

# SMS

Agiloft has integrated with [Twilio's](#) messaging platform to provide SMS services. SMS in Agiloft can be used to send bulk messages to any number of recipients, or as an authentication method with two-factor authentication.

To configure SMS, navigate to **Setup > Email and SMS**.

Setup → Email and SMS

Before you can send outbound email, you need to configure the email delivery server, also known as SMTP server. <span>?</span> To configure it now, click <b>Configure Email Server</b> .	<b>Email Server Settings</b> <a href="#">Configure Email Server</a>
You can set up different incoming email accounts, specifying custom settings for each. The email you receive through these accounts will be stored in the fields from one or several tables. <span>?</span>	<b>Inbound Email Accounts</b> <a href="#">Configure Inbound Email</a>
You can set up optional email inbound account for storing and sharing personal emails to allow a centralized and cooperative information store among your team. When this account is configured, you can also download MS Outlook plugin for routing email to this inbound. Emails, received through this account, do not update tickets automatically.	<b>Inbound Email Personal Account</b> <a href="#">Configure Personal Email Inbound</a>
For each table or subtable, you may have different outgoing email options, such as unique Reply-To address and different default options for spell checking, email formatting, etc. <span>?</span> To configure these settings, click <b>Configure Outbound Email</b> .	<b>Outbound Email Settings</b> <a href="#">Configure Outbound Email</a>
You can access the library of predefined emails used by rules and workflow transitions by selecting the relevant table and clicking the Go to Rule and Workflow Emails button.	<b>Email templates</b> <a href="#">Go to Rule/Workflow Emails</a>
This section manages SMS services accounts used for SMS messaging and two factor authentication issues.	<b>SMS services</b> <a href="#">Configure</a>
Set up the behavior for outbound SMS messages. Define a default account to use for all outbound messages and send a test message. Define who can send SMS messages, which account should be used for each table, and additional options.	<b>Outbound SMS Settings</b> <a href="#">Define Default Outbound Account</a> <a href="#">Configure Outbound SMS</a>
Access all SMS Templates from here. They can also be accessed using the icon in the action bar for each table by those who have permission to manage them.	<a href="#">Access SMS Templates</a>
Configure default settings of outbound unified communication emails	<b>All Communications Table Outbound Behavior</b> <a href="#">Configure All Communications Outbound Email</a>
	<b>Password Reset</b> <a href="#">Password Reset Email</a>

The following topics will help you to manage the setup and use of SMS:

[Configuring SMS Service](#)

[Adding SMS Templates](#)

[Sending SMS Messages](#)

[SMS in Two-Factor Authentication](#)