



An Coimisiún um  
**Rialáil Cumarsáide**  
Commission for  
**Communications Regulation**

# SMS Sender ID Registry

## Sender ID Owner (SIDO) Guide

Version 1.1

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This document provides a guide for SMS Sender ID Registry users who are the owners of SMS Sender IDs. The purpose of this guide is to assist users in navigating the Sender ID Owner (SIDO) module of the SMS Sender ID Registry.

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## Document Control

Version	Date	Name	Comments
V 1.0	21/04/2025	Oleksandr Kotliarenko	First version
V 1.1	19/05/2025	Oleksandr Kotliarenko Neil Goolding	Text updates & disclaimer added

# Introduction

This document provides a guide for SMS Sender ID Registry users who are the owners of SMS Sender IDs.

The purpose of this guide is to assist users in navigating the Sender ID Owner (SIDO) module of the SMS Sender ID Registry.

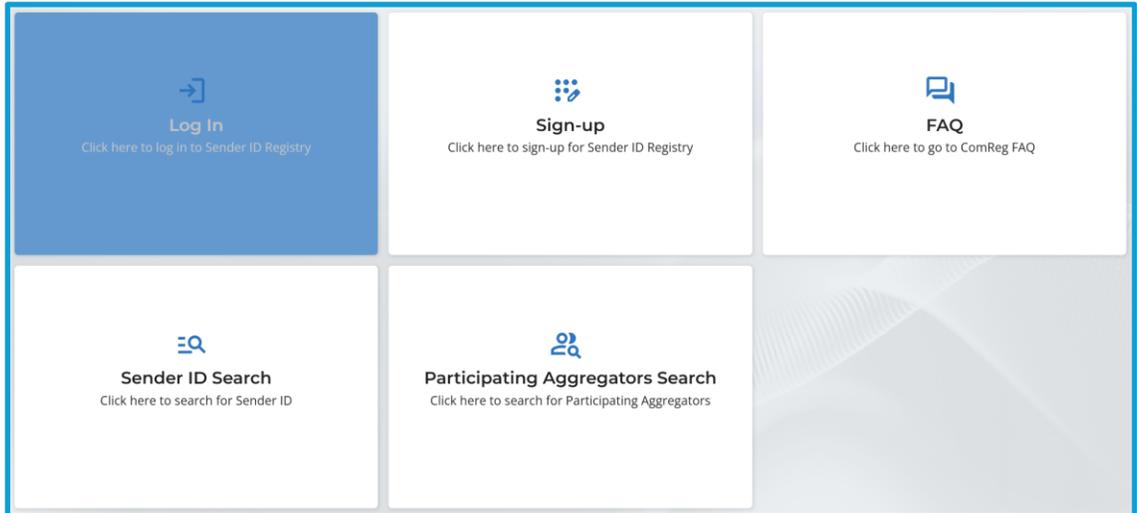
In this guide you will find step-by-step instructions on how to:

1. Manage your organisation's account
2. Manage organisation contacts
3. Manage the list of Sender IDs
4. Submit requests for new Sender IDs
5. Access the SIDO help
6. Browse responses to Frequently Asked Questions (FAQ)

## Manage Account

- 1.1. Open the Public SMS Sender ID Registry: <http://senderid.comreg.ie>
- 1.2. To log in to the Sender ID Registry, click the “Log In” button (See Fig .1).

Fig.1



- 1.3. When you click the button, the system will automatically open the Authentication form (see Fig.2).

A screenshot of the Sender ID authentication form. The form has a purple header with the text 'Welcome to Sender ID' and 'Please log in or sign up below'. Below the header are two input fields: 'Email Address\*' and 'Password\*'. The 'Password\*' field has a red asterisk and the word 'Required' below it. To the right of the 'Password\*' field is a blue link that says 'Forgotten Password?'. At the bottom of the form is a blue button labeled 'Log In'.

Fig.2

- 1.4. To login, you will need to enter your email address and set a password.
- 1.5. If you have forgotten your password, you can click the “Forgotten Password” link. You will be prompted to enter your email address to reset your password.
- 1.6. Upon successful login, the System will display the Sender ID Registry page (see Fig.3).

# SMS Sender ID Registry SIDO Guide

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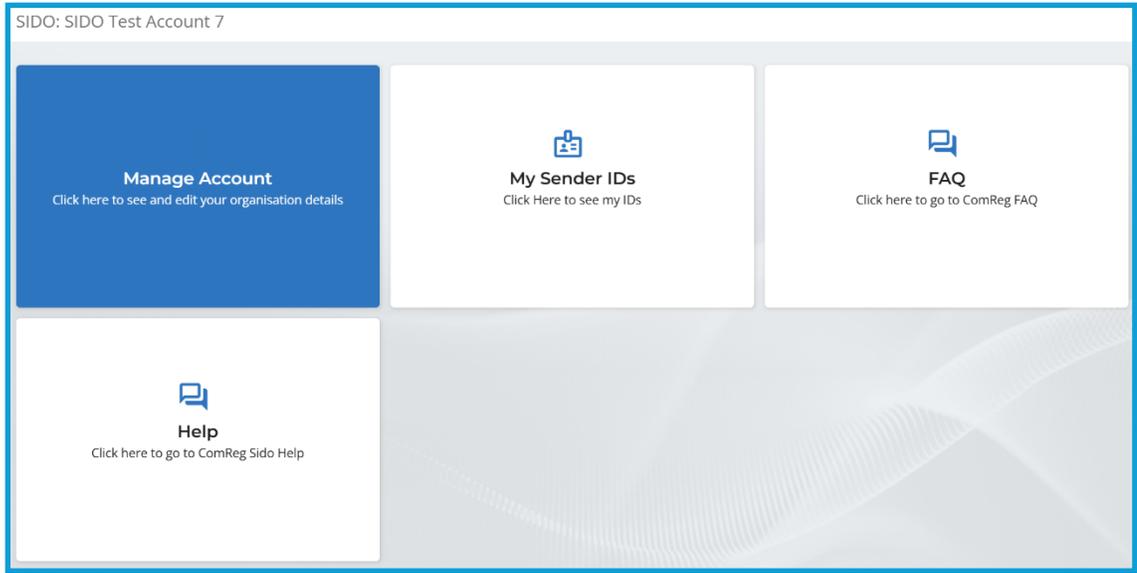


Fig.3

- 1.7. To manage your account, click the “Manage Account” button.
- 1.8. When you click this button, the system will display the “Manage Account” form to manage account information (see Fig.4).

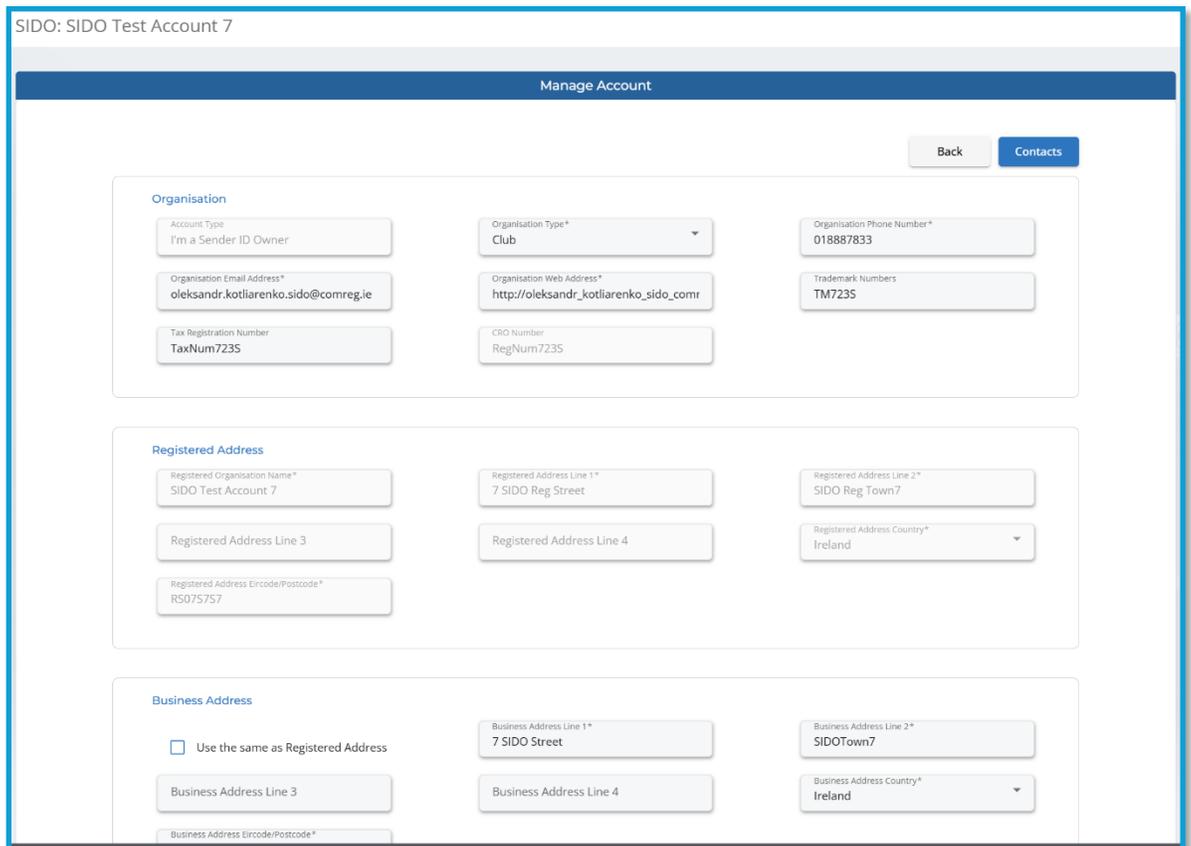


Fig.4

## Organisation Management

Please ensure your organisations details are up to date.

If you need to add new users to your account, please select the 'Contacts' button.

1.9. Review and update of all required fields:

- Organisation Type if needed.
- Organisation's Phone Number
- Organisation's Email Address
- Organisation's Web Address
- Trademark Numbers
- Tax Registration Number if needed.

1.10. The fields for the Registered Address are filled automatically and are not intended to be modified:

- Registered Organisation Name
- Registered Address
- Registered Address Country
- Registered Address Eircode/Postcode.

1.11. If your Business Address is the same as the Organisation's Registered Address, tick the box "Use the same as Registered Address".

1.12. If your Business Address is different, enter the Business Address details manually:

- Address
- Country (from the list of available countries only)
- Eircode or international equivalent

1.13. If Mandatory fields are not completed, the system will highlight the incomplete fields.

1.14. After making the required changes, click the "Save" button.

## Contact Management

If you want to add other users in your organisation to administer your Sender IDs, you can do so here.

New users will be contacted by email to activate their account.

Please note that all users will have the same level of access and will receive the same email notifications from the Registry.

- 1.15. To manage your organisation’s contact list, click the “Contacts” button on the “Manage Account” form. The “Contacts” form, to manage the contact list will be displayed (see Fig.5).

Name	Phone number	Email address	Is primary contact?	Status	Details
First Name 3 First Name 3	085000003		No	Active	<a href="#">Details</a>
Fist Name 1 Last Name 1	0850000001	FirstName1@comreg.ie	No	Active	<a href="#">Details</a>
Fist Name 2 Last Name 2	0850000001	FirstName1@comreg.ie	Yes	Active	<a href="#">Details</a>

Fig.5

- 1.16. If necessary, use the search field to find a contact name.
- 1.17. Check the “Show inactive contacts” option to view all contacts including deactivated ones.
- 1.18. To view contact details, select the desired contact and click the “Details” button. The “Contact details” will be displayed (see Fig.6).

Status: Active  
 Primary contact  
 First name\*: Joe  
 Last name\*: Bloggs  
 Phone number\*: 01234567  
 Email address\*: joe.bloggs@email.com  
 Deactivate Set as primary Edit

**Fig.6**

- 1.19. Review and update the First Name, Last Name and Phone Number if needed.
- 1.20. Click the “Set as primary” button if you want to set the contact as the primary one.

The Primary Contact will be used by ComReg for communicating updates to the SMS Sender ID Registry. The Primary Contact does not have any special rights at this time but may have in the future.

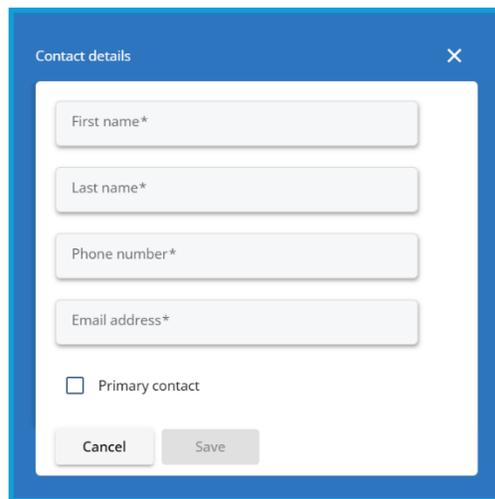
- 1.21. To deactivate an account, click the “Deactivate” button and confirm the action.

Ensure you have the consent of the User to Deactivate their account.

- 1.22. To activate the account, click the “Activate” button and confirm the action.

### Adding a New Contact

- 1.23. To add a new contact, click the “Add Contact” button.
- 1.24. After clicking, the system will display the “Contact details” form (See Fig.7).



**Fig.7**

- 1.25. Enter the following details:
  - First & Last Name
  - Phone Number
  - Email Address
- 1.26. If the contact is to be marked as the Primary Contact, check the “Primary contact” box.

The Primary Contact will be used by ComReg for communicating updates to the SMS Sender ID Registry. The Primary Contact does not have any special rights at this time but may have in the future.

- 1.27. To save the new contact, click “Save” and then “Confirm”.

# Manage Sender IDs

## My Sender IDs

This is a list of all Sender IDs your organisation has applied for. You can see if they have been approved for your use or not.

You must ensure that all SMS Providers (OPA's) and/or 3rd Parties that you use are approved here, otherwise your SMS messages will be affected.

You may also Request new Sender IDs and Remove those you no longer require.

1.28. To view the list of My Sender IDs, click the “My Sender IDs” button (See Fig. 8).

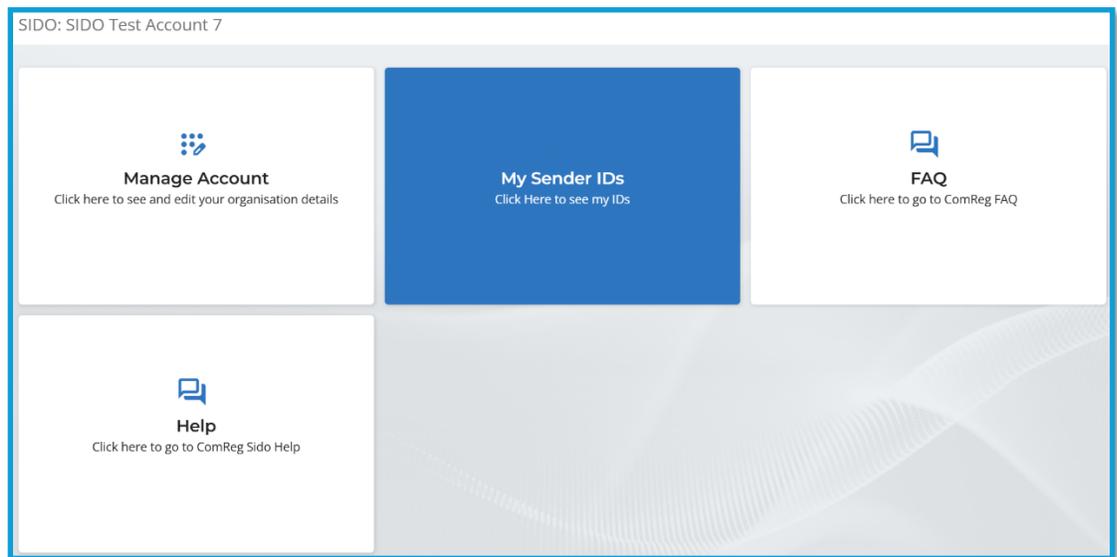


Fig.8

1.47. The “My Sender IDs” form to manage your Sender IDs are displayed (see Fig.9).

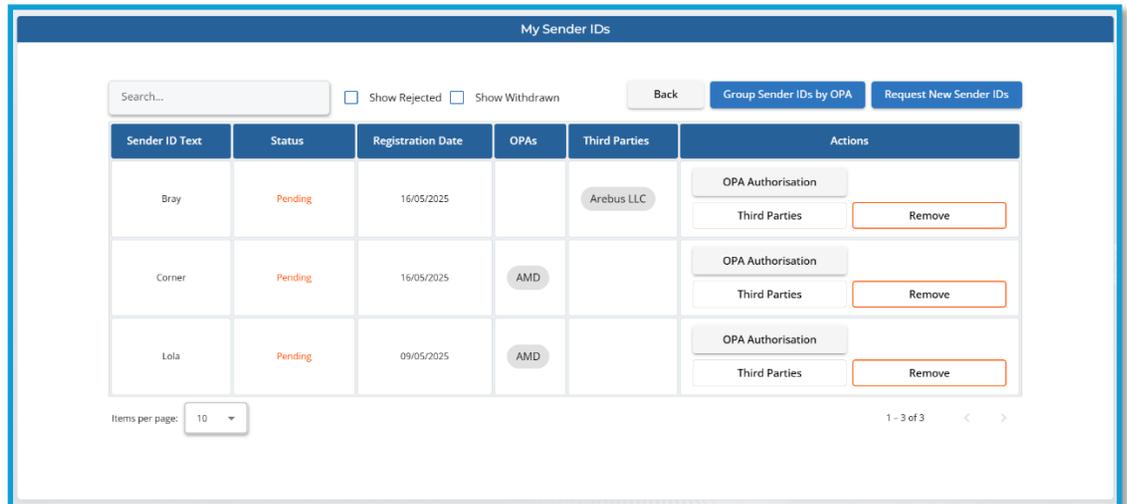
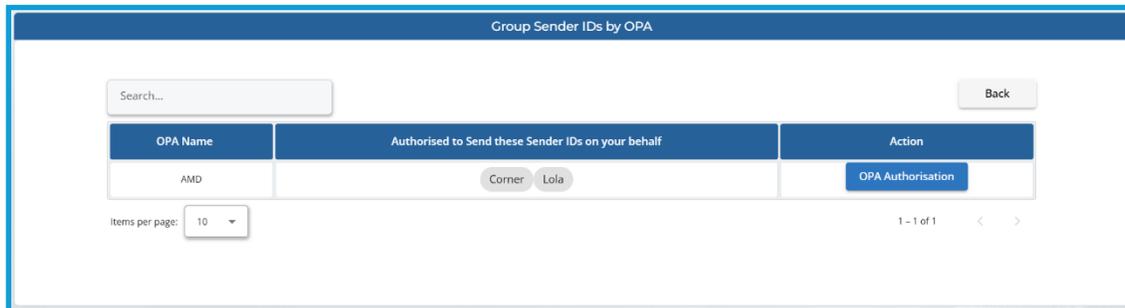


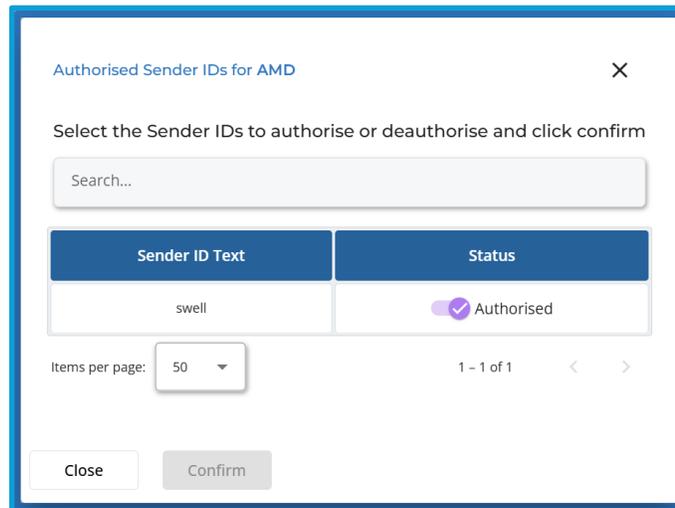
Fig.9

- 1.29. The list of All Sender IDs contains the following information:
- Sender ID Text
  - Status
  - Registration Date
  - OPAs
  - Third Parties.
- 1.30. Use the Search field to find a specific Sender ID.
- 1.31. To view rejected Sender IDs, check the “Show Rejected” option.  
[Sender IDs that ComReg has rejected.](#)
- 1.32. To view withdrawn SenderIDs, check the “Show Withdrawn” option.  
[Sender IDs that you have removed as they are no longer required.](#)
- 1.33. By default, the system displays 10 items in the list – to display more, select the desired number of items to show per page.
- 1.34. To group Sender IDs by OPAs by OPA, click the “Group Sender IDs” button.  
[This screen displays a list of your Sender IDs grouped by Bulk SMS Provider \(OPA\) that are authorised to use them.](#)  
[If you have allowed a Sender ID to be used by more than one Bulk SMS Provider \(OPA\) it will appear more than once. \(See Fig.10\).](#)



**Fig.10**

- 1.35. Use the search field to find a specific OPA.
- 1.36. To modify the OPA authorisation setting for one of your Sender IDs, click the “OPA Authorisation” button.
- 1.37. When you click this button, the system will display the “Authorised Sender IDs for OPA” form where you can manage OPA authorisation for the required Sender IDs (See Fig.11).  
[Bulk SMS Providers, \(called 'OPAs' here\), that you have authorised to handle your specific Sender IDs are shown here.](#)  
[You must tell us which SMS Providers \(OPA's\) you use to ensure your messages are not affected.](#)



**Fig.11**

- 1.38. Use the search field to find a specific OPA.
- 1.39. Select or deselect the authorisation checkbox for the selected Sender ID and confirm the action by clicking the “Confirm” button.
- 1.40. To modify the Third Parties setting for a Sender ID, click the “Third Parties” button.
- 1.41. When you click this button, the system will display the “Third Parties” form where you can manage the list of Third Parties for the required Sender IDs (See Fig.12).

Most organisations send SMS messages directly to a Bulk SMS Provider. However, a 3rd Party is sometimes used to send messages to a Bulk SMS Provider on behalf of the organisation.

Only authorise a 3rd Party if you are actually using one.

If you are not sure if you are using a 3rd Party or not, please contact your messaging provider.

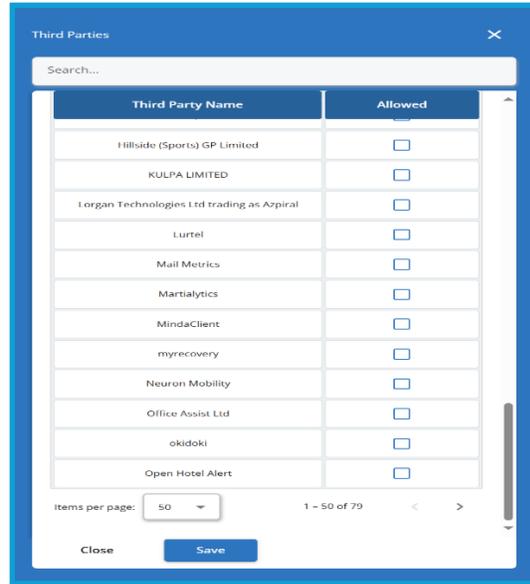


Fig.12

- 1.42. Use the search field to find a specific Third Party.
- 1.43. Select or deselect the “Allowed” checkbox for the Third Party with the selected Sender ID and click the “Save” button to complete the operation.
- 1.44. To withdraw the Sender ID, select the required one and click the “Remove” button.
- 1.45. When you click this button, the system will display the “Change status” form to confirm the Sender ID to be withdrawn (See Fig.13).

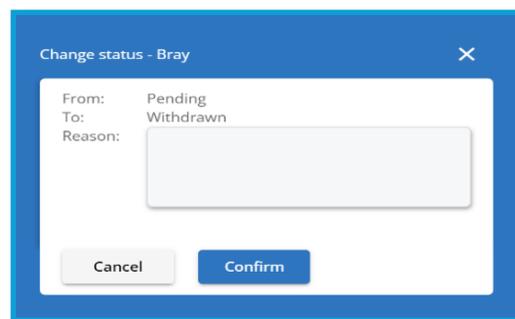


Fig.13

- 1.46. To withdraw the Sender ID, you must provide a reason and confirm the withdrawal by clicking the “Confirm” button.

## Request New Sender IDs

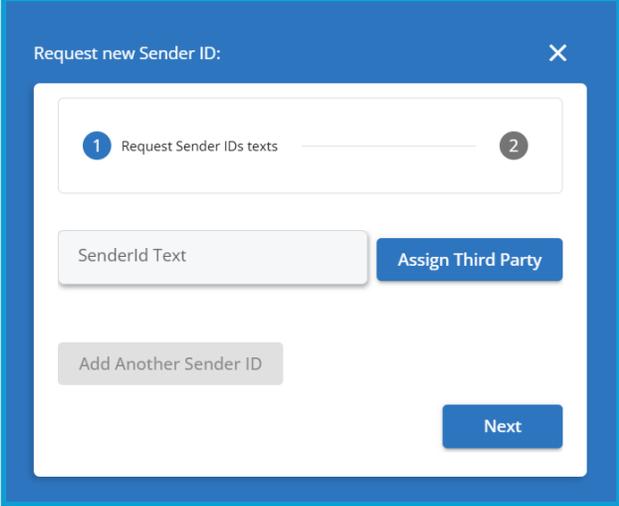
You can request new Sender IDs here.

After submitting, ComReg will review your application.

Sender IDs will have the status 'Pending' until they are 'Approved' or 'Rejected' by ComReg.

1.47. To request a new Sender ID, click the “Request New Sender IDs” button.

1.48. When you click this button, the system will display a request form to allow new Sender IDs to be requested (See Fig.14).



**Fig.14**

1.49. Enter the proposed name of the new Sender ID in the “Sender ID Text” field.

1.50. If you need to assign a Third Party, click the “Assign Third Party” button.

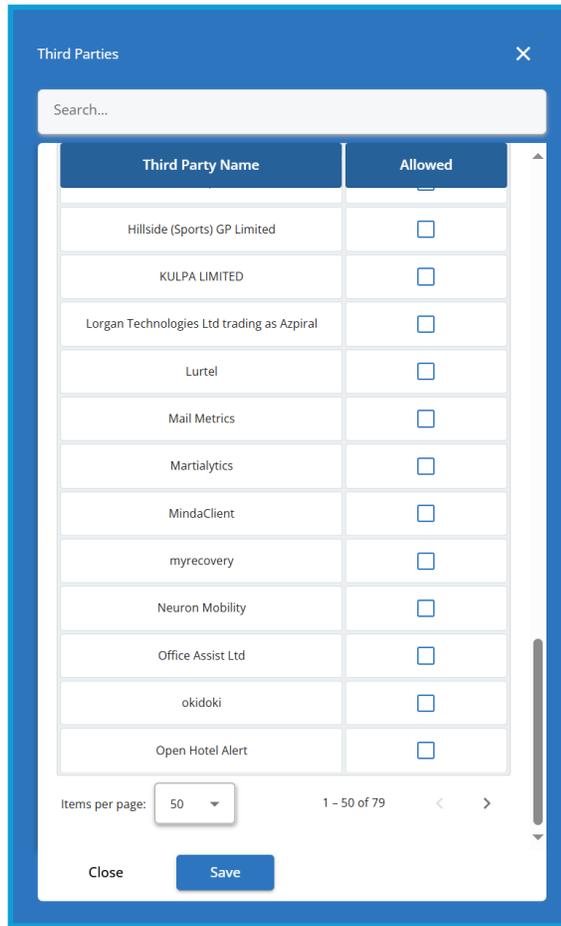
Most organisations send SMS messages directly to a Bulk SMS Provider.

However, a 3rd Party is sometimes used to send messages to a Bulk SMS Provider on behalf of the organisation.

Only Assign a 3rd Party if you are actually using one. In the next step you will need to select your Bulk SMS Providers (OPAs).

If you are not sure you are using a 3rd Party, please contact your messaging provider.

1.51. When you click this button, the system will automatically display the “Third Parties” form (See Fig. 15).



The screenshot shows a window titled "Third Parties" with a search bar at the top. Below the search bar is a table with two columns: "Third Party Name" and "Allowed". The table lists several third-party names, each with an unchecked checkbox in the "Allowed" column. At the bottom of the table, there is a "Items per page" dropdown set to "50", a page indicator "1 - 50 of 79", and navigation arrows. Below the table are "Close" and "Save" buttons.

Third Party Name	Allowed
Hillside (Sports) GP Limited	<input type="checkbox"/>
KULPA LIMITED	<input type="checkbox"/>
Lorgan Technologies Ltd trading as Azpiral	<input type="checkbox"/>
Lurtel	<input type="checkbox"/>
Mail Metrics	<input type="checkbox"/>
Martialytics	<input type="checkbox"/>
MindaClient	<input type="checkbox"/>
myrecovery	<input type="checkbox"/>
Neuron Mobility	<input type="checkbox"/>
Office Assist Ltd	<input type="checkbox"/>
okidoki	<input type="checkbox"/>
Open Hotel Alert	<input type="checkbox"/>

**Fig.15**

- 1.52. Use the search field to enter the Third Party name, if necessary.
- 1.53. Check the “Allowed” box for the Third Party you wish to assign to the Sender ID and click the “Save” button to complete the assignment.
- 1.54. If you need to add additional SenderIDs, click the “Add Another Sender ID” button.
- 1.55. After adding all the required Sender IDs, click the “next” button.
- 1.56. When you click the “Next” button, the system will automatically open the “Pick OPAs” form (See Fig. 16).

Bulk SMS Providers, (called 'OPAs' here), that you have authorised to handle your specific Sender IDs are shown here.

You must tell us which SMS Providers (OPA's) you use to ensure your messages are not affected.

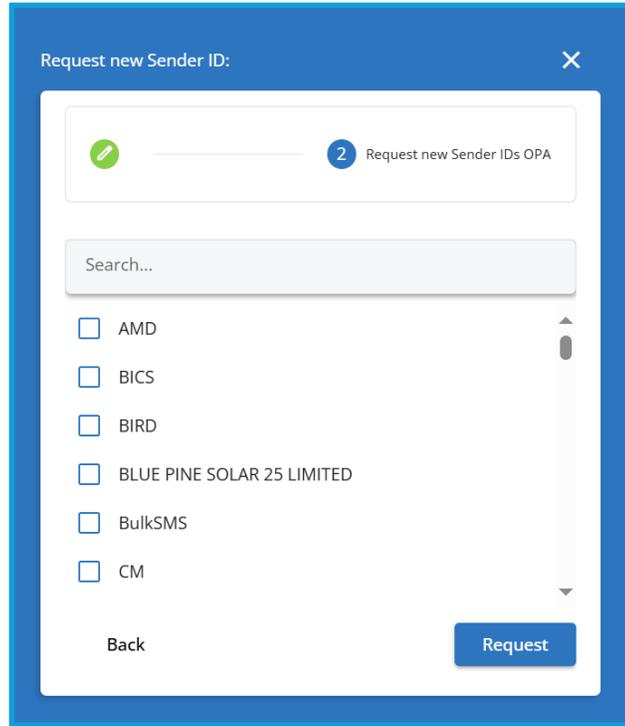


Fig.16

1.57. If needed use the search field to find an OPA.

We need to know the SMS Provider(s) you are using.

SMS Providers are called 'OPAs' on this site.

You must tell us which SMS Providers (OPA's) you use to ensure your messages are not affected.

Please select ALL SMS Providers (OPA's) you use.

1.58. Check the box next to the OPA you wish to assign to the Sender ID.

1.59. To complete the request submission, click the "Request" button.

1.60. When you click this button, the system will complete the request for new Sender IDs and display the list of requested Sender IDs on the "My Sender IDs" form.

After the request for new Sender IDs is reviewed and processed by ComReg, the status of each individual Sender ID will be automatically updated to "Approved" if the request is accepted, or "Rejected" if it is not approved.

## ComReg FAQ

1.61. To view the Frequently Asked Questions, click the “FAQ” button (See Fig.17).

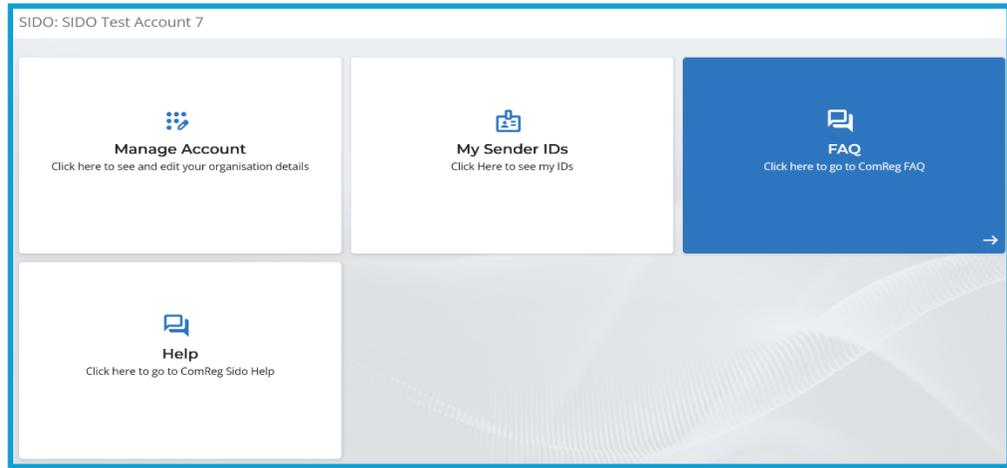


Fig.17

1.62. When you click the button, the system will display the FAQ page, which contains the FAQs.

## Help

1.63. To view the Help Guide, click the “Help” button (See Fig.18).

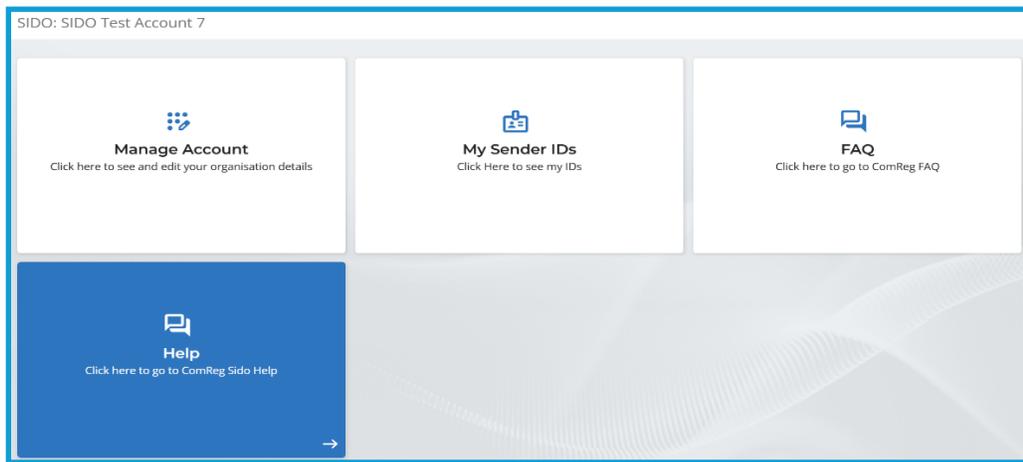


Fig.18

1.64. When you click this button, the system will automatically download the Help Guide in PDF format to your desktop.

## Questions

1.65. If you have any questions, please email [senderid@comreg.ie](mailto:senderid@comreg.ie)