sgnic

SMS Sender ID Registry

smsregistry.sg

USER GUIDE

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ACCOUNT REGISTRATION

Registration

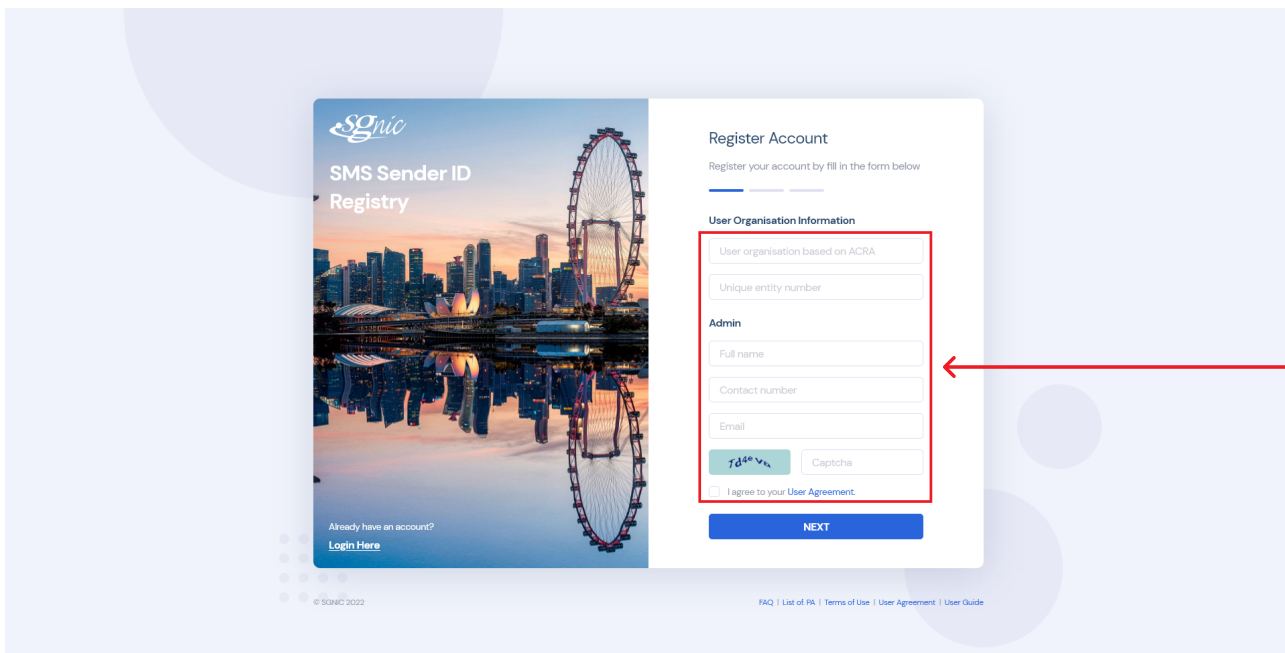Key in URL - https://smsregistry.sg/web/ to login.

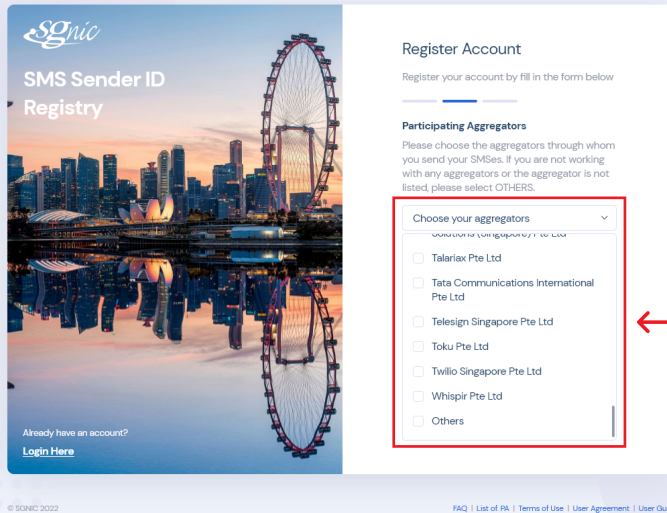Click on **Create An Account** to proceed with the account creation process.

You will land on the information page, please read through the information before **proceeding to create an account**.

Fill up registration details.

NOTE! Please ensure that the User Organisation name and UEN are as per information shown in ACRA.
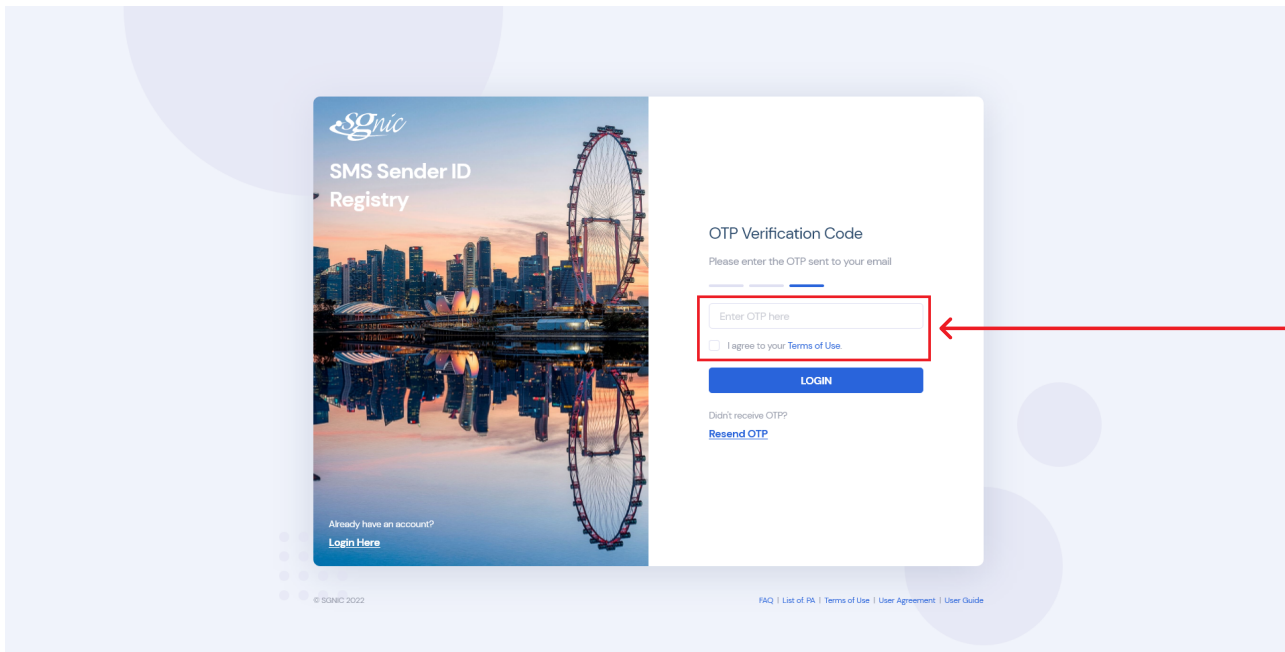
Select the aggregators that you are currently with. If you are not working with any aggregators or the aggregator is not listed, please select **Others** to proceed.
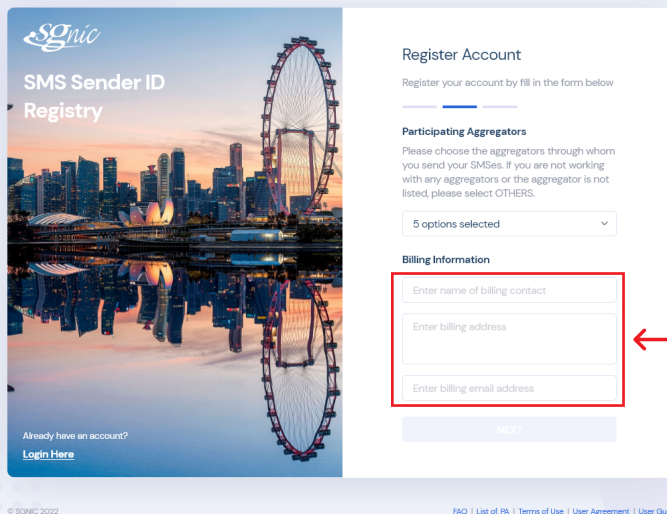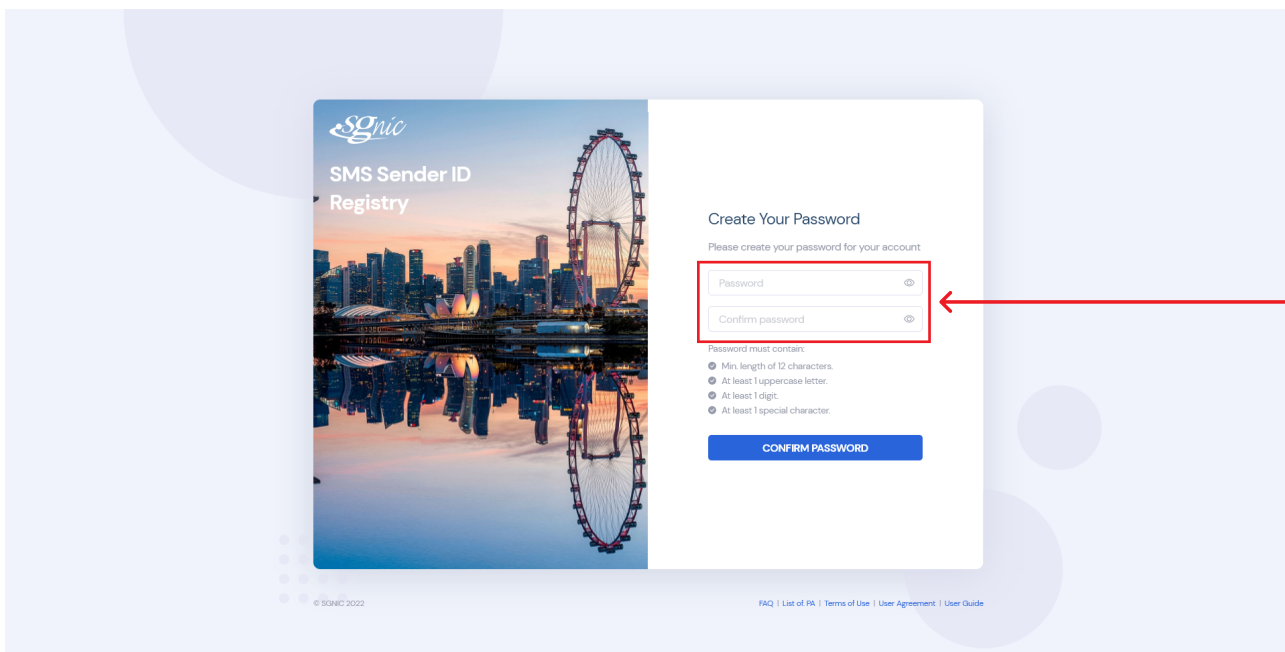

Next is to complete the billing information required.

NOTE! All the fields have to be filled up before you can proceed.

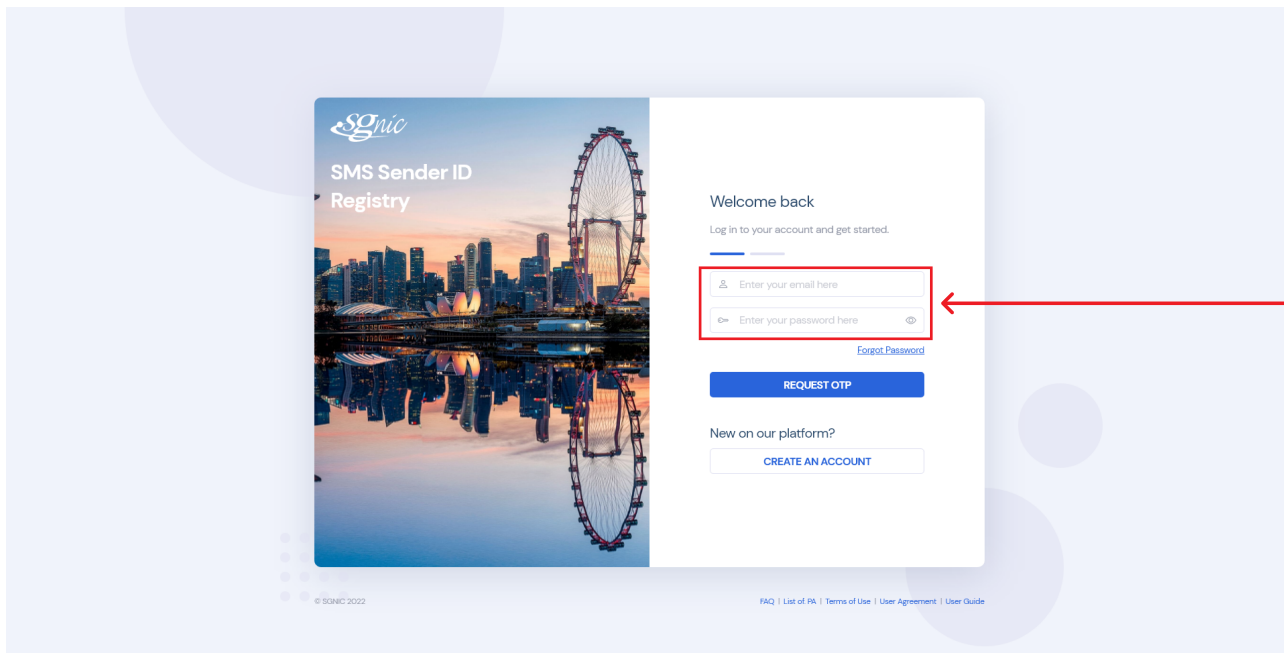Enter the OTP code that is sent to your email and accept the Terms of Use to proceed.
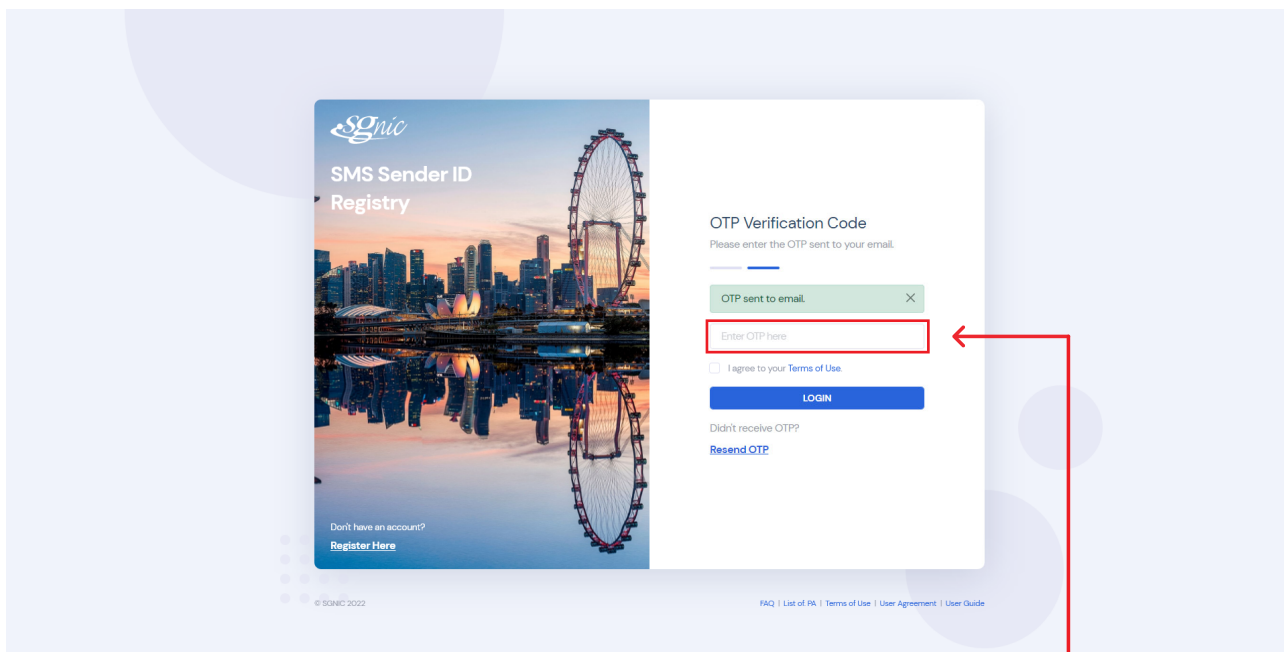
NOTE! Click on Terms of use to view the details.

Create a secure password for your account. Once this is done, you will receive an email for the next steps.

ACCOUNT LOGIN

Login

Enter your login credentials and request for OTP.

Enter OTP to log in.

NOTE! The OTP will be sent to the email specified in the previous page.

While waiting for your application to be processed, the status will be shown as **Pending**.

Once the account has been **Approved**, the status will be updated accordingly.

You can now proceed to create Sender ID request and add new user account.

Invalid information in application
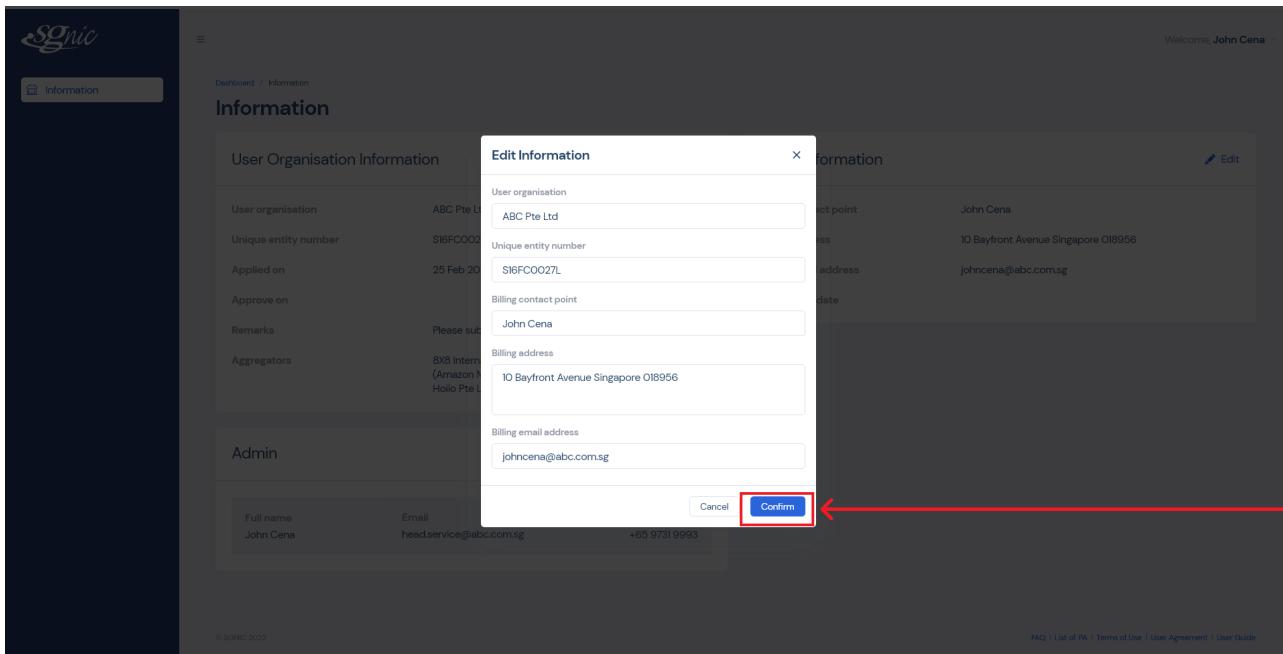

1. If there are any issues with the information provided, the status will be marked as **Request Info**.

2. The comments left by the registry admin can be viewed in the **Remarks** section.

3. To update the data, click on the **Edit** button.

Edit the details accordingly and click on **Confirm** to resubmit the information for review.
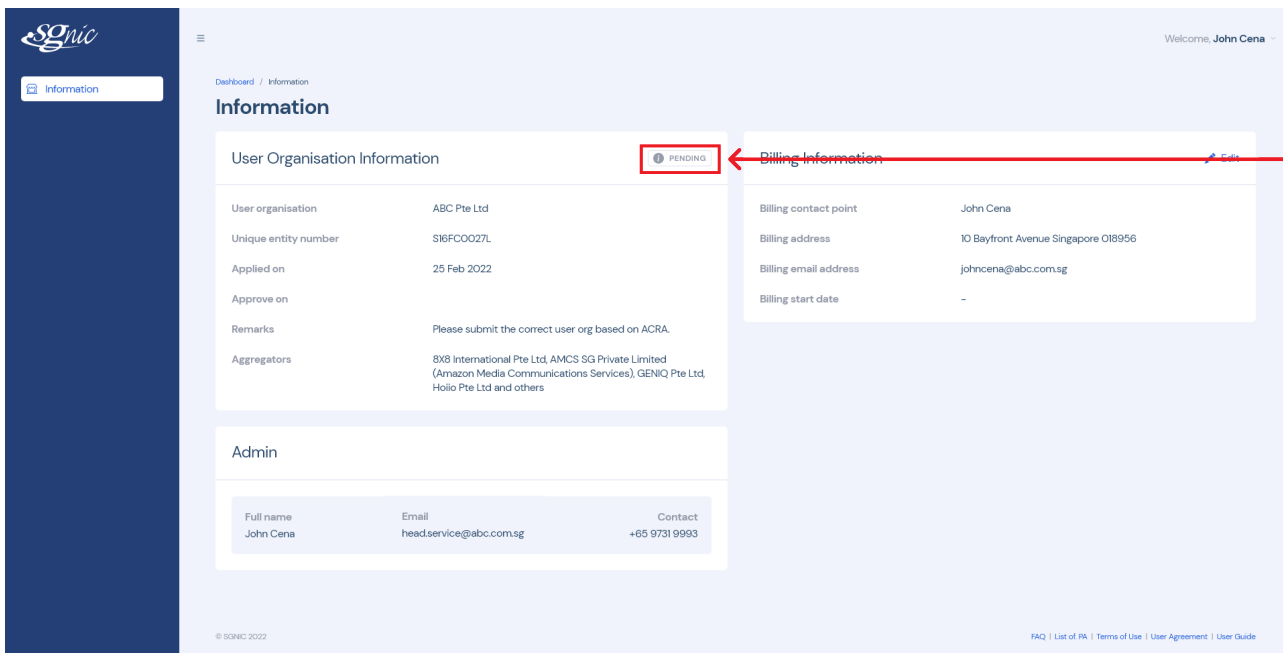
The status will be reverted to **Pending**.

USER MANAGEMENT

Create new user

Click on the **Users** Tab on the left menu to view and manage users.

To create a new user, click on the **Create New** button at the top right.
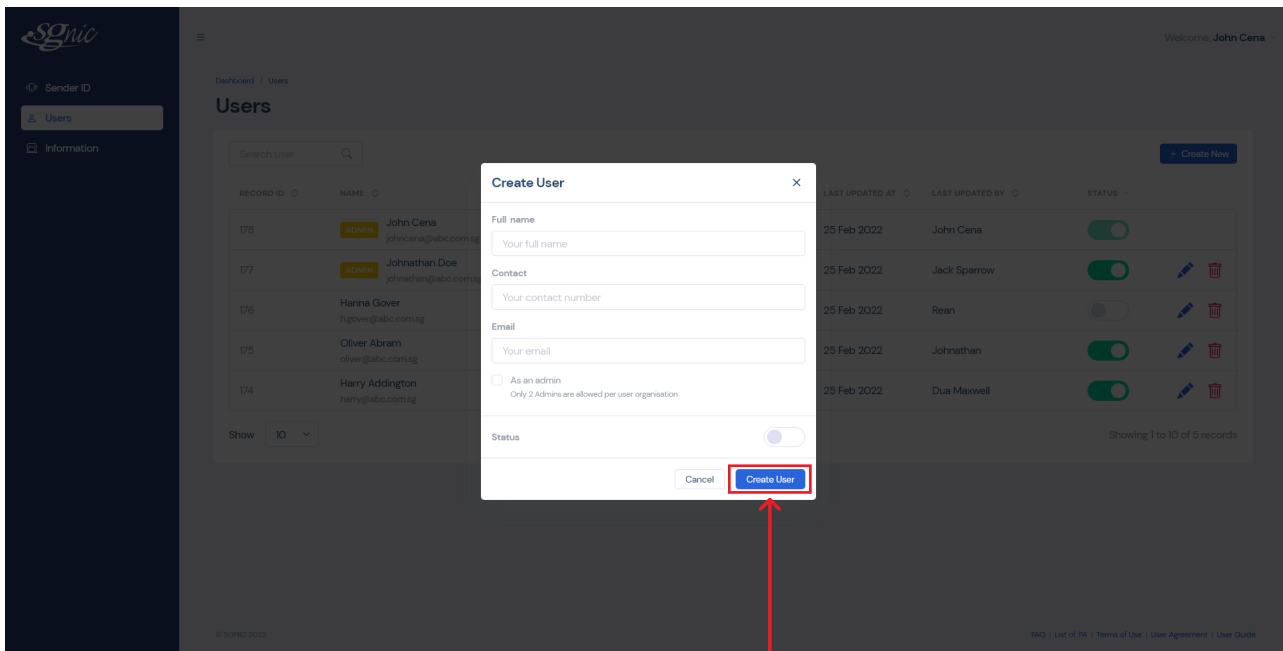
Fill up the details of the user account that you are creating, and click on **Create User** to submit.

NOTE! The user will receive an email to create the password for their account. Only 2 admins are allowed per account.
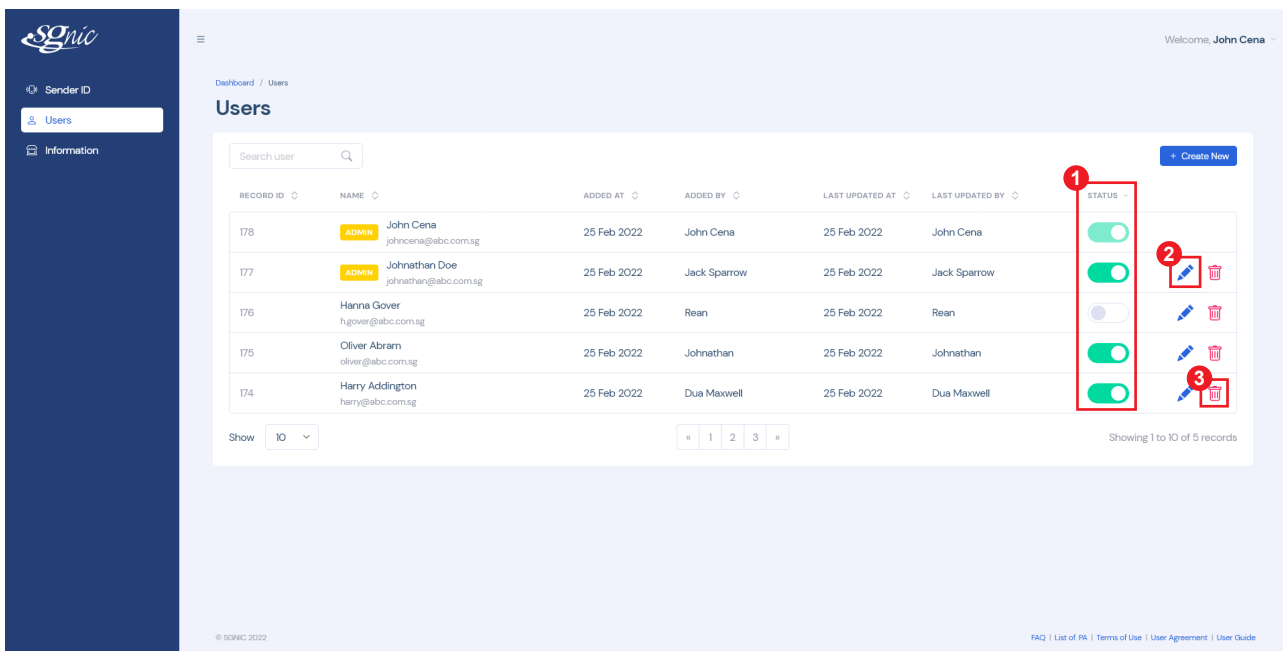
1 Temporarily **disables / enables** the account. You will not be able to disable / delete your own account.

2 To **edit** details of the user and perform certain actions

3 To **delete** the user account
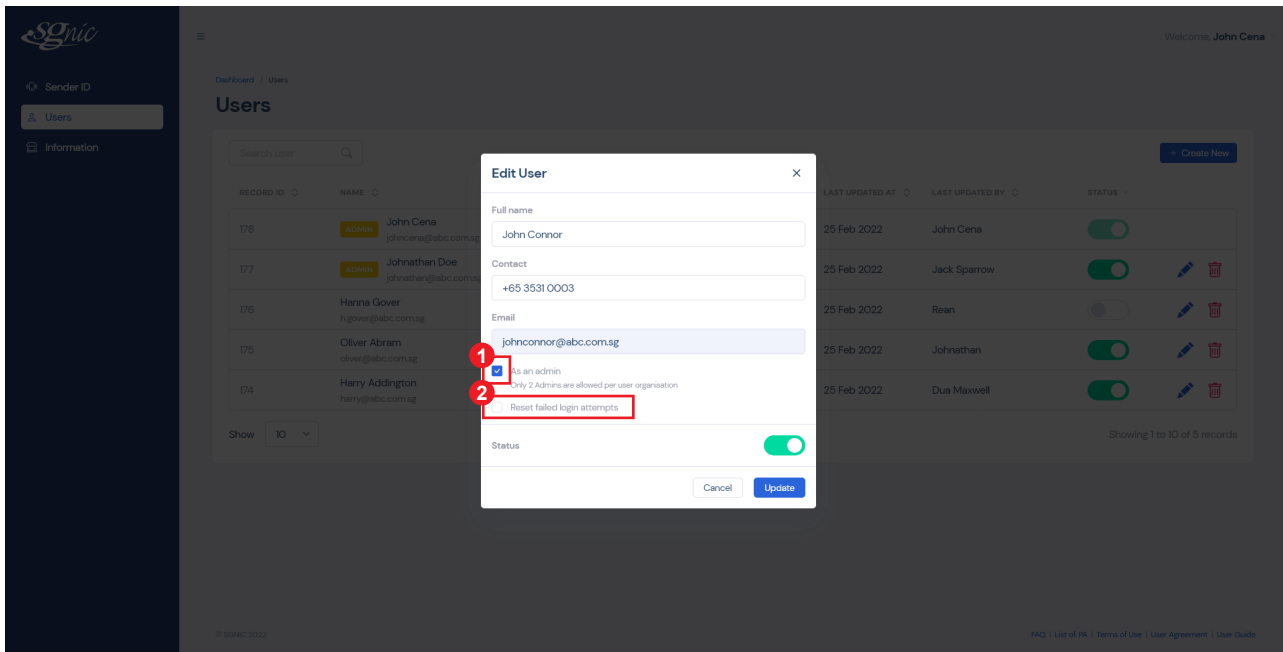
1 To change a user from admin to non-admin, uncheck the checkbox **As an admin**.

    NOTE! Only admin user has the rights to make this change.

2 You can also **reset the user's failed login attempts** by clicking on the checkbox.

Create password for new user
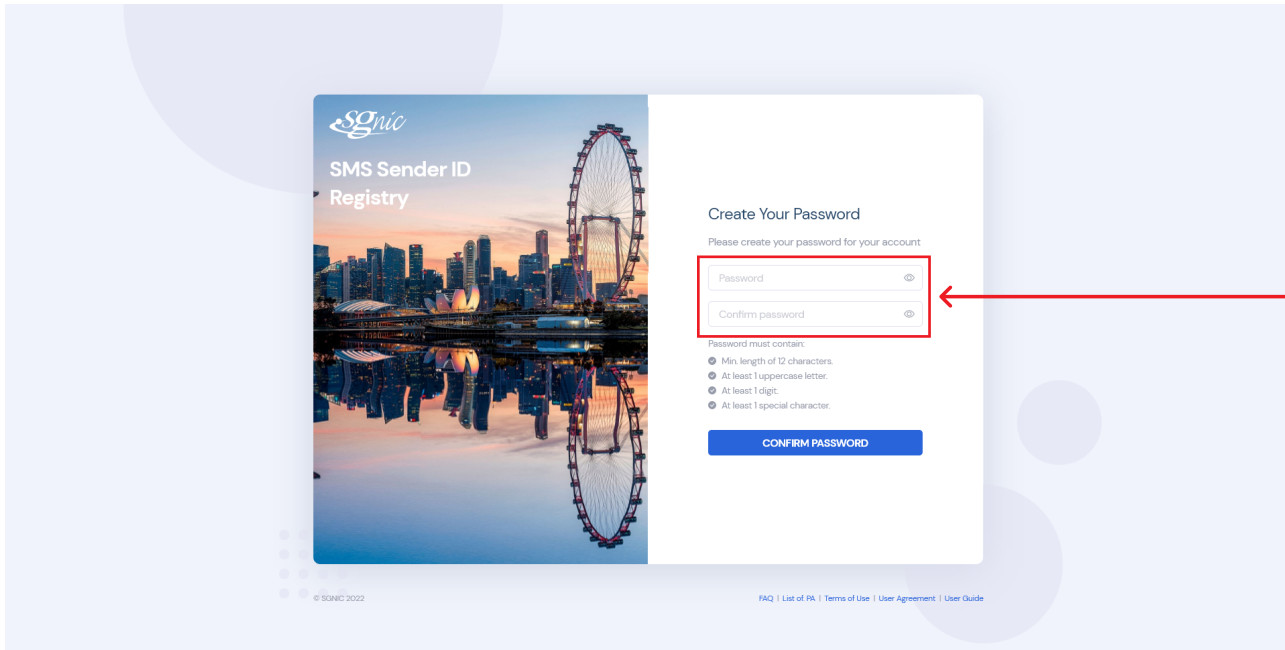
When a new user is created, an email will be sent to the new user's email address.

Click on the link in the email to create a password.
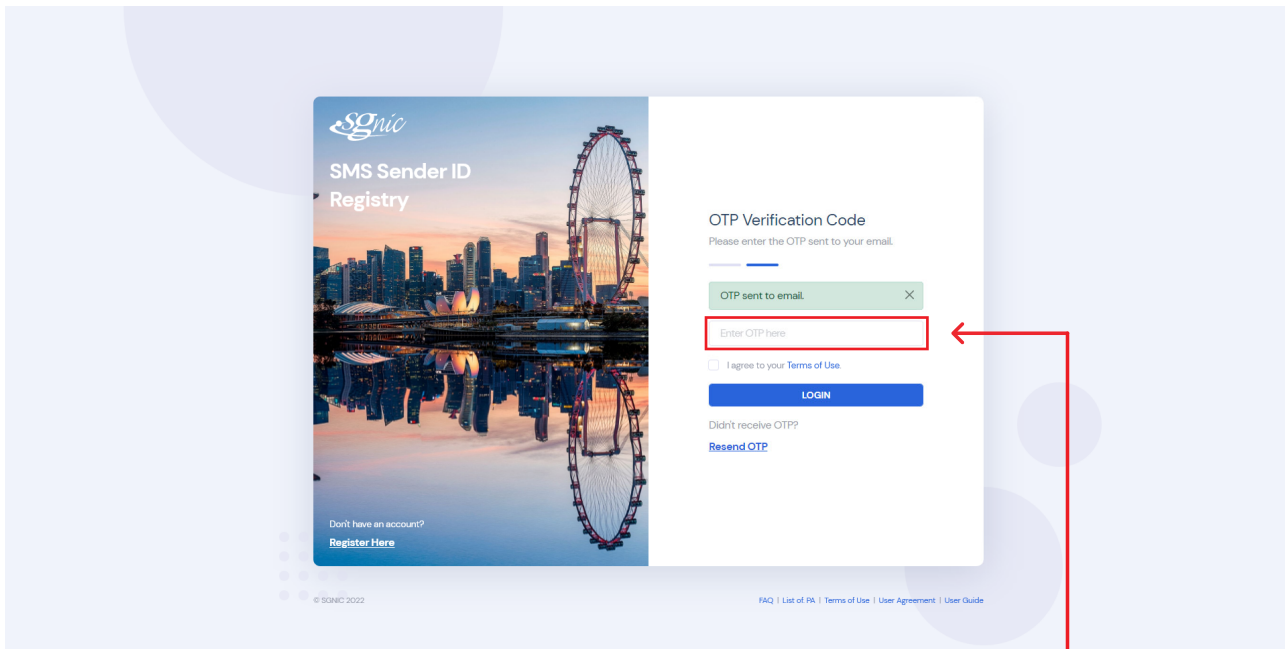
After entering the password, key in the OTP and accept the Terms of Use to login to the portal.

Forgotten password
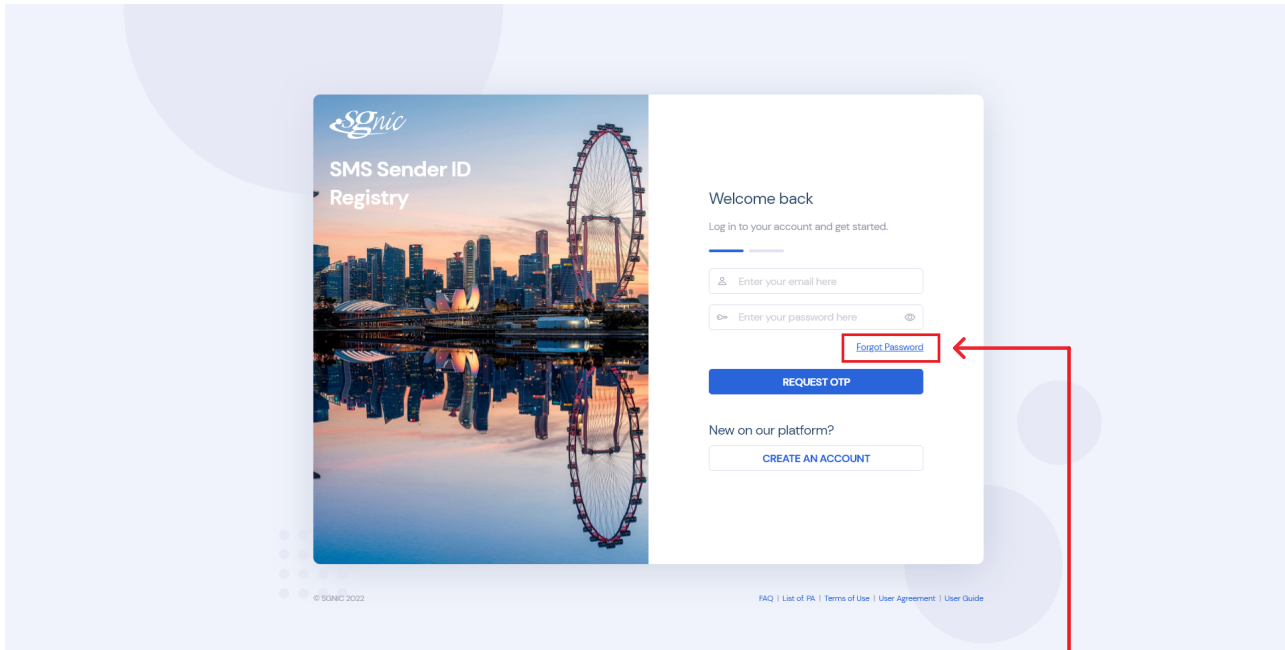
In the event of a forgotten password, you can click on **Forgot Password** to reset your account's password.
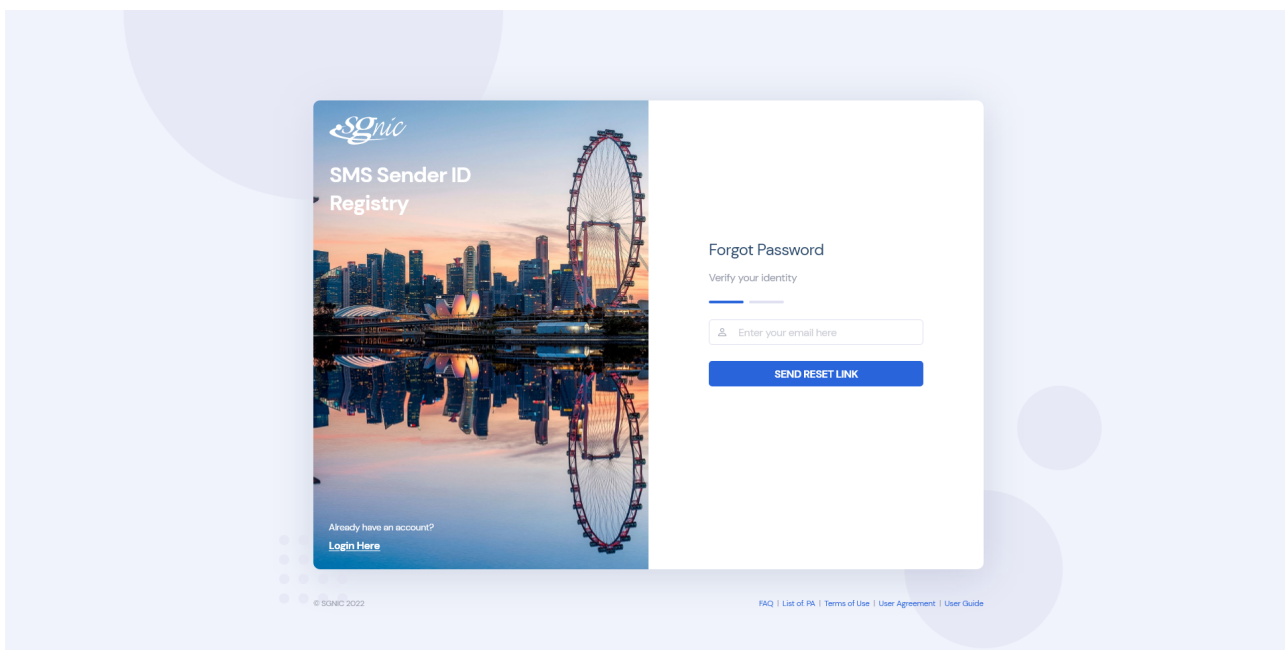
Enter the email address that you have used to register an account on the portal.
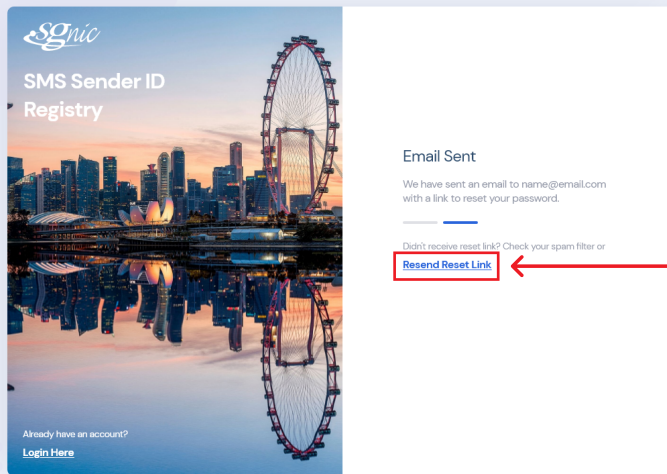
An email will be sent to you with a link to reset your password. If you did not receive it, check your spam inbox or click on the button to resend the email.
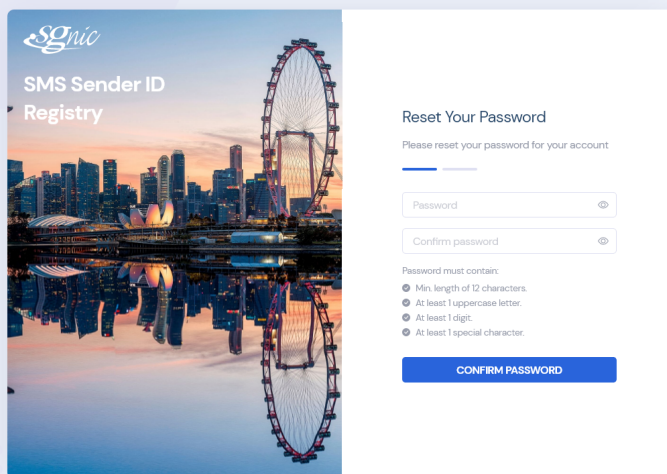
After clicking the link in the email, enter in your new password to reset your account password.

SENDER ID MANAGEMENT

Registration of Sender ID

1   To access Sender ID page, click on the **Sender ID tab** in the menu.

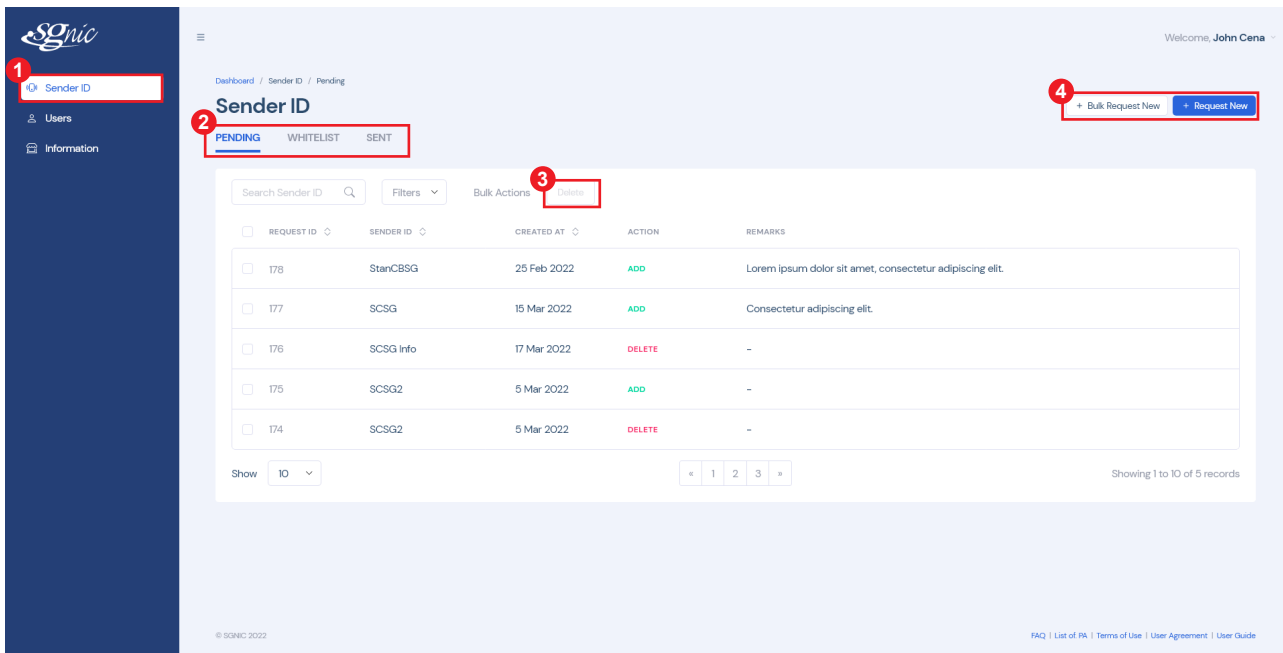**2**   All of the Sender IDs will appear in the respective tabs shown.

3   Pending Sender ID requests can be deleted by clicking on the **Delete** button.

4   To make a Sender ID request, click on the **Request Now** button. Click on **Bulk Request New** to make multiple Sender ID requests at once.
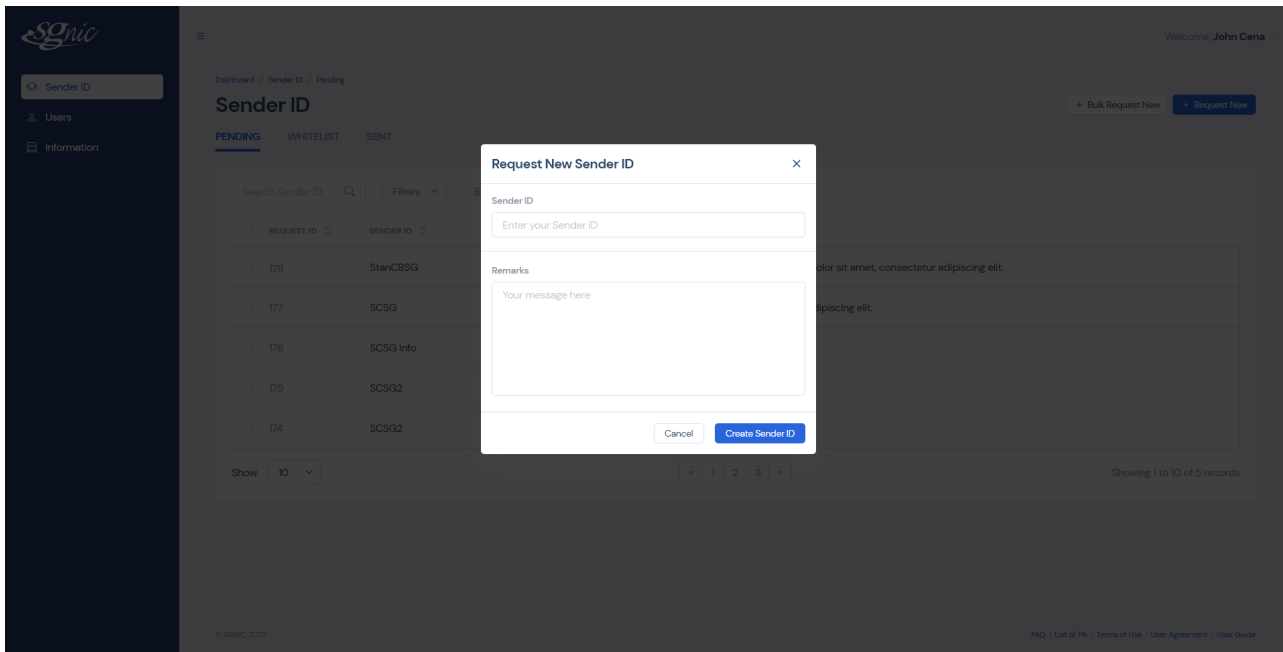
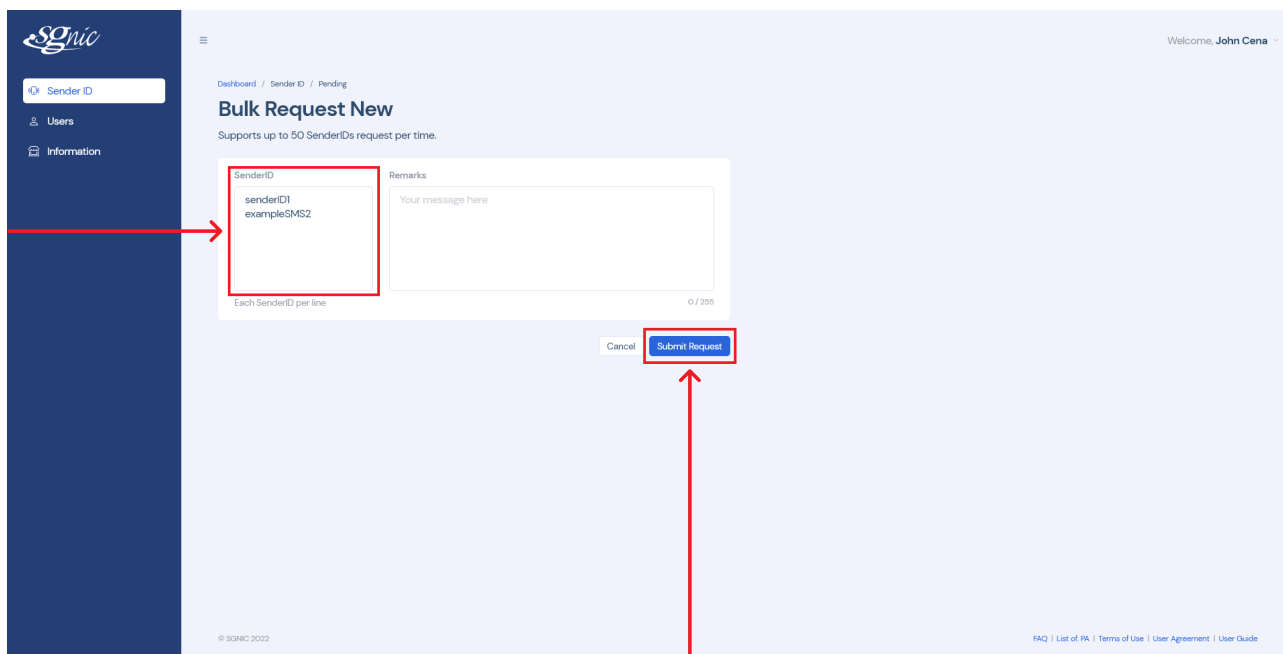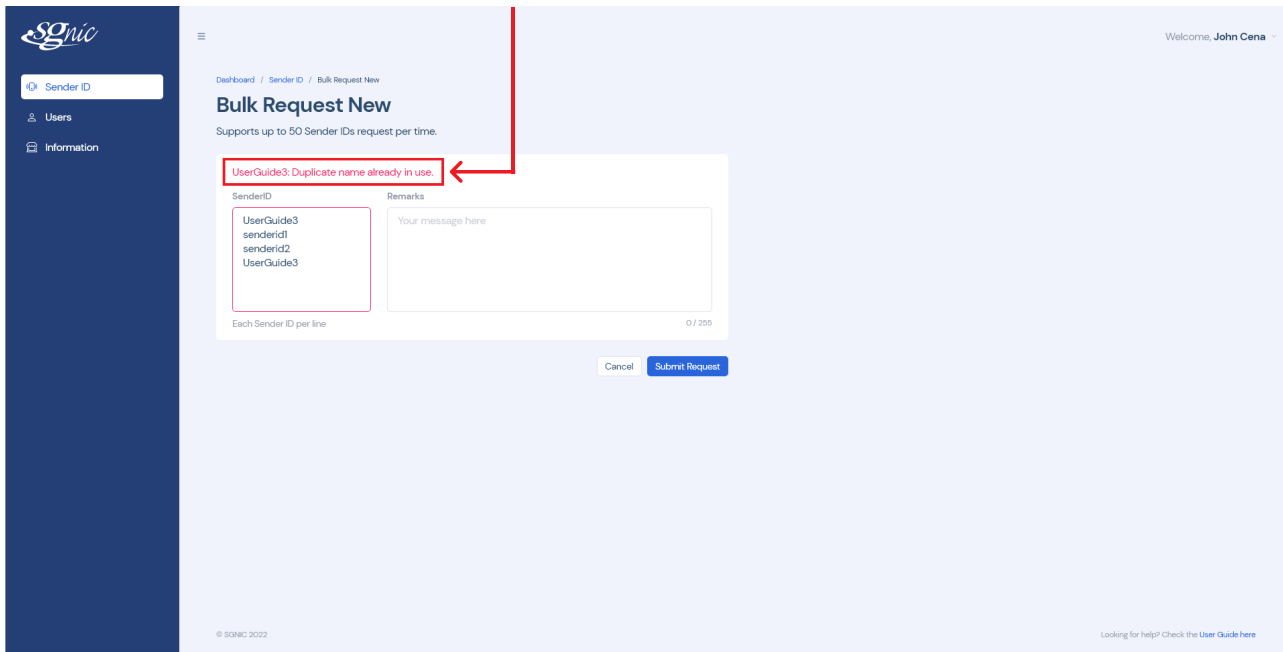Fill in the fields accordingly, and click on **Create** Sender ID to submit the request.
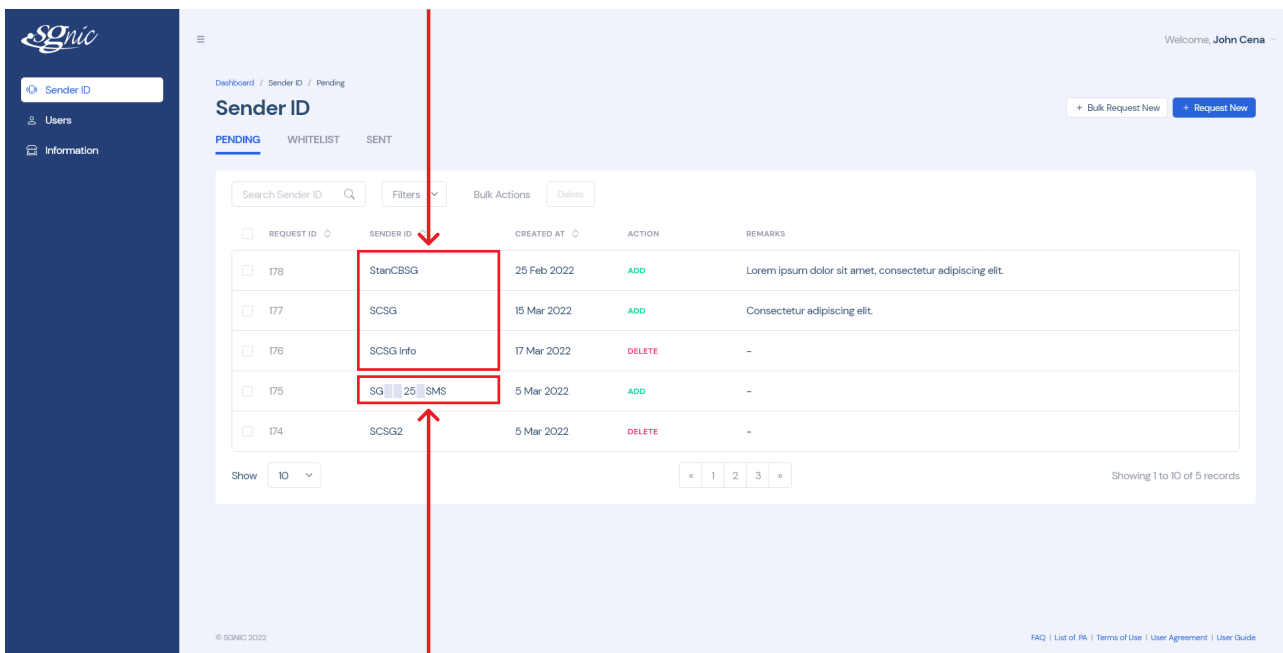

For bulk requests, ensure that the Sender IDs are each written on their own line.

Click on **Submit Request** to proceed.

If there are any invalid Sender ID requests, the system will show error messages in red.

NOTE! All invalid Sender IDs will have to be removed before you can proceed with the submission of Sender IDs via bulk request.
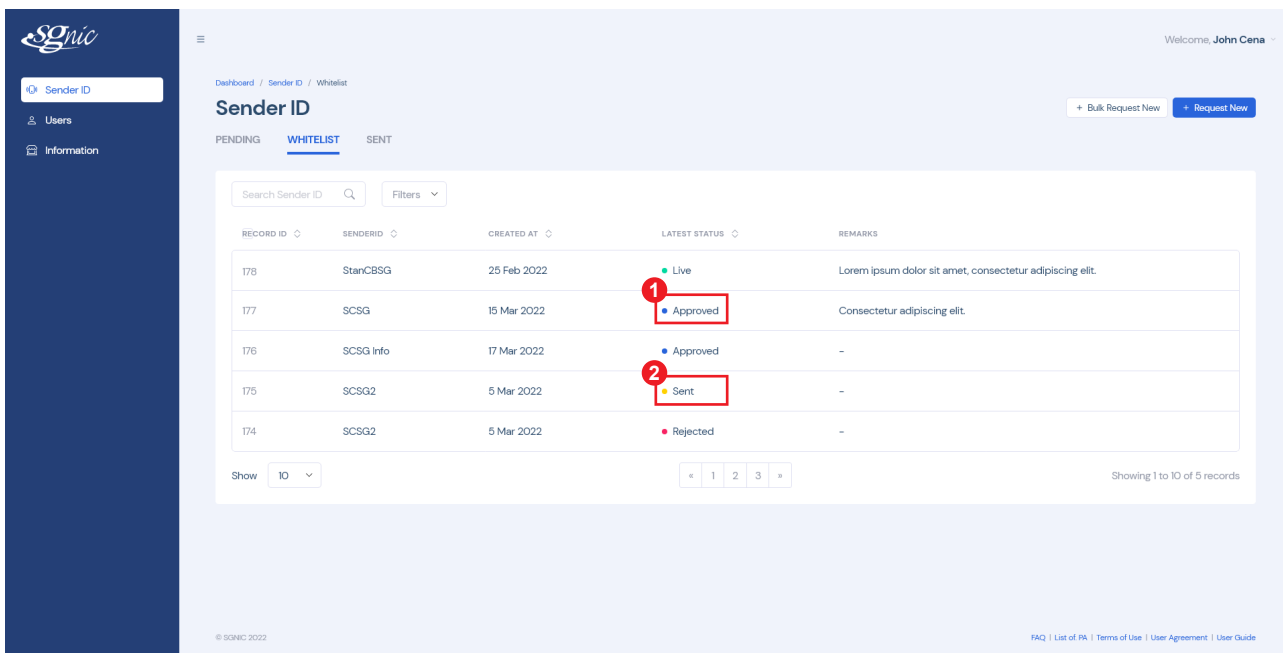

Once the Sender ID requests have been successfully made, it will appear in the **Pending** tab.

NOTE! Note that if whitespaces (spaces) are present in the Sender ID, it will appear as a **gray box**.
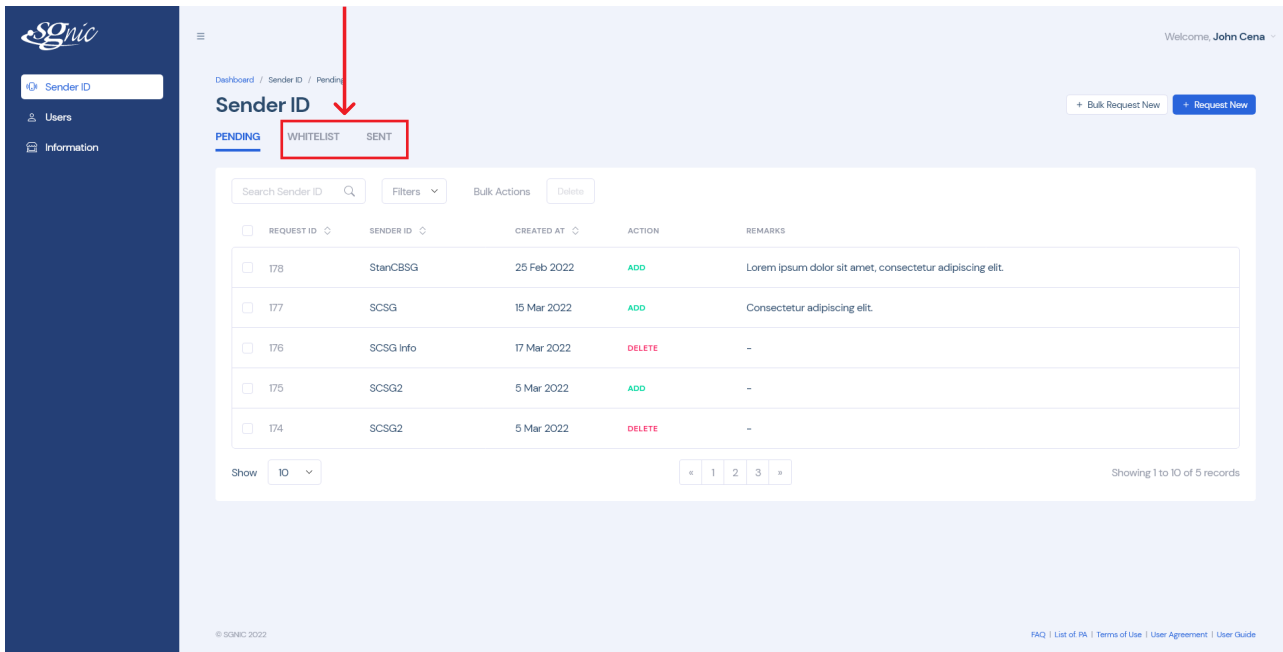
Whitelist Tab: Shows the list of Sender IDs that have been approved or rejected.

Sent Tab: Shows the list of Sender IDs that have been sent / live.

1 Once the request has been approved, the status will be updated to **Approved**.

2 Once the request has been sent to the Participating Aggregators, the status will be updated to **Sent**.

You can click on the **Sent** tab to check on when the Sender ID will go live.