

# Unable to Send or Receive Messages Due to Insufficient Privileges

## Issue Scenario

User is unable to send or receive messages owing to insufficient privileges.

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## Possible Causes

The user does not have appropriate permissions to create SMS records.

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## Solution

A minimum set of access is required to send and receive text messages. Refer the section on SMS-Magic Converse Permission Details in the [SMS-Magic Converse Guide for Salesforce Admin](#) following link to review and grant appropriate access.

You can also grant the SMS-Magic Permission sets to users. The Permission Management section under Converse Settings provides the details on available permissions.