7. Inbox and replies

Greg Smith - 2026-11-19 - Comments (0) - Coaches

TUTORIAL 7

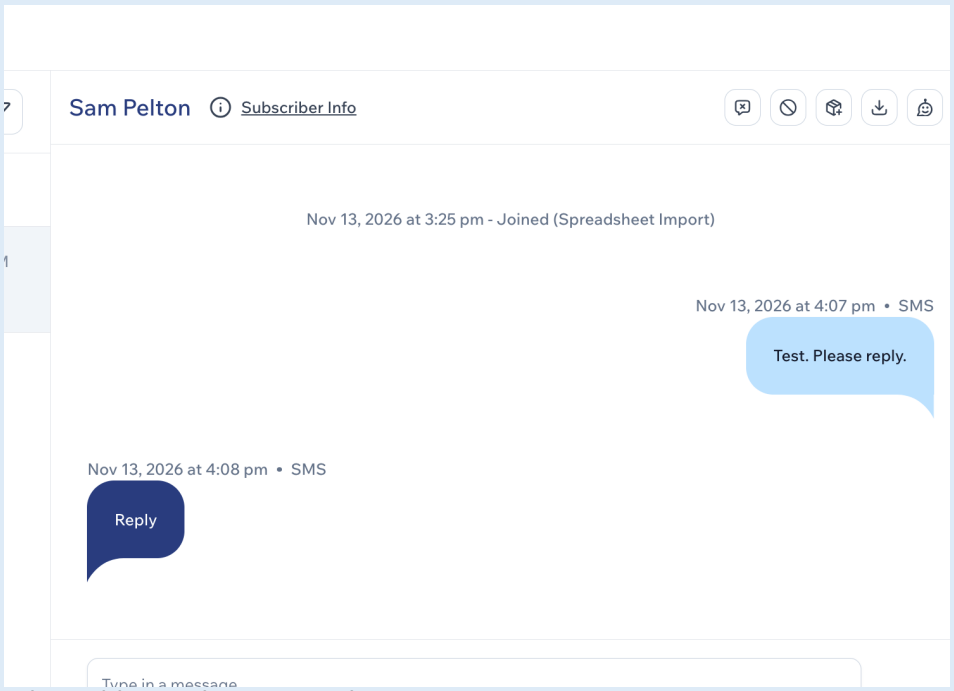
Inbox and replies

Inbox shows replies that come in by text. Replies that come in by email appear in your logs or dashboard instead, so ask clients to reply by text to keep conversations in one place.

Reply comes in by	Where to find it
Text (SMS)	Inbox
Email	Message logs or dashboard

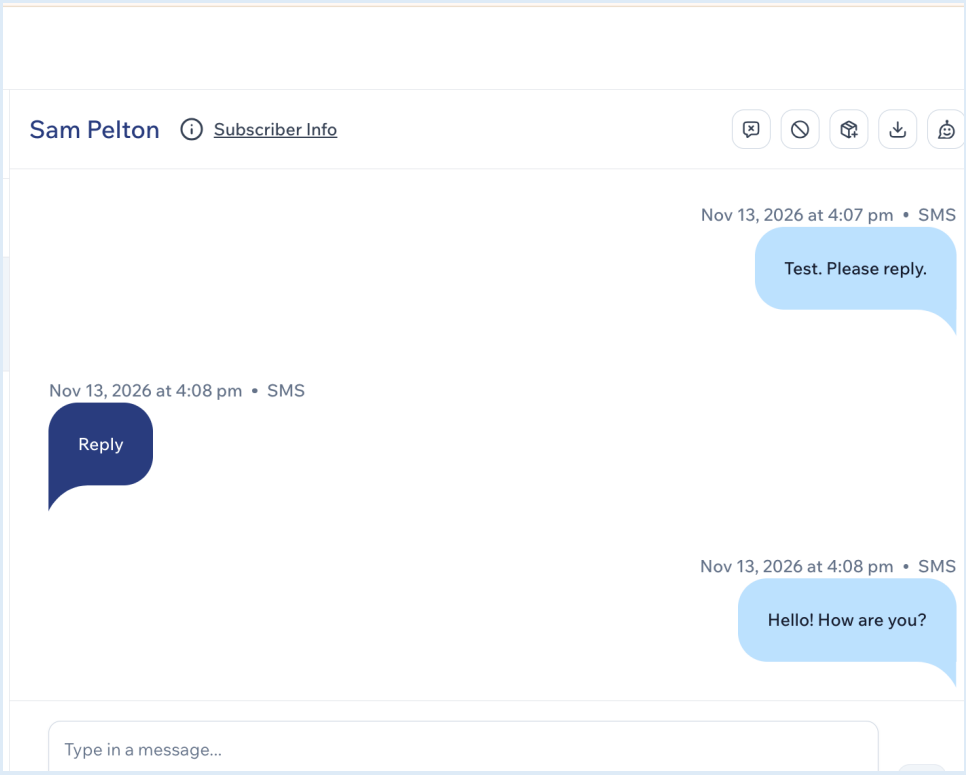
Steps

1. **Send yourself a test message that asks for a reply.**
2. **Reply from your phone.**
3. **Open Inbox and find the conversation.**



Inbox with a reply conversation open

1. **Respond from Inbox.**

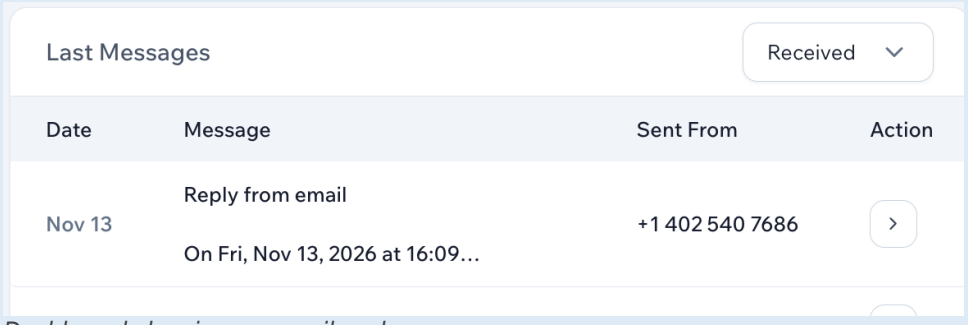


Reply box in Inbox

1. **If you expected a reply that isn't in Inbox, check the logs or**

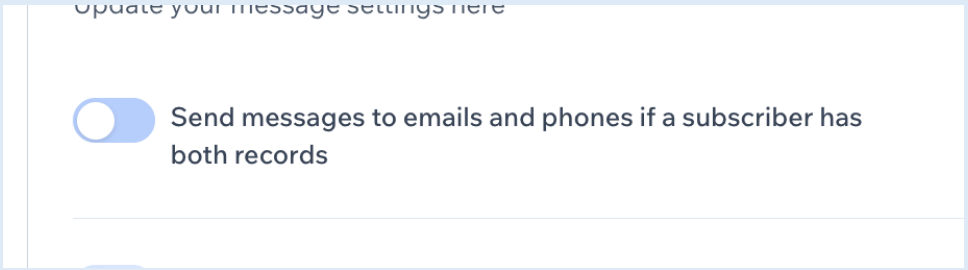
dashboard.

IMAGE PLACEHOLDER



Dashboard showing an email reply

1. **Review settings that send your messages by both SMS and email, and turn off email if you want all replies in Inbox.**



Settings controlling SMS and email delivery