

Message Center

FAQs

Issue 02
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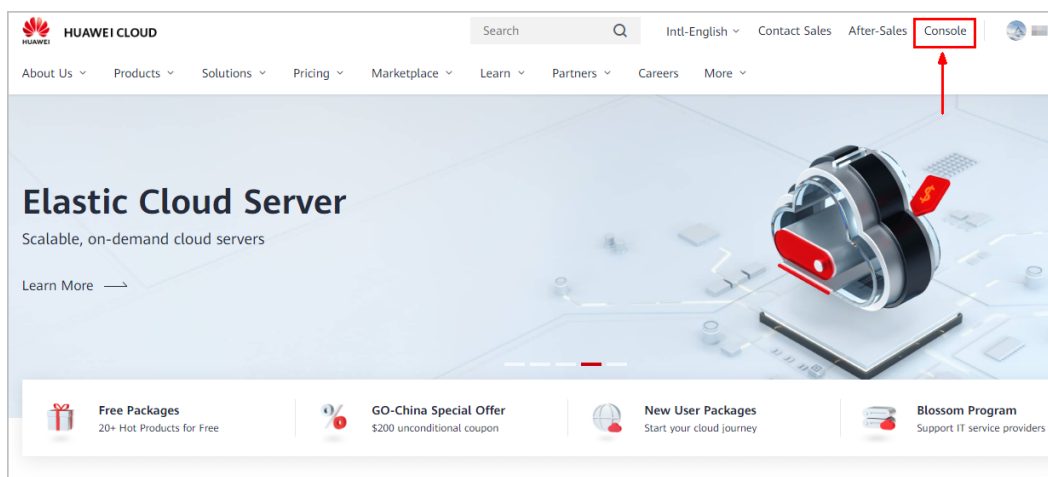
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1 How Do I Manage Message Receiving?

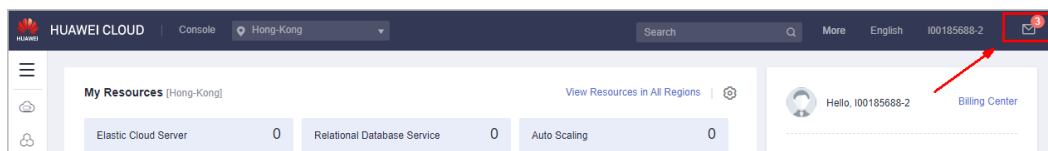
You can receive notifications by SMS message, email, system notification, WeCom robot, webhook robot, or Feishu robot.

Using Recipient Management to Add Message Recipients and Subscribe to Messages

Step 1 Log in to the [management console](#).

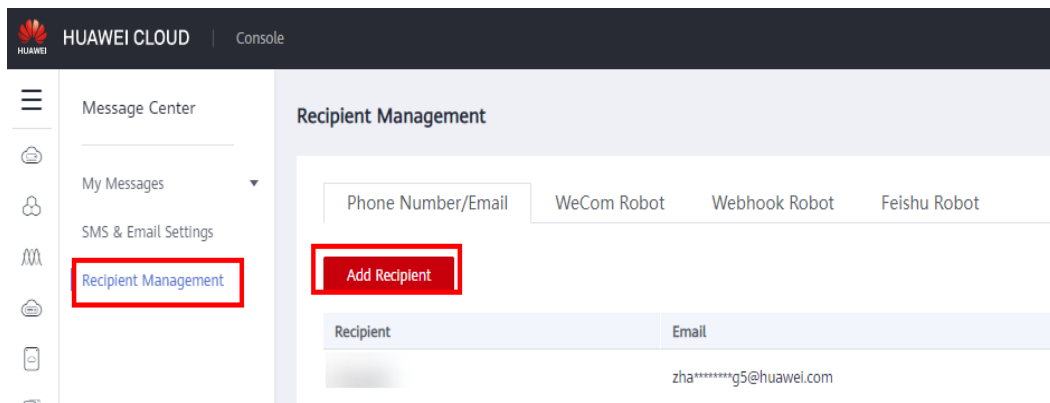


Step 2 Click  in the upper right corner.

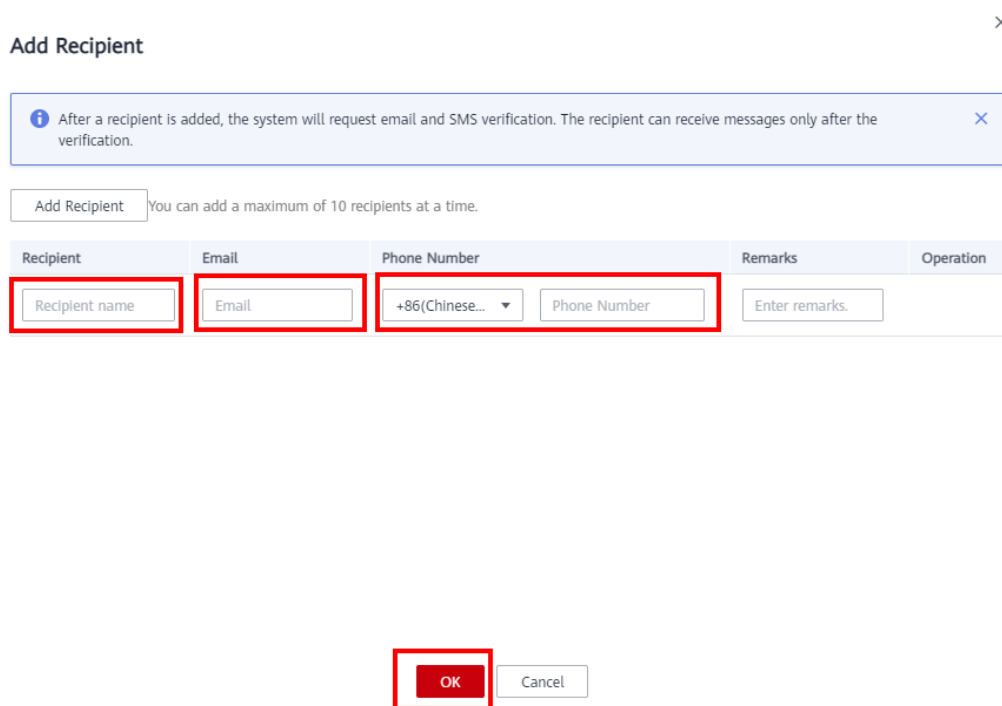


Step 3 In the navigation pane, choose **Recipient Management**.

Step 4 On the **Phone Number/Email** tab, click **Add Recipient**.



Step 5 Enter the recipient name, email, phone number, remarks (optional), and click **OK**.

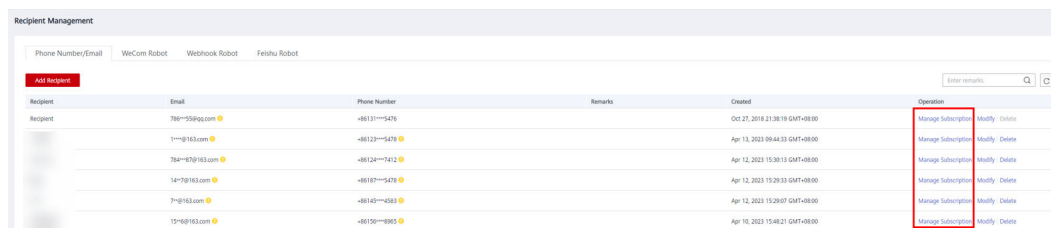


NOTE

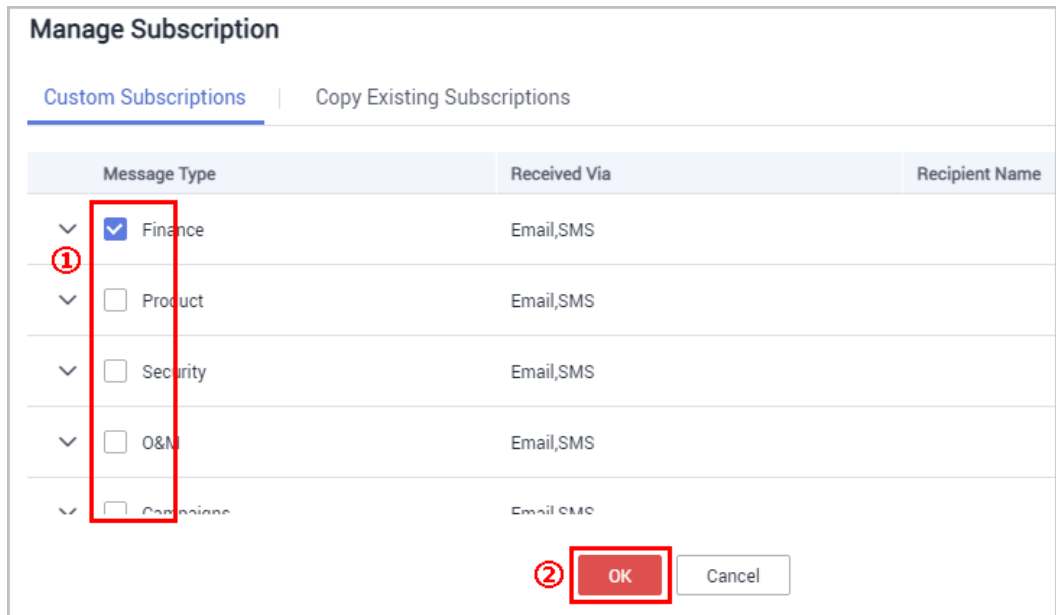
To ensure that the contact information of the new recipient is correct and the recipient is successfully added, contact the recipient to complete verification via email or SMS message.

Step 6 Manage subscriptions of the new recipient.

1. On the **Recipient Management** page, locate the row containing the new recipient, and click **Manage Subscription** in the **Operation** column.



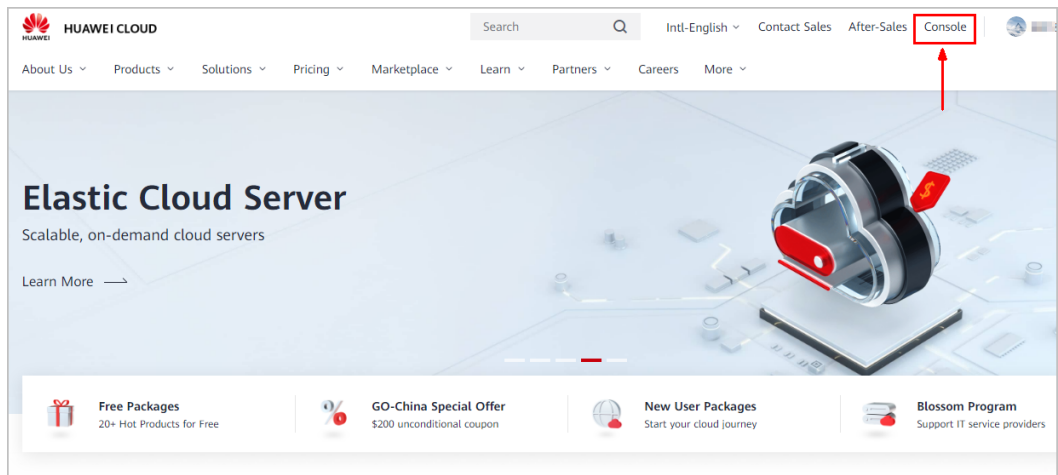
2. Under the **Custom Subscriptions** tab, select the message types to be subscribed to and click **OK**.



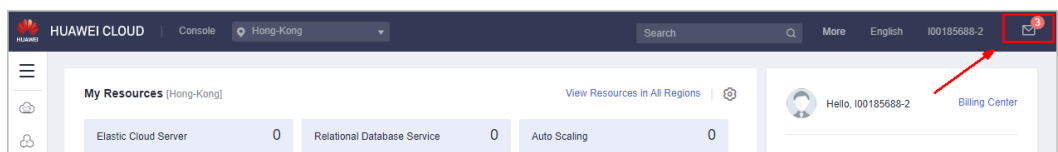
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Using SMS & Email Settings to Configure Message Recipients and Subscribe to Messages

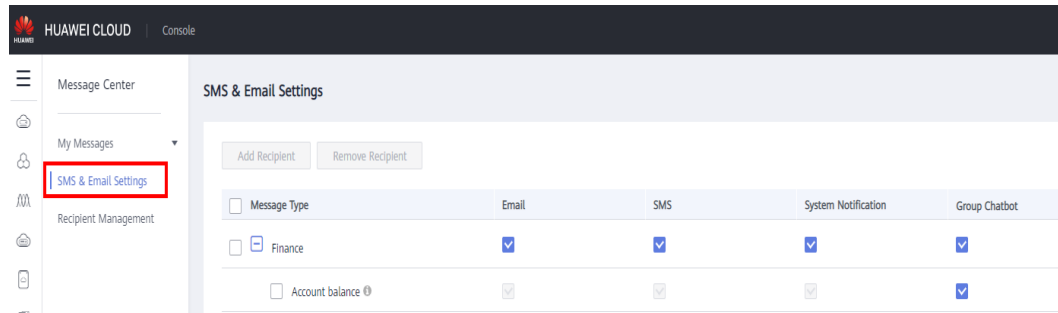
- Step 1 Log in to the [management console](#).



- Step 2 Click  in the upper right corner.

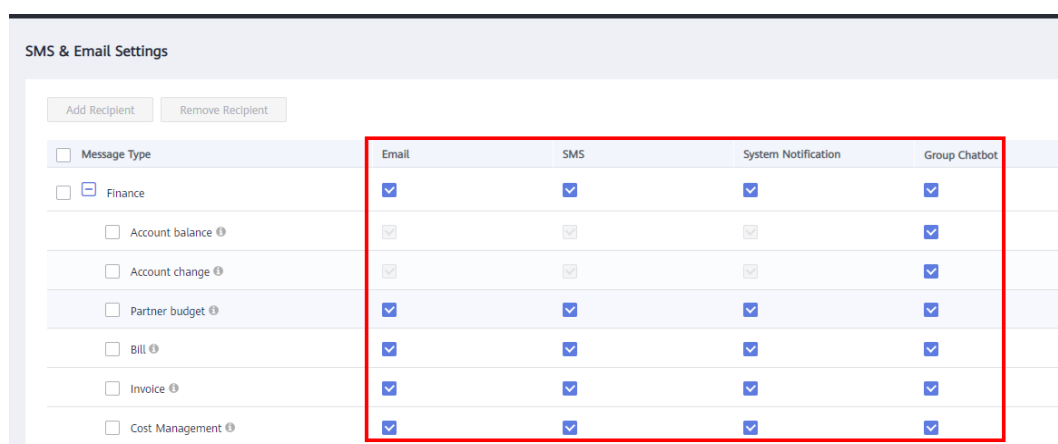


- Step 3 In the navigation pane, choose **SMS & Email Settings**.



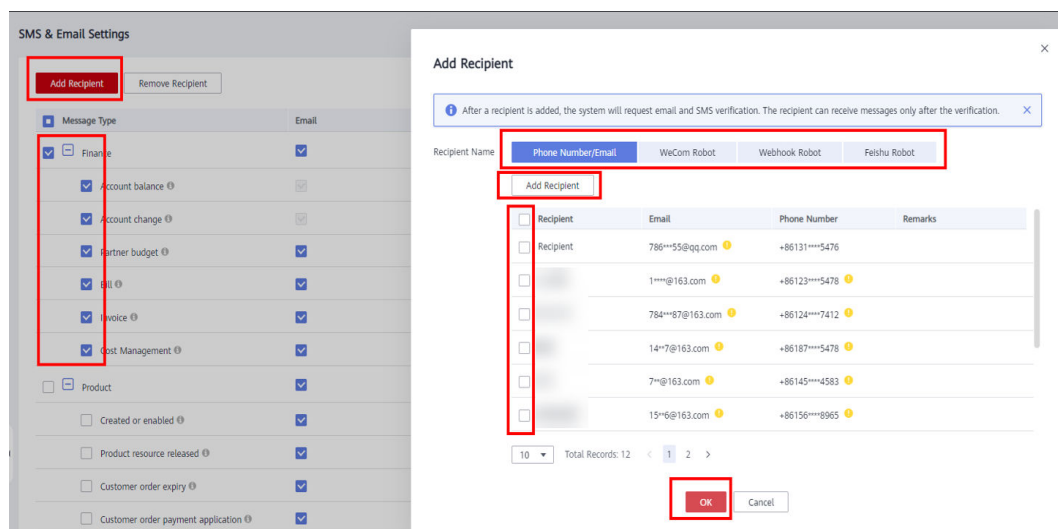
Step 4 Configure how messages are received.

Select or deselect **Email**, **SMS**, **System Notification**, or **Group Chatbot** of a message type to determine how the messages of this type are received.



Step 5 Add recipients.

1. Select one or more message types and click **Add Recipient** in the upper part of the page.
2. Select the recipients you want to add and click **OK**.



 **NOTE**

To ensure that the contact information of a new recipient is correct and the recipient is successfully added, the recipient must complete verification via email or SMS message.

----End

2 How Many Recipients Can be Added to Each Message Type at Most?

A maximum of 100 recipients can be added for each message type.

3 How Can I Stop Receiving Messages?

You can stop receiving messages in any of the following methods:

- In the left navigation pane of Message Center, choose **SMS & Email Settings**, select a message type, and click **Remove Recipient** at the bottom of the page. In the displayed **Remove Recipient** dialog box, select the recipients you want to remove, and click **OK**.

 **NOTE**

There must be at least one recipient for each message type.

- In the left navigation pane of Message Center, choose **SMS & Email Settings**, deselect unnecessary message types. **Email**, **SMS**, and **System Notification** are selected by default for all message types.

 **NOTE**

You cannot deselect **Email**, **SMS**, or **System Notification** for the **Account balance** and **Account change** messages.

- In the left navigation pane of Message Center, choose **Recipient Management**, locate the row containing the target recipient, click **Manage Subscription** in the **Operation** column, and deselect message types as needed.