



Selecting the number for your MyRepChat texting is an important decision. There are tradeoffs between the two choices that we offer so it's important to understand what will best serve you and your business communication needs.

1. You can either text enable a landline number or,
 2. Select a local area code number from our inventory.
- Selecting the right phone number for MyRepChat.

Select a New Number – Pros and Cons

Choosing a new number from us with a local area code allows you to enable the optional voice feature so you can turn your texting number into a virtual business mobile number. You would make calls from the MyRepChat app on your personal cell phone.

Note: When you finish creating your account, you can immediately begin texting after any home office account review is completed.

Text Enable an Existing Landline – Pros and Cons

What is hosted SMS?

Note: Your voice services stay intact and your current call process is not impacted.

Note: In account setup when you enter your landline number in the Number Selection, our system will detect your number type and provide onscreen directions to host the number.

Traditional provider – Typically straight forward to text enable. It can take 1-2 business days to complete the back-office number setup once we receive your Letter of Authorization. The LOA will be provided to you electronically during the set-up process. Article - Traditional Provider - How do I text enable my landline.

VOIP provider – You will be prompted to create a Support ticket so our Support team can guide you. You must complete a technical step with your VOIP provider before we can proceed with the number

setup. Once the technical step is complete and we receive your LOA, it can take 1-2 business days for the back-office number setup. Article – Instructions to “release the SPID” if you use a VOIP provider.

Note: Some VOIP providers are not tech friendly and can't be hosted. You may be able to switch underlying providers to a friendly provider. If not, you can always pick a new number from our inventory. Please contact our Support to discuss.

You can't use a mobile number

Why can't I use my personal cell number? Just like you have a business and personal email, you need separate personal and business texting. The separate texting numbers means that personal texts will not get captured for monitoring, supervision, and archiving by your compliance team. Only business texts communicated on the MyRepChat texting number are captured.

Best practices with your MyRepChat texting number

Best practices when using texting in your business

How to get your clients to use your new MyRepChat Number

How to get your clients who have texted you before to learn your new MyRepChat Number

Risks of business texting from a personal number

What happens to my MyRepChat texting if I change my provider for my landline