

Welcome to Sinch

You should have received an email invitation 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 that the flag to the left shows "USA"; otherwise, 2FA will not work.



Log in

New to Sinch MessageMedia? [Create account](#)

Email or username

Password

Log in

[Forgot your password?](#)

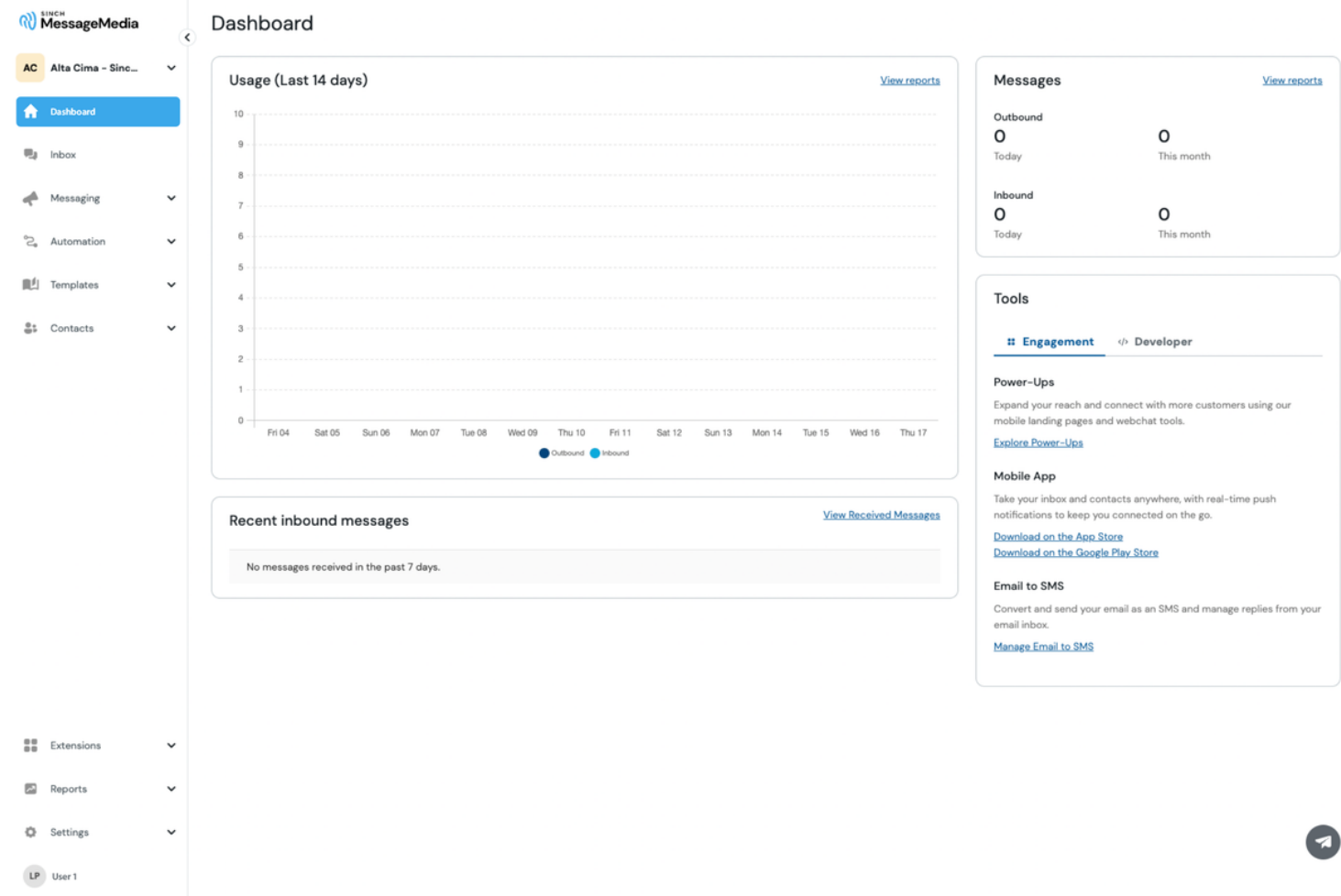
or continue with

Single sign-on (SSO)

Sinch: 101

Dashboard

Current and outstanding messages will appear here, along with outbound and inbound message usage.



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Contacts

Contacts come from the CRM, and they may be opted in/out. This is a great place to check the status of your contact before reaching out to them. Once you see the status, choose the contact and select “Send Message” if they are subscribed.

You may have potential customers who have **verbally** opted into messaging or who are opted out, and you would like to text them (if they allow it). They will have to text your number and say ‘**START**’ 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, especially when the contact is not opted in.

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 MessageMedia

All contacts

Import Add contact Export contacts

First name Last name Phone Channels Added date Last edited date

Shawn Harris +1998883366 Opted out

Daniel Wagner +12079347005 Opted in

Robert Ryan +18054558760 Opted out

Terrell Singleton +18502074209 Opted out

Callyn Tolman +13072548458 Opted out

Melissa Mayfield +16024231345 Opted in

Harold Massie +16025099385 Opted out

Shianne Adair +18019180745 Opted in az_singman API May 2, 2025 May 2, 2025

Nancy Collins +17757037960 Opted in rv_traders API May 2, 2025 May 2, 2025

Evelia Coronado +1928585501 Opted out home_outlet_az API May 2, 2025 May 2, 2025

Robert Ford +14807966399 Opted in az_mesa API May 2, 2025 May 2, 2025

GE TH +17066079968 Opted out mobile_homes_en_main API May 2, 2025 May 2, 2025

Rachel Barnes +16623127642 Opted in rms_certhage API May 2, 2025 May 2, 2025

Janet Sahagun +19099966538 Opted out nm_farmington API May 2, 2025 May 2, 2025

Franklin Nicholson +17044604323 Opted out NM-HC API May 2, 2025 May 2, 2025

Luis Deleon perez +1972058496 Opted out NM-HC API May 2, 2025 May 2, 2025

Beau Kubecka +18086348556 Opted out or_woodburn API May 2, 2025 May 2, 2025

Michael Prael +16094677517 Opted out NM-HC API May 2, 2025 May 2, 2025

Showing 25 of 13762

Adjust columns

Context menu:

- View contact
- Edit contact
- Show conversation
- Send message
- Unsubscribe
- Delete

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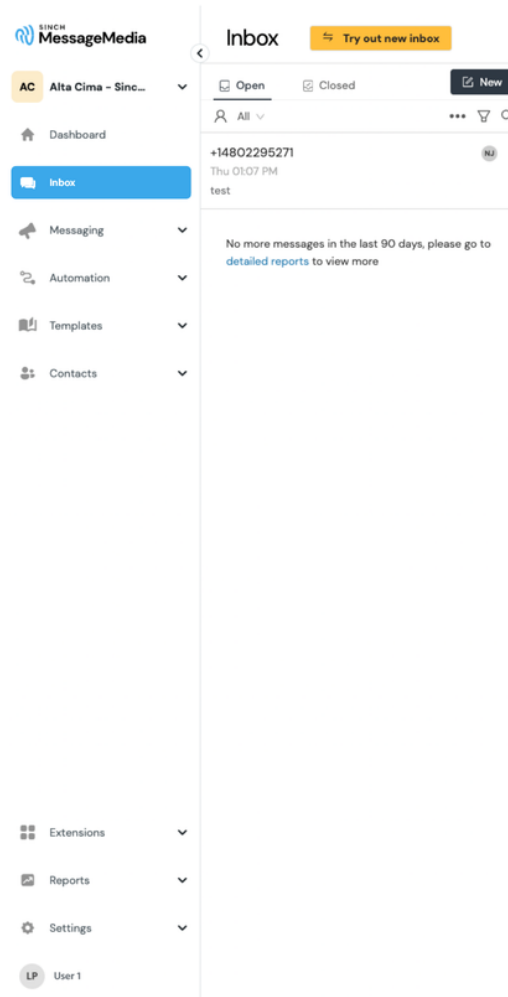
Inbox

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

- Always start new messages from "Contacts." This way you know if they are opted in/out. The opt-out message has been set to show on every message. Do not create new messages from the "Inbox," "Quick Message," or "Messaging."
- 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 the Day-Of



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Messaging

New Message:

Use this to create a message to contact customers.

Sender and recipients:

Recipients/Numbers and Contacts – If you know the contact is opted in, type their name here and select it once it pops up. Otherwise, go to “Contacts” first, then select the contact you want to message. It will then default to the “New Message” screen. If they opt out, the conversation will become “Closed” in the inbox.

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.

The “STOP to opt out” message is required and has been set by default to show at the end of every message. (The opt-out message is only required when you send your first message or if you are following up after some time.)

Sinch MessageMedia

AC Alta Cima - Sinc...

Dashboard

Inbox

Messaging

SMS messaging

New message

Sent

Campaign Reports

Scheduled

Drafts

Received

Social messaging

All Campaigns

Automation

Templates

Contacts

Extensions

Sender and recipients

Sender ID ⓘ

Shared numbers pool Account default

Shared number: Each message is sent from a different number. Recipients can reply and unsubscribe using keywords or via an unsubscribe link.

Recipients

Numbers and contacts Import from file

Tink's Cupcakes X

Search contacts

Search contact lists

Search contact segments

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 Translate Add unsubscri...

"Hello John, thank you for subscribing to our weekly newsletter! Here's your code TINK25 for your additional discount. Visit https://nxt.to/***** for more. STOP to stop *

172 characters | 2 SMS per contact ⓘ AI assistant

Shared number

"Hello John, thank you for subscribing to our weekly newsletter! Here's your code TINK25 for your additional discount. Visit https://nxt.to/***** for more. STOP to stop *

Recipient Perry Spagnola

Preview of first 5 recipients

Send yourself a test Send now

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Messaging (Continued)

Character Limits and Formatting:

Character Limit

Messages should be no more than 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 emojis to avoid this.

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 require immediate attention.
- No assuming verbiage: "If this is (First name)(Last name)."
- Always identify the sender (you/company) of the message clearly on initial contact.

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

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 your campaign to track and manage outcomes.

Multi-part message breakdowns:

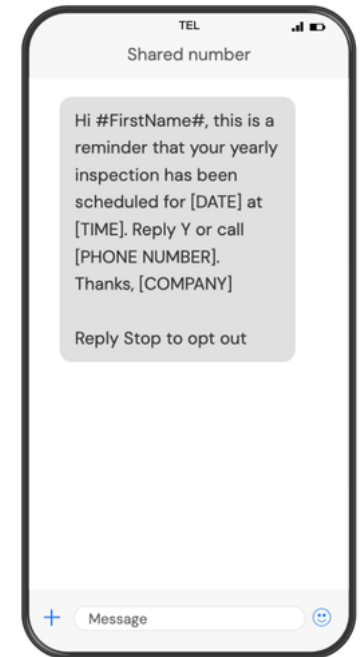
No. of Messages	Standard Characters	Unicode Characters
1	1 – 160	1 – 70
2	161 – 306	71 – 134
3	307 – 459	135 – 201
4	460 – 612	202 – 268
5	613 – 765	269 – 335
6	766 – 918	336 – 402
7	919 – 1071	403 – 469
8	1072 – 1224	470 – 536

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!"



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Templates

Where **GMs and Coordinators** create premade messages to contact customers.

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

Example

Template Name: Schedule 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

The screenshot shows the Sinch MessageMedia interface. On the left is a sidebar with navigation options: Dashboard, Inbox, Messaging, Automation, Templates (highlighted), SMS, Social Templates, Contacts, Extensions, Reports, Settings, and User 1. The main area is titled 'Templates' and contains a 'Message templates' section with a search bar and a table. The table has columns for NAME, MESSAGE TEXT, UPDATED AT, TYPE, and SHARED WITH. Below the table, there's a 'New Template' form. The form has a 'Template name' field with the value 'Confirm Appointment'. The 'Message content' field contains the text: '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'. There's a character count at the bottom: '146 characters | 1 SMS per contact'. On the right side of the form, there's a preview of the message on a mobile phone. A blue circle highlights the 'New Template' button in the top right corner of the interface.

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Reporting

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

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

GMs and Coordinators must go into each account to pull reports (not just their own).

Sinch MessageMedia

AC Alta Cima - Sinch...

Dashboard
Inbox
Messaging
Automation
Templates
Contacts

Detailed Reports

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

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

Columns

MESSAGE	STATUS	UNITS
test	Failed	1
test	Failed	1

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

*Can see info past 90 days

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Resources

Where do I log in?

Log in using the link:

<https://hub.messagemedia.com/>

What if I can't log in?

Email your GM or the Help Desk

Why don't I have access to some things in Sinch?

The regionals, general managers, and coordinators have administrative access. Sales teams can only 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/help/en-us/articles/4413561974031-Sending-Messages>

How do I check for replies?

<https://support.messagemedia.com/help/en-us/sections/119964377162-39-New-Inbox>

The screenshot shows the Sinch MessageMedia support site. At the top, the Sinch MessageMedia logo is on the left, and navigation links for Contact Support, Service Status, Developer Portal, Messaging Hub, and Sign in are on the right. Below the navigation bar is a hero section featuring a smiling man in a light blue shirt. A search bar is overlaid on the image. To the right of the man, a speech bubble says "Hello. How can I help you?" and there are three small circular icons below it. Below the hero section is a large blue box with the text "Welcome to the Sinch MessageMedia support site!". To the left of this box, there are logos for MessageNet, di, and others. To the right, there are logos for aleSMS and streetdata. Below the welcome message, there is a section titled "QUICK REFERENCE GUIDES" with three boxes: "RCS (Rich Communication Services)", "Getting Started", and "FAQs". The "FAQs" box is highlighted in blue and contains the text "Feeling stuck? You're not alone, browse through our most commonly asked questions." Below the quick reference guides is a section titled "Developer Guides" with the text "API documentation, SDKs, Slack integration, blogs, and guides."

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 supported by Sinch MessageMedia's own messaging Hub.

MessageNet **di** **aleSMS** **streetdata**

While the articles within this site are relevant to Sinch MessageMedia's own messaging Hub, you can also find helpful information from the other brand's experience, with the support team and they can lend a hand.

If you can't find the answers to your question, please contact our support team.

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.

Sinch: 101

Resources (Continued)

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>



[Contact Support](#) ▾ [Service Status](#) ▾ [Developer Portal](#) ▾ [Messaging Hub](#) ▾ [Sign in](#)

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](#)