

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.



Log in

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

Email or username

Password

Log in

[Forgot your password?](#)

or continue with

Single sign-on (SSO)

Current and outstanding messages will be shown here, along with usage of outbound and inbound messages.

Sinch: 101

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 **verbally** opt into messaging or 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

AC

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Automation

Templates

Contacts

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LP

All Contacts

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



All contacts

▼

Import

Add contact

Export contacts

<input type="checkbox"/>	First name	Last name	Phone	Channels	Added date	Last edited date	
<input type="checkbox"/>	Shawn	Harris	+19198183366		May 2, 2025	May 2, 2025	⋮
<input type="checkbox"/>	Daniel	Wagner	+12079747005		May 2, 2025	May 2, 2025	⋮
<input type="checkbox"/>	Robert	Ryan	+18054558760		May 2, 2025	May 2, 2025	
<input type="checkbox"/>	Terrelle	Singleton	+18502074209		May 2, 2025		
<input type="checkbox"/>	Cailyn	Tolman	+13072548458		May 2, 2025		
<input type="checkbox"/>	Melissa	Mayfield	+16024231345		May 2, 2025		
<input type="checkbox"/>	Harold	Massie	+16025099385		May 2, 2025		
<input type="checkbox"/>	Shianne	Adair	+18015180745		May 2, 2025		
<input type="checkbox"/>	Nancy	Collins	+17757037960		May 2, 2025		
<input type="checkbox"/>	Evelia	Coronado	+19285815501		May 2, 2025		
<input type="checkbox"/>	Robert	Ford	+14807966399		May 2, 2025		
<input type="checkbox"/>	GE	TH	+17066079168		May 2, 2025	May 2, 2025	⋮
<input type="checkbox"/>	Rachel	Barnes	+16623121642		May 2, 2025	May 2, 2025	⋮
<input type="checkbox"/>	Janet	Sahagun	+19099966538		May 2, 2025	May 2, 2025	⋮
<input type="checkbox"/>	Franklin	Nicholson	+17044604323		May 2, 2025	May 2, 2025	⋮
<input type="checkbox"/>	Luis	Deleon perez	+19712058496		May 2, 2025	May 2, 2025	⋮
<input type="checkbox"/>	Beau	Kubecka	+18086348556		May 2, 2025	May 2, 2025	⋮
<input type="checkbox"/>	Michael	Paol	+16084471537		May 2, 2025	May 2, 2025	⋮

Showing 25 of 13762

<

1

2

3

4


5

...


551

>

Adjust columns



Gray icon = Opted out



Blue icon = Opted in

View contact

Edit contact

Show conversation

Send message

Unsubscribe

Delete

Sinch: 101

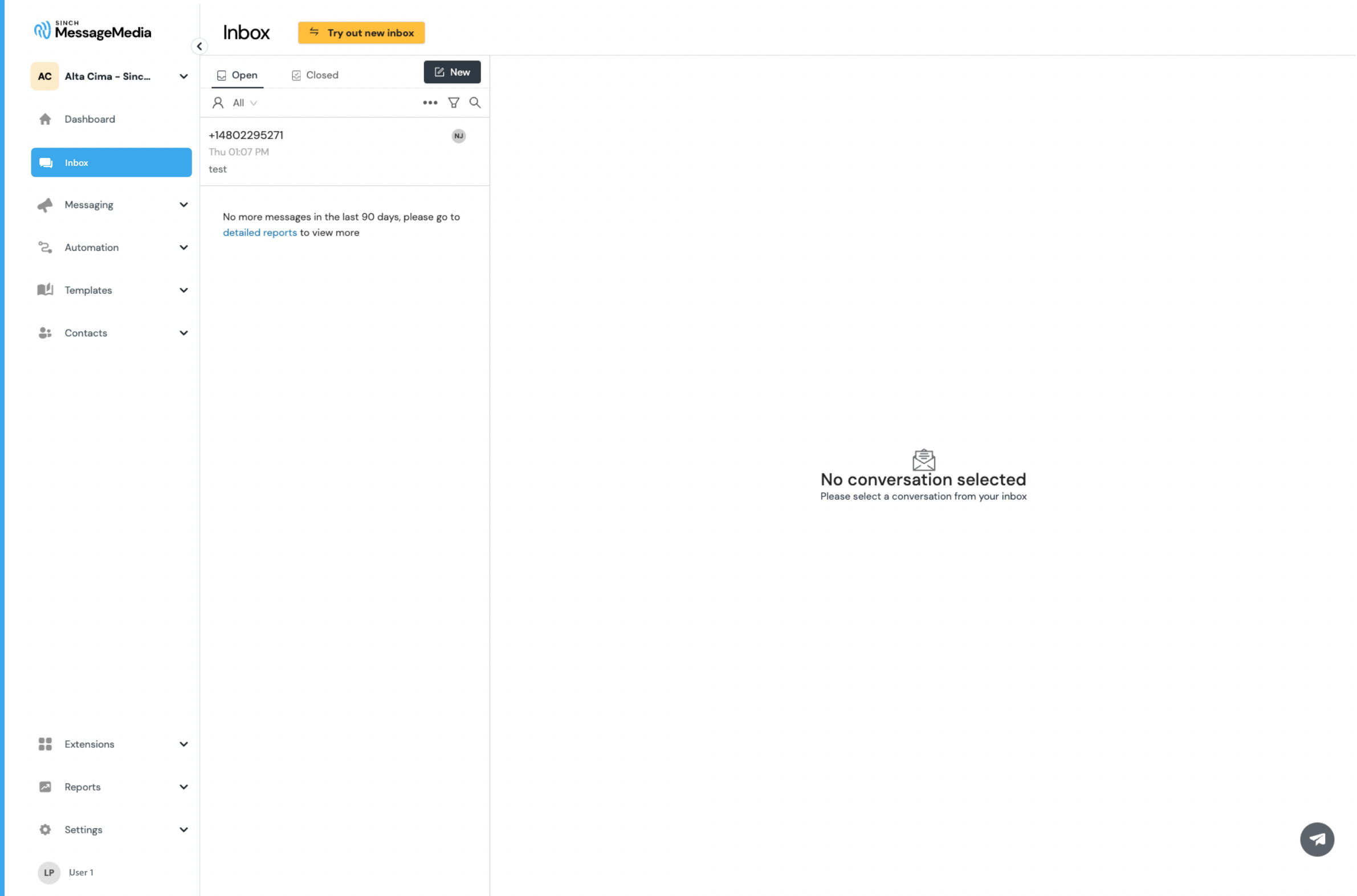
Inbox

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 defaulted 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



Sinch: 101 Messaging

New Message:

This is where you will create your 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 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 defaulted to show on 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.)

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Dashboard

Inbox

Messaging

SMS messaging

New message

Sent

Campaign Reports

Scheduled

Drafts

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Social messaging

All Campaigns

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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

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://tink.com> for more. STOP to stop "

172 characters | 2 SMS per contact ⓘ

 AI assistant

TEL

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 "

+

Message



Recipient Perry Spagnola

Preview of first 5 recipients

Send yourself a test

Send now

Sinch: 101

Messaging (Continued)

- Character Limits and Formatting:

Character Limit

Messages are recommended but not 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 on initial contact.

*Refer to
table below

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

Message details

Name your campaign to track and manage outcomes.

Multi-part message breakdowns:

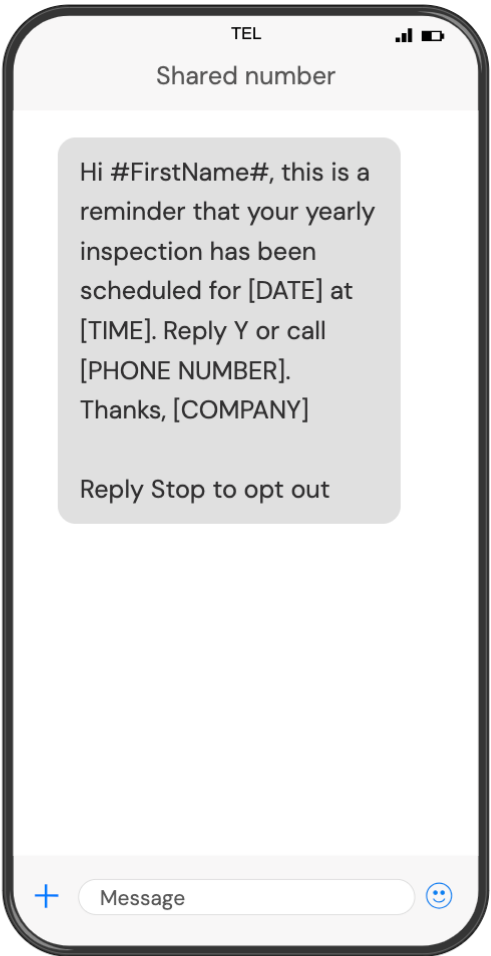
No. of Messages	Standard Characters	Unicode Characters
1	1 – 160	1 – 70
2	161 – 306	71 – 134
3	307 – 459	135 – 201
4	460 – 612	202 – 268
5	613 – 765	269 – 335
6	766 – 918	336 – 402
7	919 – 1071	403 – 469
8	1072 – 1224	470 – 536

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!"



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** "

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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.

Show100Entries

AC

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User 1

Templates

New Template

Template name

Confirm Appointment

Message content

[...] Personalisation

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

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: 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).**

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Detailed Reports

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DashboardInboxMessagingAutomationTemplatesContactsExtensionsReportsDetailed ReportsDelivery Status ReportsScheduled ReportsSub Account UsageUser Usage ReportSettingsLP User 1

Date range15-Apr-2025 → 21-Apr-2025AccountsAlta Cima - Sinch Voice xStatusPlease select..ContactPhone number or contactApply filtersClear filters+ Show advanced filters

Sent messages (outbound)

2

Tue Apr 15Wed Apr 16Thu Apr 17Fri Apr 18Sat Apr 19Sun Apr 20Mon Apr 21

Sent message parts (billing units)

2

Tue Apr 15Wed Apr 16Thu Apr 17Fri Apr 18Sat Apr 19Sun Apr 20Mon Apr 21

Received messages (inbound)

0

Tue Apr 15Wed Apr 16Thu Apr 17Fri Apr 18Sat Apr 19Sun Apr 20Mon Apr 21

Sent (outbound)Received (inbound)

DATE17 Apr 2025, 1:07:06 pm17 Apr 2025, 1:04:56 pmShow10Entries

Schedule ReportSchedule report nameSchedule report - 23 April 2025 03:19PMDate rangeMonthlyStatusPlease select statusMessage directionBoth sent and receivedReport will be sent on the 1st day of each month with the previous month's data.AccountsPlease select accountReport recipient(s)lpaniaga@factoryexpohomes.comAdvancedCancelSchedule Report

ColumnsMESSAGESTATUSUNITStestFailed1testFailed1

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

*Can see info past 90 days

Sinch: 101

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. 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>





Welcome to the Sinch MessageMedia support site!



The following brands are managed and supported by Sinch MessageMedia's own messaging Hub.





While the articles within this site are relevant to Sinch MessageMedia, we also offer support for the other brand's experience, with the support team and they can lend a hand.

If you can't find the answers to your questions, 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>

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](#)