



Practical training and resources for building a successful text marketing business

How to Add a Twilio Phone Number to Your Platform

Add a number you purchased in Twilio to the Phone Number Management section of your platform.

1. Sign in to the SuperAdmin Portal

Open your platform's SuperAdmin Portal. Enter your email address and password, then select Sign in.

The Text Co.
EMPOWERING BUSINESS TO TEXT

SuperAdmin Portal

Sign in to manage the platform

Email address
Enter your email

Password
Enter your password

Sign in

Platform Management

2. Open Phone Numbers

From the SuperAdmin navigation, select Phone Numbers. On the Phone Number Management page, select Add Phone Number.

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ESSENTIAL MESSAGES. REAL RESULTS.

Dashboard

Company Management

Create Company

Phone Numbers

Dianne Y
SuperAdmin

Phone Number Management

Manage Twilio phone numbers for SMS messaging

Platform Administration

Add Phone Number

Phone Number Management Guide

Release vs Delete:

- Release:** Removes the phone number from a company but keeps it in the system for future assignment to other companies
- Delete:** Permanently removes the phone number from the system (cannot be undone)

Best Practice: Use "Release" when you want to reassign a phone number to a different company. Only use "Delete" when you no longer need the phone number at all.

PHONE NUMBER	FRIENDLY NAME	ASSIGNED COMPANIES	STATUS	CREATED	ACTIONS
+19843573649	Main number	Other admin@text.com	Active	8/10/2026	Manage (2) Edit Deactivate
		test company admin@test.com			

Select Phone Numbers, then Add Phone Number

Note: Use Release to reassign a number later. Delete permanently removes it.

3. Enter the phone number

Enter the Twilio phone number, including the +1 country code. Do not use spaces, parentheses, or hyphens.

Add a friendly name that will make the number easy to identify. The friendly name is optional, but recommended.

The screenshot shows a modal window titled "Add New Phone Number" overlaid on a "Phone Number Management" page. The modal contains two input fields: "Phone Number" with the value "+16789299594" and "Friendly Name (Optional)" with the value "Local Atlanta Number". Below the inputs are "Cancel" and "Add Phone Number" buttons. The background page shows a table of phone numbers with columns: PHONE NUMBER, FRIENDLY NAME, ASSIGNED COMPANIES, STATUS, CREATED, and ACTIONS. One row is visible with phone number +19843573649, friendly name "Main number", assigned to "Other" and "test company", status "Active", and created on 8/10/2026.

PHONE NUMBER	FRIENDLY NAME	ASSIGNED COMPANIES	STATUS	CREATED	ACTIONS
+19843573649	Main number	Other admin@test.com test company admin@test.com	Active	8/10/2026	Manage (2)

Enter the number and an optional friendly name

Example: Phone Number: +16789299594
Friendly Name: Local Atlanta Number

4. Add the phone number

Review the phone number and friendly name, then select Add Phone Number.

The number will be added to the platform and will appear in the Phone Number Management list.

Phone Number Management

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PHONE NUMBER	FRIENDLY NAME	ASSIGNED COMPANIES	STATUS	CREATED	ACTIONS
+16789299594	Local Atlanta Number	Unassigned	Active	8/12/2026	Assign Edit Deactivate
+19843573649	Main number	Other admin@test.com	Active	8/10/2026	Manage (2) Edit Deactivate
		test company admin@test.com			

The new number appears as Active and Unassigned

Complete: The number is now available in the platform. It will remain Unassigned until you connect it to a company.