

SMS User Guide

SMS.Integra-ict.co.uk

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Log In

To log in to your account fill in the Username and Password fields as you were given when you signed your account up. Then click on Sign-in.

Usernames and Passwords are case sensitive.

Username

Password

[Forgot password](#)

Forgotten Password

If you have forgotten your log in details you can request a reset password by following the following steps.

- 1) Click on the forgotten Password link next to the sign in box.

[Forgot password](#)

- 2) Put the email address that is registered against your account in the email field.

Recover lost password

Step 1: Your details

Before we can assist in the recovery of your password, we require your email address. This will help us ensure that we're communicating with the correct contact for the account.

Email

Continue

3) If you have successfully entered a matched address you will get an email sent to your email address.

Recover lost password

Step 1: Your details

Thank you,

We have sent an email to this address with a verification link to continue with the password recovery.

4) You will then receive an email which will have a subject of **Account password recovery**.

Follow the link which will be in the email which will look like the link below.

<http://www.globalmessaging.co.uk/accounts/recover/verify/?customer=225&token=219ad71585605efb87ecb354f0dd&email=test%40globalmessaging.co.uk>

5) You will then receive another email with your User-name and password.

N.B It is suggested you delete this email once you have logged in and change your password to something more memorable.

1) SENDING TEXTS

From the log in screen Click on “SMS Options” from the left hand side of the screen. You put your message together on this page, Please follow all of the steps.

2) RECIPIENTS

From here you enter your recipients or select a phone book.

If you are entering recipients you can either type them directly into the box or you can copy them from another electronic format. Numbers will be except in most formats (as numbers).

If you wish to send to a preloaded phonebook then you must select the phone book you wish to send to by putting a tick in the box.

If you wish to send to an individual or individuals with a phonebook, click on making sure to leave the phonebook unchecked. This will then open up in another window for you to select your recipients, but a tick against each recipient you wish to contact then click add to recipients and close as below:

Phonebook contacts	
<input type="checkbox"/> Name	Contacts
<input checked="" type="checkbox"/> Not provided	447739628343


3) SENDER INFORMATION

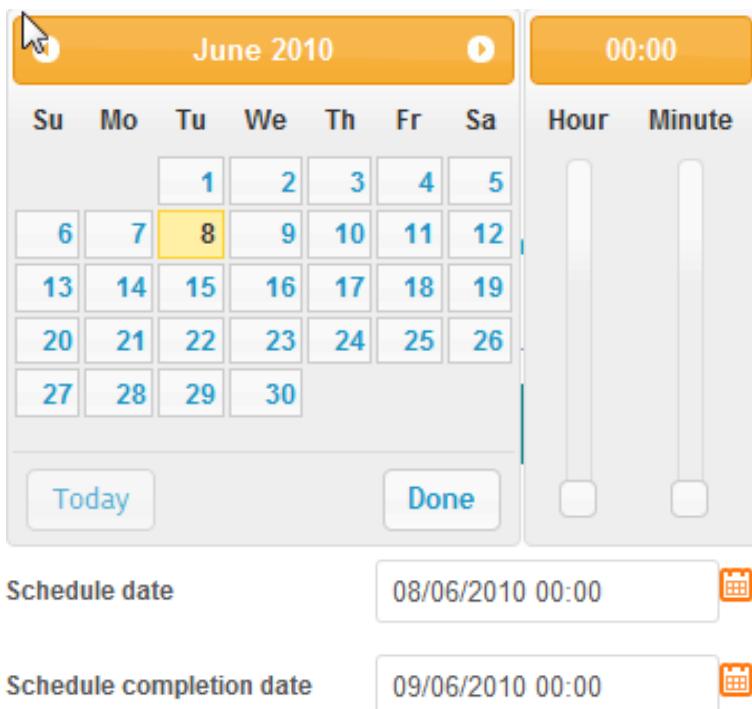
What ever is entered into the originator field is what will be displayed as the sender on the recipient's mobile phone. The originator must contain either an 11 digit, valid UK telephone number or up to 11 characters/digits. Failure to meet these requirements will prevent you being able to proceed to the next stage.

If you want to except replies to your messages then put a tick in the box marked "Send from default number to accept replies,"

This feature is explained further in the Inbound options guide


4) SCHEDULE / SETTING DELIVERY TIMES (Optional)


If you want your message to go out straight away then please leave the boxes blank. To schedule your message for the future or over a period of time then click on  to bring up the calendar and select the date and time.



June 2010							00:00	
Su	Mo	Tu	We	Th	Fr	Sa	Hour	Minute
		1	2	3	4	5		
6	7	8	9	10	11	12		
13	14	15	16	17	18	19		
20	21	22	23	24	25	26		
27	28	29	30					

Today Done

Schedule date 

Schedule completion date 

Please be aware

once you have scheduled the message it cannot be cancelled or amended so

please be sure that you have selected the correct date.

COMPOSING YOUR MESSAGE

1) Messages can be up to 160 characters and may contain any non adult content. If you want to use the opt-out feature please limit your message to 147 Characters to allow for the opt-out message to be tagged on the end, this will be done automatically there is no need to manually type it in to the message. Once you have completed the message field and complied with our Anti-spamming policy, you can proceed to the next stage!

Please be aware you can send messages to a recipient as you like (multipart messages) however you are charged an extra credit for each message.

Example of how your screen will look if under 160 characters.

Message

Characters

15 character(s) (1 credit per message sent)

Example of how your screen will look if over 160 characters.

Message

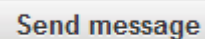
Characters

171 character(s) (2 credits per message sent)

NB. In order to comply with **anti-spamming regulations**, **each** message must contain or originate from a **valid UK phone number**. This gives the recipient a means of knowing **who the message is from** and a way of **contacting you** to prevent receipt of future messages. Messages, that don't contain or originate from valid UK phone numbers will have the following text appended, **"TxT STOP to 88882"**. Recipients replying **"STOP"** will be automatically added to your block list preventing receipt of all future SMS.

CONFIRMATION

To move to the confirmation page click on the tab



Check the details of your message as shown in the screen below.

Your message is almost ready to send...

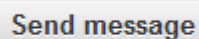
Your message is ready to send, but we need confirmation with you that everything is as expected. Please check the information below and tick the box to continue. Please double-check the credit requirements for the message, as this is very important.

Originator	TEST (this originator cannot be used to accept replies)
Message	THIS IS A TEST TxD STOP to 88882
Total credits required	1
Final recipient total	1
Message validity (expiry)	2d
Scheduled message	No

Please confirm that these details are correct by putting a tick in this box. , and hit the update/send message button. If you need to change your message then scroll down to edit the message, then hit the send message button.

Please tick the box **only** when you are sure that the messages are correct, and the details below are **unchanged**.

Once you are happy with the content of your message then put a tick in the box as shown above then click the tab



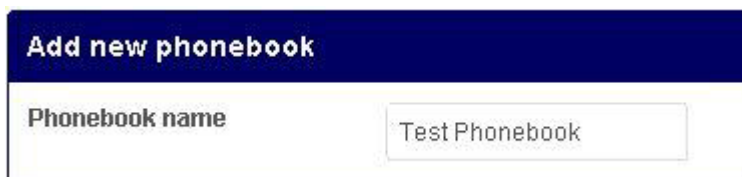
again.

Once you have sent the message you will be redirected to your dashboard.

PHONEBOOK MANAGEMENT


Register a phonebook:

In the phonebook name put the name which you want to call the phonebook.

A screenshot of a web form titled 'Add new phonebook'. The form has a dark blue header with the title in white. Below the header is a light-colored input field with the label 'Phonebook name' and the text 'Test Phonebook' entered inside. The form is enclosed in a thin black border.

and click  to create the new phonebook.

Add numbers

Click on the phone book you want to add to then paste or type the numbers into the box and  click we can accept any valid UK number stored either.

07739628343 or 447739628343 or 7739628343

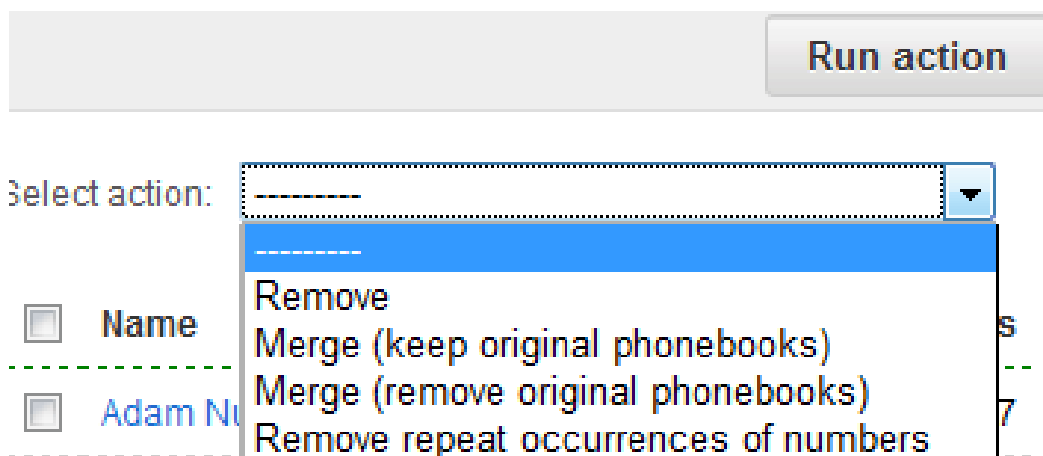
To add names against a number type the number followed by a space then the name.

Maintenance

Within Phonebook Maintenance you have a number of options.

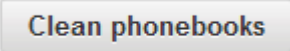
- 1) Remove Phonebooks
- 2) Merge phonebooks
- 3) Remove repeat occurrence

The above three options are done by running the action once you have selected the phonebook.




If you do Merge and remove the system will create a new phonebook named today's time and date, you can change this within the phonebook admin.

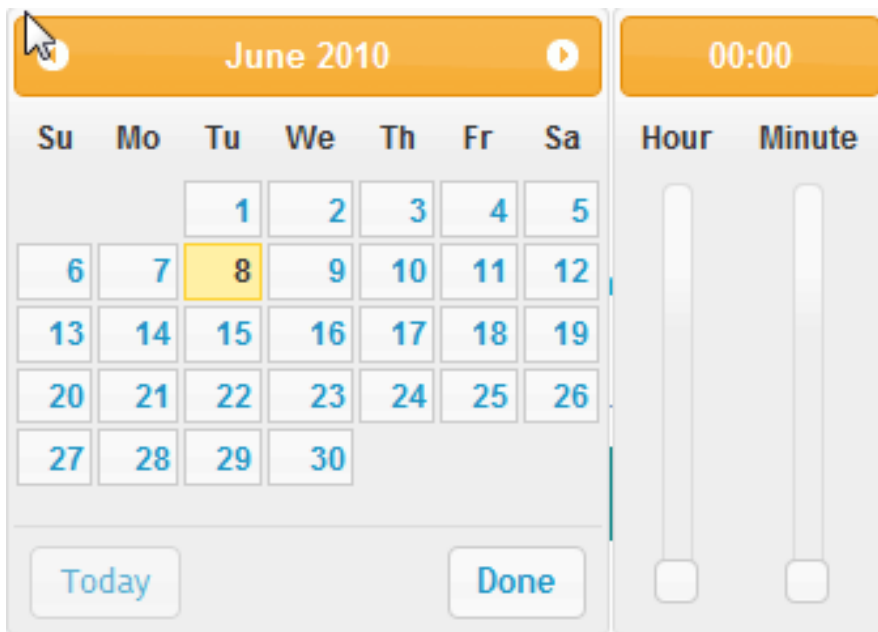
4) Clean Phonebooks

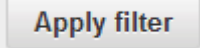
To clean a phonebook click the tab  and follow the Instructions on screen.

5) Search and remove a number.

Text stats will give you an overview of all messages sent during a defined period of time, up to 60 days.


Text stats work on a calendar view, by default the system will pre-set the fields with today's date, to change the date click on  which will then give you calendar view as shown below.




Once you have selected the date fields then click on  the tab. The stats will be shown as a total by status as well as for each individual send.

97	194	0	0	9	85	3	0
TOTAL	APPROX. CREDITS	BLOCKED	EXPIRED	FAILED	DELIVERED	PENDING	SCHEDULED

Filtered statistics							
Date/Time	Account	Blocked	Expired	Failed	Delivered	Pending	Scheduled
 05/06/2010 11:03	VELSTREE	0	0	9	85	3	0

You can select to see more detail of the message by clicking on the tab 

Once you click on this you will see the full detail of the message click on the  to close the field up.



From: Village

Summer is coming!! so come join the village today and get yourself looking good in the sunshine. Grate offers for new joiners and grate prizes for joining a friend. Call 02087360158 for more details.

Approximate cost: 194 credits

Message expiry: 2d

Message length: 200 (across 2 messages)

Date range: 05/06/2010 11:03 - 05/06/2010 11:03

Further information: [Full message list](#)

To see the full recipient list click FULL MESSAGE LIST in here you will all so see the time and date a message was delivered.

To	Status
447584172282	05/06/2010 11:03: Delivered
447959006881	07/06/2010 12:03: Delivered
447941142430	05/06/2010 11:03: Failed (DB99)

.You can download these by clicking the download CSV link.

Export options

Comma-separated (CSV) [download](#)

Live stats are available whilst your message/ Campaign is scheduled or in progress. The live stats will give you a view of outbound campaign as well as allowing you to cancel/Pause.

NB. Messages are delivered at around 150 per second so do not rely on live stats to cancel an incorrect message.

Actions

Cancel send

Pause send

Resume send

Progress

Processing — Done 1945 of 1945 (100%)



Sending — Sending 760 of 1945 (39%)



Live message statuses

Scheduled 1185 of 1945 (60%)



Delivered 533 of 1945 (27%)



Accepted 154 of 1945 (7%)



Failed 64 of 1945 (3%)



Processed 8 of 1945 (0%)




Blocked 1 of 1945 (0%)



Keyword Setup and Admin



Keywords on Long Numbers can be self setup within Keywords Tab.

Type the required keyword in to the Keyword field select the long number from the drop down box. You can leave the Valid dates blank if you want it on going. Once you have filled the relevant information click on  These options are shown below.

Action

Select a new action from the list :  to set up the details.

Add keyword

Phone Number	<input type="text" value="447786202504"/>
Keyword	<input type="text"/>
Valid From	<input type="text"/> 
Valid Until	<input type="text"/> 

Dates should be entered as DD/MM/YYYY.

The Valid dates uses the calendar options as described in previous sections in this guide.

Once you have clicked update you will be directed to the options page for this keyword. From there you can.

1) Add to phonebook

Every time an inbound message arrives to your account the number will be added to a phonebook

Add action: Add to Phonebook
Phonebook Name

If you do not have a phonebook created you will need to do that first within phonebooks on the SMS OPTIONS pages.

2) Forward to email

Every time an inbound message arrives to your account you can be notified by email, you can have more than one recipient, Just repeat the process each time.

Add action: Forward by Email
Recipient Email Address
Enter the email address you'd like inbound messages to be sent to.

3) Forward by SMS

Every time an inbound message arrives to your account you can be notified by SMS, This will cost you 1 SMS each time someone texts in, you can have more than one recipient, Just repeat the process each time.

4) Reply by SMS

Every time an inbound message arrives to your account you can set an auto-mated message to go back to the sender.

Add action: Reply by SMS

SMS Reply Originator	<input type="text" value="Test"/>
SMS Reply Message	<input type="text" value="TEST MESSAGE"/>

Enter the originator and message content of SMS replies to inbound messages. **Note: each reply message be will deducted from your credit balance.**

5) Post to URL.

Add action: Post to URL

Receiving URL	<input type="text"/>
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Enter the URL you'd like inbound messages to be posted to.

Received

Within the received section you can see all the received messages from all you keywords and replies.

You can filter by Keyword/ Date/ Keyword number and Unique Data.

Filter

From Date	<input type="text" value="01/06/2010"/>	
To Date	<input type="text" value="08/06/2010"/>	
From Phone Number	<input type="text"/>	
To Phone Number	<input type="text"/>	
Keyword	<input type="text"/>	
Unique Data	<input type="checkbox"/>	

Dates should be entered as DD/MM/YYYY.

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