Why is my subscriber having issues texting in to subscribe?

Sam Pelton - 2026-11-28 - Comments (0) - Troubleshooting

If a subscriber is experiencing issues when trying to text in to subscribe, there are a few things you can have them check:

- Check that they are texting in to the correct number
- If they are texting into a short code (5-digit number), check that they are texting in the correct opt-in keyword with no added spaces in the middle or punctuation
- It's possible the opt-in worked but the user didn't receive the welcome message - check if the subscriber's phone number shows up in your Manage Subscribers tab
- If they are receiving a "service access denied" message when texting in, that would typically mean that their phone/plan isn't enabled to text in to short code numbers or toll-free numbers; they may be able to get in touch with their carrier to get short code messaging or toll-free messaging enabled

Other tips for getting people to subscribe

- Using a QR code rather than having subscribers text in to subscribe will likely lead to fewer issues
- If you've tried all the subscription methods and the subscriber still is unsuccessful, they may need to get in touch with their phone carrier to troubleshoot
- If you're running into any issues, feel free to contact us and we will try to get your subscriber set up so that they can receive messages