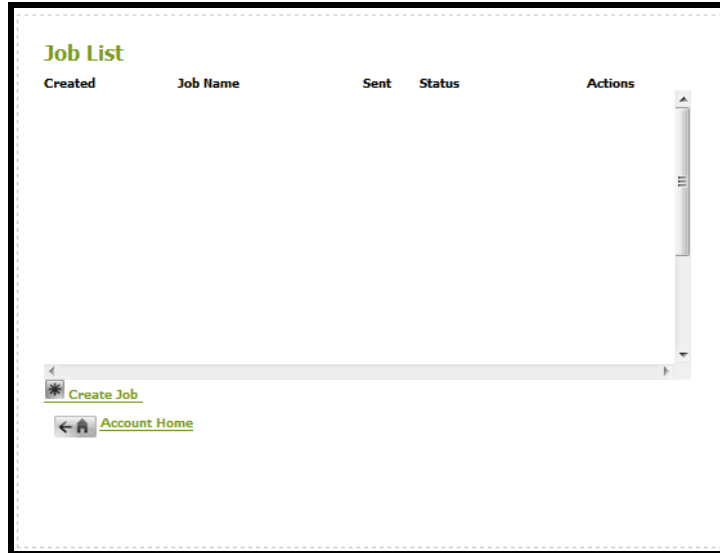


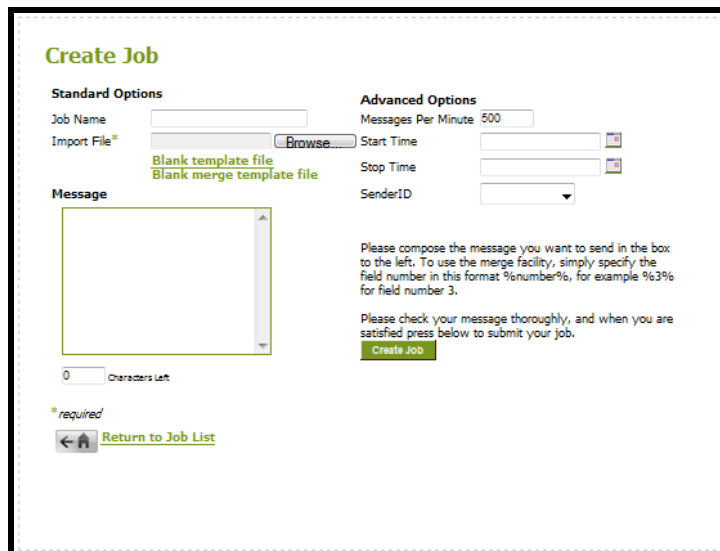
# Bulk SMS – Quick Start User Guide

## Composing Messages

- After logging into your account, click the “Bulk SMS” button on the welcome screen. This will take you to the bulk messaging job screen where jobs you create are listed.



- To create a new job, click on the “Create Job” link at the bottom of the list. This will take you to the create job screen:



## Common Options for all job types

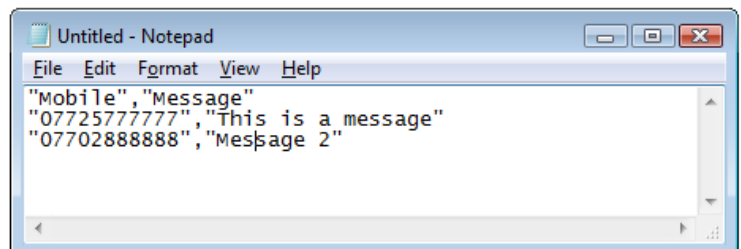
- Job Name - so you can identify the job on the job list page
- Messages Per Minute - specify the rate at which messages are sent
- Start Time - what date/time you want the job to start, no messages will be sent until after this time. If no start time is selected, the messages will be sent as soon as the job has been created
- Stop Time - what time you want the job to end. NB - If you specify a stop time and a low rate, it is possible that the system will not have sufficient time to send messages to all the recipients
- Sender ID – will be displayed along with all sent messages (Can be configured under ‘Edit outbound settings’ after navigating to my account.)

Job Types	
Send the Same Message to All Recipients	<p>You will need to use the merge file, a link to a blank template file is on the "create job" screen, below the import file button.</p> <p>When you have downloaded this file, you need only to specify the mobile number, in the first column.</p> <p>When you have completed the merge file, you need to save it, and select it after clicking the import file button.</p> <p>Fill in the message box in the create job form, and click on "Create job" to submit your job.</p>
Send a Merge Message	<p>To send a merge message, use the merge template file, and fill in both the mobile number and merge fields (Up to 6 fields can be defined).</p> <p>When you have completed the merge file, you need to save it, and select after clicking the import file button.</p> <p>You now need to complete the message section in the create job form. You will need to add special markers so the system knows where to place your merge data.</p> <p>The markers are a pair of percentage signs, with the field number in between. For example field number 4 would be %4%.</p> <p>Once you have completed the message click on "Create job" to submit your job.</p>
Send Defined Messages	<p>This allows you to send a large number of varying messages; you need to use the "Blank template" file which you can download by clicking on the link below the import file button.</p> <p>This template file has two columns, one for the mobile number you want to send to, and one for the message you want to send.</p> <p>Simply fill in the mobile numbers and messages, save the file, and select it in the import file box.</p> <p>Leave the "message" box on the form blank, and click on "Create job" to submit your job.</p>

## Using CSV Files

CSV files can be used instead of Excel spreadsheets. These files have the same columns as the Excel documents. The advantage of CSV files is that you can view and edit the documents in Notepad or any other text editor, without having to use Microsoft office.

### > Defined Messages:

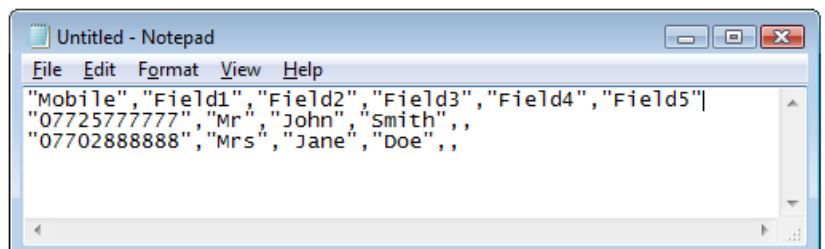


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"Mobile","Message"
"0772577777","This is a message"
"0770288888","Message 2"

```

### > Merge/Single Messages:



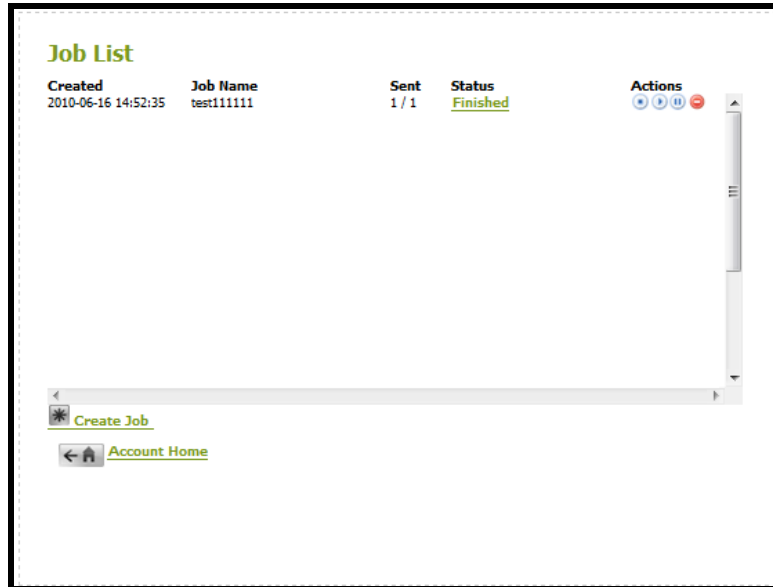
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"Mobile","Field1","Field2","Field3","Field4","Field5"
"0772577777","Mr","John","Smith",,
"0770288888","Mrs","Jane","Doe",,

```

## Job Management

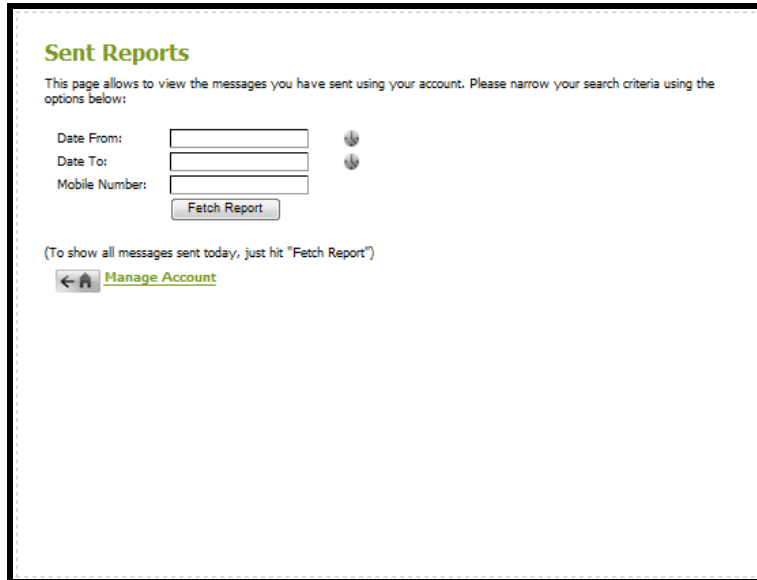
- When you have created your job, you can go back to the "Job List" screen to manage it.



- Your job will be listed with its name (if you chose to name it), the current status, and any actions you can use on it.
- When you first create a job, the status will show as "Processing Import File". Using Internet Explorer or Mozilla Firefox, you can hit your F5 button to refresh the screen. After a few minutes, your jobs status should show as "Running", and the actions will change from gray icons, to blue to show they are enabled.
- If there is any problem importing your file, an error message will be shown in the status column. You should also see the "Sent" column will update to show the current number sent, and also the total recipients found in your import file. For example if the sent column shows 50/100, the system has sent to 50 out of 100 recipients specified in the import file.
- You have 4 actions you can apply to a job, Stop, Play, Pause and Delete:
  - Stop will halt the job, and reset the current message to zero. This means if you hit "Go" the job will commence from the first recipient, and so recipients may receive duplicate messages.
  - Play will resume paused jobs and can also be used to restart stopped jobs.
  - Pause will simply pause the job at the current message. If you hit "Go", then the job will continue from the current message.
  - Delete will stop the job, and remove it from the job list. You would generally only do this when you have finished with a job, and you need to tidy up the job list.

## Viewing a list of sent messages

- From the account homepage, go to "Manage Account" then select the "View Sent Report" button:
- This will take you to the report selection screen:

A screenshot of a web page titled "Sent Reports". The page has a white background with a black border. At the top, the title "Sent Reports" is in green. Below it, a paragraph of text reads: "This page allows to view the messages you have sent using your account. Please narrow your search criteria using the options below:". There are three input fields: "Date From:", "Date To:", and "Mobile Number:". Each field has a small clock icon to its right. Below the input fields is a "Fetch Report" button. At the bottom of the form area, there is a note: "(To show all messages sent today, just hit 'Fetch Report')". Below the note is a back arrow icon followed by the text "Manage Account" in green.

- To view messages sent today, just hit "Fetch Report". Otherwise click the clock icons to choose the time period you want to specify.