Manage Your Dedicated Phone Numbers

Alexis - 2025-06-25 - Comments (0) - Upgrades

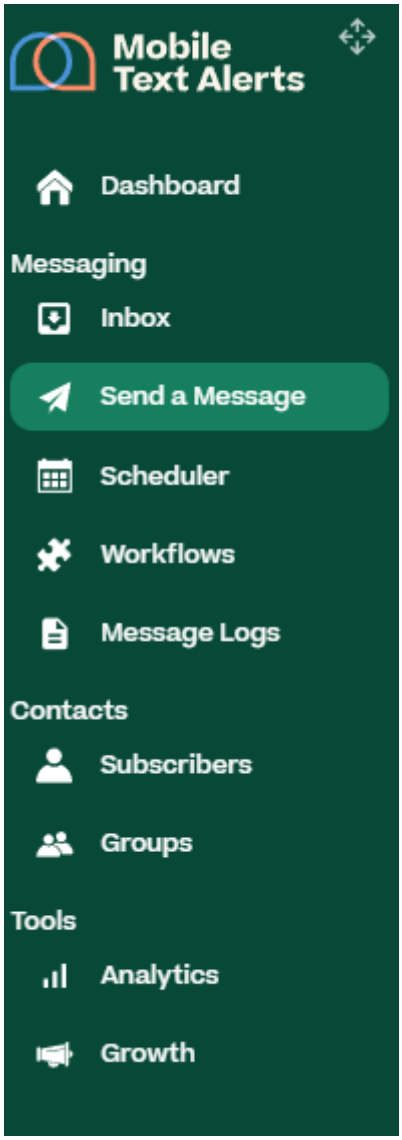
In any business, organization is vital to keep processes going.

The same is true for your text alert system!

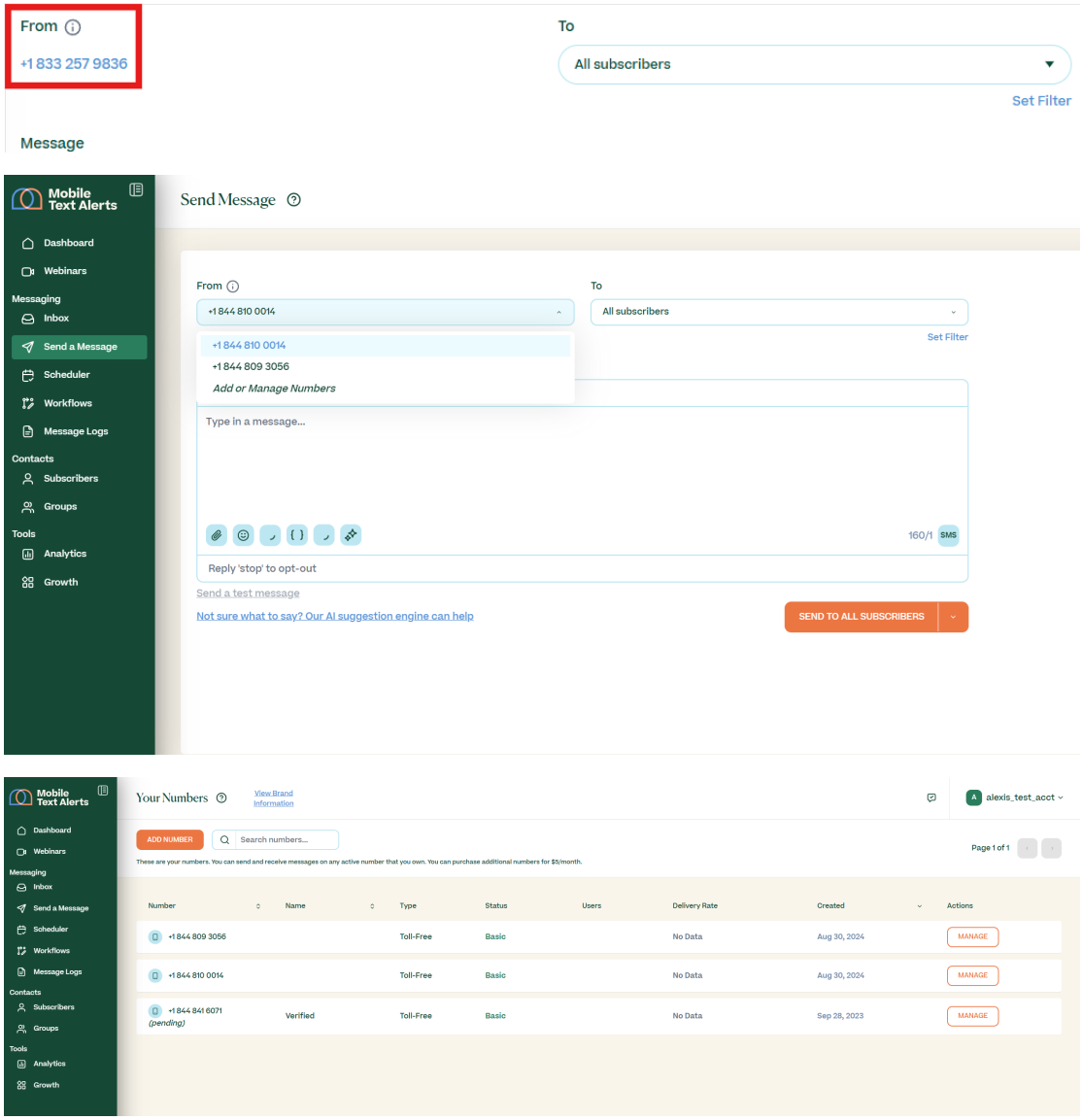
With your Mobile Text Alerts account, you can add and manage different dedicated phone numbers for sending and receiving messages. This can help you keep things separate and structured.

You can manage these numbers from the "Your Numbers" page.

Start by going to the Send a Message tab:



Then click your existing “From” dedicated number or utilize the dropdown (if you have multiple) to locate the Add or Manage Numbers option:



- **Add Number** - Selecting this allows you to add a new dedicated phone number. Your account comes with at least 1 free dedicated phone number and you can purchase additional numbers for as little as $5/month each.

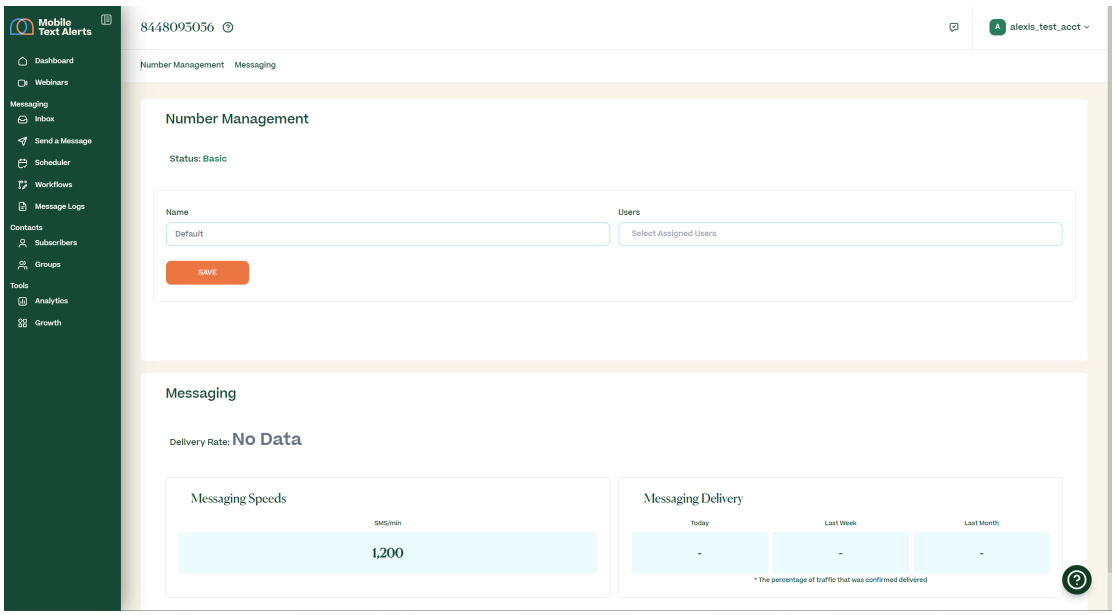
- **Number** - This column displays each individual phone number belonging to your account.

- **Name** - This column displays the "nickname" you've given to your dedicated number. The phone number's "name" is solely for your reference, to help you and your account administrators keep track of your dedicated numbers.

- **Type** - This column displays the "type" of number your dedicated phone number would be categorized as. The different types include:

    - 10 DLC (10-digit longcode) - this type of phone number looks like a "regular" phone number
    - Toll-Free - this type of phone number looks like a "regular" phone number but it has an "800" area code
    - Short Code - this type of phone number is a short number, usually 5-6 digits long

- **Status** - This column displays information regarding the phone number's status in regards to the mobile carriers (i.e., whether or not the phone number is "carrier-approved" or what level of messaging speed is allowed for it).
- **Users** - This column displays which users you've assigned to have access to send messages through the designated number.
- **Delivery Rate** - This column displays the rate at which messages sent through this number are successfully delivering.
- **Created** - This column displays what date and time your phone number was added.
- **Manage**- Selecting this will allow you to edit the nickname and user(s) associated with the designated number, and to view more information regarding message speeds and delivery for that phone number.



You can select which number(s) you'd like to send your individual messages

from when setting up your messages on the "Send a Message" page.

Note: There is currently not an option to remove dedicated lines, please reach out to Support (via Live Chat or via Email at contact@mobile-text-alerts.com) if you require assistance deleting/removing any dedicated lines on your account.