Contact Card

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One issue you may have run into when sending out your mass texts is confusion with people not recognizing the phone number they receive the message from.

We have a solution that can help: Contact Cards!

Note: Contact Cards are currently not available for accounts that send messages through a shared short code

What Are Contact Cards?
Our Contact Cards feature works just like the contact cards you may already send to your friends and family.

For example, on a smartphone, if you have a contact you'd like to share with someone else, there's an easy process: You can go into that contact's profile on your phone, click "Share," and text out a "contact card" that the recipient can simply tap to easily add the contact to their own phone.

You can do the same thing with your mass texts!

Contact cards will allow you to load in an image (such as a logo), your business/organization's name, and a description for your business/organization.

Then when your customers subscribe to your SMS list, you can send them a text with your contact card. When they tap on that contact card, they can easily add your SMS marketing phone number to their contacts, and your information will then all be preloaded into their phone.

That way, anytime you send a text, they'll see your name and image, so they'll know right away that the message is legitimately coming from you.

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How Do I Set Up a Contact Card?

To set up your contact card, go to the Contact Cards tab (located under Opt-In Methods-->Contact Cards) in your online platform on which there will be a space to upload a file for your logo. There will also be a short form you can fill out with business/organization information:

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Once you've filled out all of the information, you can click "Update."

How Do I Send Out My Contact Card?

Clicking the "Attach to Auto-Response" button will take you to the Keywords page. From there you can toggle the "Contact Card" option on any of your keywords edit your keywords if you'd like the Contact Card to be sent as a part of the keyword's auto-response message.

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(This means that when people text in your keyword to the designated phone number, they will receive the contact card automatically along with the auto-response.)

By including your contact card in your auto-response messages for when people subscribe to your texts via your opt-in keywords, you can help ensure that new subscribers will be able to easily add you as a contact in their phones. That way, they'll be able to recognize you when you text them and will pay more attention to your texts!

You can also attach your Contact Card to any message you send from your Send a Message page with the contact card automatically attached. After you set up your message, simply select the "Insert Into Message" dropdown in the "Message Content" section:

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