CHECKLIST · SOFTWARE & SYSTEMS

# Texting customers under your business name? Unregistered sender IDs now show as 'Unverified'

Updated 4 November 2026. Read the full story, sources and any updates at digitaladvisors.com.au/journal/sms-sender-id-register-unverified/

- [ ] **Check what your customers see.** Send yourself a reminder or confirmation from each system you use. If it shows a number, you're done. If it shows a name, keep going.
- [ ] **List every platform that sends texts for you.** Include booking, practice management, marketing, point-of-sale and delivery tools.
- [ ] **Update your ABR details** so the authorised contact or service-of-notice email is current.
- [ ] **Match each sender ID to your business name, company name, trademark or domain.** Pick the names you actually need.
- [ ] **Ask each provider to register your IDs**, and confirm the provider is on ACMA's approved list.
- [ ] **Watch for the ACMA email** and complete the myID check promptly.
- [ ] **Send a test message** once registration is confirmed, and check it no longer shows as "Unverified".

NOTES



General information only, not legal, tax or financial advice. Check the full story and its sources before acting.