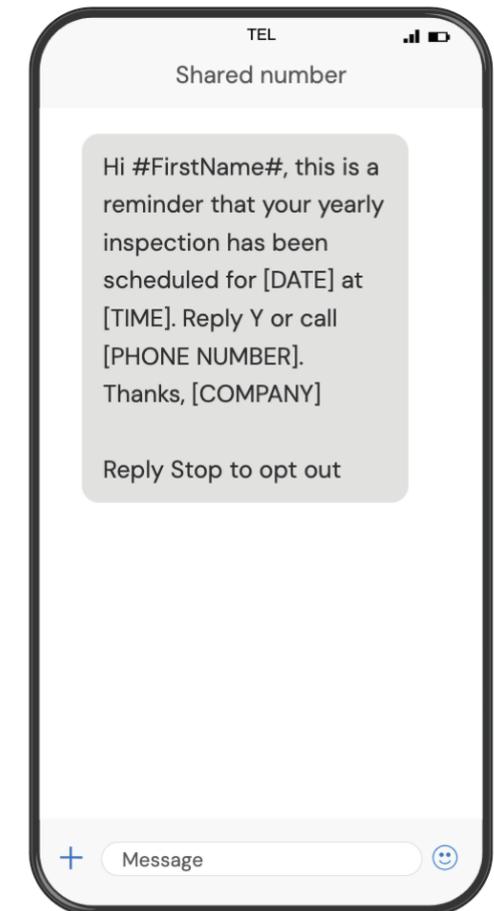
Message

Sinch: 101
Templates

Where **GM's and Coordinators** create premade messages to contact customers.

- SMS >> New Template >> Name Template >> Write in the message content >> Save

Example
Template Name: Scheule a Tour!
Hi [Name], this is [Your Name] from [Company]. We'd love to schedule a home tour for you! Let us know when you're available. ***STOP to stop*** *"*

Example
Template Name: Confirm Appointment
Hi [Name], your home tour appointment is confirmed for [Date] at [Time]. We look forward to seeing you! Reply with any questions. ***STOP to stop*** "

SINCH MessageMedia

AC Alta Cima – Sinc...

- Dashboard
- Inbox
- Messaging
- Automation
- **Templates**
  - SMS
  - Social Templates
- Contacts

- Extensions
- Reports
- Settings
- LP User 1

Templates

Message templates

Search template messages

NAME	MESSAGE TEXT	UPDATED AT	TYPE	SHARED WITH

You do not have any message templates, once created your templates will show here.

Show 100 Entries

1 – 0 of 0

New Template

New Template

Template name
Confirm Appointment

Message content
[...] Personalisation ⌄   G Translate ⌄   Add unsubscri... ⌄

Hi [Name], your home tour appointment is confirmed for [Date] at [Time]. We look forward to seeing you! Reply with any questions. STOP to stop "

146 characters | 1 SMS per contact ⓘ

TEL
Sender ID (defined at send time)

Hi [Name], your home tour appointment is confirmed for [Date] at [Time]. We look forward to seeing you! Reply with any questions. STOP to stop "

Message

Sinch: 101
Contacts

Contacts will ONLY come from anyone who has opted for messaging in the CRM. You may also have potential customers **verbally** opt into messaging. They will have to text your number and say **'START'** or **'JOIN'** for them to opt in for messaging via text. They will receive an automated message saying they have opted in for messaging. When you text back, make sure to still identify yourself to the customer. The customer MUST opt in first for this option to work correctly.

Example
Verbal Consent Script for Housing Consultant:

To opt in to receiving text messages, simply text **'START'** *or* **'JOIN'** *to* **[your sinch number]**, *and we'll keep you informed about everything related to your home search.*

Sinch: 101
Reporting

This tool is for Regionals/General Managers/Coordinators to pull monthly data for their location(s).

- **Detailed Reporting:** You can schedule a report to be sent on a Monthly basis by going to "Schedule Report". You may also email yourself a report right away by selecting "Email Report".

GM's and Coordinators will have to go into each account to pull reports, *(not just your own).*

Detailed Reports

Schedule report   Email report

Date range
15-Apr-2025 → 21-Apr-2025

Accounts
Alta Cima – Sinch Voice ×

Status ⓘ
Please select.

Contact
Phone number or contact

Apply filters   Clear filters

+ Show advanced filters

Sent messages (outbound)
2

Sent message parts (billing units)
2

Received messages (inbound)
0

Sent (outbound)   Received (inbound)

Columns ∨

DATE ⓘ		MESSAGE	STATUS ⓘ	UNITS
17 Apr 2025, 1:07:06 pm		test	Failed	1
17 Apr 2025, 1:04:56 pm		test	Failed	1

Show 10 Entries

Schedule Report ✕

Schedule report name
Schedule report – 23 April 2025 03:19PM

Date range
Monthly

Status ⓘ
Please select status

Message direction
Both sent and received

Report will be sent on the 1st day of each month with the previous month's data.

Accounts
Please select account

Report recipient(s)
lpaniagua@factoryexpohomes.com ×

Advanced ∨

Cancel   Schedule Report

*Keep an eye out for 20% or higher failed delivery status.

*Can see info past 90 days

Where do I log in?
Log in using the link:
https://hub.messagemedia.com/

What if I can't log in?
Email your GM

Why don't I have access to some things in Sinch?
The regionals, general managers, and coordinators have administrative access. The sales teams will only be able to send and receive messages.

If you need a template to be added, ask the GM/PC.

How do I send messages?
https://support.messagemedia.com/hc/en-us/sections/4413575777935-Writing-Sending-Messages

How do I check for replies?
https://support.messagemedia.com/hc/en-us/sections/11996437716239-New-Inbox

SINCH
MessageMedia

Contact Support ↗   Service Status ↗   Developer Portal ↗   Messaging Hub ↗   Sign in

Hello. How can I help you?

🔍 Search

😊

Welcome to the Sinch MessageMedia support site!

The following brands are managed and [...] MessageMedia's own messaging Hub.

MessageNet   di[...]   [...]leSMS   streetdata
by Sinch MessageMedia   by Sinch MessageMedia   by Sinch MessageMedia

While the articles within this site are [...] the other brand's experience, with the

If you can't find the answers to yo[...]port team and they can lend a hand.

FAQs

Feeling stuck? You're not alone, browse through our most commonly asked questions.

QUICK REFERENCE GUIDES

RCS (Rich Communication Services)

Everything you need to know about RCS (Rich Communication Services)

Getting Started

Quick-start guides to get you up and running.

FAQs

Feeling stuck? You're not alone, browse through our most commonly asked questions.

Developer Guides

API documentation, SDKs, Slack integration, blogs, and guides.

How can I check what I've sent, or search contact SMS records?

Reporting can be found here:

https://support.messagemedia.com/hc/en-us/categories/4413561187855-Reporting

Best Practices/Compliance:

https://support.messagemedia.com/hc/en-us/articles/4413576854799-U-S-Compliance-Best-Practices

How to send messages:

https://support.messagemedia.com/hc/en-us/articles/4413561974031-Sending-Messages

SMS character count restrictions:

https://support.messagemedia.com/hc/en-us/articles/4413576543247

Free Unicode detector:

https://freetools.textmagic.com/unicode-detector

How to fill out the Toll Free Number form:

https://support.messagemedia.com/hc/en-us/articles/4824122459663-How-to-fill-out-the-Toll-Free-Number-TFN-Verification-Form

For Technical/Routing issues, please submit a ticket here:

https://support.messagemedia.com/hc/en-us/requests/new

Sinch MessageMedia > FAQs

🔍 Search

FAQs

Feeling stuck? You're not alone, browse through our most commonly asked questions.

Click the Article Title to Open

Resources

- Where do I log in?
- What if I can't log in?
- Why don't I have access to some things in Sinch?
- How do I send messages?
- How do I check for replies?
- How can I check what I've sent, or search contact SMS records?
- Best Practices/Compliance

See all 12 articles »

Account Management FAQs

- Can I upgrade a User on a Sub-Account to an Admin on the Parent account?
- How do I cancel my account?
- How do I change my email address?
- How do I change my phone number?
- How do I deactivate a sub-account?
- How do I switch to my parent account?

See all 12 articles »

Sending & Receiving FAQs

- Can I search for specific numbers and contacts in the inbox?
- Can I send video?
- How do I add emojis to my SMS messages?
- How do I create a message signature?
- How do I exclude the subject line from Email to SMS messages?
- How do I send a message to all of my contacts at once?

See all 20 articles »

Contact Management FAQs

- Here's what's happening to your duplicate contacts on March 18, 2024