

SMS Notification for Magento 2

User Guide

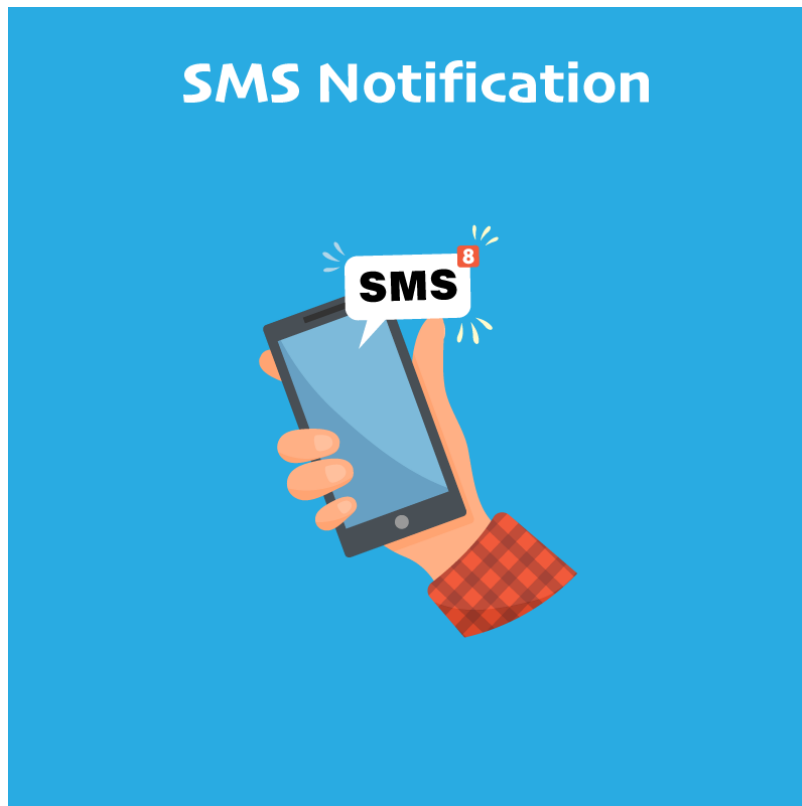


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1. Extension Installation

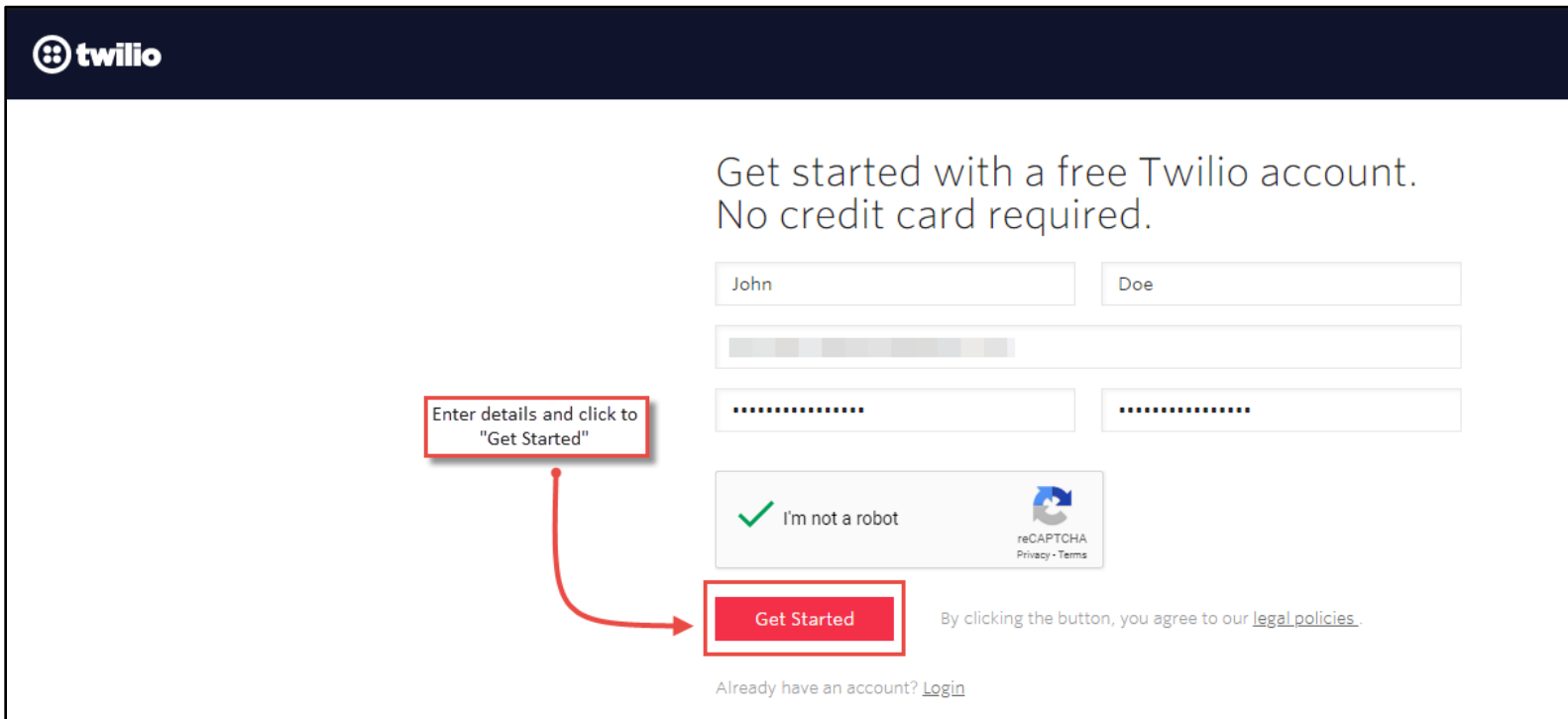
- Extract the zip folder and upload our extension to root of your Magento 2 directory via FTP.
- Login to your SSH and run below commands step by step:
 - `composer require twilio/sdk`
 - `php bin/magento setup:upgrade`
 - For Magento version 2.0.x to 2.1.x - `php bin/magento setup:static-content:deploy`
 - For Magento version 2.2.x & above - `php bin/magento setup:static-content:deploy -f`
 - `php bin/magento cache:flush`
- That's it.

Note: Don't forget to install Twilio library if you are using Twilio SMS gateway for our extension.

2. Twilio Registration

If you are going to use Twilio as an SMS gateway to send SMS notifications, you need to register with the Twilio to get Account SID, Auth Token and Twilio Phone Number.

- First of all, [Sign Up](#) for the Twilio account. Add the details and click to get started.



twilio

Get started with a free Twilio account.
No credit card required.

John Doe

.....

.....

Enter details and click to "Get Started"

✓ I'm not a robot

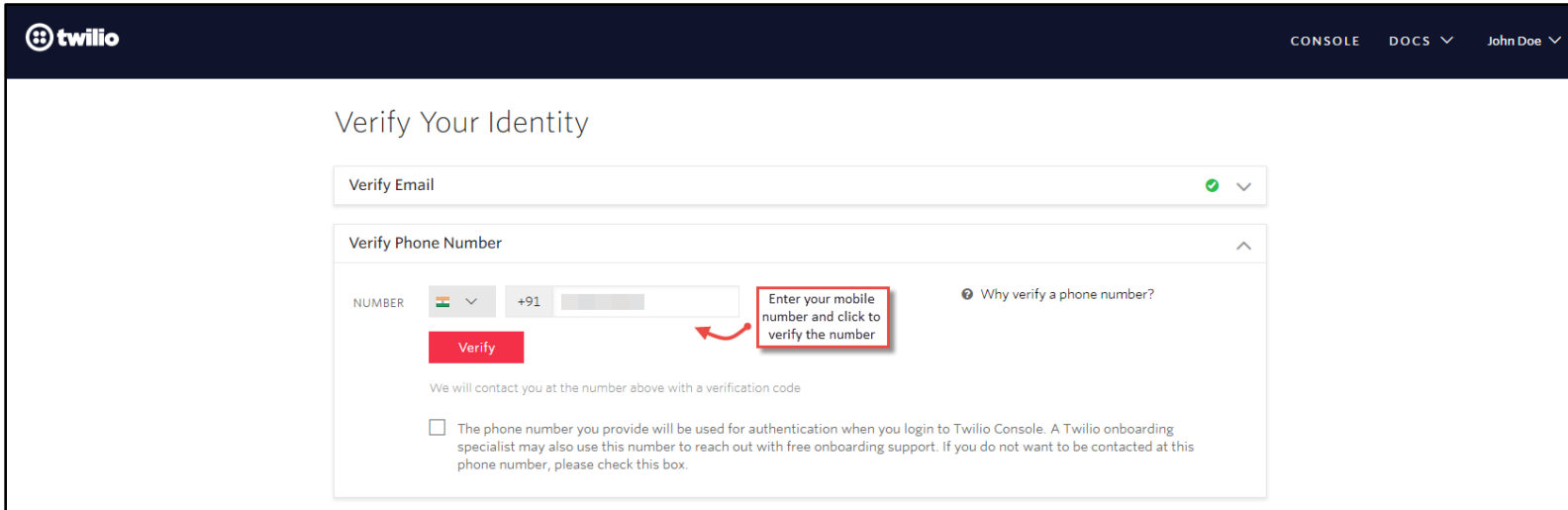
reCAPTCHA
Privacy • Terms

Get Started

By clicking the button, you agree to our [legal policies](#).

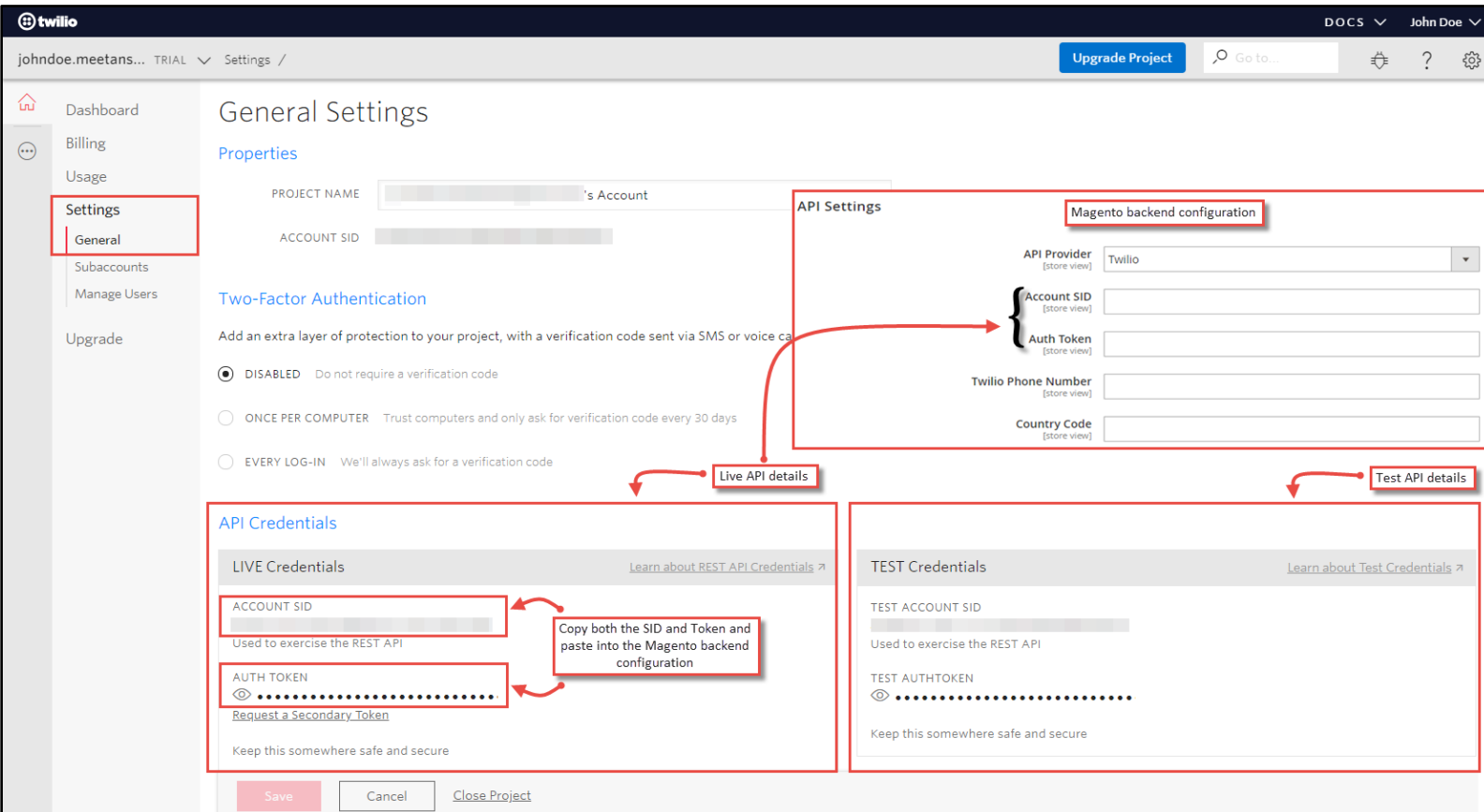
Already have an account? [Login](#)

- After the Email verification, enter your mobile number and click to “Verify”.



The screenshot shows the Twilio 'Verify Your Identity' page. At the top, there's a 'Verify Email' section with a green checkmark. Below it is the 'Verify Phone Number' section. In this section, a red box highlights the 'NUMBER' field with a dropdown for country code (set to +91) and a text input for the phone number. A red arrow points from a text box saying 'Enter your mobile number and click to verify the number' to the 'Verify' button. Below the input fields, there's a checkbox to opt out of being contacted at the provided phone number.

- Once you click “Verify”, you will get an OTP on the added mobile number. Enter the OTP and verify the mobile number. Now move to **Settings** → **General** where you can see API details both for live and testing. Copy the Account SID and Auth Token to use them in Magento backend configuration for Twilio account.

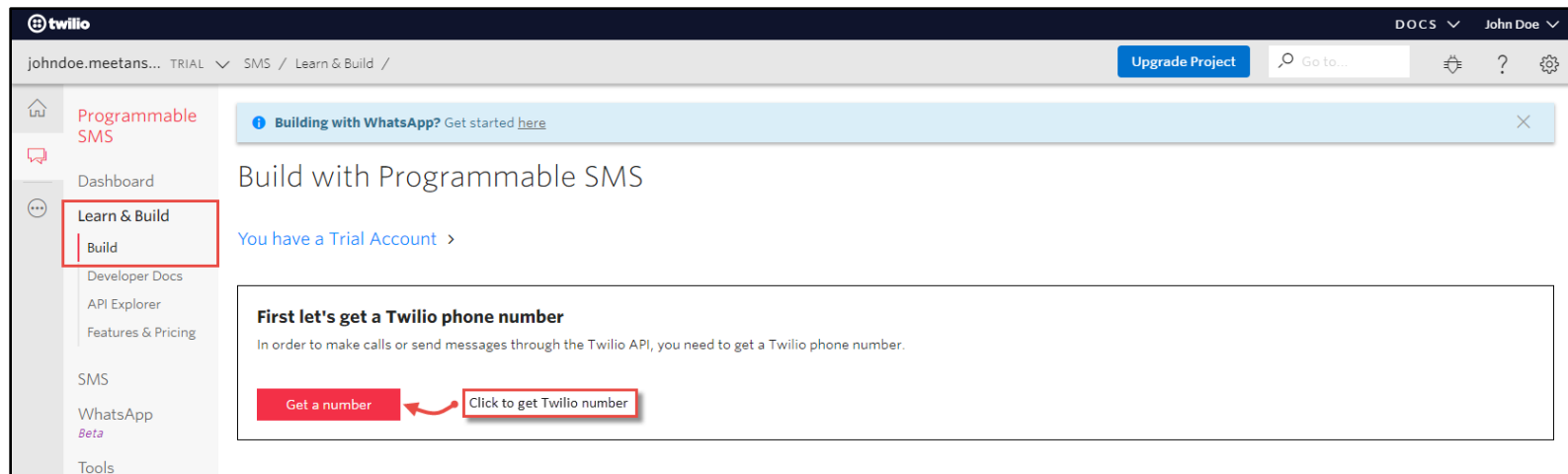


The screenshot shows the Twilio 'General Settings' page. On the left sidebar, 'Settings' is highlighted, and 'General' is selected. The main content area is divided into several sections:

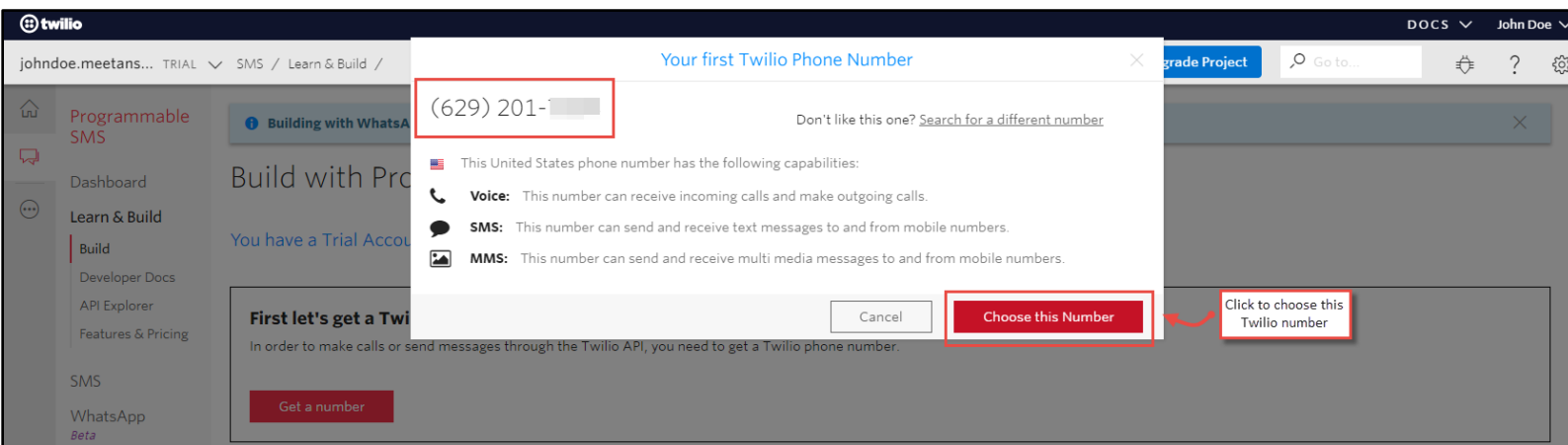
- Properties:** Shows 'PROJECT NAME' and 'ACCOUNT SID'.
- Two-Factor Authentication:** Has three radio button options: 'DISABLED' (selected), 'ONCE PER COMPUTER', and 'EVERY LOG-IN'.
- API Settings:** A section titled 'Magento backend configuration' containing fields for 'API Provider' (set to Twilio), 'Account SID', 'Auth Token', 'Twilio Phone Number', and 'Country Code'. A red arrow points from this section to the 'Live API details' section.
- API Credentials:** Divided into 'LIVE Credentials' and 'TEST Credentials'. The 'LIVE Credentials' section has fields for 'ACCOUNT SID' and 'AUTH TOKEN'. A red box highlights these fields with a text box saying 'Copy both the SID and Token and paste into the Magento backend configuration'. A red arrow points from this box to the 'API Settings' section.
- TEST Credentials:** Has fields for 'TEST ACCOUNT SID' and 'TEST AUTHTOKEN'.

 At the bottom, there are 'Save', 'Cancel', and 'Close Project' buttons.

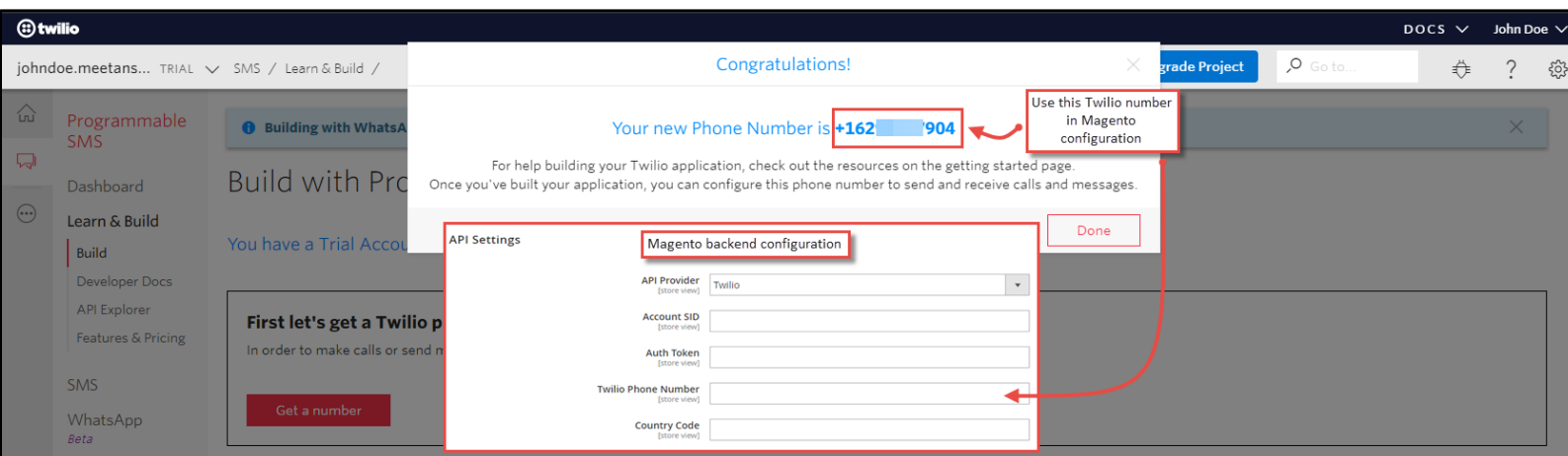
- Now, click three dots from the left sidebar, go to Programmable SMS and click Build under the Learn and Build option. From here, you can get Twilio phone number to use for sending the SMSs. Click on the “**Get a number**” button.



- You will get a number to choose. Click “**Choose This Number**”.



- Once you click the button, you will get a Twilio phone number. Copy this number and set it in the Magento backend configuration for Twilio account.



3. Msg91 Registration

The extension allows configuration of the Msg91 SMS gateway to send SMS notifications. If you choose to use Msg91 SMS gateway integration, follow the steps below to get sender ID and API key.

- Visit <https://control.msg91.com/signup/>. Enter the details and click to sign up.



Robust infrastructure

Fast delivery, instant reports. Send 1 lakh SMS in single click.



Multiple add-ons

Send SMS from spreadsheet, excel plugin, mobile apps or APIs.



Myriad of Loyal customers

10000+ SMEs & brands already using MSG91 services.

“MSG91 has eased my stress, making a day's work to ten mins. I now focus more on my work. You've set a benchmark in customer support that others can learn from.”



Ruchi Pandey

Relationship Officer - MakeMyTrip

Signup to MSG91

✓ Register your company

✓ I am a developer, signing up for another company

✓ Personal use Non commercial

Your Company Name

Meetanshilnc

Your email address

@meetanshi.

Enter details and click to "Sign up"


Your Country

India

Sign up



- You will get and code or a magic link in the Email to verify the Email address.


MSG91

Robust infrastructure
Fast delivery, instant reports. Send 1 lakh SMS in single click.

Multiple addons
Send SMS from spreadsheet, excel plugin, mobile apps or APIs.

Myriad of Loyal customers
10000+ SMEs & brands already using MSG91 services.

MSG91 has eased my stress, making a day's work to ten mins. I now focus more on my work. You've set a benchmark in customer support that others can learn from.

Ruchi Pandey
Relationship Officer - MakeMyTrip

Signup to MSG91

We have emailed you the magic link, **just click on that.**


or

Enter the code (which we have emailed you)

Didn't get the email, try again

Enter OTP to verify the Email address and proceed

- You will be asked to enter the mobile number for verification.


MSG91

Hey there,

Before proceeding, we need to verify your mobile number.
For security purpose.

● ○ ○

#1 Communication platform for its innovation

Signup to MSG91


Meetanshilnc
@meetanshi.com

Full Name

Mobile Number ?

Enter name, mobile number and click to verify

- Enter the OTP to verify the mobile number and you will be registered successfully.
Login with the credentials.

 MSG91

Hey there,

Before proceeding, we need to verify your mobile number.
For security purpose.

#1 Communication platform for its innovation

Waiting for stats.g.doubleclick.net...

Signup to MSG91

Meetanshilnc
dhara.tuvar@meetanshi.com

Full Name


John Doe

Resend

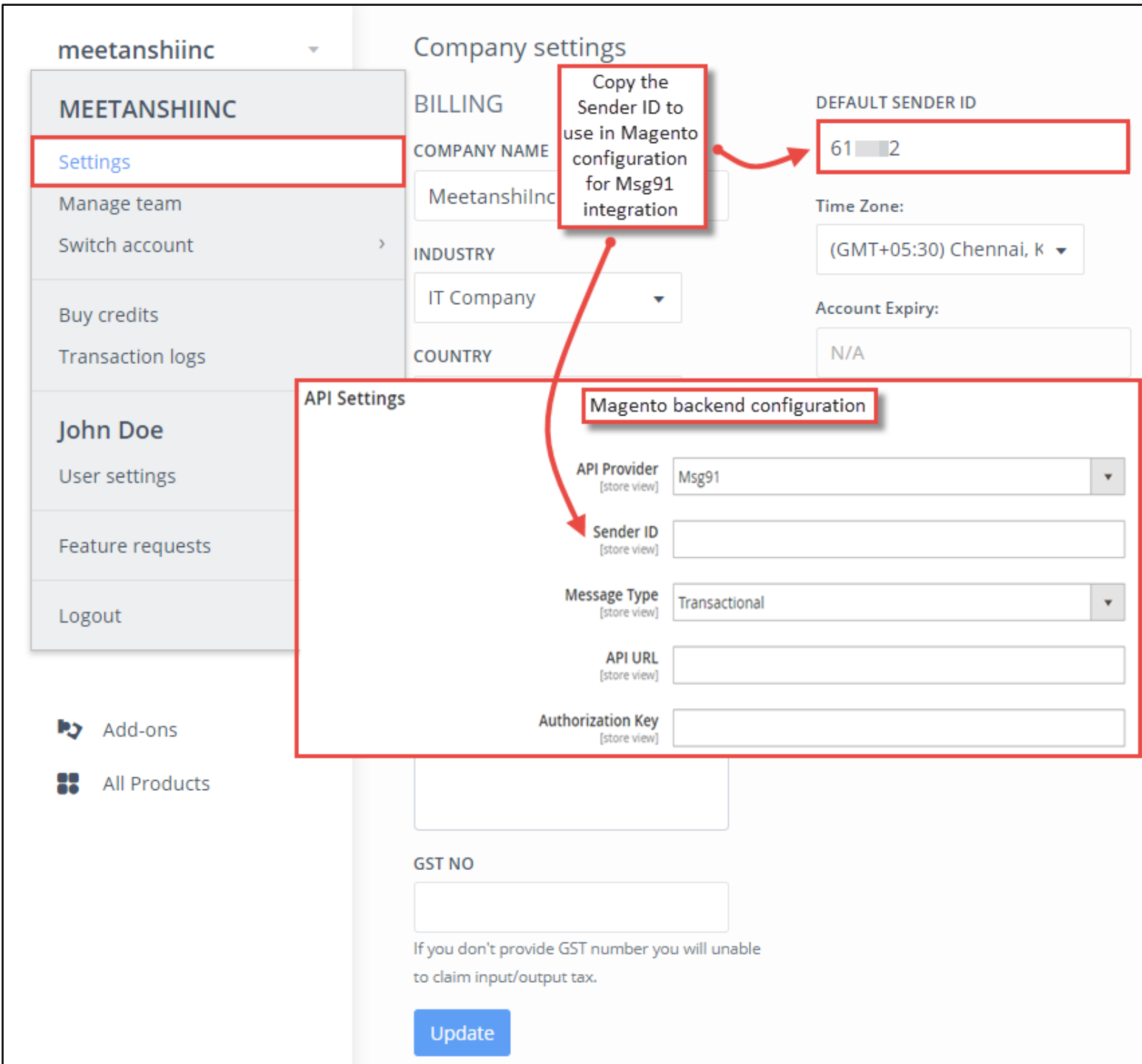
Get OTP on Call

Verify Number

Verify the mobile number by entering OTP sent by Msg91

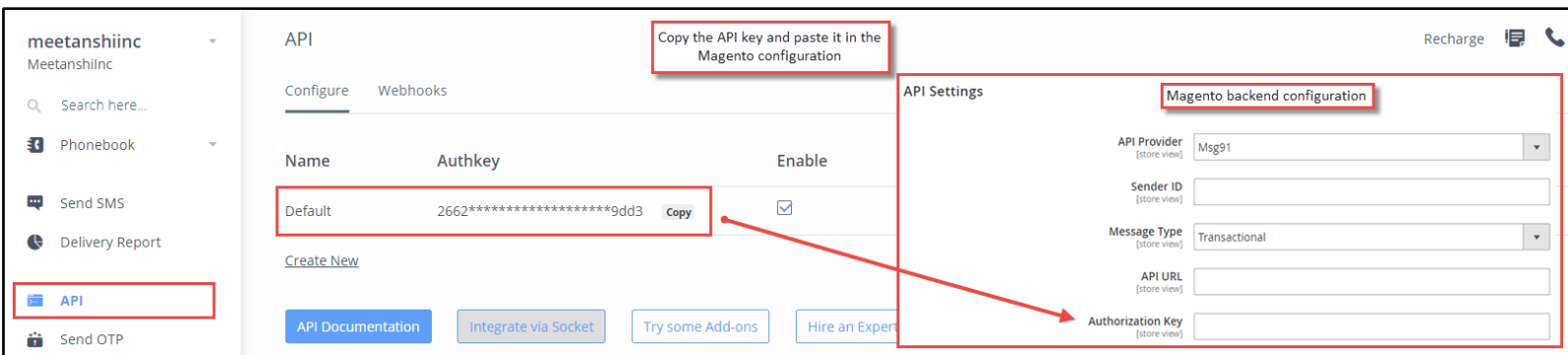


- Under the settings, you can find the Sender ID which you need to copy and paste in the Magento configuration.



The screenshot displays the Meetanshi account settings interface. On the left, a sidebar menu for 'meetanshiinc' includes options like 'MEETANSHIINC', 'Settings' (highlighted with a red box), 'Manage team', 'Switch account', 'Buy credits', 'Transaction logs', 'John Doe', 'User settings', 'Feature requests', 'Logout', 'Add-ons', and 'All Products'. The main content area is titled 'Company settings' and contains a 'BILLING' section with fields for 'COMPANY NAME' (MeetanshiInc), 'INDUSTRY' (IT Company), and 'COUNTRY'. To the right, there are fields for 'DEFAULT SENDER ID' (61 2), 'Time Zone' ((GMT+05:30) Chennai, K), and 'Account Expiry' (N/A). A red box labeled 'Copy the Sender ID to use in Magento configuration for Msg91 integration' points to the 'DEFAULT SENDER ID' field. Below this, a red box labeled 'Magento backend configuration' highlights the 'API Settings' section, which includes fields for 'API Provider' (Msg91), 'Sender ID' (empty), 'Message Type' (Transactional), 'API URL' (empty), and 'Authorization Key' (empty). At the bottom, there is a 'GST NO' field and a note: 'If you don't provide GST number you will unable to claim input/output tax.' An 'Update' button is located at the bottom right of the settings area.

- Now move to API, where you can find the API key for the Magento configuration.



meetanshiinc
MeetanshiInc

Search here...

Phonebook

Send SMS

Delivery Report

API

Send OTP

API

Configure Webhooks

Name Authkey Enable

Default 2662*****9dd3 [Copy](#) ☒

[Create New](#)

[API Documentation](#) [Integrate via Socket](#) [Try some Add-ons](#) [Hire an Expert](#)

Copy the API key and paste it in the Magento configuration

API Settings

Magento backend configuration

API Provider [store view] Msg91

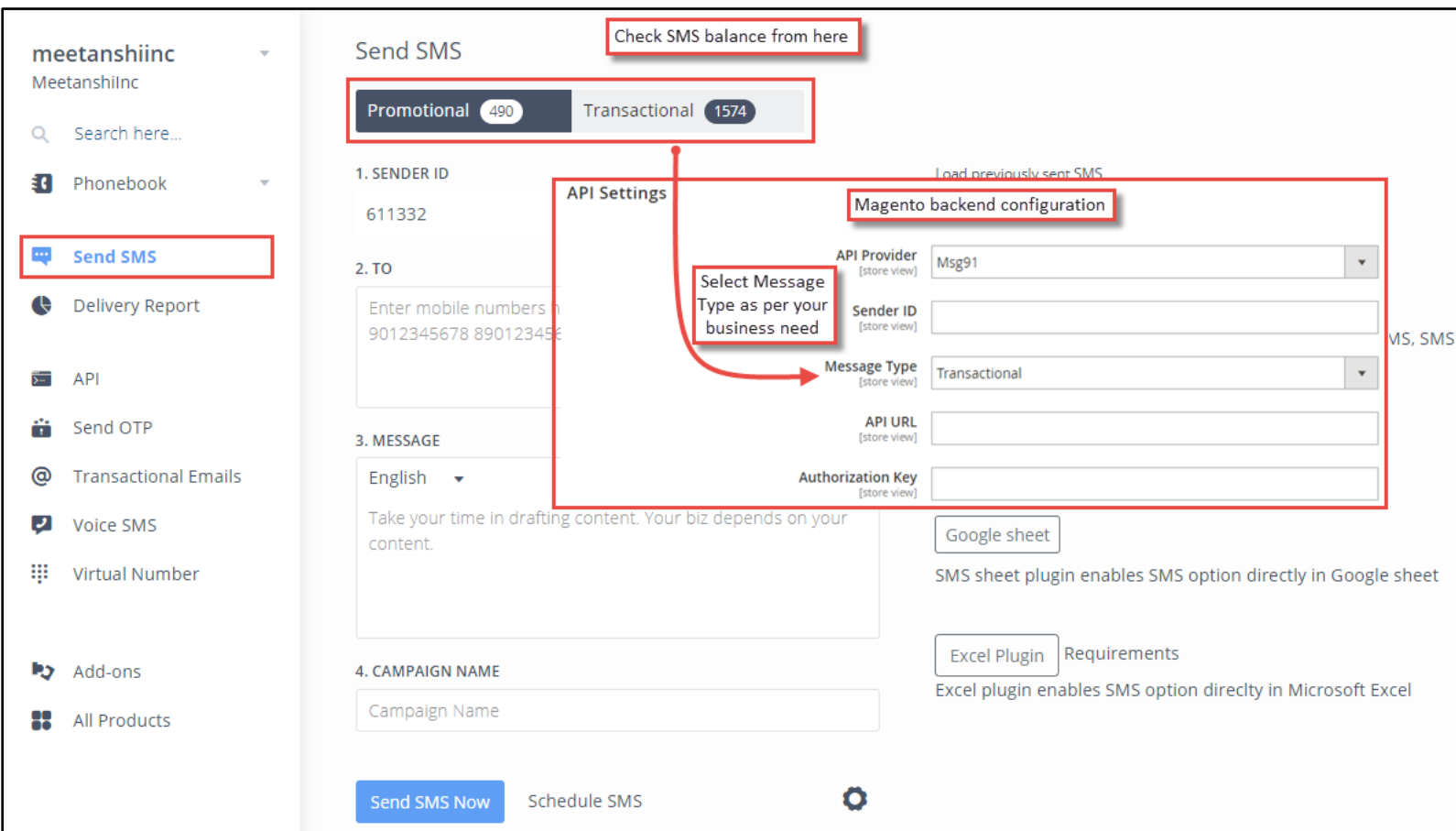
Sender ID [store view]

Message Type [store view] Transactional

API URL [store view]

Authorization Key [store view]

- You can find the Message type under the Send SMS tab. Select the SMS type in Msg91 configuration in Magento as per your requirement.



meetanshiinc
MeetanshiInc

Search here...

Phonebook

Send SMS

Delivery Report

API

Send OTP

Transactional Emails

Voice SMS

Virtual Number

Add-ons

All Products

Send SMS

Send SMS

Transactional 1574

1. SENDER ID

611332

2. TO

Enter mobile numbers in international format

9012345678 8901234567

3. MESSAGE

English

Take your time in drafting content. Your biz depends on your content.

4. CAMPAIGN NAME

Campaign Name

[Send SMS Now](#) [Schedule SMS](#)

Check SMS balance from here

API Settings

Magento backend configuration

API Provider [store view] Msg91

Sender ID [store view]

Message Type [store view] Transactional

API URL [store view]

Authorization Key [store view]

Select Message Type as per your business need

MS, SMS

Google sheet

SMS sheet plugin enables SMS option directly in Google sheet

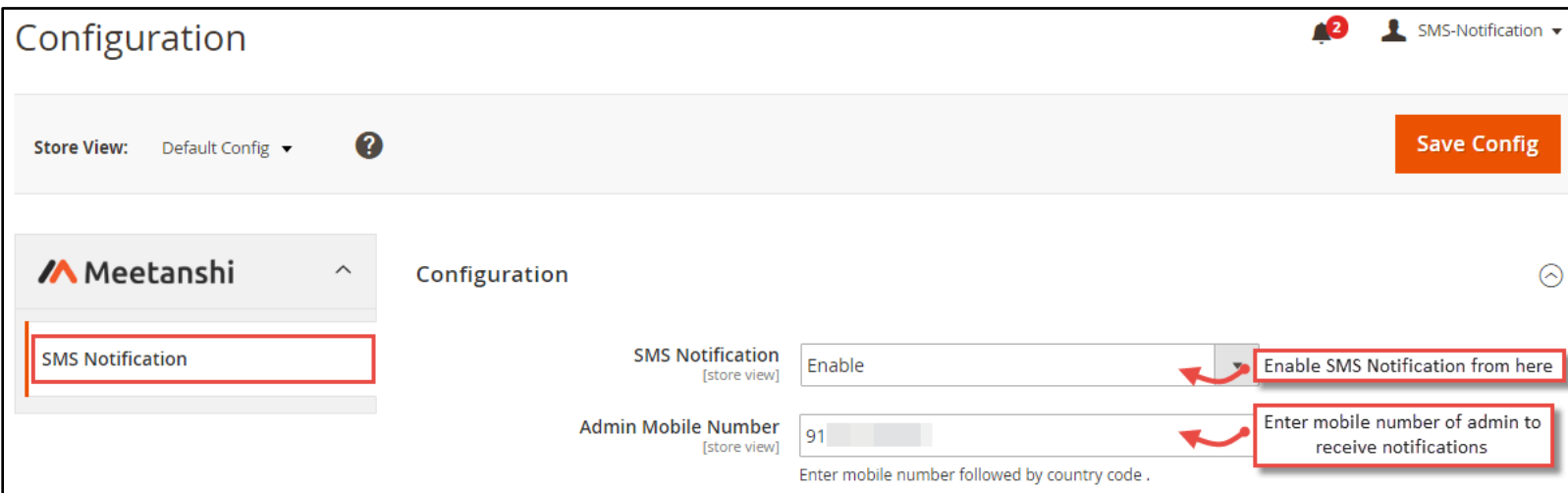
Excel Plugin Requirements

Excel plugin enables SMS option directly in Microsoft Excel

4. Configuration

To configure the extension, login to Magento backend, move to **Stores → Configuration → SMS Notification** where you can find various settings to configure the extension.

- **SMS Notification:** Enable or disable the SMS Notification extension.
- **Admin Mobile Number:** Enter mobile number of admin to receive the SMS notifications.



The screenshot shows the Magento Configuration page for the SMS Notification extension. The page title is "Configuration". In the top right corner, there is a notification bell icon with a red circle containing the number "2" and a user profile icon labeled "SMS-Notification". Below the title bar, there is a "Store View:" dropdown menu set to "Default Config" with a question mark icon to its right. On the far right of this bar is an orange "Save Config" button. On the left side, there is a sidebar with the Meetanshi logo and a list of configuration sections, with "SMS Notification" highlighted by a red box. The main content area is titled "Configuration" and contains two settings: "SMS Notification [store view]" with a dropdown menu currently set to "Enable", and "Admin Mobile Number [store view]" with a text input field containing "91". Red arrows point from red-bordered callout boxes to these settings. The first callout box, pointing to the "SMS Notification" dropdown, contains the text "Enable SMS Notification from here". The second callout box, pointing to the "Admin Mobile Number" input field, contains the text "Enter mobile number of admin to receive notifications". Below the input field, there is a small text label: "Enter mobile number followed by country code .".

5. API Settings

To allow compatibility of the extension with any SMS gateway, it's API settings has to configured after receiving the essential details like Sender ID, API key and URL.

- **API Provider:** Select one of the SMS gateway API providers from [Msg91](#), [Twilio](#), [Textlocal](#).
- **Sender ID:** Enter sender ID you got while registration with SMS gateway.
- **API Key:** Enter the API Key.
- **API URL:** Enter the API URL.
- **Message Type:** Select the message type to be sent to the customers.

API Settings ⌵

API Provider [store view]	MSG 91	<div>Select SMS gateway to integrate the extension with to send notifications</div> <div>Enter sender ID, API key and URL you got while registration with Msg91</div>
Sender ID [store view]		
API Key [store view]		
API URL [store view]		
Msg91 URL is http://api.msg91.com/api/sendhttp.php .		
Message Type [store view]	Transactional	Select message type you will be sending to customers

6. Order Placement Notification Settings

The module allows to send notification to both admin and customers when they place the order. To configure its settings, follow these steps as shown below:

- **Order Placement Notification:** Enable order placement notification to customers.
- **SMS Text for Customers:** Add order placement notification text to send to customers.
- **Order Placement Notification to Admin:** Enable order placement notification to admin.
- **SMS Text for Admin:** Add order placement notification text to send to admin.

Order Placement Notification Settings

Order Placement Notification
[store view]

Enable

Enable order placement notification to customers from here

SMS Text for Customers
[store view]

Hi {{first_name}} {{last_name}}, Your order with {{order_id}} has been successfully placed at {{shop_name}}.

Add order placement notification text to send to customers

You can make use of {{shop_name}},{{shop_url}}, {{first_name}},{{last_name}},{{order_id}},{{order_total}} variables in your SMS text.

Order Placement Notification to Admin
[store view]

Enable

Enable order placement notification to admin from here

SMS Text for Admin
[store view]

A new order has been placed at {{shop_name}} with below details: Customer: {{first_name}} {{last_name}} Order ID: {{order_id}}

Add order placement notification text to send to admin

You can make use of {{shop_name}},{{shop_url}}, {{first_name}},{{last_name}},{{order_id}},{{order_total}} variables in your SMS text.

7. Order Invoice Notification Settings

You can send notification to customers as well as admin to let them know that the Order Invoice is generated once the following settings are configured:

- **Order Invoice Notification:** Enable order invoice notification to customers.
- **SMS Text for Customers:** Add order invoice notification text to send to customers.
- **Order Invoice Notification to Admin:** Enable order invoice notification to admin.
- **SMS Text For Admin:** Add order invoice notification text to send to admin.

Order Invoice Notification Settings

Order Invoice Notification
[store view]

Enable

Enable order invoice notification to customers from here

SMS Text for Customers
[store view]

Hi {{first_name}} {{last_name}}, You invoice for order ID {{order_id}} has been generated with {{invoice_id}} Invoice ID. You can download it from your registered Email ID.

Add order invoice notification text to send to customers

You can make use of {{shop_name}}, {{shop_url}}, {{first_name}}, {{last_name}}, {{order_id}}, {{invoice_id}}, {{invoice_total}} variables in your SMS text.

Order Invoice Notification to Admin
[store view]

Enable

Enable order invoice notification to admin from here

SMS Text for Admin
[store view]

A new invoice for the order with {{order_id}} has been generated with below details: Customer: {{first_name}} {{last_name}} Invoice ID: {{invoice_id}}

Add order invoice notification text to send to admin

You can make use of {{shop_name}}, {{shop_url}}, {{first_name}}, {{last_name}}, {{order_id}}, {{invoice_id}}, {{invoice_total}} variables in your SMS text.

8. Order Cancellation Notification Settings

To let customers know that their order has been cancelled, an SMS notification is sent. Additionally, admin is also notified of a cancelled order. Follow these steps for the same:

- **Order Cancellation Notification:** Enable order cancellation notification to customers.
- **SMS Text for Customers:** Add order cancellation notification text to send to customers.
- **Order Cancellation Notification to Admin:** Enable order cancellation notification to admin.
- **SMS Text For Admin:** Add order cancellation notification text to send to admin.

Order Cancellation Notification Settings

Order Cancellation Notification
[store view]

Enable

Enable order cancellation notification to customers from here

SMS Text for Customers
[store view]

Hi {{first_name}} {{last_name}}, Your order with {{order_id}} at {{shop_name}} has been successfully cancelled.

Add order cancellation notification text to send to customers

You can make use of {{shop_name}},{{shop_url}}, {{first_name}},{{last_name}},{{order_id}},{{order_total}} variables in your SMS text.

Order Cancellation Notification to Admin
[store view]

Enable

Enable order cancellation notification to admin from here

SMS Text for Admin
[store view]

An order with {{order_id}} has been requested cancellation with below details: Customer: {{first_name}} {{last_name}} Order ID: {{order_id}}

Add order cancellation notification text to send to admin

You can make use of {{shop_name}},{{shop_url}}, {{first_name}},{{last_name}},{{order_id}},{{order_total}} variables in your SMS text.

9. Order Shipment Notification Settings

Customers get notification when their shipment is off for delivery. Admin is also notified for the same. This feature will be enabled when the following settings are configured:

- **Order Shipment Notification:** Enable order shipment notification to customers.
- **SMS Text for Customers:** Add order shipment notification text to send to customers.
- **Order Shipment Notification to Admin:** Enable order shipment notification text to send to admin.
- **SMS Text For Admin:** Add order shipment notification text to send to admin.

Order Shipment Notification Settings

Order Shipment Notification
[store view]

Enable order shipment notification to customers from here

SMS Text for Customers
[store view]

Shipped: Your order with {{order_id}} at {{shop_name}} has been shipped with {{shipment_id}}. It will arrive soon at your doorstep.

You can make use of {{shop_name}},{{shop_url}}, {{first_name}},{{last_name}},{{order_id}},{{shipment_id}} variables in your SMS text.

Add order shipment notification text to send to customers

Order Shipment Notification to Admin
[store view]

Enable order shipment notification to admin from here

SMS Text for Admin
[store view]

Shipped: An order of customer {{first_name}} {{last_name}} with {{order_id}} has been shipped with {{shipment_id}}.

You can make use of {{shop_name}},{{shop_url}}, {{first_name}},{{last_name}},{{order_id}},{{shipment_id}} variables in your SMS text.

Add order shipment notification text to send to admin

10. Credit Memo Notification Settings

To confirm with customers that their refund request has been accepted, an SMS will be sent to customers. Similarly, admin will be sent an SMS notification when a credit memo is generated. Configure the following settings to enable this feature of the module.

- **Order Credit Memo Notification:** Enable refund request notification approval to customers.
- **SMS Text for Customers:** Add refund request notification approval text to send to customers.
- **Order Credit Memo Notification to Admin:** Enable credit memo generation notification to admin.
- **SMS Text for Admin:** Add credit memo generation notification text to send to admin.

Order Credit Memo Notification Settings

Order Credit Memo Notification
[store view]

Enable refund request notification to customers from here

SMS Text for Customers
[store view]

Hi {{first_name}} {{last_name}}, Your refund request for the order with {{order_id}} at {{shop_name}} has been successfully approved.

Add refund request notification text to send to customers

You can make use of {{shop_name}},{{shop_url}}, {{first_name}},{{last_name}},{{order_id}},{{creditmemo_total}} variables in your SMS text.

Order Credit Memo Notification to Admin
[store view]

Enable credit memo generation notification to admin from here

SMS Text for Admin
[store view]

A customer with following details has requested refund: Customer: {{first_name}} {{last_name}} Order ID: {{order_id}}

Add credit memo generation notification text to send to admin

You can make use of {{shop_name}},{{shop_url}}, {{first_name}},{{last_name}},{{order_id}},{{creditmemo_total}} variables in your SMS text.

11. Contact Inquiry Notification Settings

Admin is notified whenever there is a contact inquiry. To enable this feature, configure following settings:

- **Contact Inquiry Notification:** Enable contact inquiry notification to admin.
- **SMS Text for Admin:** Add contact inquiry notification text to send to admin.

Contact Inquiry Notification Settings

Contact SMS only For admin

Contact Inquiry Notification
[store view]

Enable

Enable contact inquiry notification to admin from here

SMS Text for Admin
[store view]

A new contact inquiry has been submitted at {{shop_name}} with following details: User: {{name}} Telephone: {{telephone}}

Add contact inquiry notification text to send to admin

You can make use of {{shop_name}}, {{shop_url}}, {{name}}, {{telephone}} variables in your SMS text.

12. New Customer Registration Notification Settings

The admin is notified when a new customer registration takes place. To enable this notification, following settings are to configured:

- **New Customer Registration Notification:** Enable new customer registration notification to admin.
- **SMS Text for Admin:** Add new customer registration notification text to send to admin.

New Customer Registration Notification Settings

Register SMS only For admin

New Customer Registration Notification
[store view]

Enable

Enable new customer registration notification to admin from here

SMS Text for Admin
[store view]

A new user is registered at your {{shop_name}} with following details: Name: {{first_name}} {{last_name}} Email: {{email}}

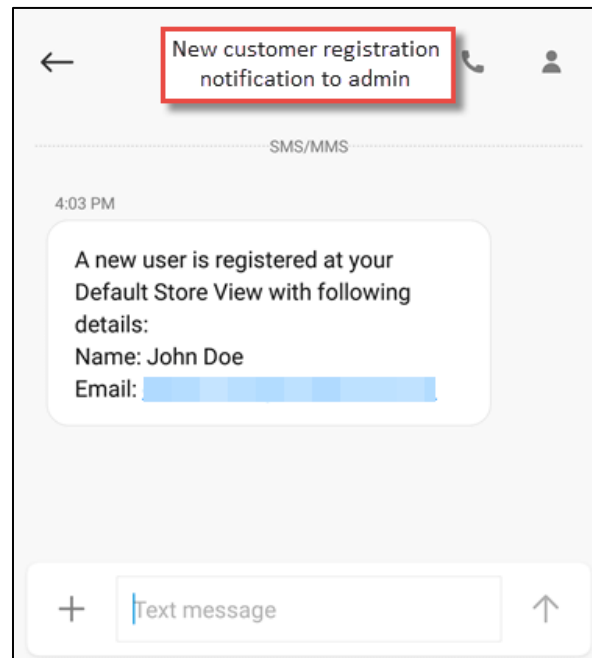
Add new customer registration notification text to send to admin

You can make use of {{shop_name}}, {{shop_url}}, {{first_name}}, {{last_name}}, {{email}} variables in your SMS text.

13. SMS Notification in Frontend

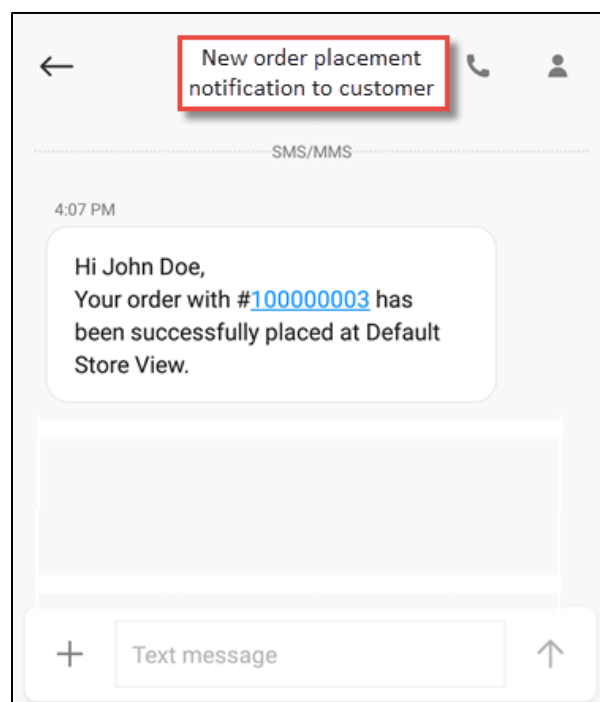
- **New Registration Notification to Admin**

When a customer registers a new account, admin is notified as shown below:



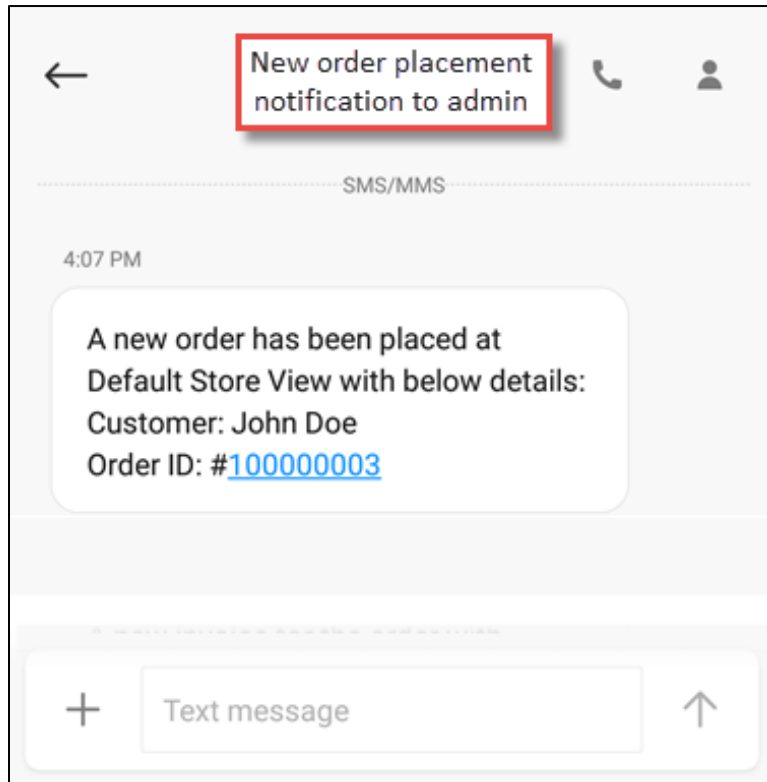
- **New Order Placement Notification to Customer**

A notification of acknowledgement of the order placed is sent to customers as shown here:



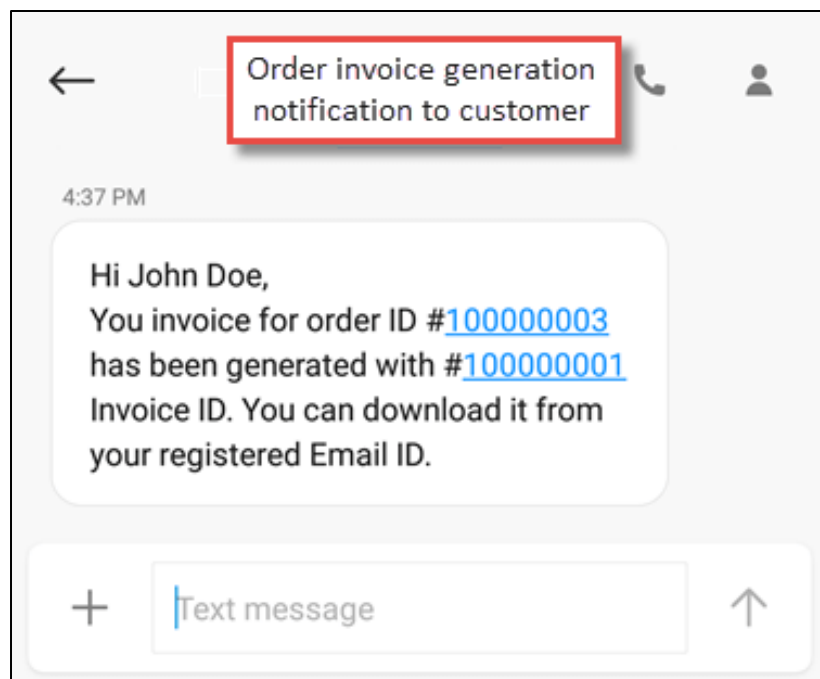
- **New Order Placement Notification to Admin**

Admin is notified when a new order is placed in the store as shown below:



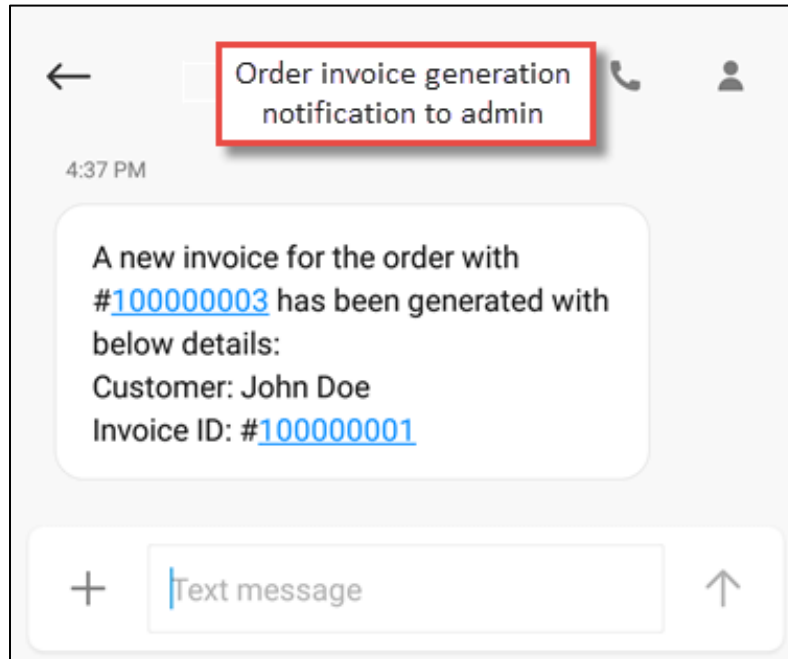
- **Order Invoice Generation Notification to Customers**

When an Order Invoice is generated, a notification as shown below is sent to customers.



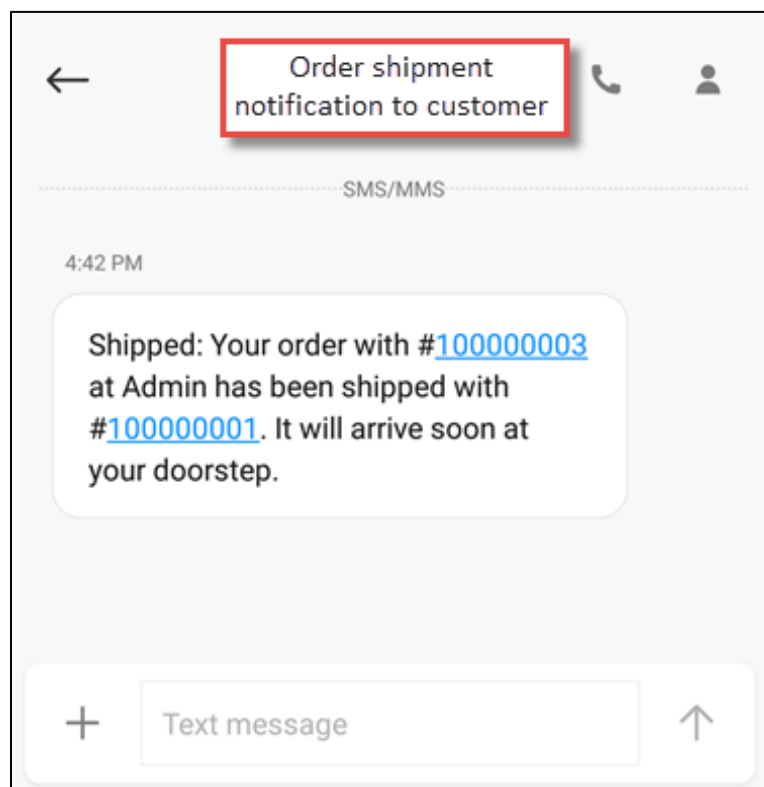
- **Order Invoice Generation Notification to Admin**

When an Order Invoice is generated, a notification is sent to Admin as shown here:



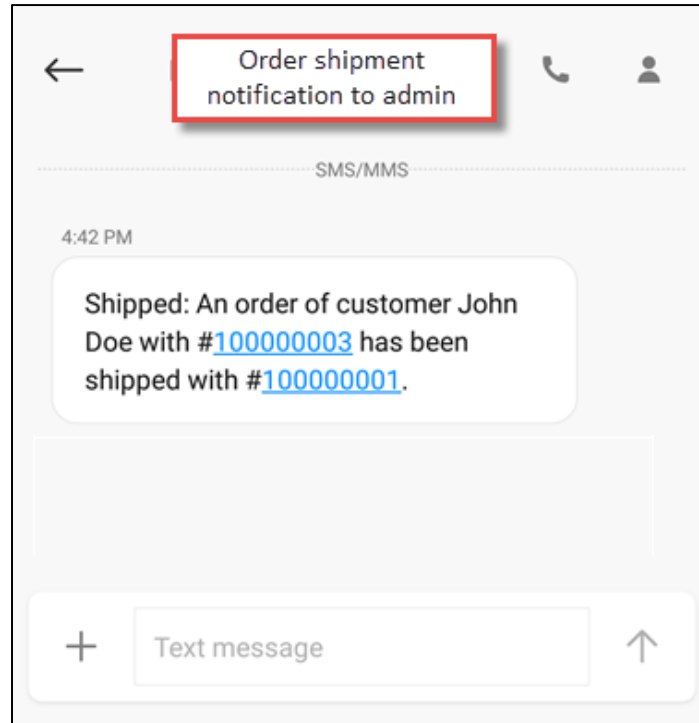
- **Order Shipment Notification to Customer**

Customers get notified at the time of order shipment via SMS as shown below:



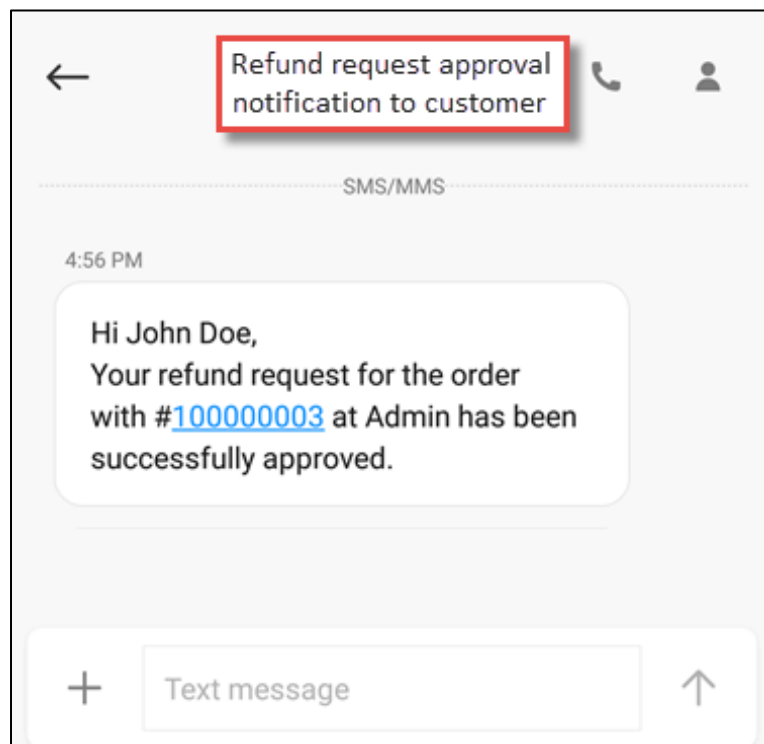
- **Order Shipment Notification to Admin**

Once the order gets shipped and shipment is generated, admin gets notified by an SMS as shown here.



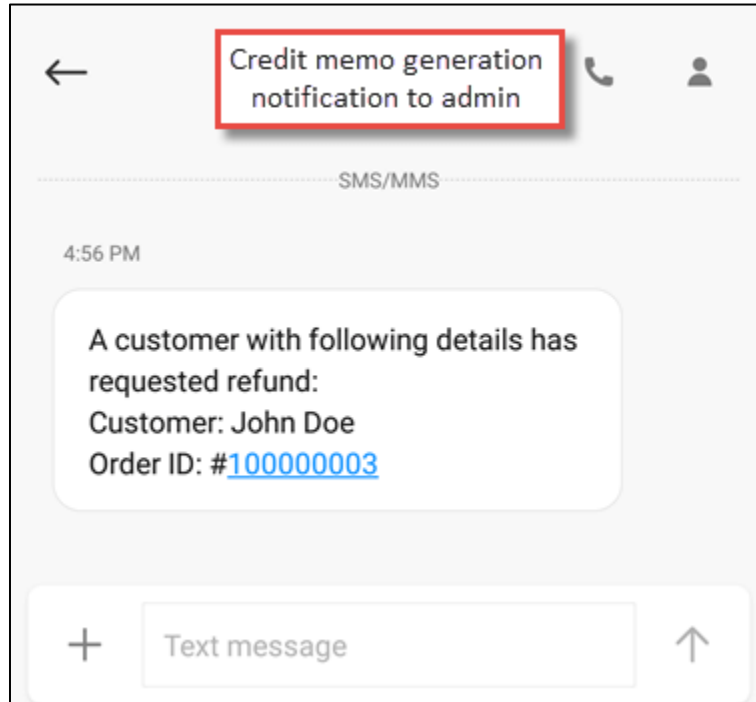
- **Refund Request Notification to Customer**

A customer gets notified of refund request approval as shown below:



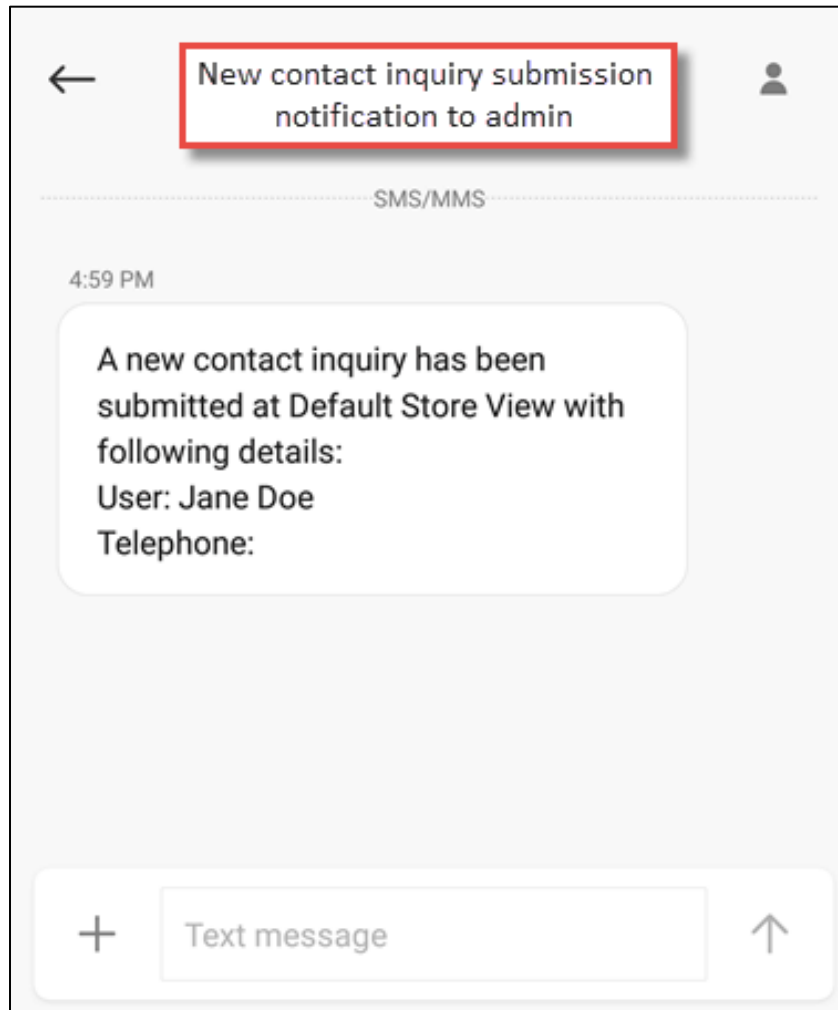
- **Credit Memo Generation Notification to Admin**

Credit memo generation notification sent to admin is shown below:



- **New Contact Inquiry Notification to Admin**

Whenever a customer inquires through submitting contact form, admin is notified as below:



If you have any question about this extension, you can [Contact Us](#), and we reply you back within a few hours.