



[News](#) > [E-SMS](#) > [ESMS Help Documentation & User Guide](#)

ESMS Help Documentation & User Guide

2025-07-08 - Kori McGraw - [Comments \(0\)](#) - [E-SMS](#)

The live ESMS Help Documentation is now available in the ESMS Web App. A PDF User Guide is available for download on the SMS Helpdesk in the Knowledgebase. Please note that the User Guide is expected to change with ESMS version releases. Whenever possible, refer to the live Help Documentation available in the ESMS Web App. Alternatively, download a new copy of the PDF User Guide regularly to stay current.

Web Application Access (preferred):

1. Log in to ESMS.
2. Select the question mark icon in the top navigation bar.

SMS Helpdesk Access:

1. Log in to the [SMS Helpdesk](#).
2. Navigate to the [Knowledgebase](#).
3. Select "ESMS User Guide" from the [ESMS category](#).
4. Download "ESMS User Guide"