

DLT Registration Process: SmartPing

Entity/User

Entity Registration Process for SmartPing

- 1. Signup Link:** <https://smartping.live/entity/login>
- 2. Documents for PingConnect:** Like **PAN, GST, Proof of Identity, Proof of Address**
- 3. Authorization Letter for SmartPing:** This is a letter on company's letter head, where the Director or Owner of the Company will Authorize the person doing this Registration. (In case the Director or Owner himself is doing this Registration, he needs to upload a document that shows he is the Director (MOA or GST).
- 4. Payment for Smartping:** enter your payment detail in the payment option.
- 5. Verification:** You will get OTP on Mobile Number and Verification Link on Registered Email Id. Post Email Verification, Kindly share these details at the earliest- Organization Name, Registered Mail Id, Application Number.
- 6. Login Credentials:** Approval will take around 5-7 days and then you will get an Entity Id and Login Credentials on the Registered Email Id by Telecom Operator.

For more information on Registration Process, view [User Manual](#)

DLT | FAQs

Q. Is DLT applicable?

Yes, DLT is applicable for every Entity/Company and Reseller. If you want to send your SMS (Transactional or Promotional), you need to do Entity Registration. If you want to Resell SMS services, you need to do TeleMarketer Registration.

Q. Can I register for free?

The Entity Registration process is free on Ping Connect (smartping). However, for Telemarketer Registration, the charge is INR 5000 + GST for all Operators.

Q. What is MSGATEWAYHUB Telemarketer ID and how to add a Telemarketer?

If you have completed Entity Registration, go to "TeleMarketer Request" and add MSGATEWAYHUB TECHNOLOGIES PVT LTD with Telemarketer ID (1302157243747322354)

Q. Not received Entity/Telemarketer ID, even after 2 days of registration on PingConnect?

1. Personal level Troubleshooting:

- Have you received OTP on the registered mobile number and Email ID?
- Have you clicked on the mail verification link? (check mail from noreply@infotelconnect.com)

2. If the answer to the above questions is yes, then kindly write your query to dlt.helpdesk@infotelconnect.com with your Application number, Registered mail ID, Company Name and ask them to provide your application status, you can mark DLT.support@stripl.in CC in the

Organization Name: MSGATEWAYHUB TECHNOLOGIES PVT LTD

Registered Mail Id: DLT.support@stripl.in

Application Number:

Note for Telemarketer Applicants:

Kindly share your transaction receipt in the mail to dlt.helpdesk@infotelconnect.com

Q. I have got Entity ID from PingConnect, is my work done?

No, there are a few more steps required to do:

1. Add Headers/Sender ID
2. Add your service provider as a Telemarketer in your account.

Note: Please refer to this help doc for stepwise illustration of process

Q. I have not registered till now, what is the effect?

Only DLT Approved Headers/Sender Id will get parsed from Operators and others will get blocked. It is highly recommended to register oneself for this as soon as you can.

Note: Please refer to this help doc for stepwise illustration of Registration process

Q. Getting this error "Organization with this POI has been already registered"?

This means that you have either tried to register before or is already registered, In this case, kindly try to log in and click on the forgot password, If it still doesn't work then kindly write on dlt.helpdesk@infotelconnect.com and share your issues with them and support by screenshots.

Q. Due to the current scenario, I cant bring the signature and seal of the authorized person on the letter, what should I do?

In this case, kindly attach the screenshot (take entire screen) of the mail sent by your Director stating below mentioned along with the authorization letter (on company letterhead)

To whomever, it may concern,

I'm Name (Official Mail ID) and I'm the Co-Founder/Director of (Company Name)

This email (letter of authority) gives authority to (authorizing person name and official mail id) to make decisions on our behalf for Telemarketer / Enterprise registration-related activities, SMS, DLT, and related dealings, till notified otherwise.

The doc (GST certificate) attached below acts as the validity of this email. Regards,

Thanks

Name

Designation

Q. If my Sender Id does not match with my Company Name applied on DLT, then what should I do?

In such a case, kindly upload a document to prove the co-relation between Company Name and Header.(If Alphabet Inc. needs Sender ID as Google, they need to prove co-relation between Sender Id GOOGLE and Alphabet.) (If Operator is not satisfied with co-relation proof, your Header may not be approved)

Q. I Have got my Header/Sender Id approved from DLT, what should I do next?

Once Header is approved on DLT platform, it will be synced on Global Platform in around 24 hrs and you will then be able to use your Header for sending SMS.

If your SMS are not getting delivered from your Header even after 24 hrs from Header approval time, kindly let us know.

Q. I have submitted the form on PingConnect and verified my Email Id, what to do next?

Kindly share these details on DLT.support@stripl.in and we will request the Telecom Operator to approve your application at the earliest:

Organization Name:

Registered Mail Id:

Application Number:

Steps after Entity Approval:

Once registration is approved, kindly login and add your Headers (Sender ID)

Q. What if my Entity/TeleMarketer Application is Rejected?

If your application is rejected, we would recommend you to apply again and share these details at DLT.support@stripl.in , so that we can request the Telecom Operator to approve your application:

Organization Name:

Registered Mail Id:

Application Number:

Q. Our Header (Sender Id) is approved on DLT platform, but we are still getting SMS from different Sender Id?

Once Header is approved on DLT platform, it will be synced on Global Platform in around 24 hrs and you will then be able to use your Header for sending SMS.

If your SMS is not getting delivered from your Header even after 24 hrs from Header approval time, kindly drop an Email to DLT.support@stripl.in

Q. I have submitted the application on PingConnect, but I am still waiting for Email Verification Link from PingConnect?

Kindly check the Verification Link from noreply@infotelconnect.com (Also check the SPAM and Email Firewall).

If you still failed to find the Email, kindly raise your

concern at dlt.helpdesk@infotelconnect.com keeping **DLT.support@stripl.in** in CC.

Also, share these details and we will request Telecom Operator send the Verification Link again

on your DLT Registered Email Id:

Organization Name:

Registered Mail Id:

Application Number:

Q. Operator has approved my 4 alphabets Sender Id, can I use it to send SMS?

As of now, Operators are approving Headers other than 6 alphabets, but no Operator has the functionality to send SMS with Headers other than 6 alphabets.

So, request you to get any 6 alphabet Header approved from Operator and use only that for sending SMS.

For more information on Registration Process, view [User Manual](#)