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Introduction - Accessing Business Messages

Business Messaging is available across multiple platforms for seamless communication. You can access the service through Webex, Microsoft Teams, and Zoom as an add-on app. Additionally, a mobile app is available for download on both the iOS App Store and Google Play for Android devices. If you prefer, you can also access Business Messaging directly from a web browser.

Before You Proceed

Before continuing, ensure you have the exact email address used to set up your Business Messaging account. This includes the full email with the correct domain. Some organizations use multiple domain aliases, but for this login process, you must enter the exact domain associated with your account at the time of setup.

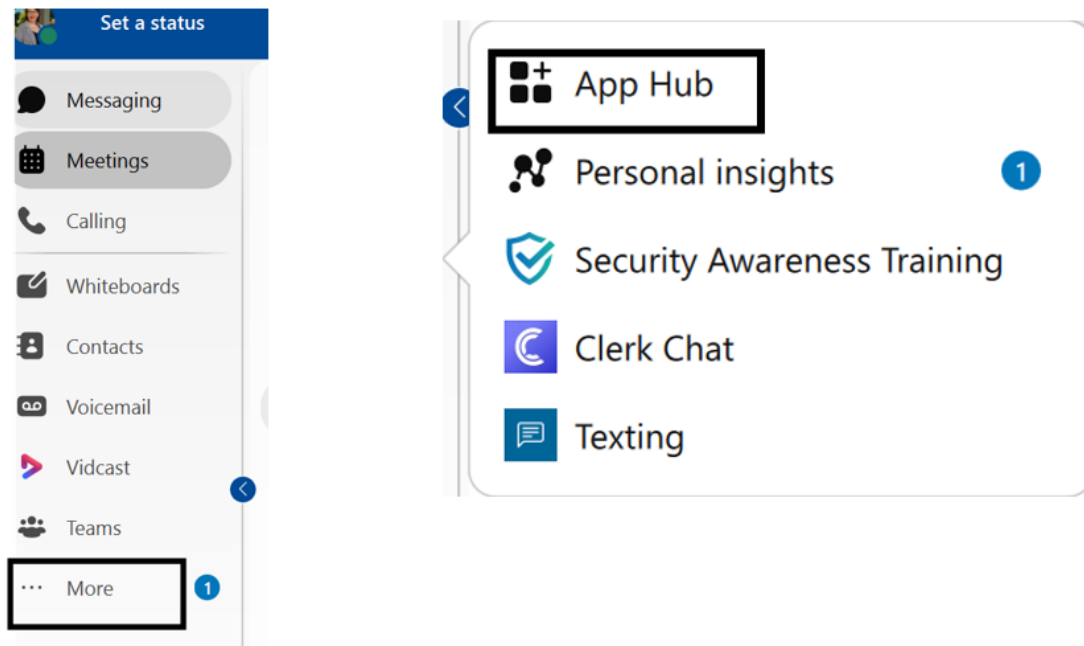
When logging in, be sure your email is accessible immediately. The system will generate a one-time passcode and send it to your inbox.

If you do not receive the code in your inbox, please check your spam/junk email folders for delivery.

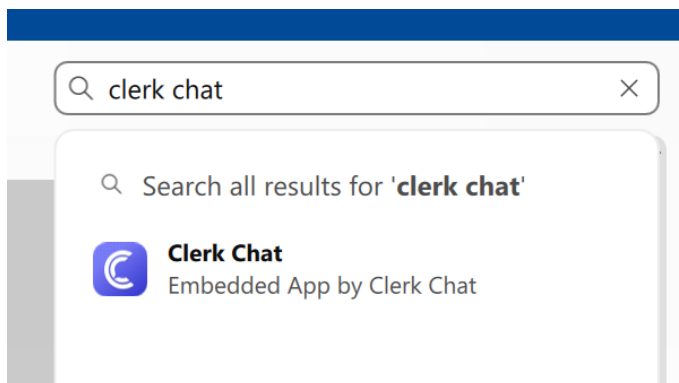
Webex Desktop Client Add-On

In the Webex desktop client, users can add Business Messaging to their sidebar for quick access. This allows you to sign in and manage your messages directly within Webex, ensuring seamless communication without switching between applications.


Step 1: In the Webex desktop client, use the side bar to open the **App Hub**. You may need to click on the menu icon that shows 3-horizontal dots which is labeled **More**.



Step 2: From the **App Hub**, search for the App named **Clerk Chat** using the search box at the top, right corner.



Step 3: Click on the result for **Clerk Chat**. This will open a pop-up window with a description of the app. Click on the button to **Add App (to sidebar)**.

**Clerk Chat**
Embedded app by [Clerk Chat](#)

Add app ▾

Works In

🗨 Sidebar

Support

</> [Developer support](#)

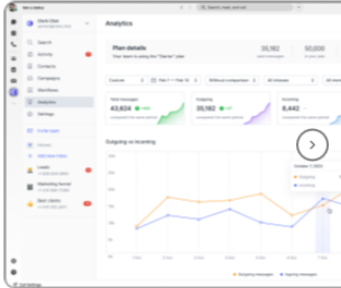
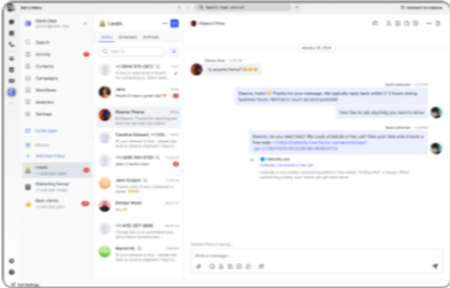
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Categories

Customer Support

Marketing & Sales



Instantly enable SMS, MMS, and WhatsApp on your existing Webex phone numbers. Send text messages, confirm appointments, request reviews, and explore endless possibilities. Increase your revenue with AI agents that respond on time and delight customers with personalized messaging.

Get started with [Clerk Chat](#) by installing it on your Webex client. Simply sign in using your business email to create your account. Clerk Chat offers a variety of [pricing plans](#) and is free to get started. It's compatible with both free and paid Webex accounts.

Features:

- Send and receive SMS / MMS with your existing Webex

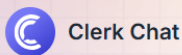
Step 4: Once the Clerk Chat app is added, you should find it in the Webex desktop client sidebar now. Click on it to bring you to the login page.

I retrieve

Step 5: Webex users will need to log in with Webex credentials to ensure they get notifications

When you select this option, you use your Webex credentials (username and password) to login to the Business Messaging service.

NOTE: Ensure you enter the exact email address used during account setup, including the correct domain. Some organizations use multiple domain aliases, but this login process requires the exact one associated with your account.



Enter Verification Code

The code was sent to your email

Login

The code has been sent to your email. You can request the code again in — 0:54

By proceeding you acknowledge that you have read, understood and agree to our [Terms and Conditions](#).

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Check your email for a message from **Login <login@stytych.com>** with the subject line of **Your one-time login code for Clerk**.

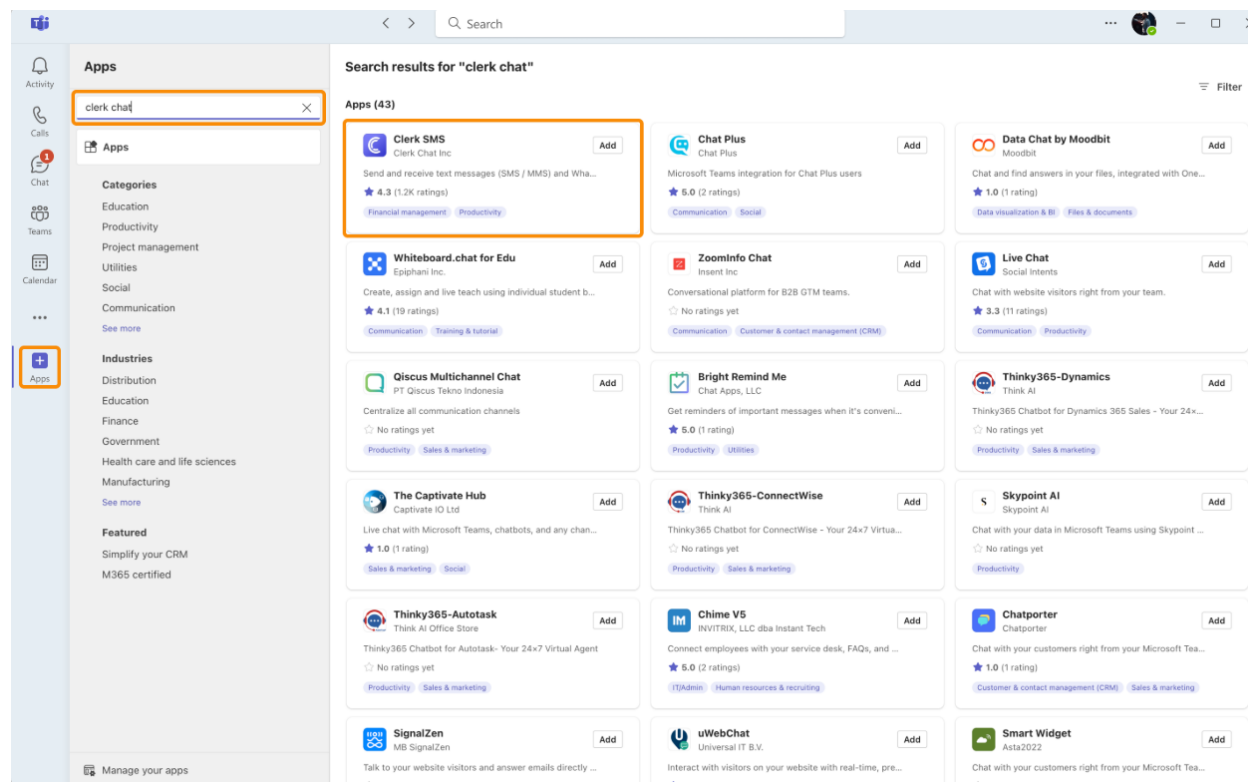
Copy and paste the 6-digit code into the **Verification code** text box on the app. No passwords are used with this method.

Once you have successfully logged into the Clerk Chat app you will have access to the environment to manage messages and options for any of the numbers associated to your user account.

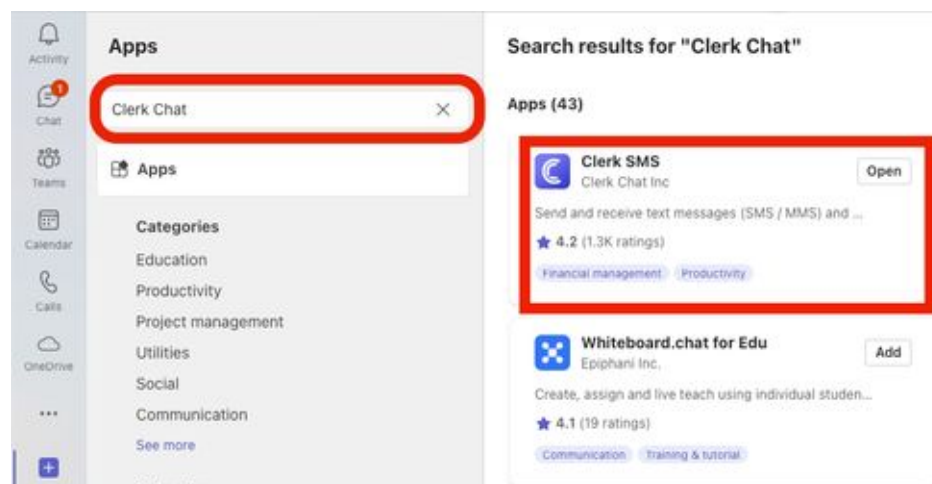
Microsoft Teams Client Add-On

In the Microsoft Teams client, users can add Business Messaging to their sidebar for quick access. This allows you to sign in and manage your messages directly within Microsoft Teams, ensuring seamless communication without switching between applications.

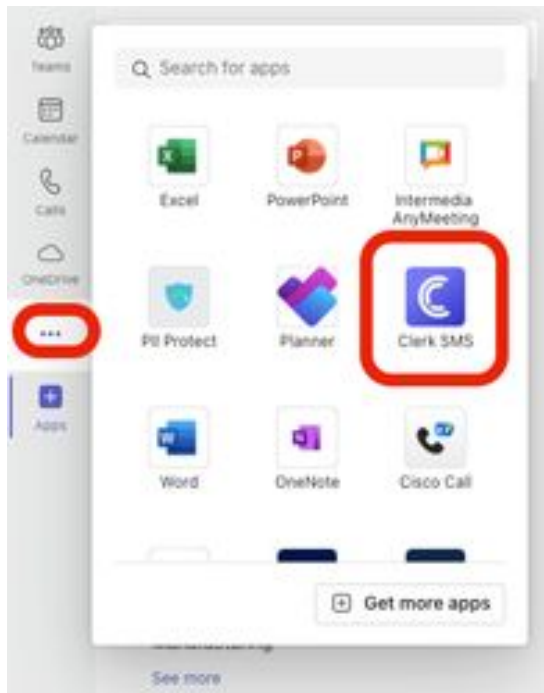
Step 1: From the Microsoft Teams client, access the **Apps** menu.



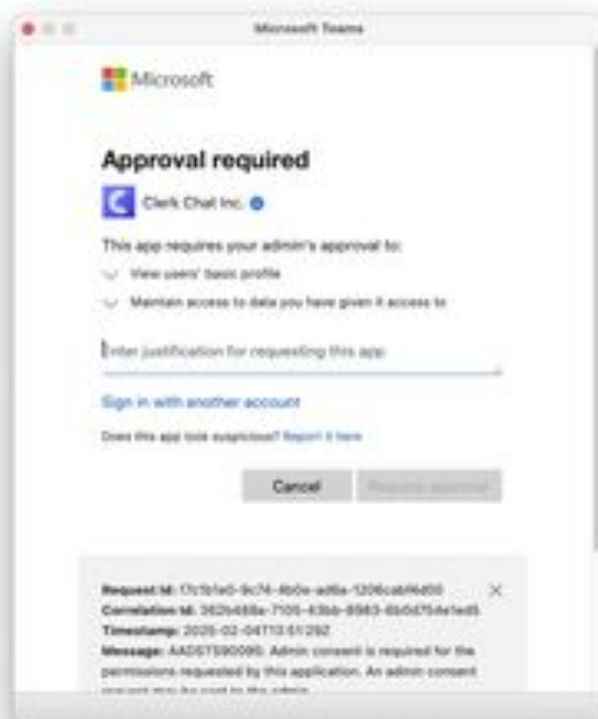
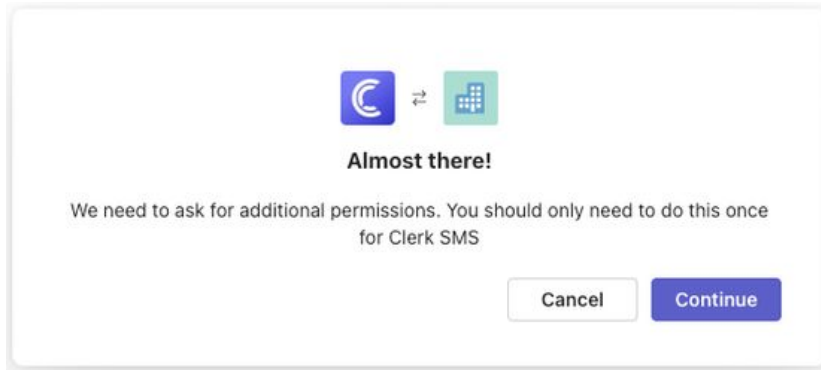
Step 2: Search the Apps for 'Clerk Chat'. Then click the **Add** button for the **Clerk SMS** app.



Step 3: Access the app installed in the Microsoft Teams client. If the app does not display directly in the side bar, you may need to click on the menu item that shows three-horizontal dots **...**, then locate the **Clerk SMS** app from that menu.

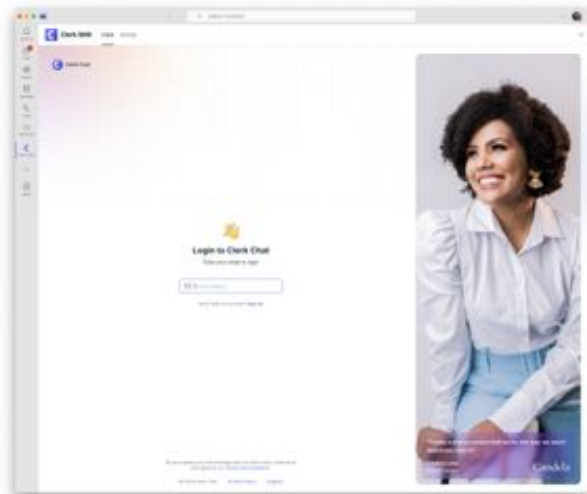


Request Permission (may be required): Depending on the settings put in place by your Microsoft O365 administrator, you may need to request permissions to run the app in your Microsoft Teams environment. If this is the case you will follow the prompts on the screen to request permission. This will send a notification to your Microsoft O365 administrator to approve the app. This must be done to proceed.



Step 4: Login to the Clerk Chat client by providing the email address used to setup your account.

NOTE: Ensure you enter the exact email address used during account setup, including the correct domain. Some organizations use multiple domain aliases, but this login process requires the exact one associated with your account.



Enter Verification Code
The code was sent to your email

Sign Up

The code has been sent to your email. You can request the code again in -- 0:55

Once you have entered your email address, you will receive an email from **Login** login@stytch.com with the subject line of “**Your one-time login code for Clerk**”.

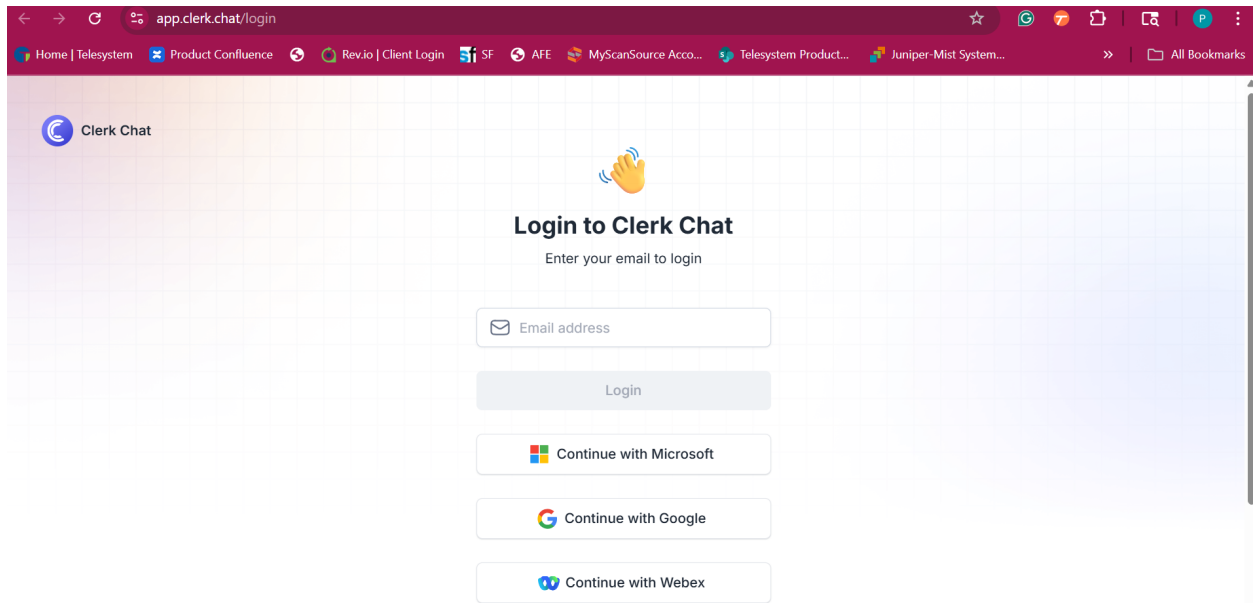
Copy and paste the 6-digit code into the **Verification code** text box on the app. No passwords are used with this method.

Once you have successfully logged into the Clerk Chat app you will have access to the environment to manage messages and options for any of the numbers associated to your user account.

Web Browser Access

Business Messaging accounts are accessible via all major web browsers (Chrome, Firefox, Edge, and Safari).

Step 1: Open your web browser and go to <https://app.clerk.chat/>

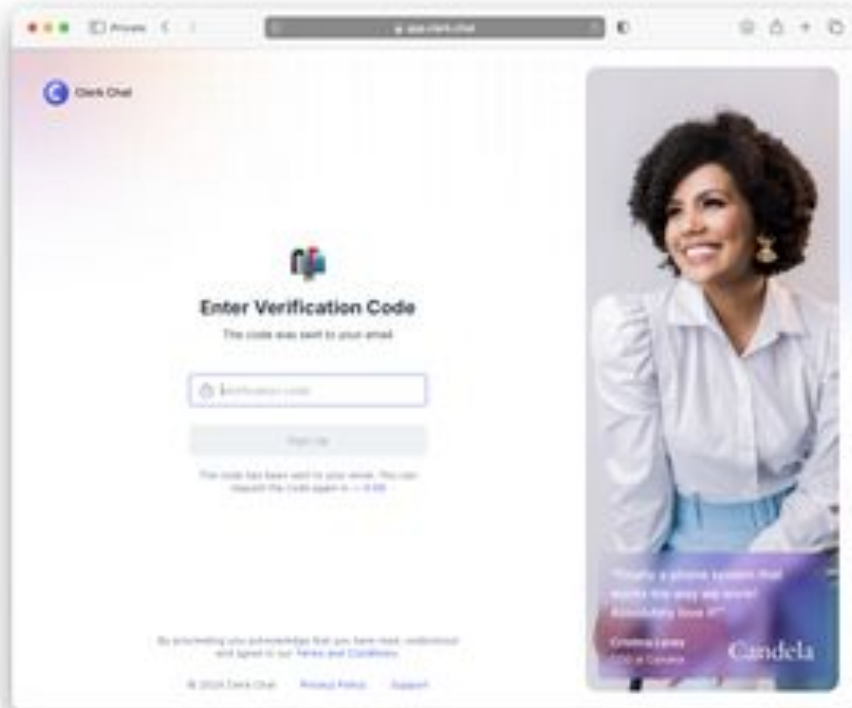


Step 2: To login, enter the **Email address** used to setup your Business Messaging account, or if you are a Webex user, you can use the **Continue with Webex** option and sign in with your Webex credentials.

If you choose to login with your **Email address**, once you have entered your email address, you will receive an email from **Login** login@stytch.com with the subject line of “**Your one-time login code for Clerk**”.

Copy and paste the 6-digit code into the **Verification code** text box on the app. No passwords are used with this method.

NOTE: *Ensure you enter the exact email address used during account setup, including the correct domain. Some organizations use multiple domain aliases, but this login process requires the exact one associated with your account.*

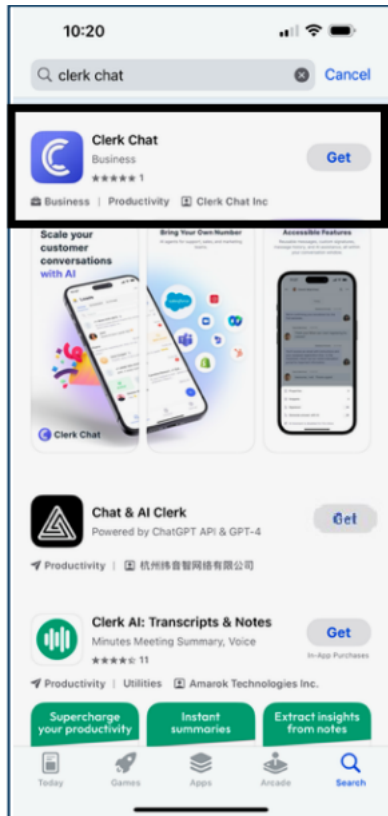


Once you have successfully logged into the Clerk Chat app you will have access to the environment to manage messages and options for any of the numbers associated to your user account.

Mobile App

If you wish to manage your Business Messaging account from your mobile device, an app is available for iOS and Android devices in their respective app stores.

Step 1: From your mobile device, go into the App Store or Google Play, and search for “**Clerk Chat**”. Install the app to your device.



Step 2: To login, enter the **Email address** used to setup your Business Messaging account.

Once you have entered your email address, you will receive an email from **Login** login@stytch.com with the subject line of “**Your one-time login code for Clerk**”.

Copy and paste the 6-digit code into the **Verification code** text box on the app. No passwords are used with this method.

NOTE: Ensure you enter the exact email address used during account setup, including the correct domain. Some organizations use multiple domain aliases, but this login process requires the exact one associated with your account.



Once you have successfully logged into the Clerk Chat app you will have access to the environment to manage messages and options for any of the numbers associated to your user account.

Business Messaging Free Account

For organizations using the **Free** package, the 1,000-message monthly limit is shared across all users within the organization under a single pool. If you hit the limit of 1,000 messages, you will receive a notification. If you need to upgrade, please contact support.



Contact Telesystem

You've reached your message limit for our Business Messaging product. To continue uninterrupted service and unlock additional messaging capacity, you can upgrade your account, add users, or expand your team's inboxes.

Our team is here to help! Contact us today:

 Phone: 888.808.6111

 Email: Support@trusttelesystem.com

We appreciate your business and look forward to assisting you!