Your HQ number and texting approval

Customers text and call your HQ number. Before any text can go out, the phone carriers have to approve your company, and you send that request yourself from HQ.

Steps

1. Open Configure, then This company, and find Texting your customers. If you have no HQ number yet, press Show numbers and Take this one.
2. Fill in what the carriers ask for: your legal name, your EIN, your website and how customers agree to be texted. Press Save these details.
3. If HQ says your wording does not match what it really sends, press Use HQ's own wording.
4. Press Send it to the carriers. The button only works once everything it needs is there.
5. Watch your email. When the carriers approve, your texting turns on by itself. If they say no, their words are shown: fix those answers and press Send it again.

Good to know

Carriers in the US will not deliver business texts until the business is registered. This protects customers from spam, and it is the same for every company.

Approval usually takes 10 to 15 days. While you wait, customers can still call you and use the chat on your website.

Your legal name has to match your EIN letter exactly, including LLC or Inc. A mismatch is the most common reason for a refusal.