



Welcome to CM.com

A quick read guide to get started on CM.com





Your CM.com account

Welcome to CM.com!

You've just received an email with [an invitation](#) to your CM account. Simply [follow the steps](#) and you're set or [click here](#) to setup your password. By logging in, you agree to [CM's Terms & Conditions](#). CM.com has many advantages over GlobalMessaging, please let us know if you're missing something deal breaking though. First, let's introduce you to the platform.

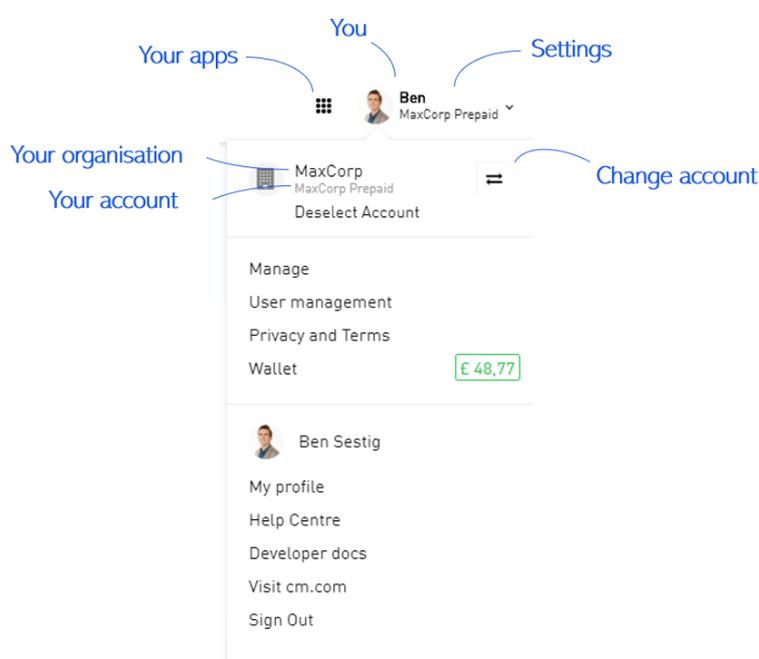
If your account is set to prepaid you can top up credit to your account in [your wallet](#).

For more information such as pricing, check out the [CM.com SMS page](#).

You can [check how much you've spent](#) and invoices can be found in the [invoices app](#).

After you've accessed the account you can [add users/colleagues](#) via user management.

Be sure to update [your personal](#) and [the company's](#) details in *my profile* and *manage*, respectively. Having up-to-date details improves the usability of the platform.





Contact management

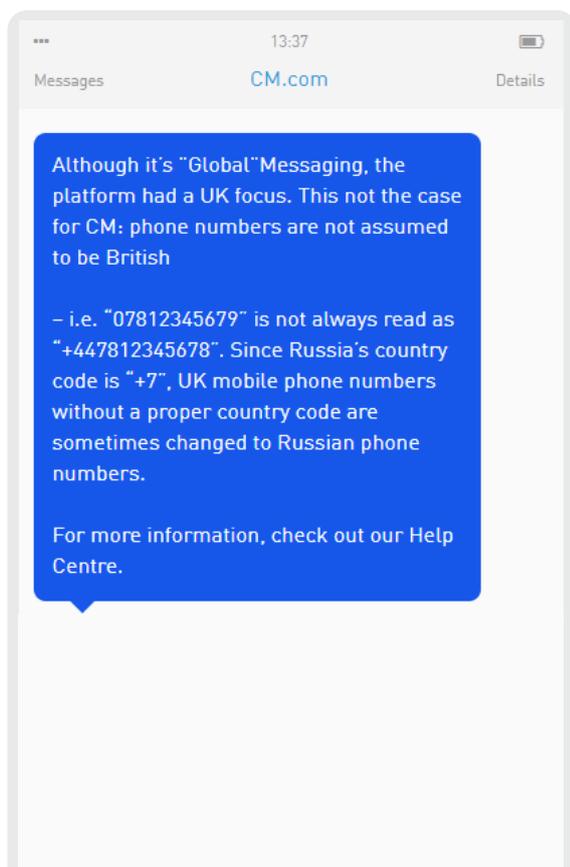
1.

Address Book

In GlobalMessaging, you used to work with “Phonebooks” to upload phone numbers. CM’s answer to this is the Address Book app where you can [upload a group](#) (excel support) including other “merge tags” such as Name, Email, Address, etc.

These values can be used for personalization purposes of a message or to send messages via other channels, such as email via [Email Campaigns](#).

The Address Book app can be found in your apps. For more information check out our [Help Centre](#).



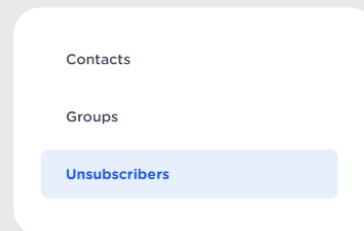
2.

Opt-outs

At GlobalMessaging, every account had its own blocklist and an account could be setup to either respect or ignore the blocklist.

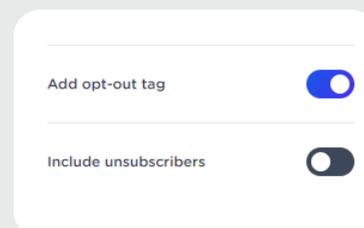
At CM, every customer has its own blocklist and all the customers' accounts share the same blacklist.

The blocklist can be found in the [Address Book app](#) under the sub header “Unsubscribers”.



You can add, delete, or see the history of phone numbers that have been added to the blocklist.

If you want to respect the blocklist, simply keep the “include unsubscribers” button disabled.





SMS

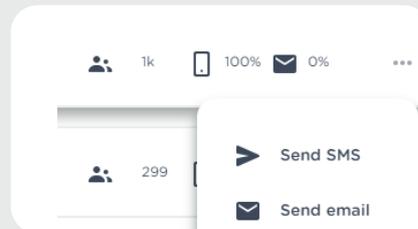
3.

SMS

If you want to send an SMS, click on the three dots and select either “Send SMS”.

Or go to [Campaigns](#) via your apps. 

Want to know more about advanced SMS via Campaigns , check out our [Help Centre](#).



4.

Messaging insights

There are three locations where you can find more insights on your traffic.



Messaging Log shows your real-time traffic – In and outgoing messages. It also allows you to export messages for further analysis. ([Help Centre](#) for more information)



Messaging Analytics shows a high level overview of your messaging performance such as delivery rates ([Help Centre](#) for more information)



Campaign statistics: After you’ve sent a campaign, you can see your campaign’s performance in the Campaign environment.



If you can’t find the information in this document or the [Help Centre](#), please [contact support](#)