



sgnic

SMS Sender ID Registry

smsregistry.sg

USER GUIDE

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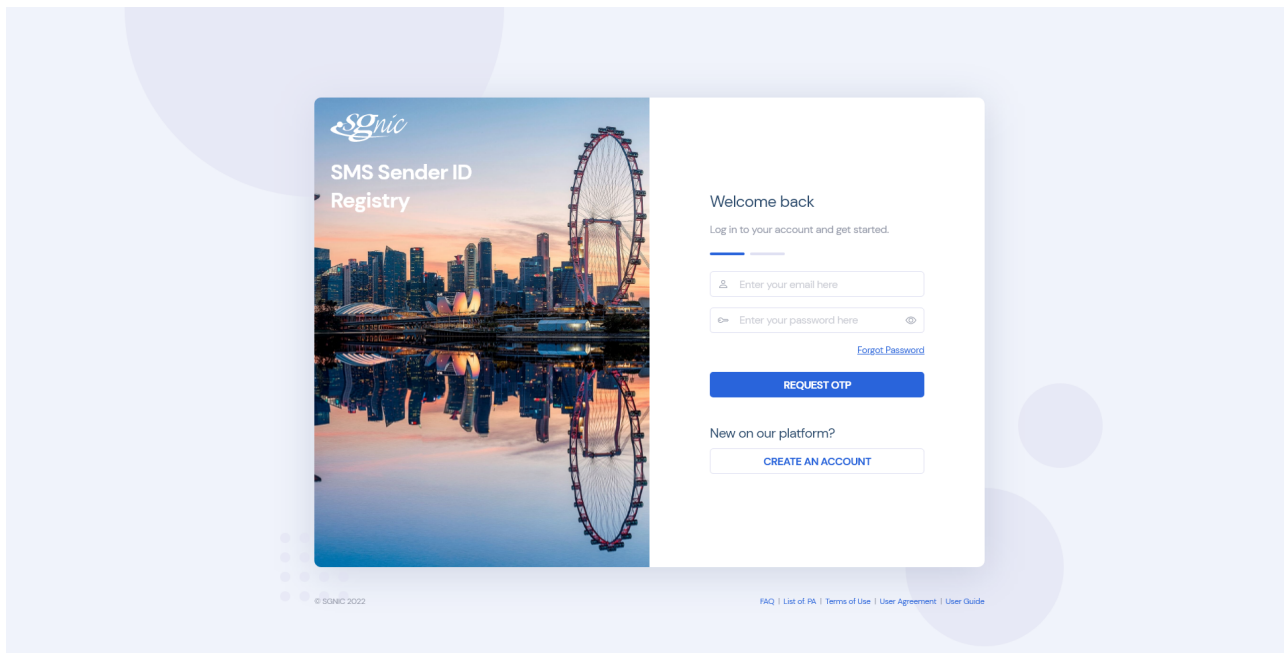
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Sender ID Management

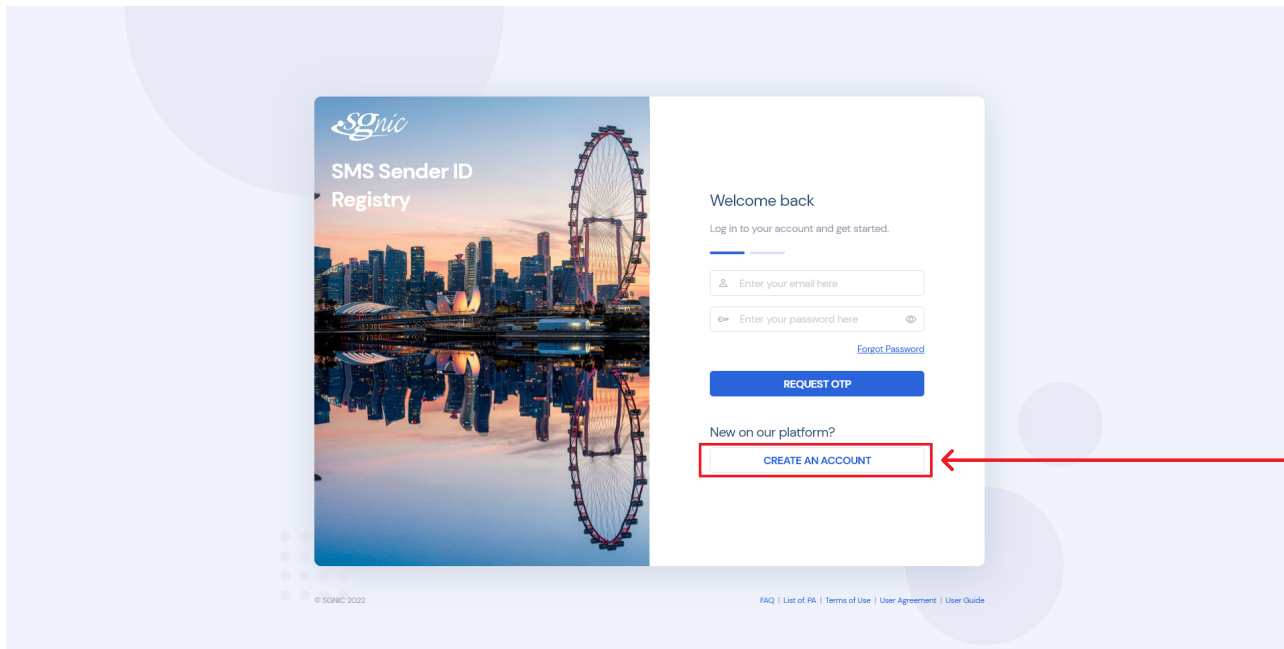
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ACCOUNT REGISTRATION

Registration



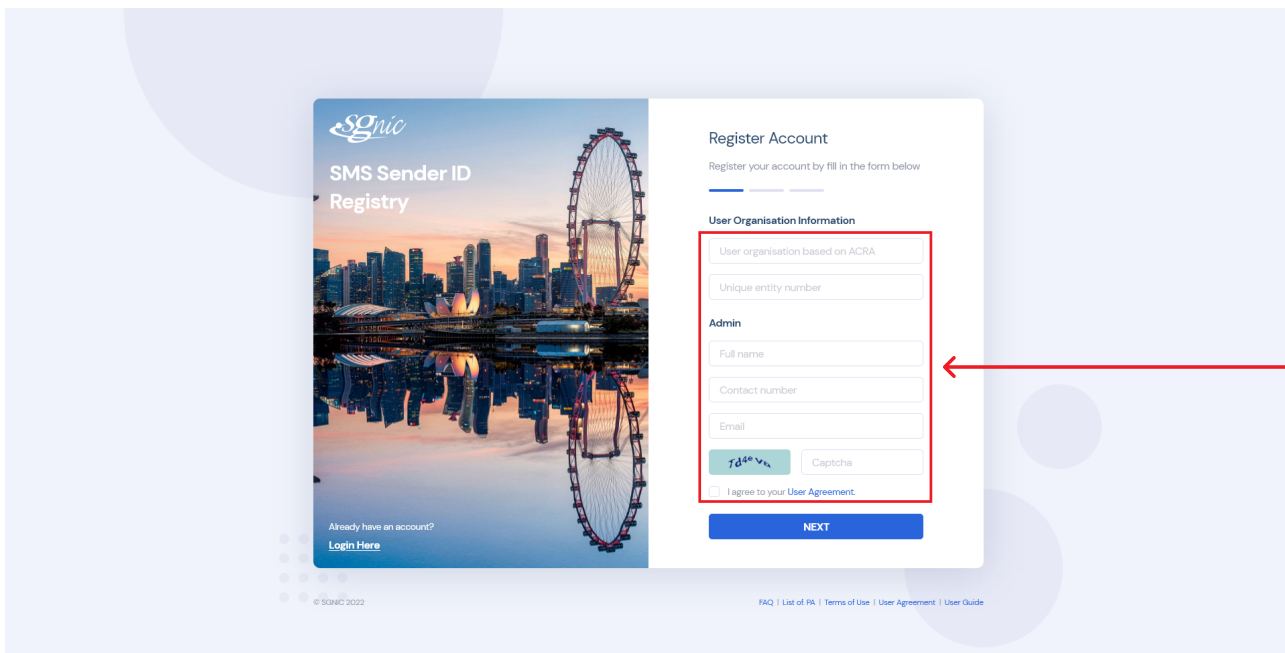
Key in URL - <https://smsregistry.sg/web/> to login.



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

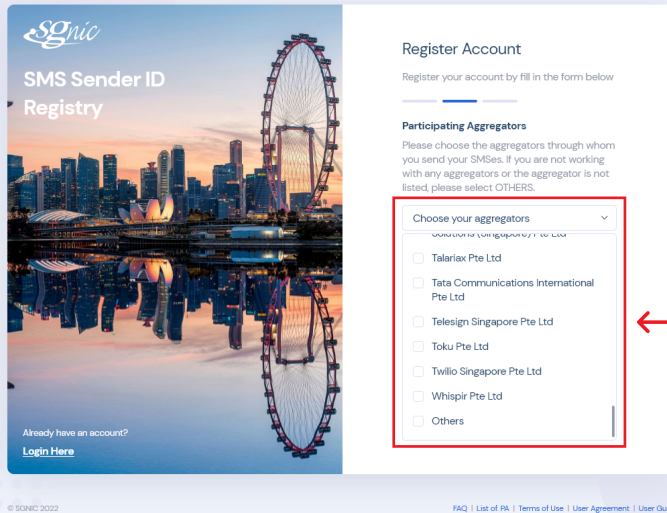


You will land on the information page, please read through the information before **proceeding to create an account.**

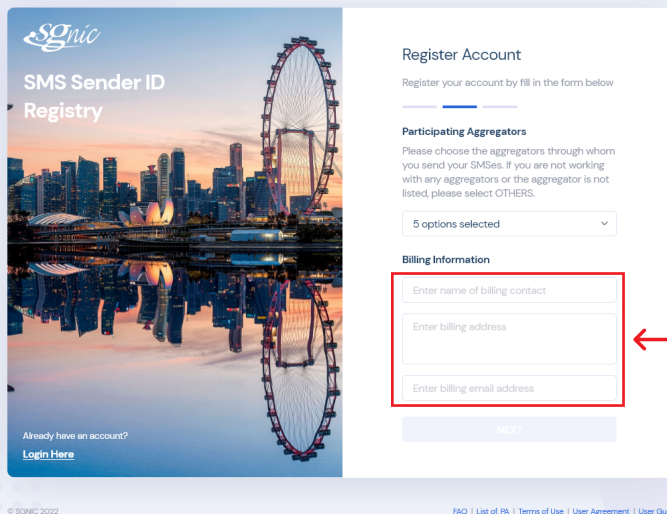


Fill up registration details.

NOTE! Please ensure that the User Organisation name and UEN are as per information shown in ACRA.

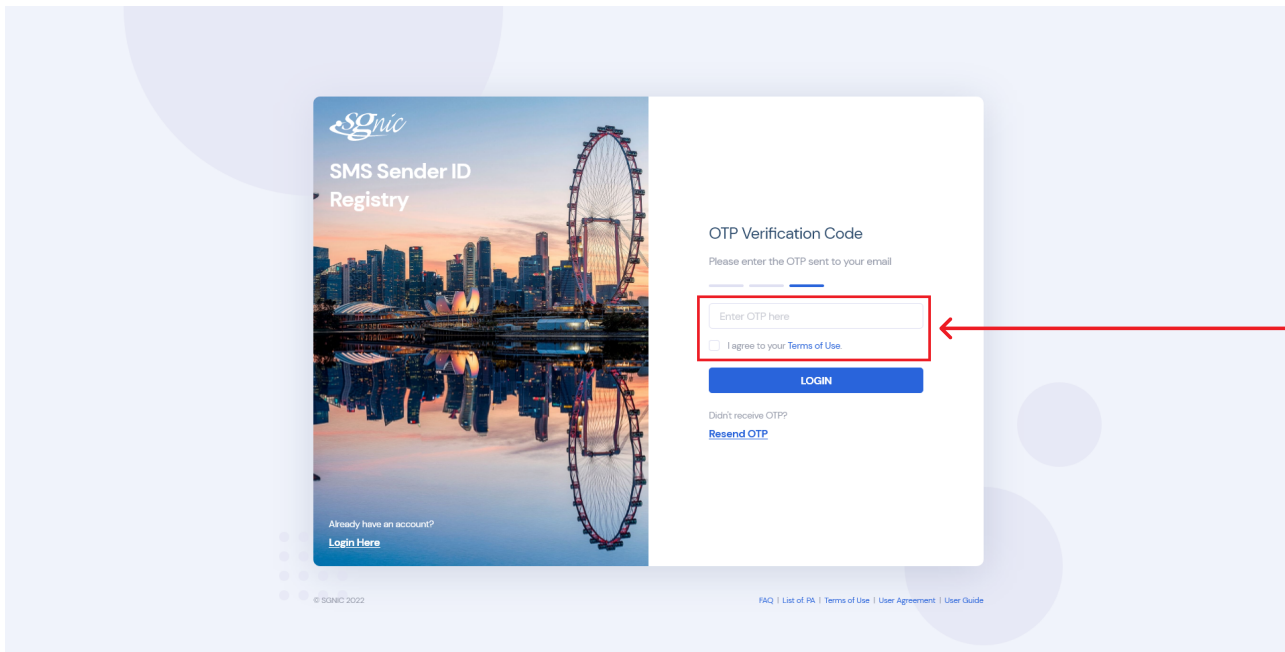


Select the aggregators that you are currently with. If you are not working with any aggregators or the aggregator is not listed, please select **Others** to proceed.



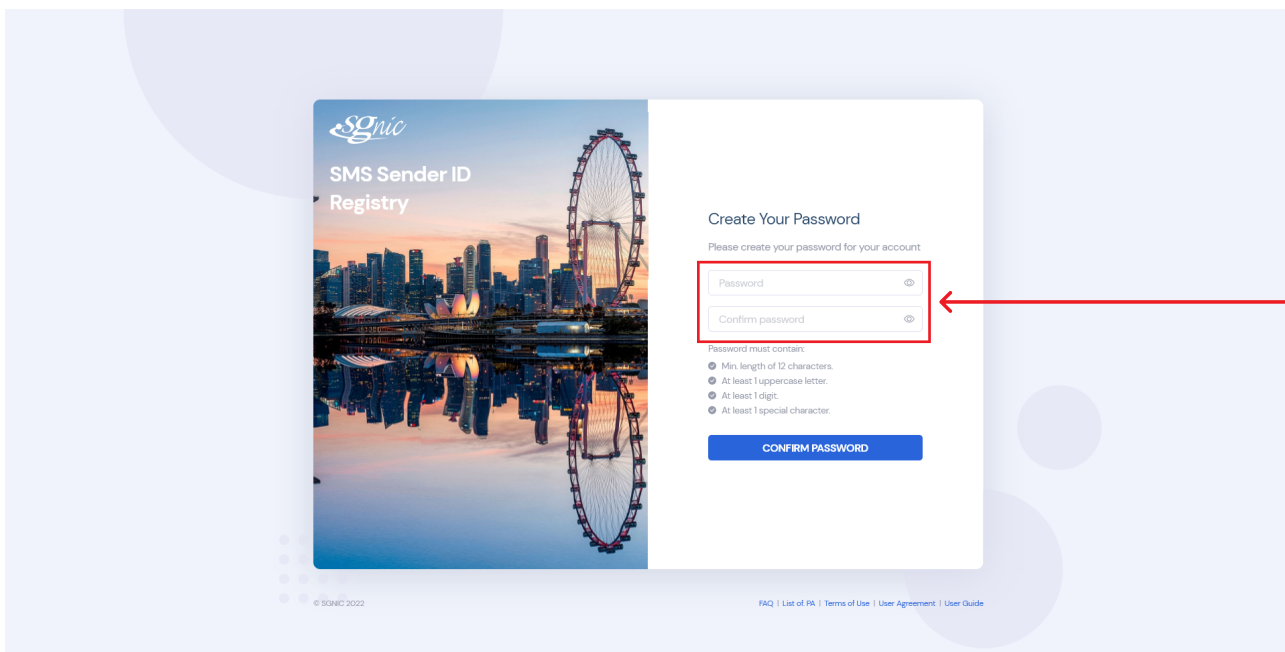
Next is to complete the billing information required.

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.

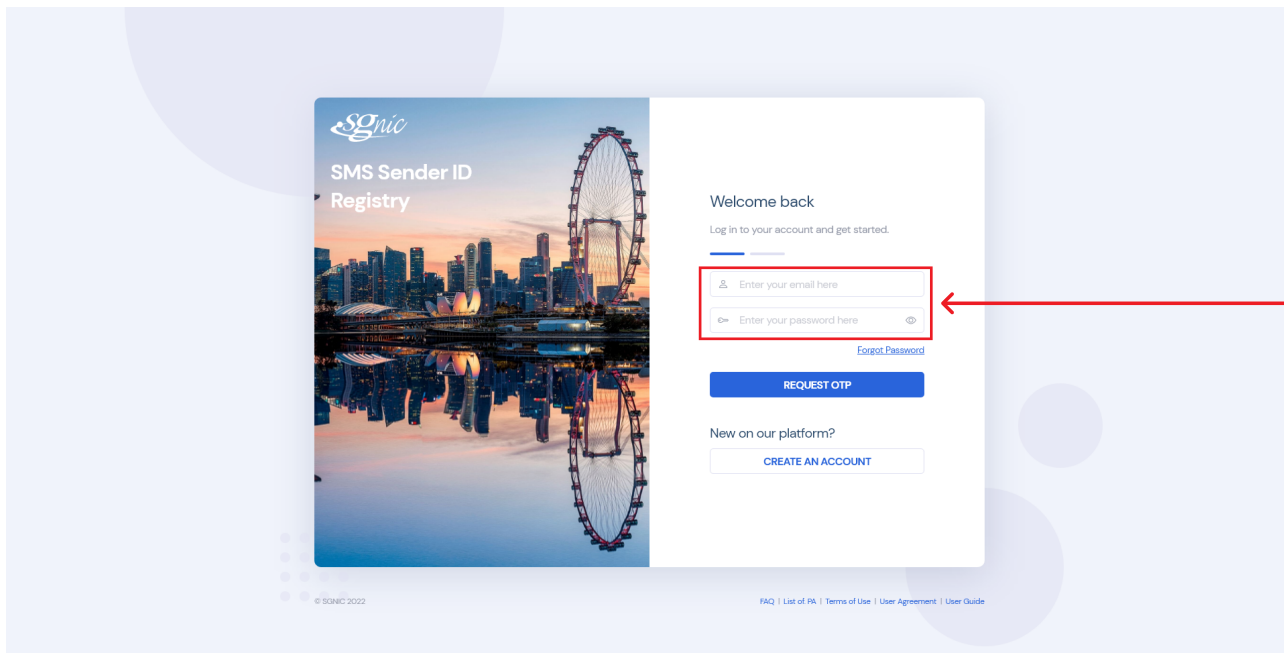
NOTE! Click on Terms of use to view the details.



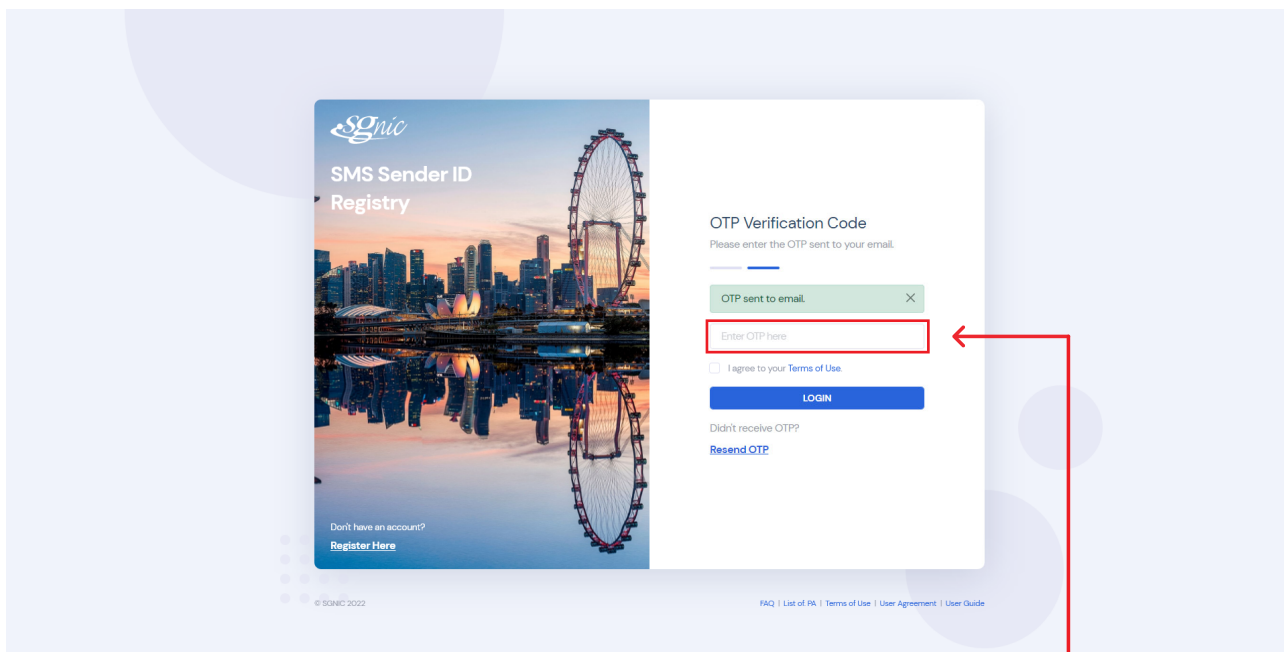
Create a secure password for your account. Once this is done, you will receive an email for the next steps.

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.

Pending / approved

The screenshot shows the SGNIC dashboard with the 'Information' section selected. The 'User Organisation Information' card displays a 'PENDING' status in a red box. A red arrow points from this status to the 'Billing Information' card. The 'Billing Information' card shows details for John Cena, including billing contact point, address, email, and start date. The 'Admin' section below shows contact details for John Cena.

User Organisation Information	
User organisation	ABC Pte Ltd
Unique entity number	S16FC0027L
Applied on	25 Feb 2022
Approve on	
Aggregators	8X8 International Pte Ltd, AMCS SG Private Limited (Amazon Media Communications Services), GENIQ Pte Ltd, Holoio Pte Ltd and others

Billing Information	
Billing contact point	John Cena
Billing address	10 Bayfront Avenue Singapore 018956
Billing email address	johncena@abc.com.sg
Billing start date	-

Admin		
Full name	Email	Contact
John Cena	head.service@abc.com.sg	+65 9731 9993

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

The screenshot shows the SGNIC dashboard with the 'Information' section selected. The 'User Organisation Information' card displays an 'APPROVED' status in a green box. A red arrow points from this status to the 'Billing Information' card. The 'Billing Information' card shows details for John Cena, including billing contact point, address, email, and start date. The 'For Registry Admin only' section below shows details for StdChd Bank, including short name, commencement date, and number of sender IDs.

User Organisation Information	
User organisation	ABC Pte Ltd
Unique entity number	S16FC0027L
Applied on	25 Feb 2022
Approved on	28 Feb 2022
Aggregators	8X8 International Pte Ltd, AMCS SG Private Limited (Amazon Media Communications Services), GENIQ Pte Ltd, Holoio Pte Ltd and others

Billing Information	
Billing contact point	John Cena
Billing address	10 Bayfront Avenue Singapore 018956
Billing email address	johncena@abc.com.sg
Billing start date	28 Feb 2022

Admin		
Full name	Email	Contact
John Cena	head.service@abc.com.sg	+65 9731 9993

For Registry Admin only	
Short name	StdChd Bank
Commencement date	25 Feb 2022
No. of Sender ID	1000

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

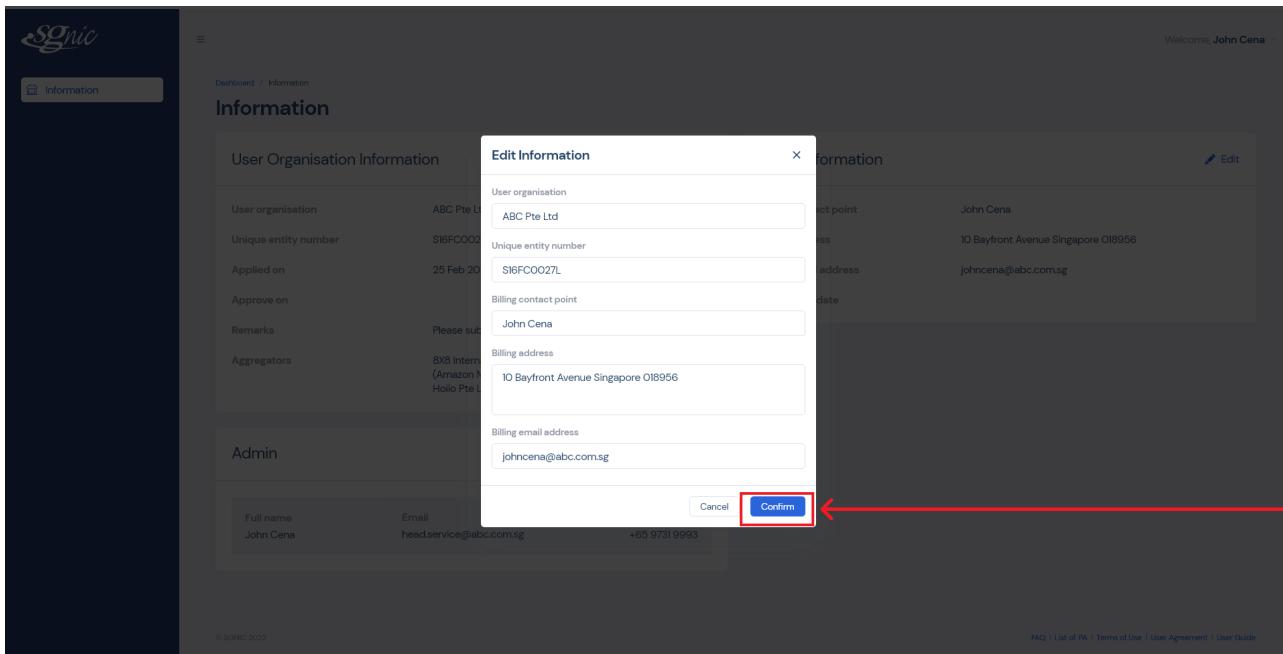
The screenshot shows the SGNIC Information dashboard. The page is titled 'Information' and contains two main sections: 'User Organisation Information' and 'Billing Information'. The 'User Organisation Information' section has a status of 'REQUEST INFO' (marked with a red circle 1) and an 'Edit' button (marked with a red circle 3). The 'Remarks' section (marked with a red circle 2) contains the text: 'Please submit the correct user org based on ACRA.' The 'Billing Information' section shows details for John Cena, including his contact point, address, and email.

User Organisation Information	
User organisation	ABC Pte Ltd
Unique entity number	S16FC0027L
Applied on	25 Feb 2022
Approve on	
Remarks	Please submit the correct user org based on ACRA.
Aggregators	8X8 International Pte Ltd, AMCS SG Private Limited (Amazon Media Communications Services), GENIQ Pte Ltd, Holoio Pte Ltd and others

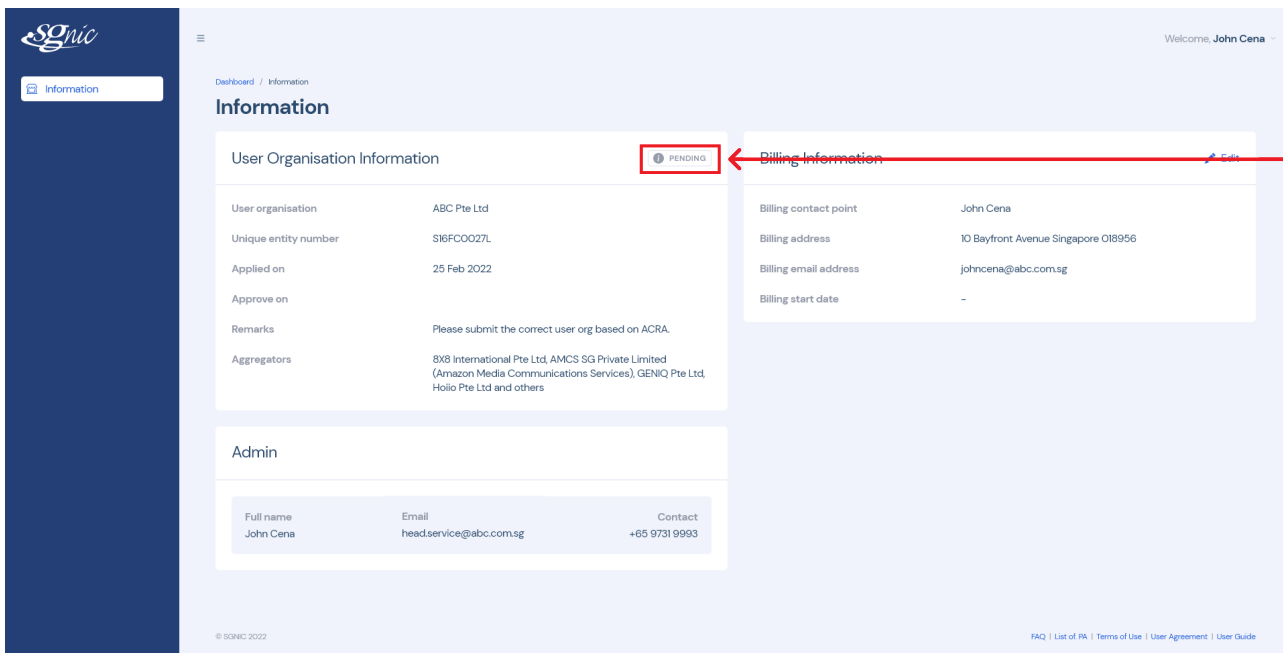
Billing Information	
Billing contact point	John Cena
Billing address	10 Bayfront Avenue Singapore 018956
Billing email address	johncena@abc.com.sg
Billing start date	-

Admin		
Full name	Email	Contact
John Cena	head.service@abc.com.sg	+65 9731 9993

- 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

Dashboard / Users

Users

Search user

+ Create New

RECORD ID	NAME	ADDED AT	ADDED BY	LAST UPDATED AT	LAST UPDATED BY	STATUS
178	ADMIN John Cena johncena@abc.com.sg	25 Feb 2022	John Cena	25 Feb 2022	John Cena	<input checked="" type="checkbox"/>
177	ADMIN Johnathan Doe johnathan@abc.com.sg	25 Feb 2022	Jack Sparrow	25 Feb 2022	Jack Sparrow	<input checked="" type="checkbox"/>
176	Hanna Gover hgover@abc.com.sg	25 Feb 2022	Rean	25 Feb 2022	Rean	<input type="checkbox"/>
175	Oliver Abram oliver@abc.com.sg	25 Feb 2022	Johnathan	25 Feb 2022	Johnathan	<input checked="" type="checkbox"/>
174	Harry Addington harry@abc.com.sg	25 Feb 2022	Dua Maxwell	25 Feb 2022	Dua Maxwell	<input checked="" type="checkbox"/>

Show 10

Showing 1 to 10 of 5 records

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

Dashboard / Users

Users

Search user

+ Create New

RECORD ID	NAME	ADDED AT	ADDED BY	LAST UPDATED AT	LAST UPDATED BY	STATUS
178	ADMIN John Cena johncena@abc.com.sg	25 Feb 2022	John Cena	25 Feb 2022	John Cena	<input checked="" type="checkbox"/>
177	ADMIN Johnathan Doe johnathan@abc.com.sg	25 Feb 2022	Jack Sparrow	25 Feb 2022	Jack Sparrow	<input checked="" type="checkbox"/>
176	Hanna Gover hgover@abc.com.sg	25 Feb 2022	Rean	25 Feb 2022	Rean	<input type="checkbox"/>
175	Oliver Abram oliver@abc.com.sg	25 Feb 2022	Johnathan	25 Feb 2022	Johnathan	<input checked="" type="checkbox"/>
174	Harry Addington harry@abc.com.sg	25 Feb 2022	Dua Maxwell	25 Feb 2022	Dua Maxwell	<input checked="" type="checkbox"/>

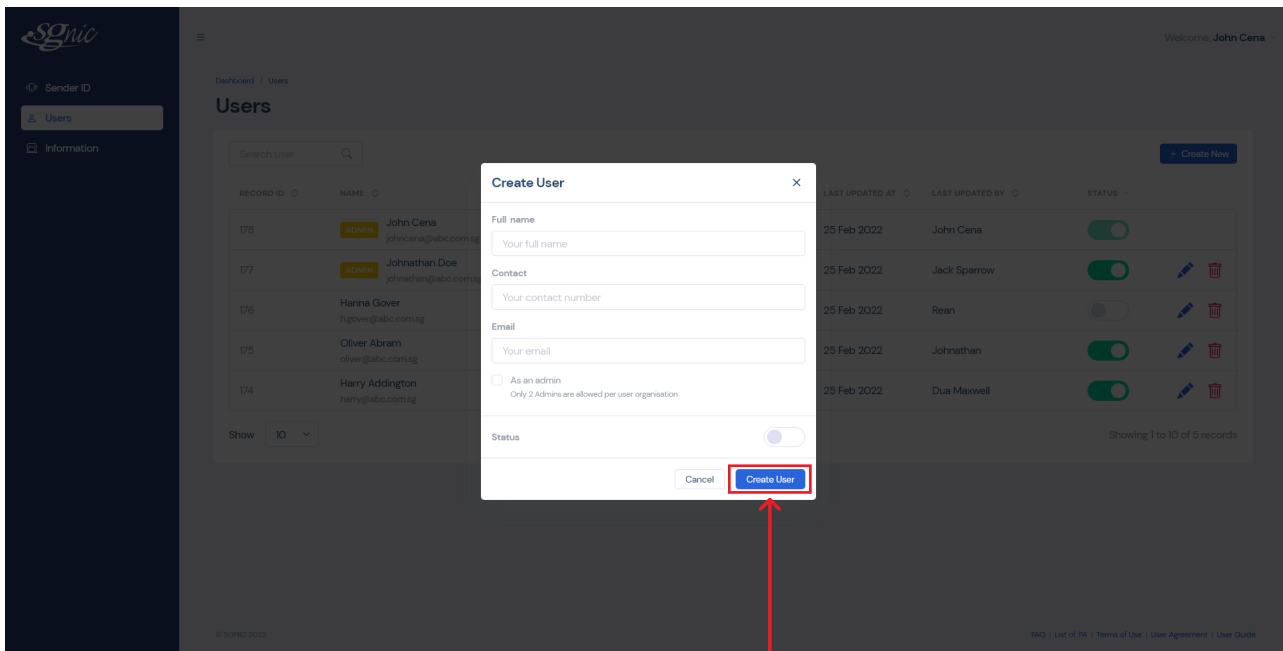
Show 10

Showing 1 to 10 of 5 records

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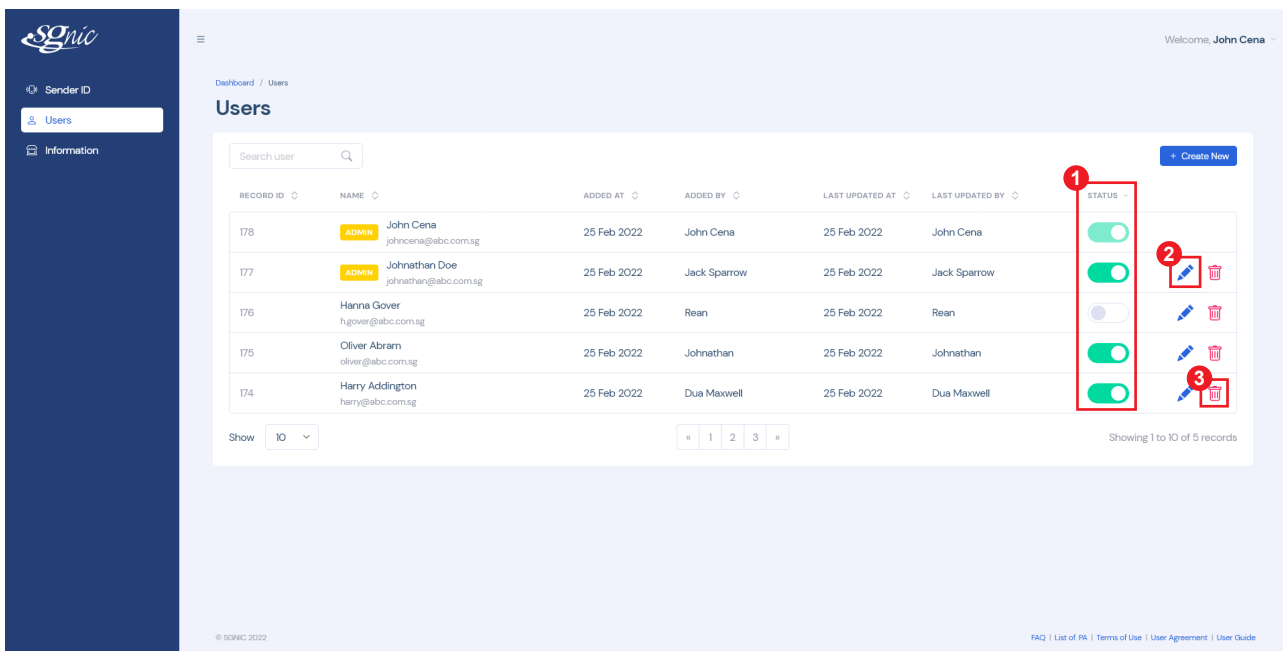
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To create a new user, click on the **Create New** button at the top right.



Fill up the details of the user account that you are creating, and click on **Create User** to submit.

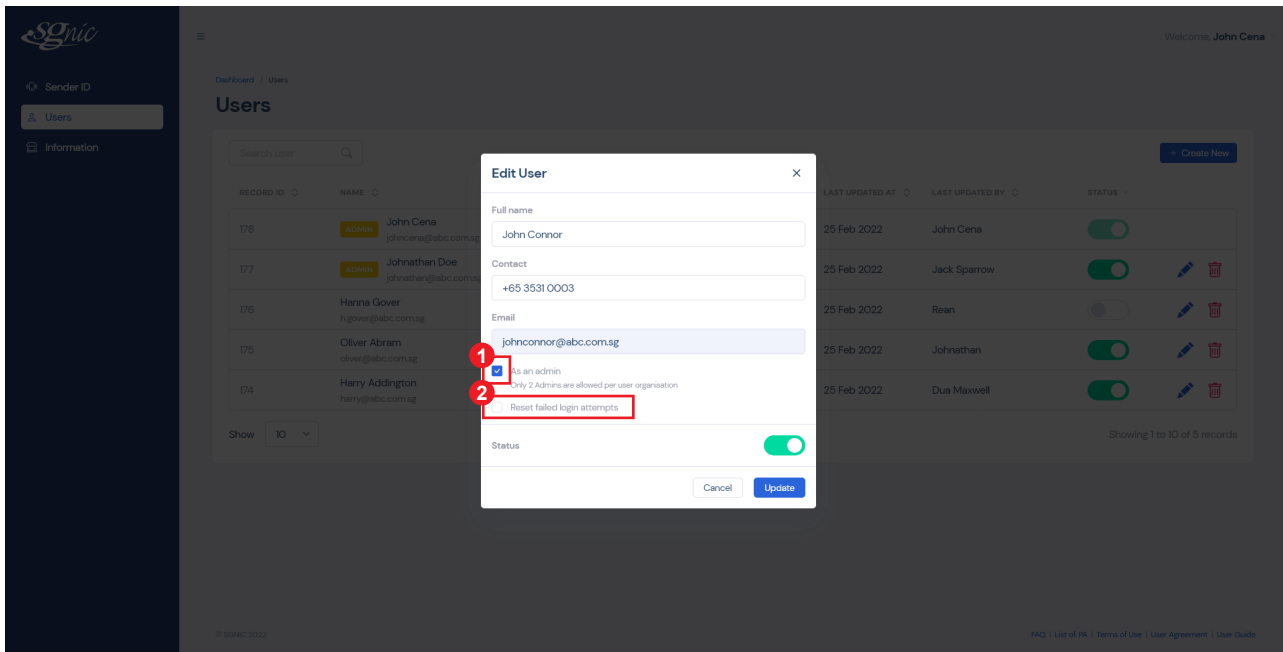
NOTE! The user will receive an email to create the password for their account. Only 2 admins are allowed per account.



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

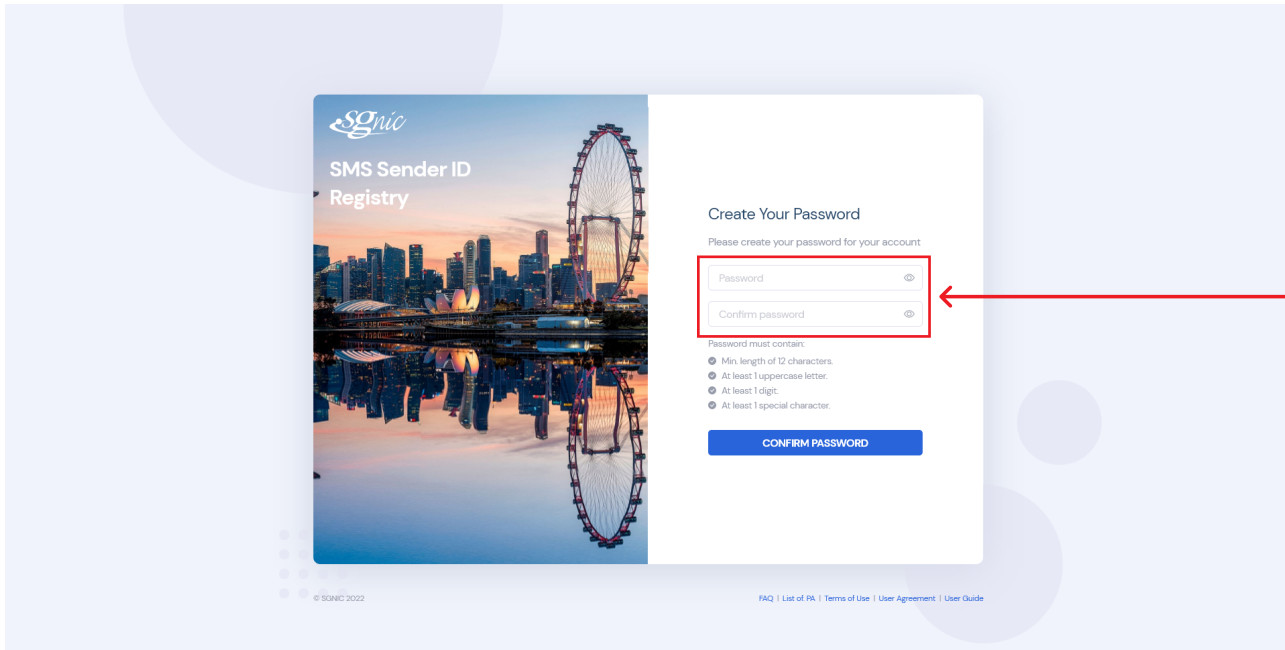


- 1 To change a user from admin to non-admin, uncheck the checkbox **As an admin**.

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

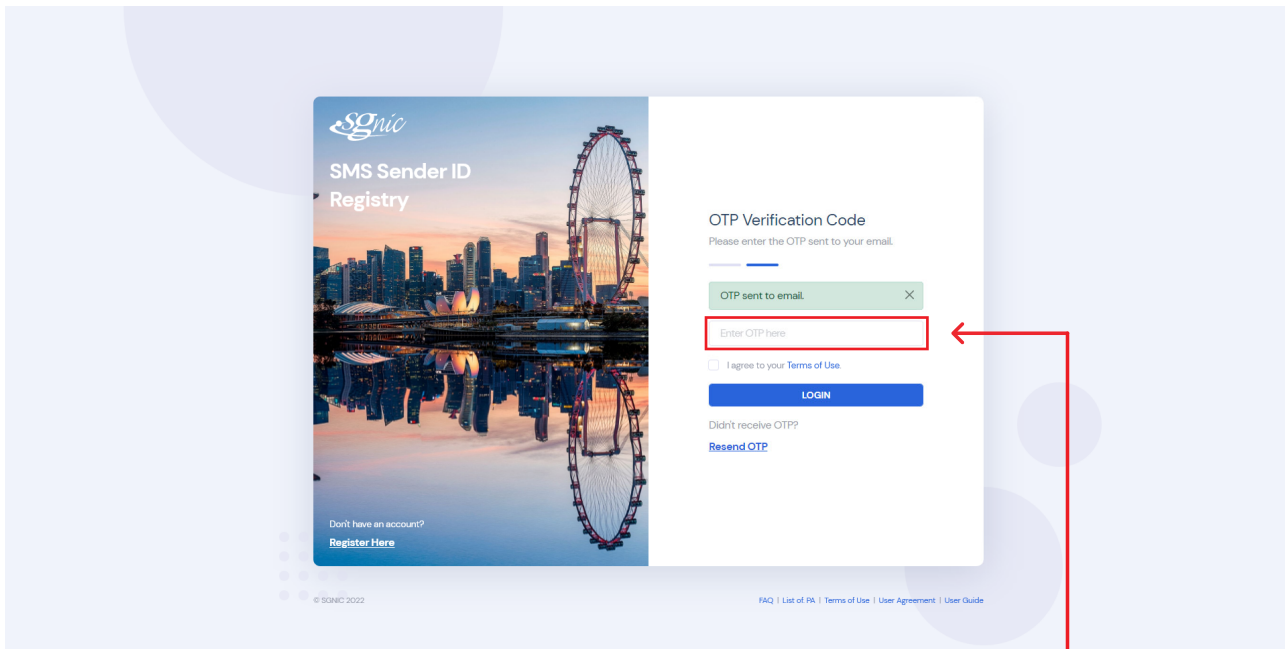
- 2 You can also **reset the user's failed login attempts** by clicking on the checkbox.

Create password for new user



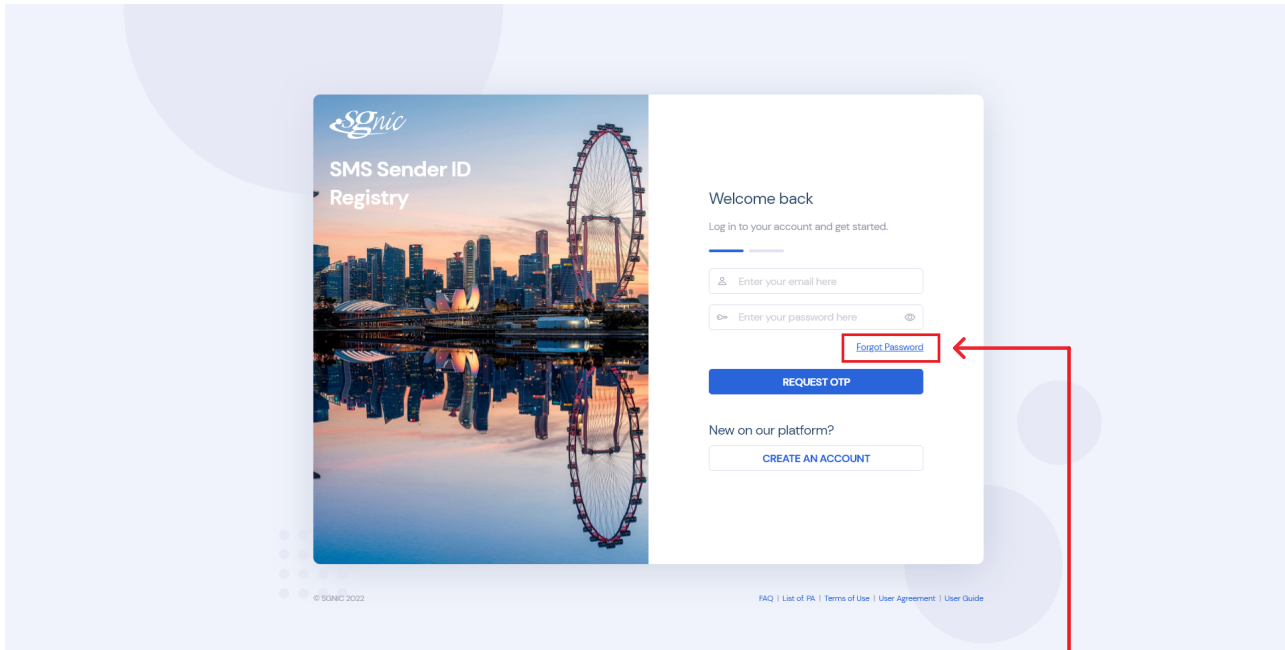
When a new user is created, an email will be sent to the new user's email address.

Click on the link in the email to create a password.

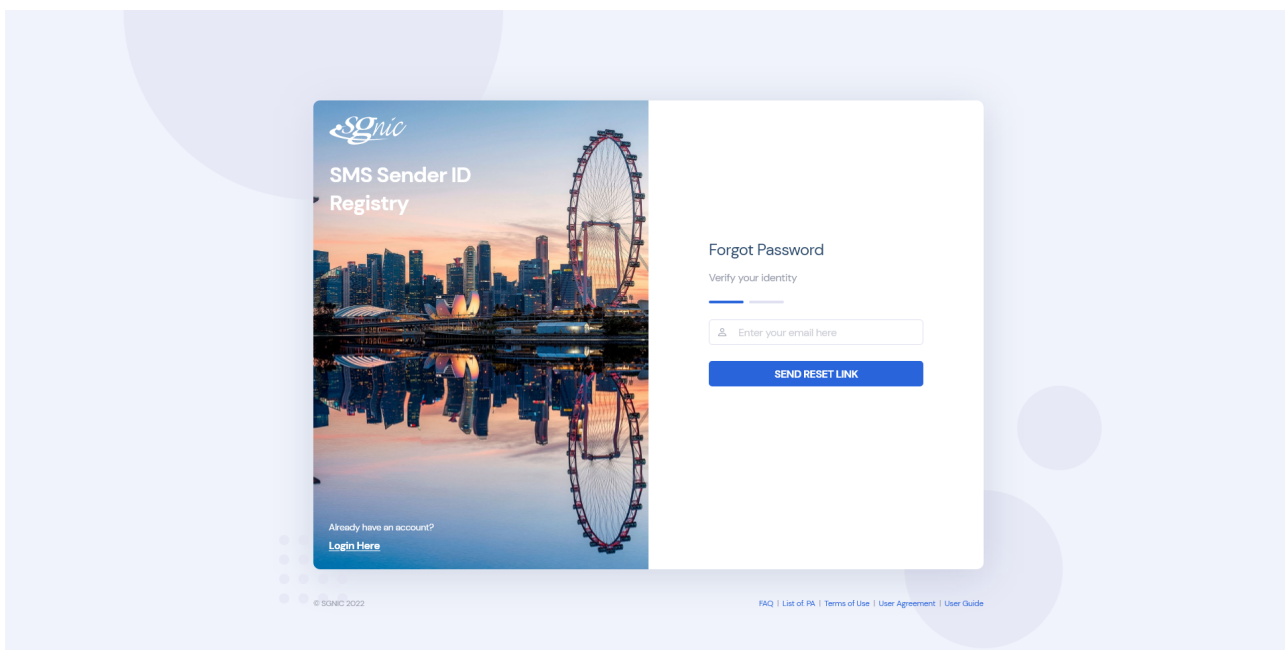


After entering the password, key in the OTP and accept the Terms of Use to login to the portal.

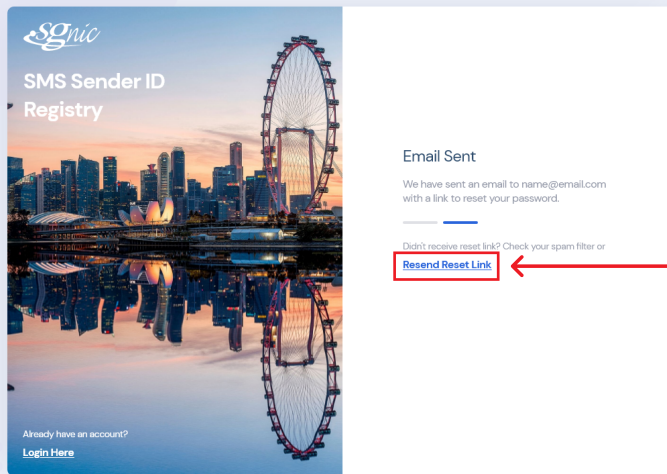
Forgotten password



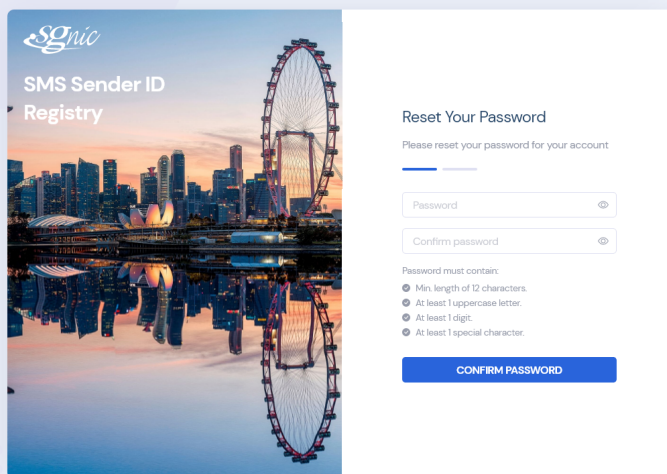
In the event of a forgotten password, you can click on **Forgot Password** to reset your account's password.



Enter the email address that you have used to register an account on the portal.



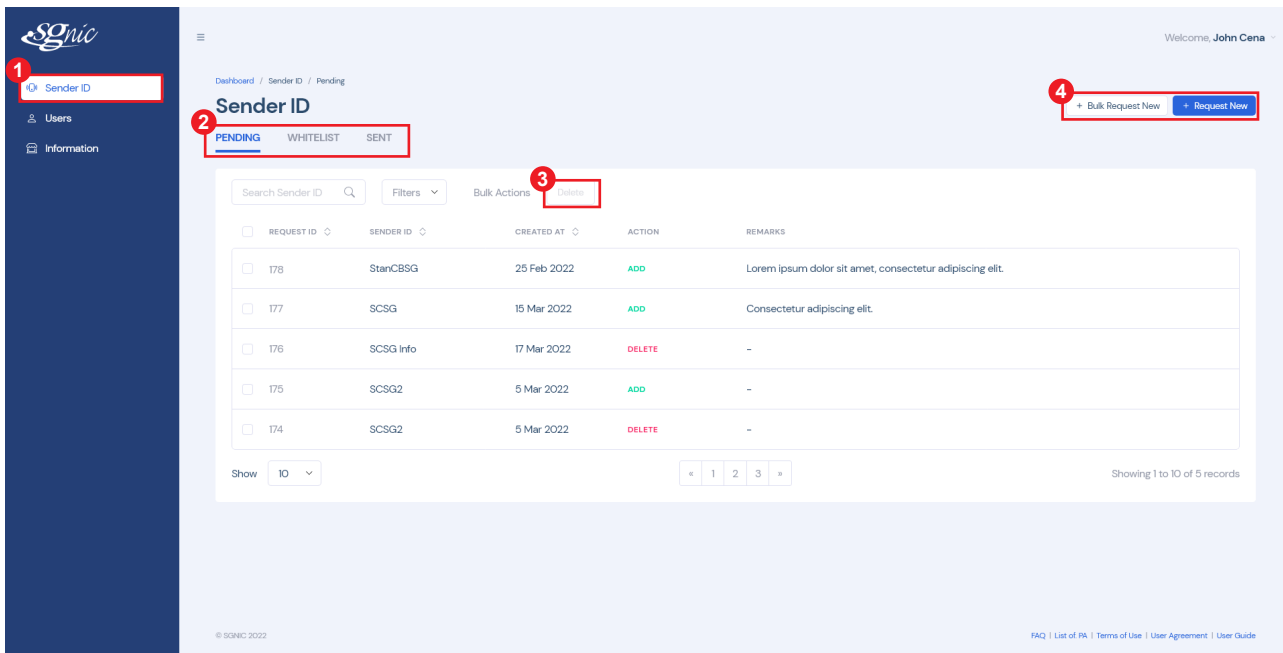
An email will be sent to you with a link to reset your password. If you did not receive it, check your spam inbox or click on the button to resend the email.



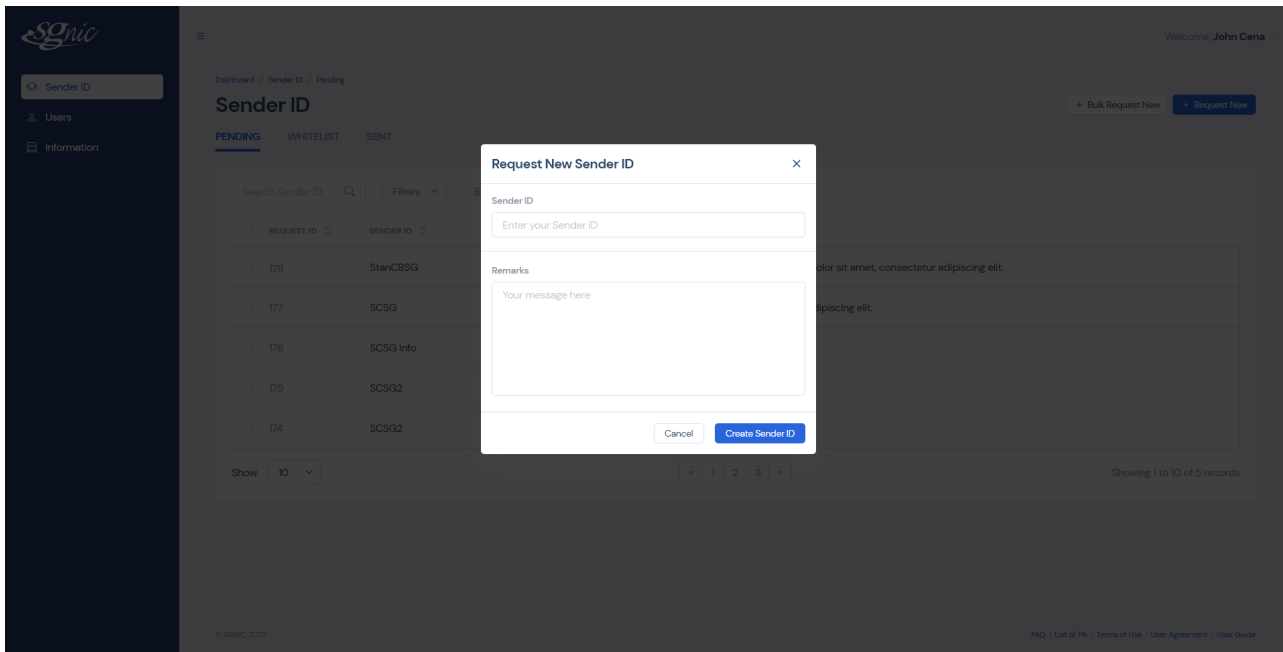
After clicking the link in the email, enter in your new password to reset your account password.

SENDER ID MANAGEMENT

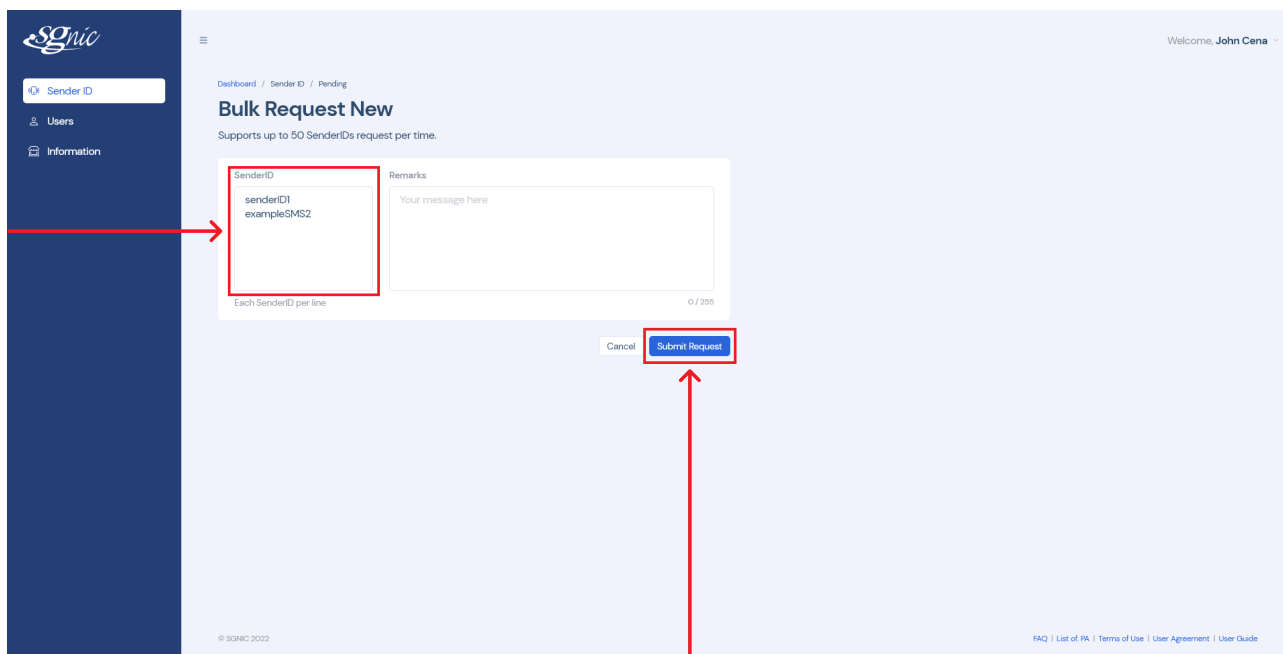
Registration of Sender ID



- 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.

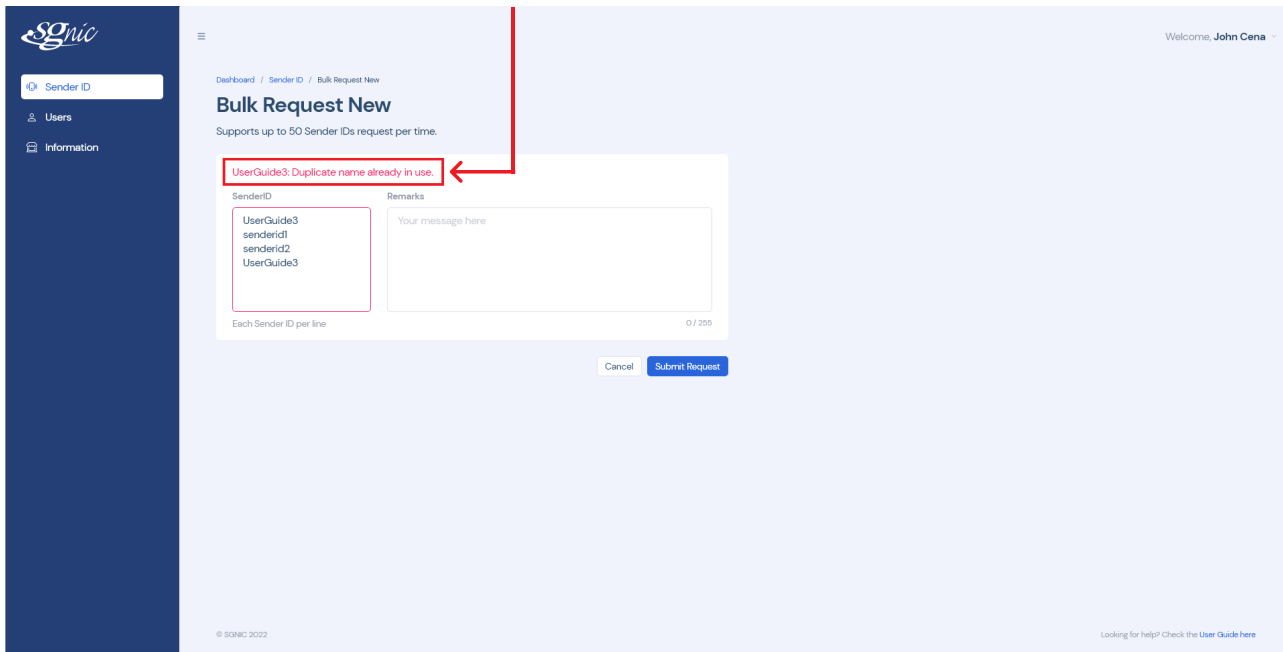


Fill in the fields accordingly, and click on **Create** Sender ID to submit the request.



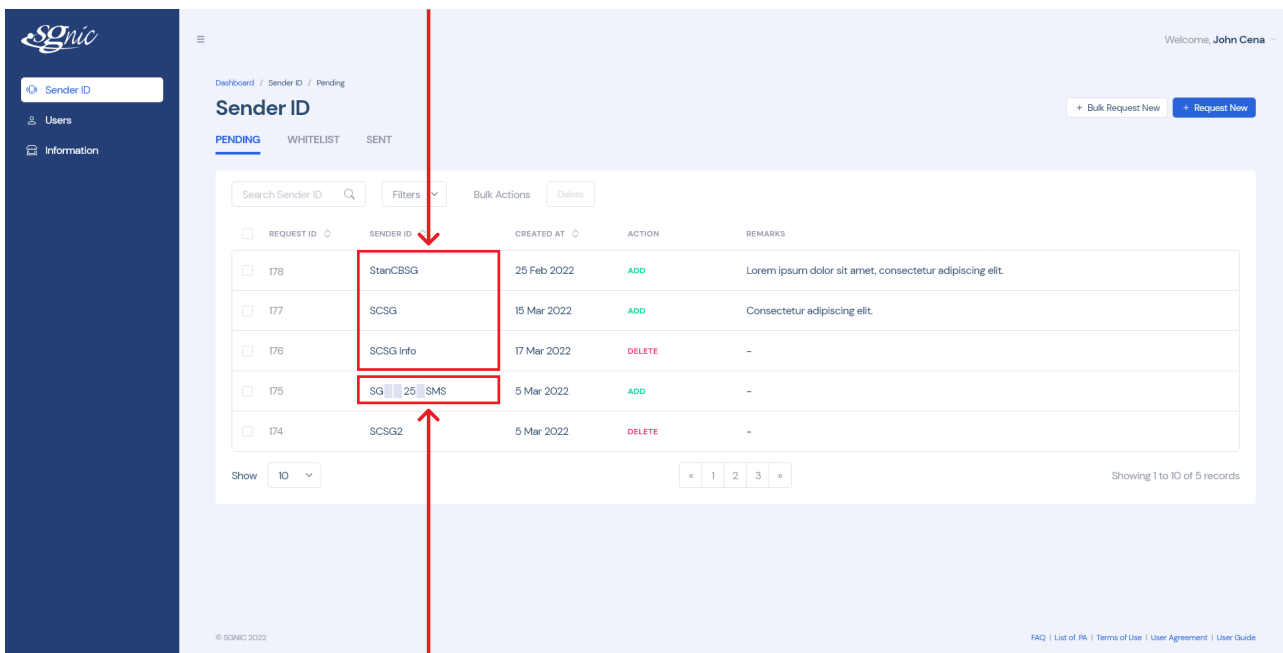
For bulk requests, ensure that the Sender IDs are each written on their own line.

Click on **Submit Request** to proceed.



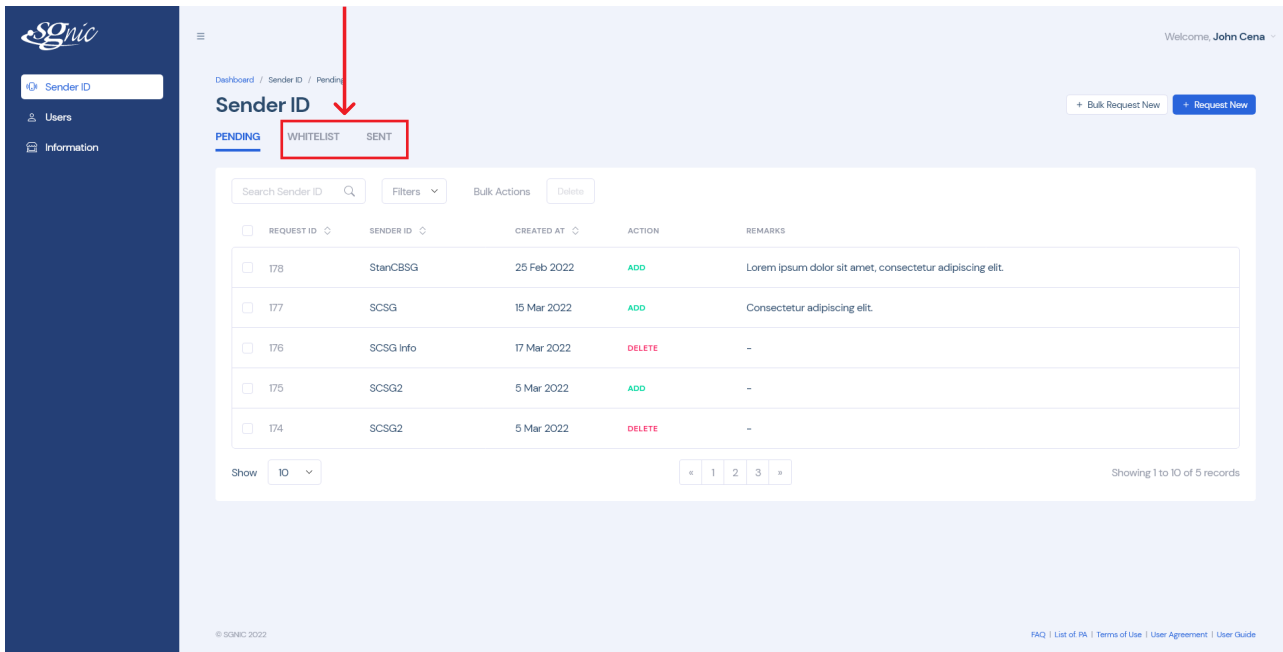
If there are any invalid Sender ID requests, the system will show error messages in red.

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



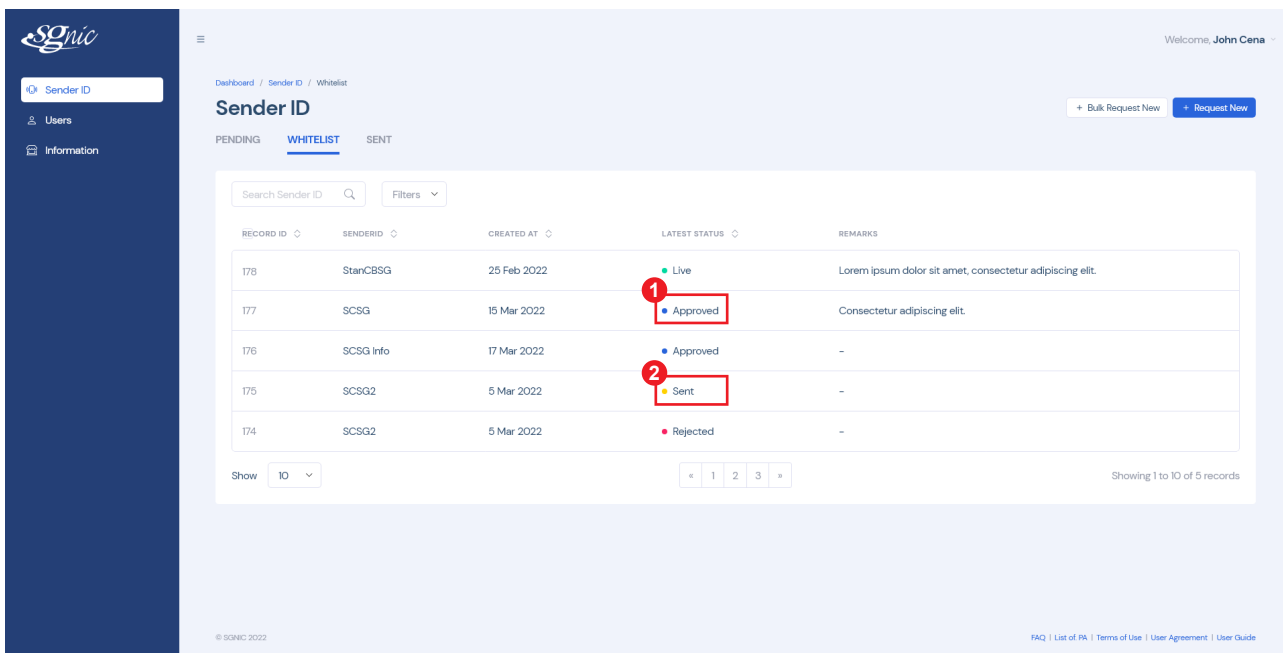
Once the Sender ID requests have been successfully made, it will appear in the **Pending** tab.

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**.

Dashboard / Sender ID / Sent

Sender ID

PENDING WHITELIST **SENT**

+ Bulk Request New + Request Now

Search Sender ID Filters Bulk Actions Delete

RECORD ID	SENDERID	CREATED AT	ACTION	LATEST STATUS	SENT AT	EFFECTIVE BY
178	StarCBSG	25 Feb 2022	ADD	Live	2 Mar 2022	9 Mar 2022 10:00
177	SCSG	17 Mar 2022	ADD	Live	20 Mar 2022	-
176	SCSG info	15 Mar 2022	DELETE	Sent	24 Mar 2022	30 Mar 2022 10:00
175	SCSG2	5 Mar 2022	ADD	Sent	12 Mar 2022	-
174	SCSG2	5 Mar 2022	ADD	Live	25 Feb 2022	-

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