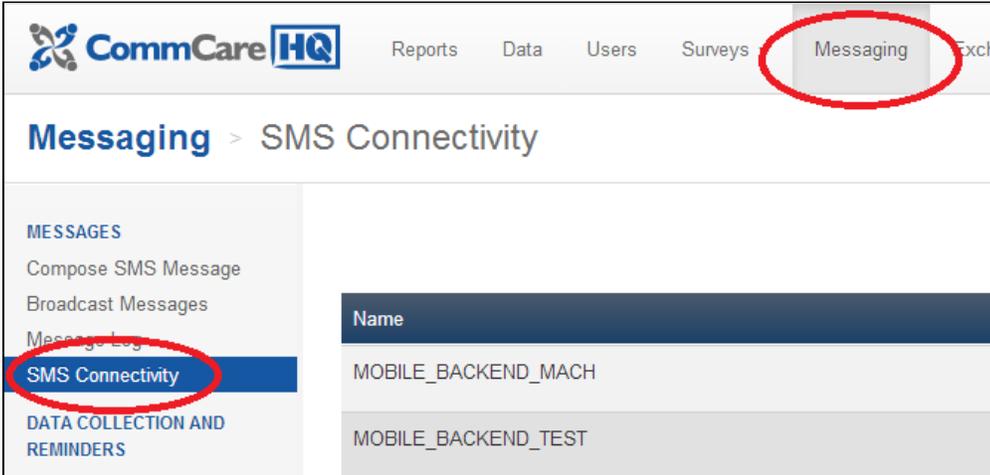


# Messaging Troubleshooting

There are a number of reasons that a message may not be sent out from Messaging. Please follow these steps to troubleshoot your application.

## 1. Select a Default Gateway

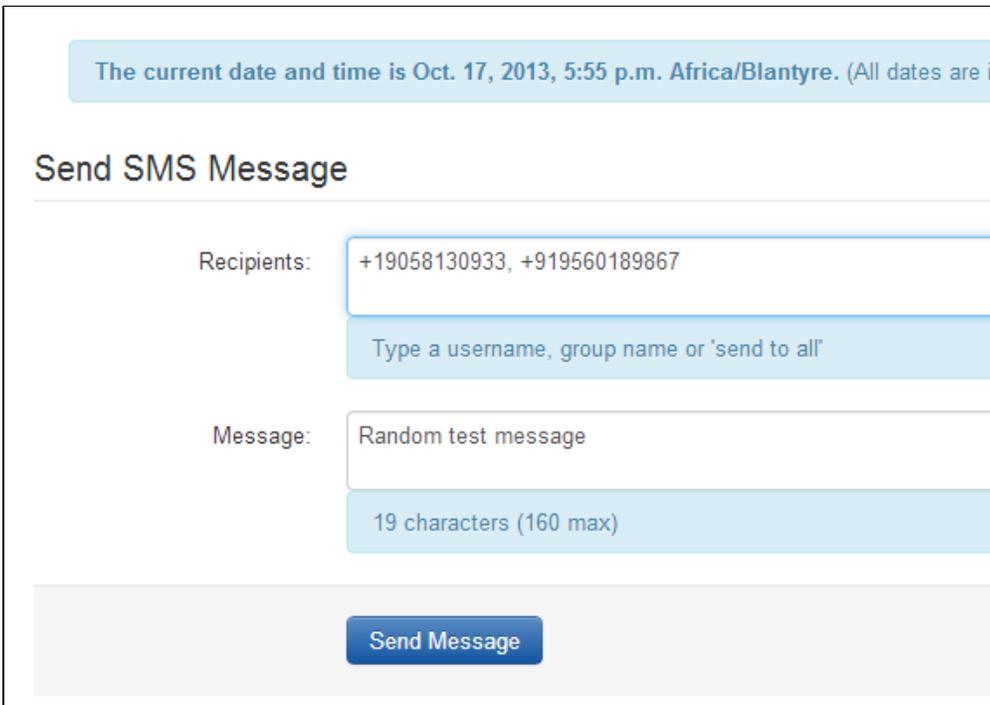
Please make sure you've selected a default gateway for your project ([Gateway Options for SMS Projects](#)). To choose a gateway, please go to Messaging -> SMS Connectivity. More details can be found on [Setup SMS Connection for Project](#).



## 2. Make Sure Your Phone Number is Supported by your Gateway

Go to the Compose SMS Message page (Messaging -> Compose SMS Message). Type in the phone number you're testing with including a + symbol and the country code. For example, for Canada enter +19051235555 or for India enter +919560187812. Enter a test message and press the Send Message button. Verify that the message appears on your phone. You can also check the Message Log report by going to Messaging -> Message Log.

If the message is not received by your phone, your selected gateway may not be supported by the project. Please try a different gateway or contact Dimagi Support.



## 3. Check the Scheduled Messaging Events report

Make sure the reminder is appearing in [Scheduled Messaging Events](#) report. If the reminder does not appear, that means it hasn't been setup correctly.

## 4. Check the Messaging History Report

Check the Messaging History Report. This will list all events that the system tried to process and whether they succeeded or had an error.

## **5. Mobile Worker Message**

If the message is intended from a mobile worker, please ensure that the mobile worker is properly setup for ([Configure a Mobile Worker for Messaging](#)). Make sure the phone number is in the correct format (includes the country code and phone number. For example, 19058131234 will work for a Canadian number or 919560187612 for an Indian number). Please note, for the India Unicel gateway, the user will need to opt into messages from Dimagi (send the word *Start* to +91 77 60 962755).

## **6. Case - Ensure Correct Phone Number**

Please ensure that the case is properly setup for CommCare Messaging ([Registering a Case Contact](#)). Make sure that your case has the case property **contact\_phone\_number**.

## **7. SMS Gotchas**

MACH sometimes changes the sender ID (or the phone number the recipient sees as the source of the SMS)