



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

ESMS Help Documentation & User Guide

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

The live E-SMS Help Documentation is now available in the E-SMS 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 E-SMS version releases. Whenever possible, refer to the live Help Documentation available in the E-SMS Web App. Alternatively, download a new copy of the PDF User Guide regularly to stay current.

Web Application Access (preferred):

1. Log in to E-SMS.
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 "E-SMS User Guide" from the [E-SMS category](#).
4. Download "E-SMS User Guide"