1. Getting your number ready

Greg Smith - 2026-11-17 - Comments (0) - Coaches

TUTORIAL 1

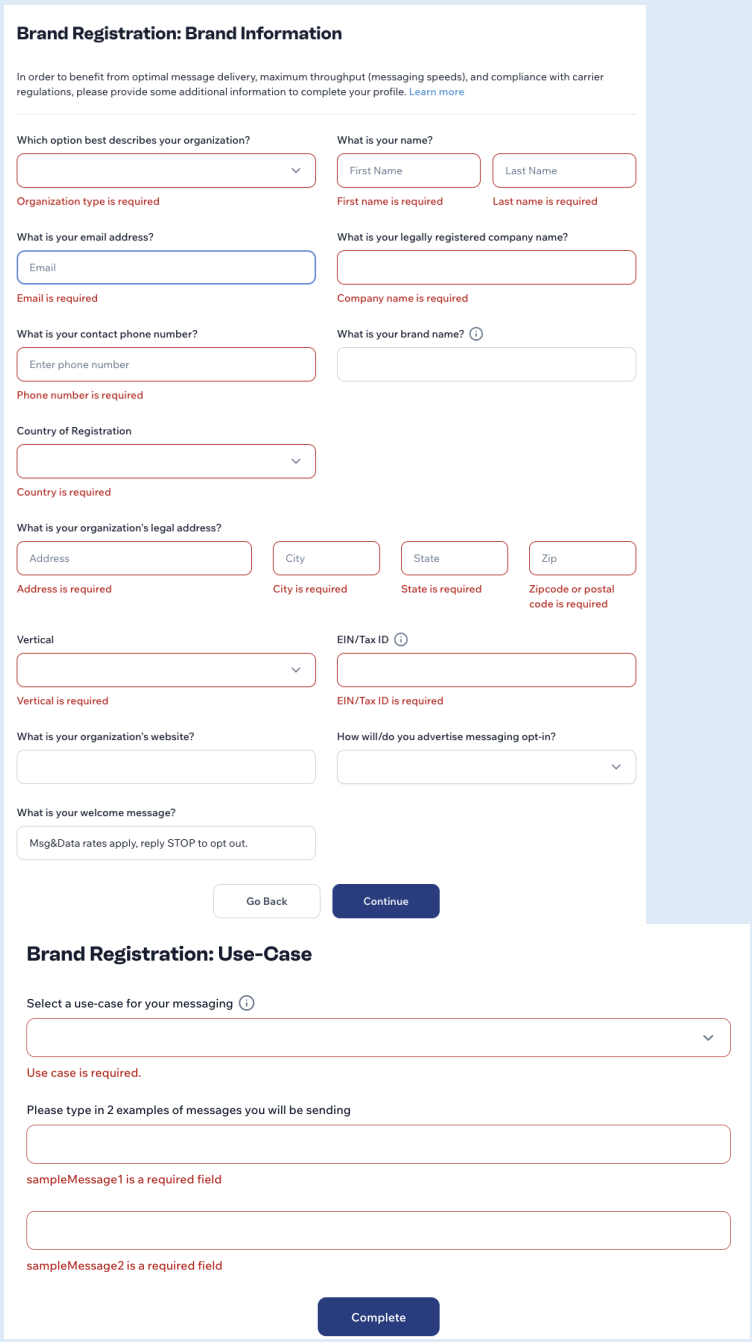
Getting your number ready

You can't send to clients until carriers verify your business and approve your number, so start registration on day one. While you wait, use the temporary pre-verified number to send test messages.

Why this matters. Carriers require most businesses to be registered before texting. Sending stays disabled until the process is complete, and approval time depends on carrier review.

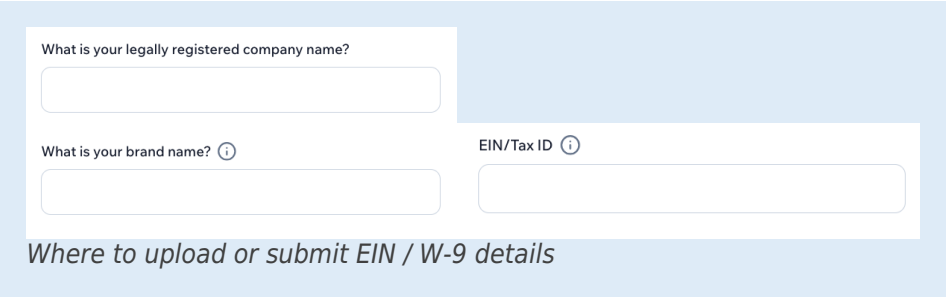
Steps

1. **Complete your business registration in the platform.**



Business registration form, with the required fields highlighted

1. **Have your EIN or a W-9 ready. If your account can't be registered under a simpler classification, support will ask for one of these to verify your business.**



Where to upload or submit EIN / W-9 details

1. **Use the temporary pre-verified number to send test messages while your number is in review.**

2. **Wait for support to confirm your number is approved. Don't schedule launch messages before then.**

3. **Log in and confirm the approved number appears on your account.**

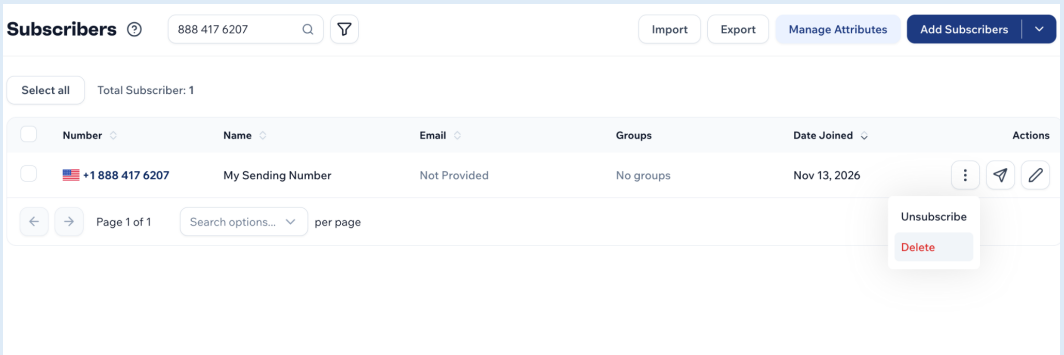
1. **Send yourself a test message from the approved number.**

Using more than one number

You can run separate numbers for different programs or audiences. Keep a simple record of which number serves which audience so you always know where a reply came from.

Troubleshooting

If your number behaves strangely, check that your own sending number isn't saved as a contact. When it is, the number tries to text itself and causes errors.



Contact search for the account's own sending number, showing where to delete it