SMS

NOTIFY GHANA

GHANA

Contents

BULK SMS SYSTEM MANUAL

CREATING A GROUP

Groups of contacts can be created to facilitate the easiness of sending messages to your contacts. By creating a group, you have created a "phone book" in your account where you want certain contacts to be. For example you wanting people in your religious group to be in one group and those at work place to also be in another group.

This helps prevent any errors when you are sending message(s) to your contacts since your contacts are now filtered and you will know which message(s) to send to which group of contacts.

The following steps will show you how to create a group.

1. To create groups try locating the "Groups" menu item on the side bar. The purpose of the group is to create a namespace for interrelated contacts.
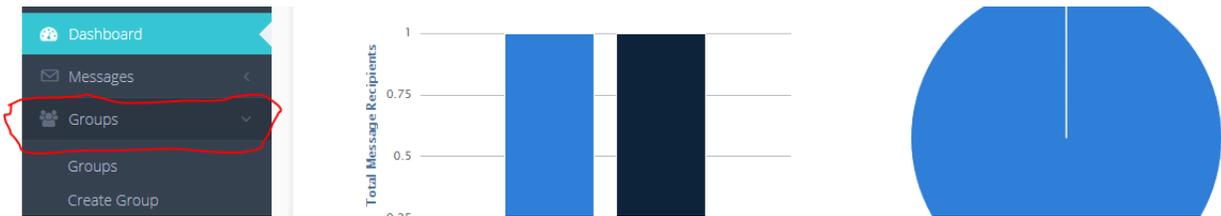
2. Clicking the "Groups" side bar item would create a drop down menu similar to the one below.
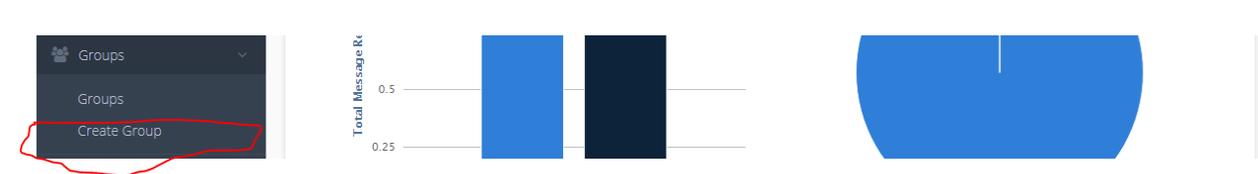
3. Please select the "Create Group" option from the drop down menu.
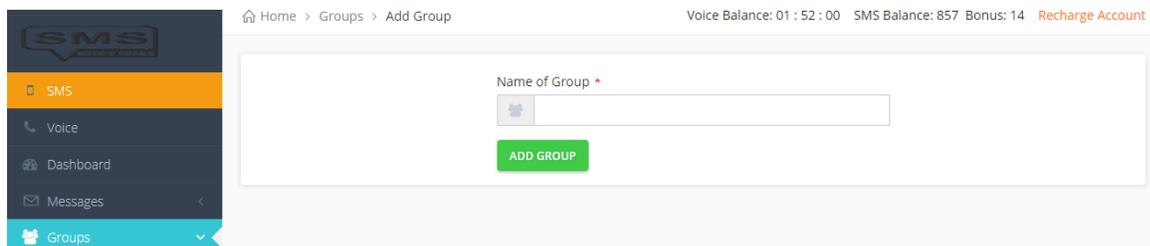
4. Type your group name in the text field provided and click the "Add Group" button and you would get a confirmation message similar to the one below.
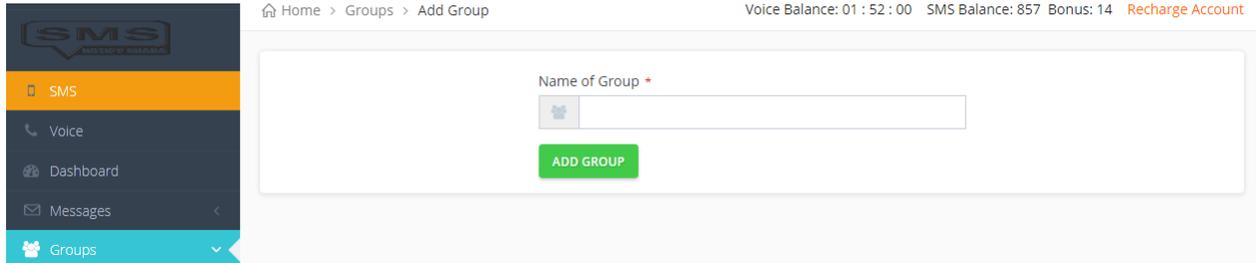
5. And that is it. Pretty simple, your group has been created successfully.
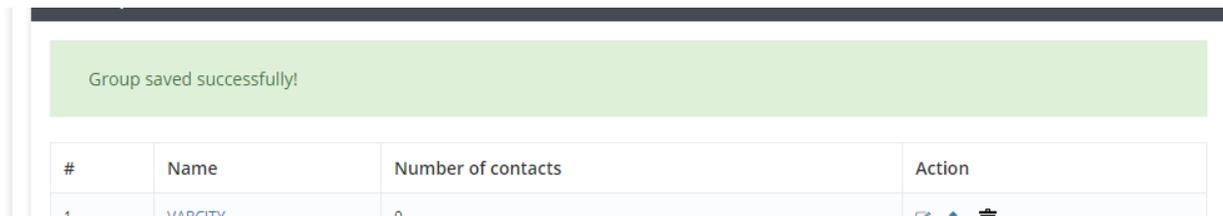
ADDING CONTACTS TO GROUPS

After groups are created, they would have to be populated so that messages can be sent to contacts who belong to that group. Adding contacts to a group is quite easy. It can be done in two ways;

1. Adding contacts manually: Adding contacts manually is quite useful when you want to add few contacts to groups. Follow steps below to add contacts manually

    A. Under the Contacts menu, select „New Contact"
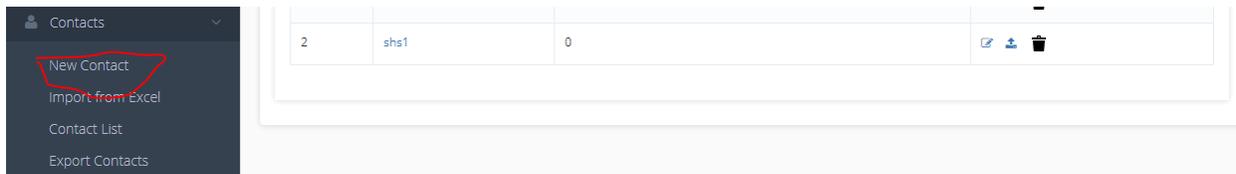
    B. In the new page that appears, enter the phone number in the text box and select the group to be added to. Click on the Add Member button when done
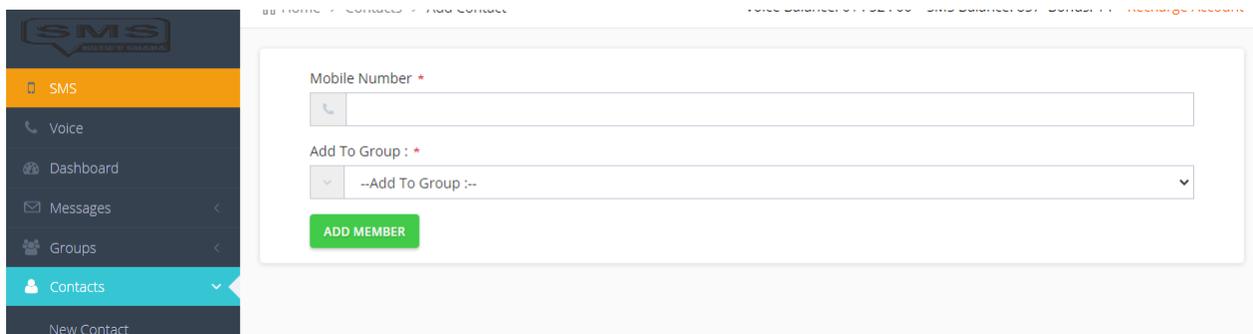
C. You are then sent to a different page where you be required to input the details of the contacts. All fields marked with the asterisk sign (*) are required. Hit the „Add Contact" button when done

And that"s it! Contact will be added to your group

2. Import contacts from an excel sheet : This method of adding contacts allows you to add large number of contacts to your group at a go, hence considered very efficient. The outlined steps show tow to import contacts into your group(s).

A. Select „Import from Excel" under the Contacts menu
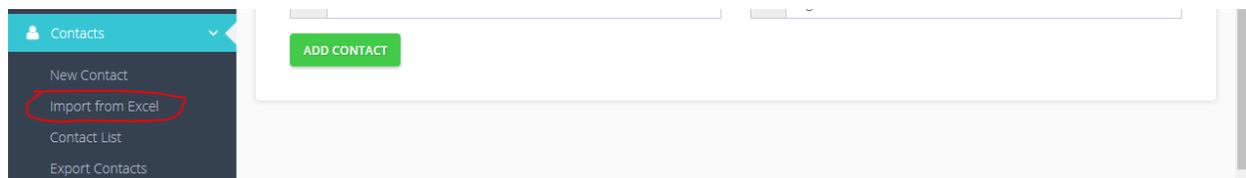
B. A different page appears which allows you to choose excel file and then select a group to import into.The excel file you upload should have it"s first column containing the names, with second column containing phone numbers, and so on. The other columns that follow (title, date
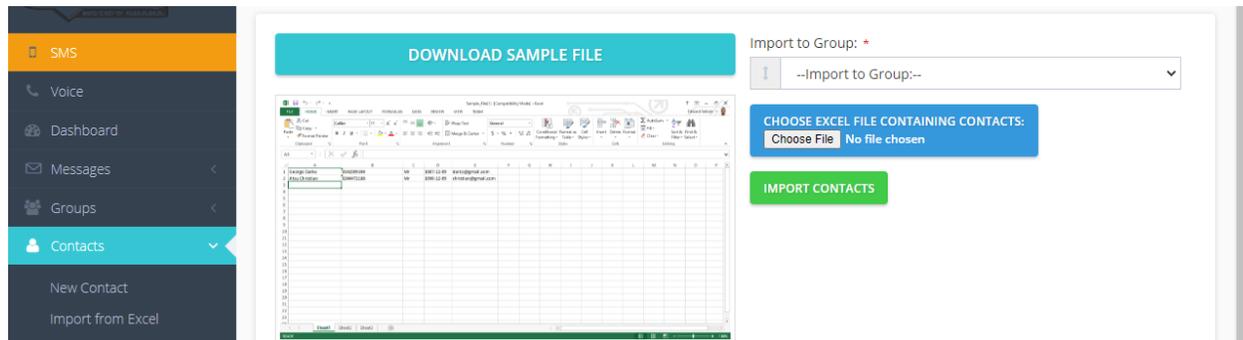
of birth, email address) are optional.Download sample file to assist you by clicking on the „Download Sample File" button. Hit the „Import Contacts" button when you are done. And there you go! Contacts would be added to group.

SENDING A QUICK MESSAGE

Do you need to send message(s) to a few of your contacts?

Do you want this message to be sent very quickly without any hassle?

Then you can do so by sending a quick SMS to your contacts by going to the "Quick SMS" page to do so.

You have to type in your message and the phone number(s) that you want your message to get to and you are done.

Below are the steps in sending a quick SMS:

6. To send a quick message to your contact you must first locate the "Send Message" menu item on the mNotify menu bar.
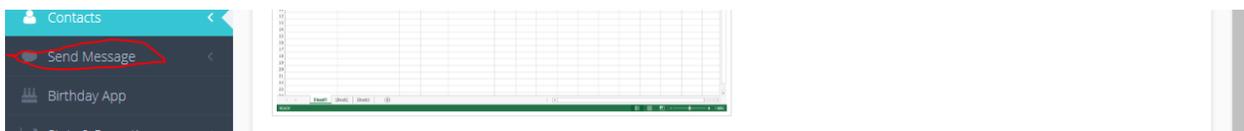
7. Upon clicking on the "Send Message" menu item you should see a drop down similar to the one below.

In uploading the excel file, the 1st column should contain the names,the 2nd column should contain phone numbers, the 3rd column should contain contacts title e.g. Mr.,etc[optional] the 4th column date of birth in the format year-month-day[optional] and the 5th column email address [optional]
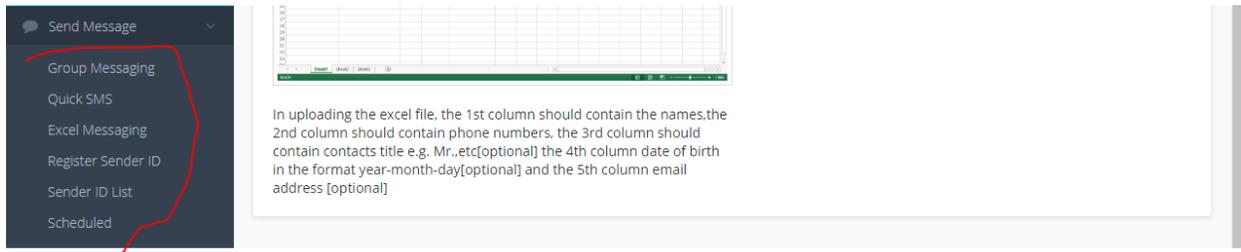
8. Do select the "Quick SMS" option from the drop down menu by click on it.

9. After selecting the "Quick SMS" option you should be directed to a page similar to the one below.
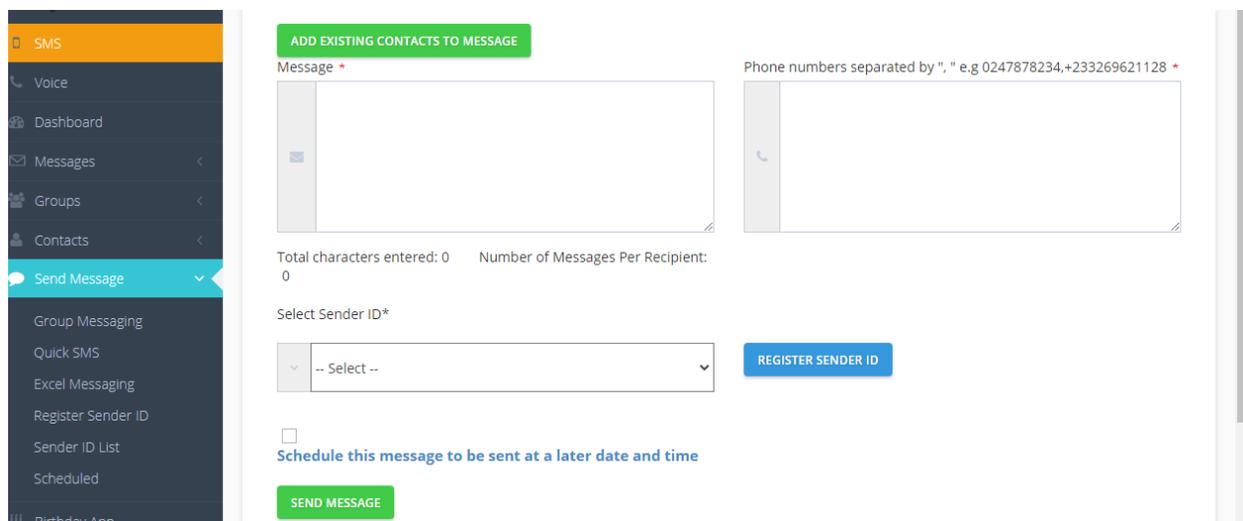
10. Locate the "message" textarea on the "Send a Quick SMS" page and type your desired text there.
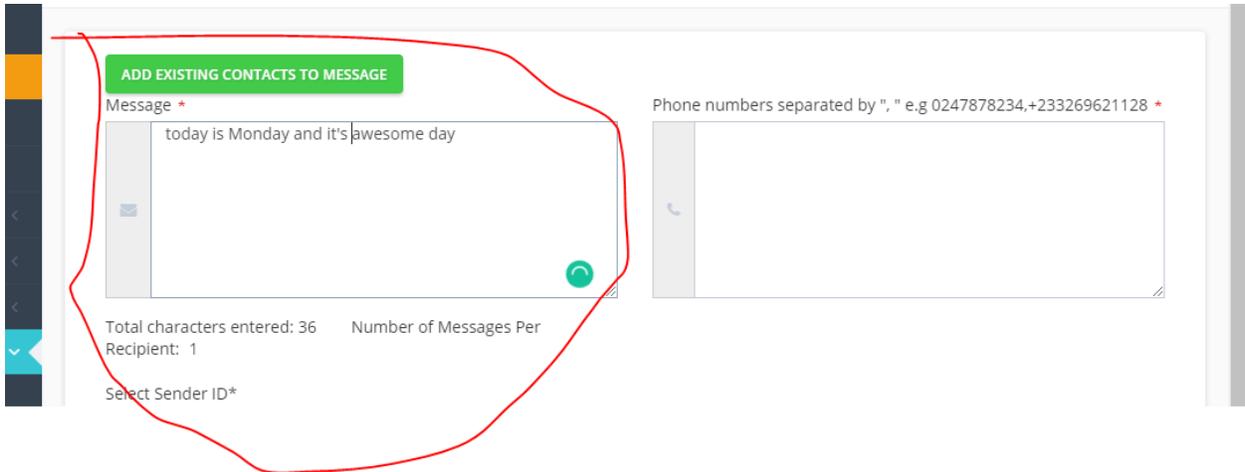
A – Represents the total number of characters contained in your message.

(NB: 1 message = Total characters entered / 160 i.e. 1 message should not exceed 160 characters if it does the result from the division is rounded to the nearest whole number that then becomes your number of messages about to be sent).

B – Represents the total number of messages sent per recipient.

11. After typing your message the next step is to enter the number(s) of your contact(s). Try locating this portion of the page as shown in the image below.
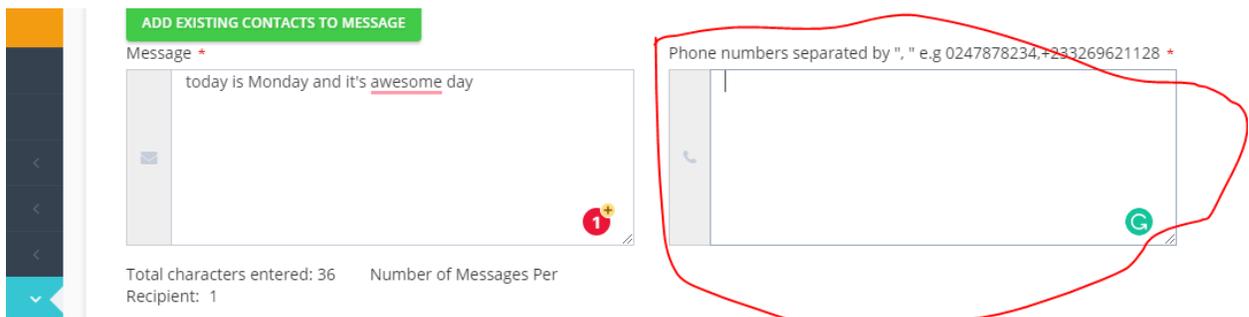
Do enter your desired number(s) separated by a comma(",") e.g 0205851692, 0248189335 etc.

12. After entering the number(s) of your contact(s) the next step is to select your **"SENDER NAME" or "SENDER ID"** which is quite similar to the picture below. Sender ID you created during registration is loaded by default.
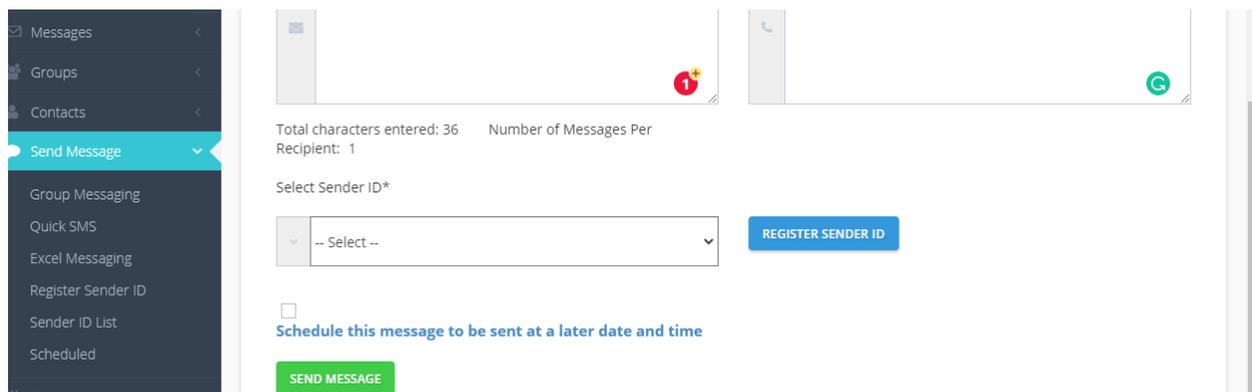
This simply means that you can choose who, or where you want the SMS message to come from. The SMS message will not come from a number, but from, for example, your company name. Please note that should you choose to send SMS messages with a Sender Name, the recipients will not be able to respond to these messages.

TIPS:

International SMS can have alphanumeric sender-id (of maximum 11 characters)
Must not contain blank spaces
The first character cannot be "0" (zero)
Must not contain accented characters
Must not contain punctuated/special characters, such as * $ < , > ? ! % [ ] | \
Must not contain Greek characters
    Must not be the name of a reputable company or organization
    Must not be the name of a public figure or celebrity

This is the "SENDER NAME"

Fig 1.1 Picture showing the SENDER ID

13. After selecting your "SENDER NAME" click on the "Send Message" button.
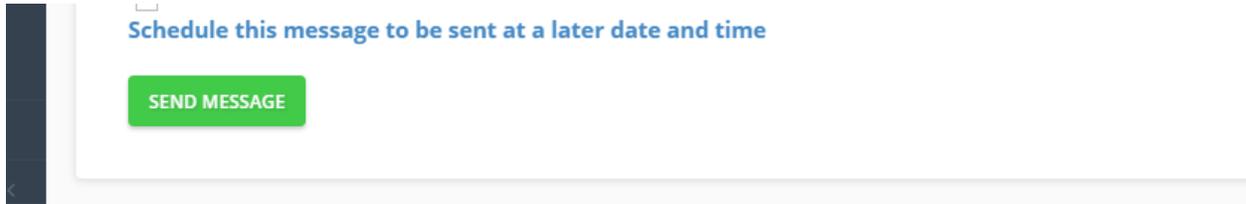
14. Upon clicking you should see a pop up box appear like this.
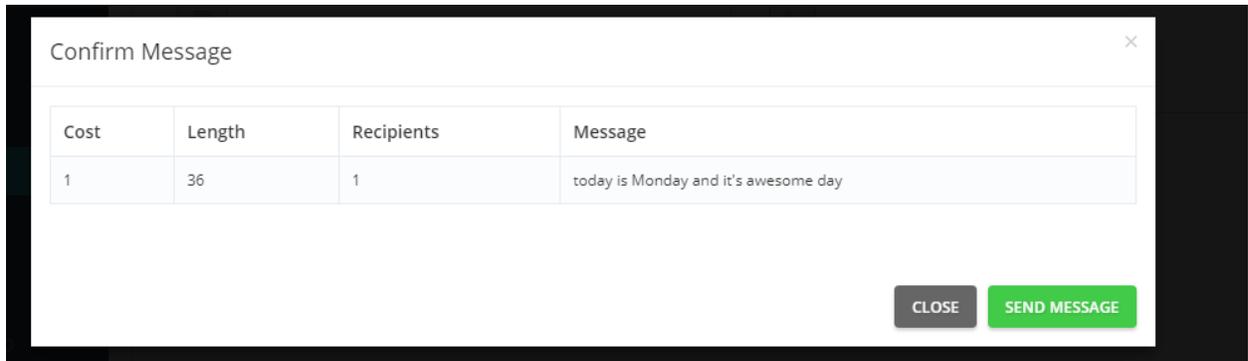
15. Click on the submit button and you will be redirected to the delivery report page as shown below.

NB: You can visit this page from time to time to track the delivery state of your sms campaign 16. That"s it you have successfully sent an SMS.

SCHEDULING A QUICK MESSAGE

Are you going to be busy on the time you have to send a message to your contact(s)?

Is it possible that you can forget to send a message to your contacts within a specific time? No worries, mNotify message scheduling is here to help you send your message(s) on time.

You can create a message and schedule it to be sent on a specific date and time by your choosing.

Below are the steps for scheduling a message:

1   To schedule a quick message to your contact you just have to follow the directions up to step 7 on how to "Send a Quick Message" which has been clearly discussed in the previous chapter.

2. Locate this checkbox and check it as it looks inside the picture below.

3. Set focus on the text box labelled "Send message on" to display a date selector as shown below.
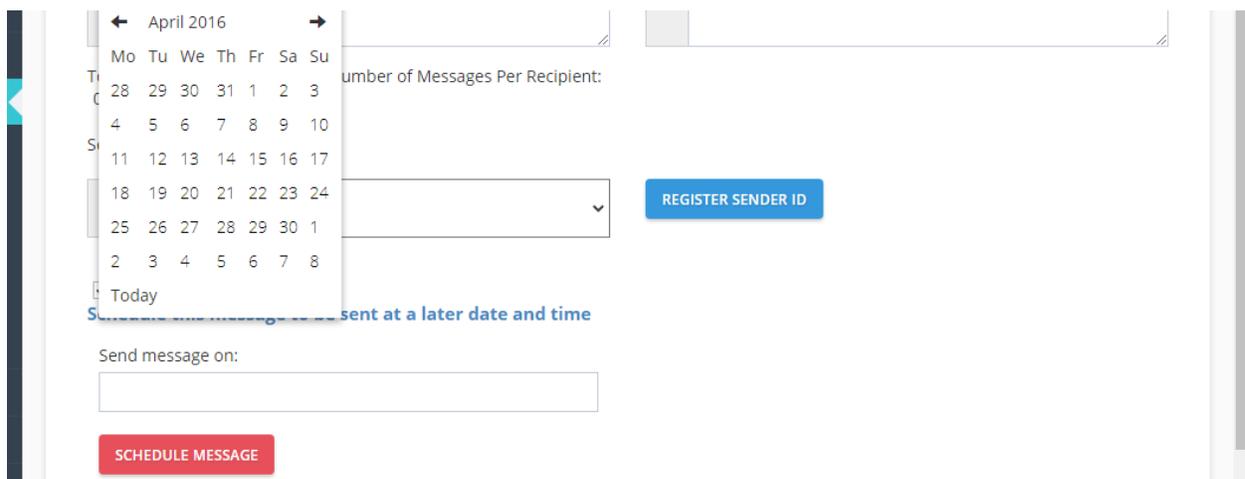
4. After bringing up the date selector select your preferred date and time and click the "Schedule Message" button below.
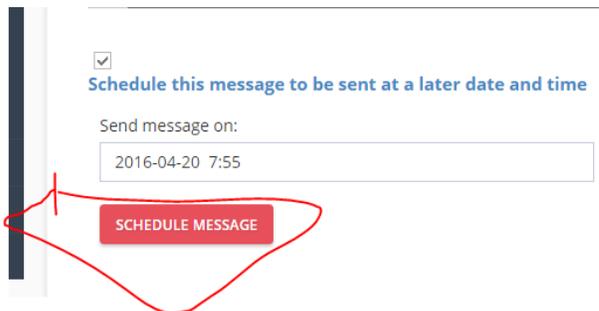
5. Upon clicking you should see a pop up box appear like this.

Cost	Length	Recipients	Message
1	36	1	today is Monday and it's awesome day

Confirm Message
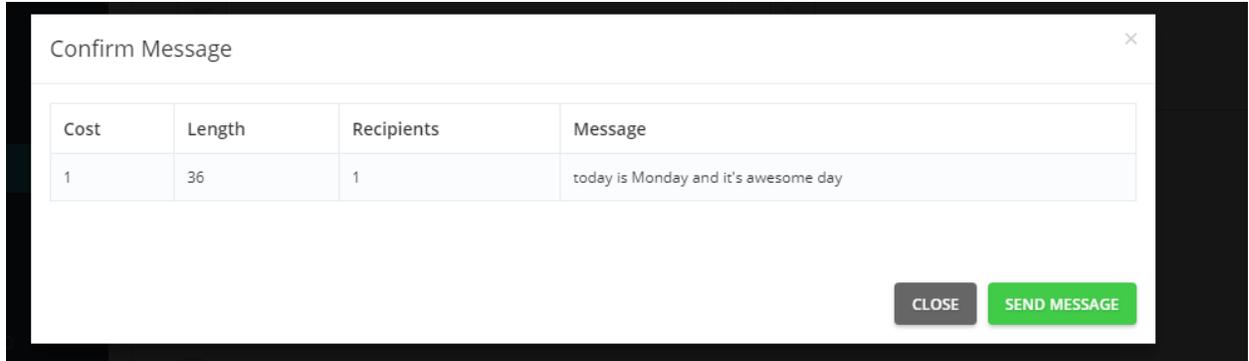
CLOSE   SEND MESSAGE

v

6. Click on the Send message button and you will receive a confirmation

Confirm Message

Cost	Length	Recipients	Message
1	36	1	today is Monday and it's awesome day

CLOSE   SEND MESSAGE
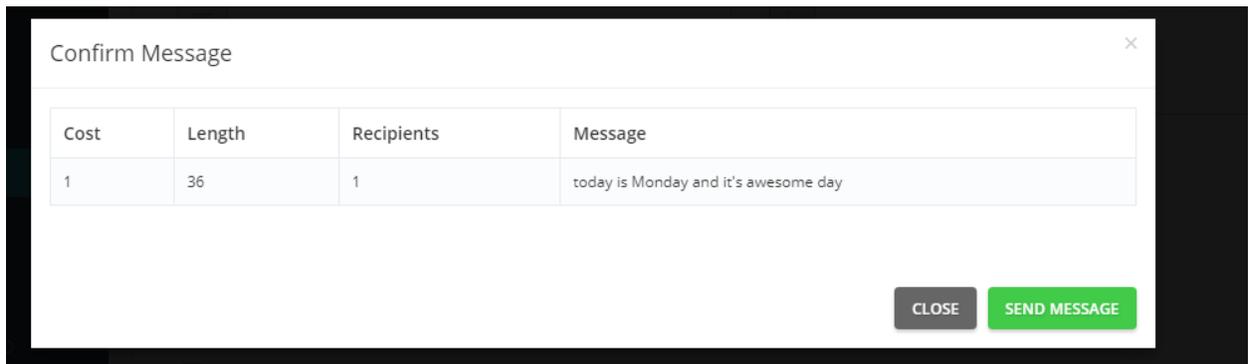
7. That''s it you have successfully scheduled a Quick SMS.

1

SENDING A GROUP MESSAGE

This is one of the points where the creating of a group comes in handy.

Do you want to send a message to your religious group that you created some time ago or just now?

Then group messaging is where you need to be in order to do so

You just need to have your message and then select the group(s) of contacts that you want the message to be sent to.

Below are the steps for creating a group message:

1. To send a group message to your contact you must first locate the "Send Message" menu item on the SMSNotify menu bar but please ensure you have a group created first. See page xx to know how a group is created.
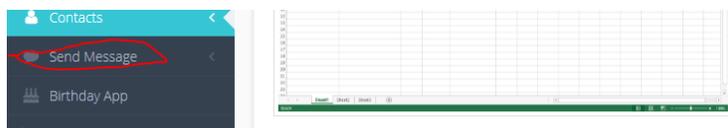
2. Upon clicking on the "Send Message" menu item you should see a drop down similar to the one below.
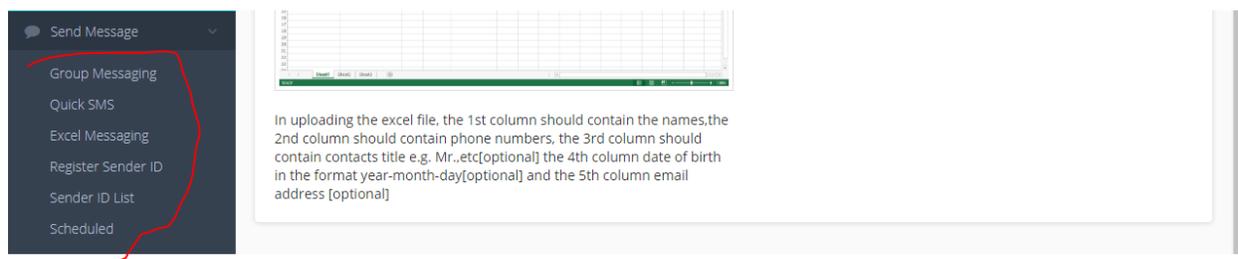
3. Do select the "Group Messaging" option from the drop down menu by click on it.

4. After selecting the "Group Message" option you should be directed to a page similar to the one below.

5. After selecting the "Groups" option you should be directed to a page similar to the one below.

6. Select the group(s) you intend sending messages to.

7. After selecting the group(s) which contains the contact(s), the next thing to do is to move down of your screen and locate this section below.
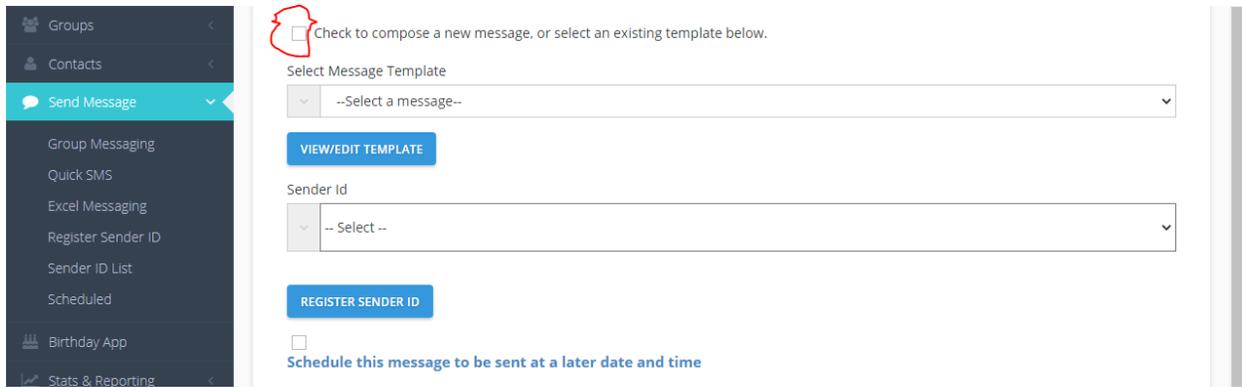
8. Clearly you could see a checkbox, two dropdown boxes which each having a button next to it. Now let"s focus on the checkbox for now.
9. When you check/tick the checkbox, a text field will appear because you want to type in a new message to the contacts you have selected earlier on. Let"s us verify that below:
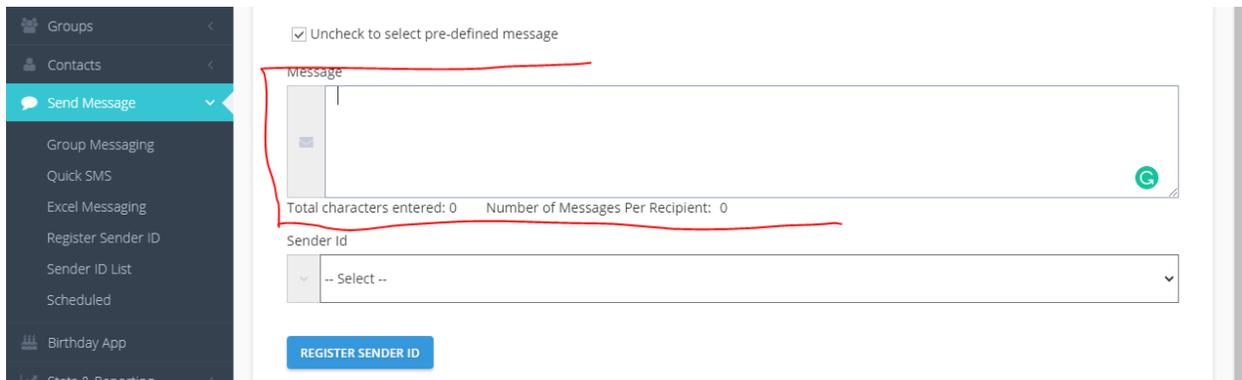
10. So you can see that the checkbox has changed to a "tick" sign meaning that you want to type in a new message to your contacts and hence that text area appearing for you to type in.

11. When you do not want to type in new message (when you have not checked or unchecked the checkbox) but rather you want to send a message you already sent some time ago, then let"s move to the drop down list with the button which reads "VIEW/EDIT TEMPLATE"
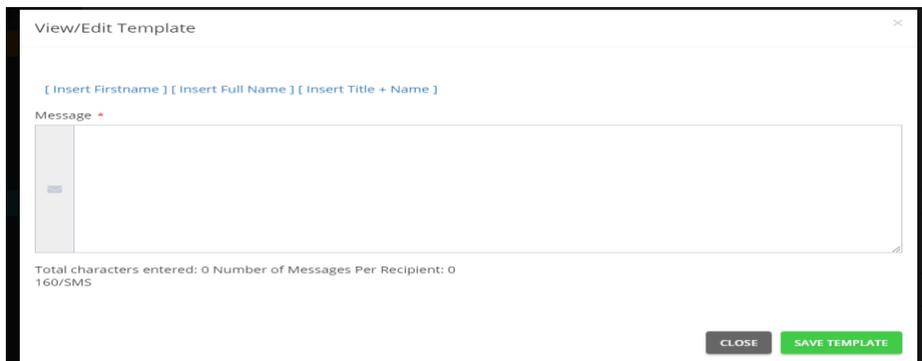
12. The dropdown consist of your message(s) sent some time ago. Select the one you want and/or click on the button next to it if you would like to make some few changes to the message and save it. A pop up shows for you to make your changes.
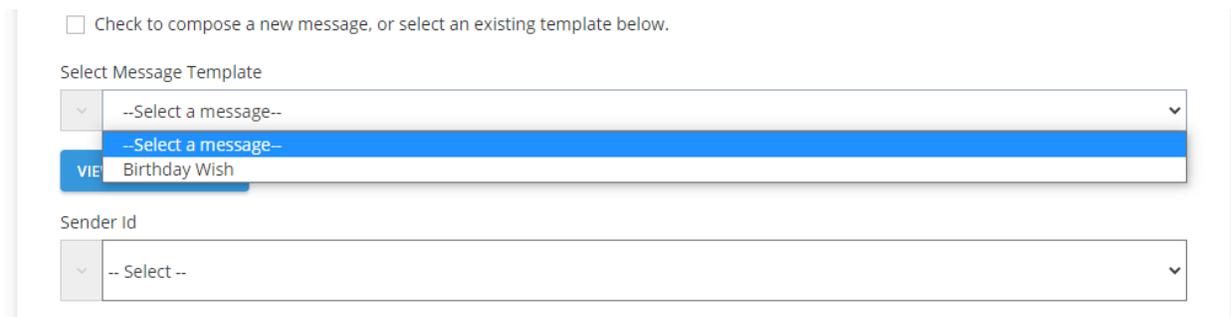
13. When you are done move down to either select your sender ID or click on the button which says "REGISTER SENDER ID".
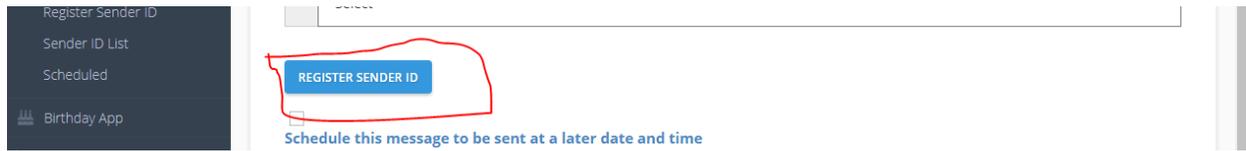
14. Enter your new sender name in the text box which appears and you are done with everything. It is now up to you to either schedule the message which has been explained to you earlier on how to do that or just hit the button and you see this pop up.

You can now send your message and receive your confirmation as success or failure depending how you followed the steps or other account issues
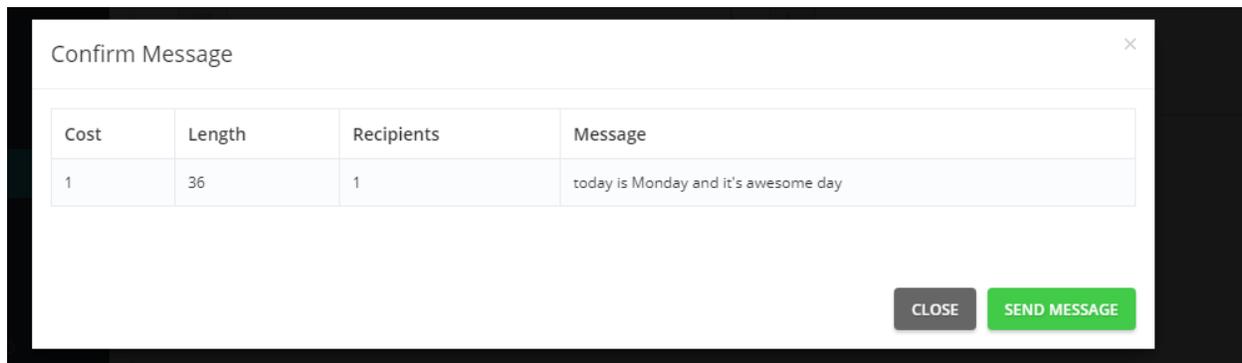
SENDING AN EXCEL MESSAGE

What if you have an excel sheet full of your contacts and you want to send messages to all of them.

Sending excel message is simple because SMSNotify has a section where you can send message to all your contacts on an excel sheet that you were thinking of typing all of them one by one to send the message to.

Below are the steps:

1. When sending an excel message, locate the same "Send Message" menu item and click on "Excel Messaging".
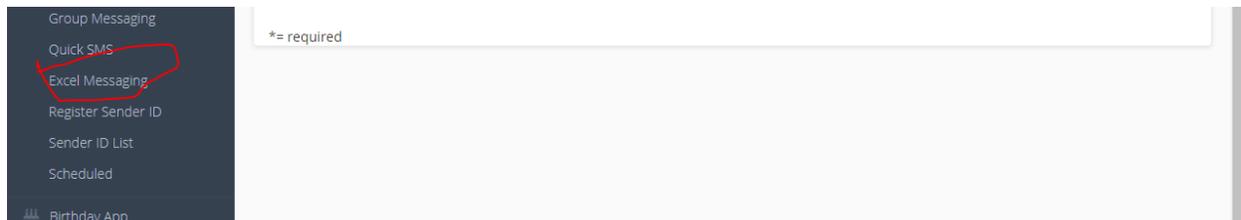
2. This will take you to the "Excel Messaging" page. With excel message, you are going to select an excel sheet you have created on your computer containing a list of contact(s) to send your message(s) to. Below is the left half of the page:
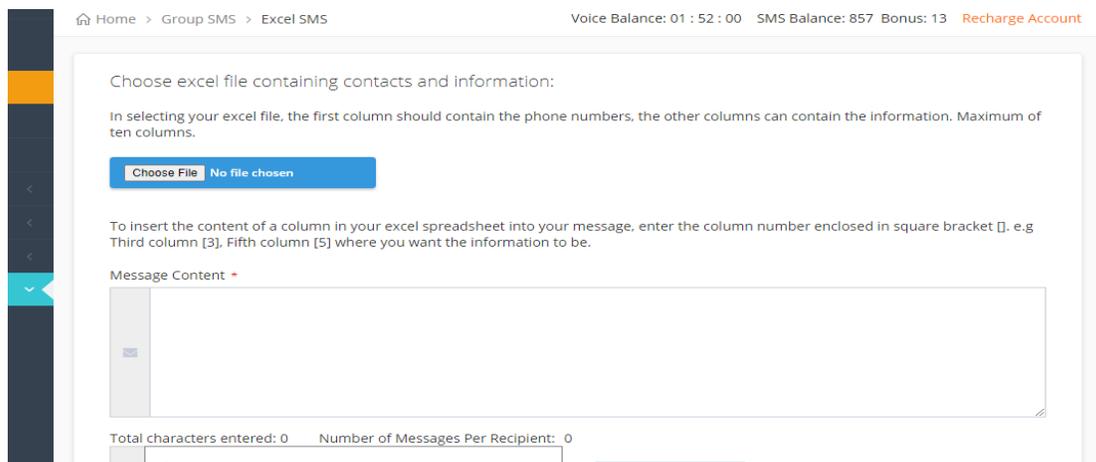
3. This half contains a note which guides you on how to create your excel sheet and how to save it.
4. When creating your excel file, your first column should contain the list of the contact(s) and other columns contain anything you want like name, email etcetera up to a maximum of 10 columns. Just look at the image below, you will get it better:

5. You can see clearly that the first column (A) contains the telephone numbers and the other columns contain the other information.
6. Note that the columns are not numbered with the normal 1, 2, 3,…. But rather alphabets A, B, C,……. so it implies that A = 1, B = 2, C = 3, etcetera.
7. Also note that the image ends on column J but on your excel sheet, it goes more than that. The J column represents the 10th column on the sheet which is the maximum column you can reach when creating this contact list. Hope you get it now and remember to save it in either excel 2003(.xls) or 2007(.xlsx) format.
8. When you have selected your excel file, move to the message box below to type in your message.
9. When you want to insert a content in your excel file you created like the name of the person who has that particular contact, you must enter the column in your excel file which corresponds to the name of that contact in a square bracket like this [2].
10. Example is the excel image above, you could see that the names of the contacts are in column B which is 2 so to represents that you type [2]. Below is a sample:

11. Now when this is done move to the right side of the page and complete the rest by doing what you normally do and send your message.
12. The confirmation comes and you are done with excel messaging; as simple as that.

CREATING A NEW CONTACT

You just received a number from one or two of the members in your religious group(s), work group(s), etc and you need to add those contacts to an existing group that you have already created.

No need to create another group. You just have to add those new contacts to that existing group and it is very easy to so.

Follow the steps below to see how it is done

1. To create a new contact, select "Contacts" in the menu items and select "New Contact" as shown below.
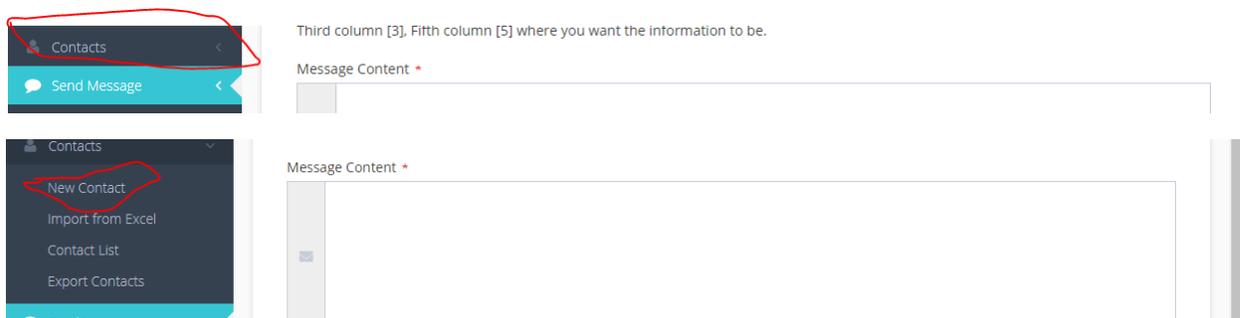
2. Enter the contact number in the text box on the page that is shown and then select the group that you want that contact to be saved and then click on the button "ADD MEMBER" and that"s all.
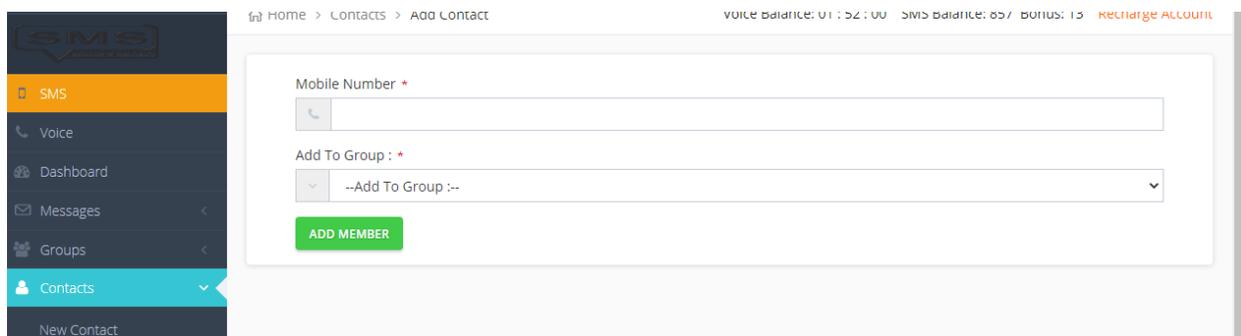
CREATING A CONTACT FROM EXCEL

Now you have received more contacts and you are finding it difficult to add them one by one to your group.
Do not waste your time on that. Create an excel sheet with those new contacts and add them to your group
Follow the steps below:

1. Select the "Import from Excel" in the same "Contact" menu item as shown.

2. The left side of the page is shown below which contains the guide for creating your excel file.

3. The first column of the excel file must contain the names of the contacts, the second column must contain the phone numbers, the other columns will consist of the rest of the information.

4. The file can be saved in 2003(.xls) or 2007(.xlsx) format or latest version.
5. Downloading a sample file will help you achieve this
6. Move to the right side to select the excel file you have created, the group you want the contacts to belong and then click on "IMPORT CONTACTS". And that"s it.
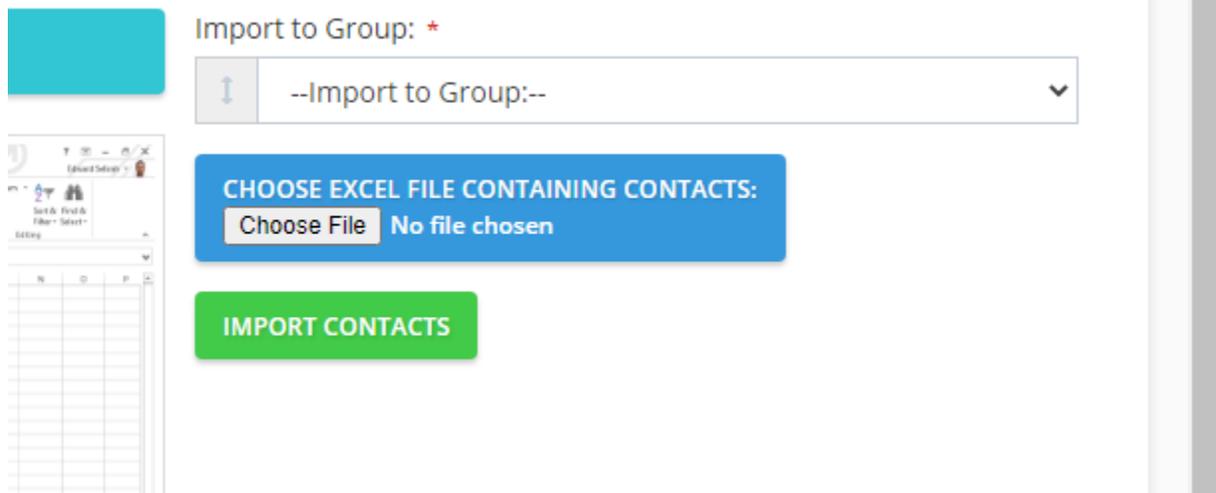
CREATING MESSAGE

Do you need to be sending the same message to your contacts time and time again?
This becomes boring when you have to typing the same message all the time.
You can create that message and save it so that you will be using it when you need to.
Below are the steps:

1. Creating a message will save that message into your account to be used later for sending to your customers. Select "Messages" on the menu items and click on "Create Message".

2. Enter the title of your message in the first text box and then the contents of the message in the second text box.
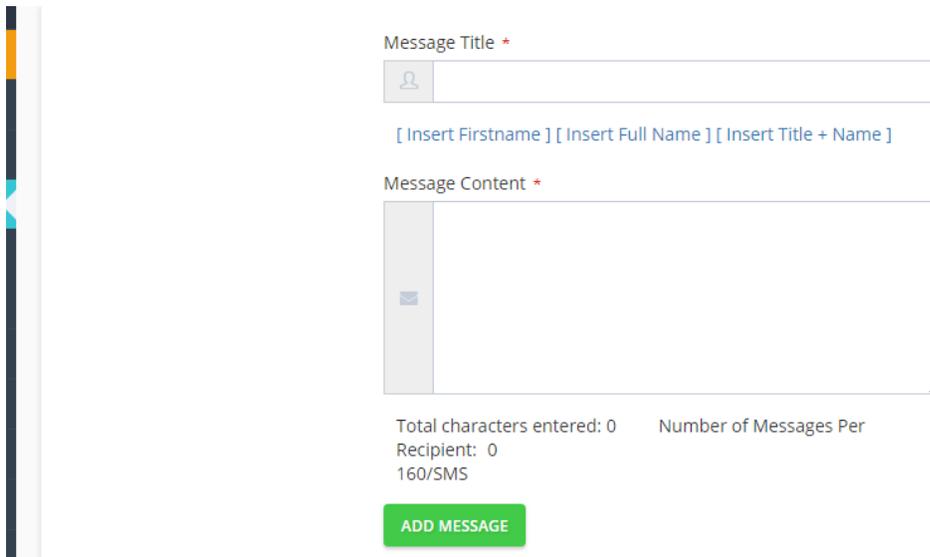
3. By selecting the [Insert Firstname], the message to will be sent your contacts using their firstname. So let‟s say in your group you have a contact with firstname of "Samuel" and another with firstname "Bridget".

Message Title *

[Insert Firstname] [Insert Full Name] [Insert Title + Name]

Message Content *

Good Day [fname] trust you are fine?

Total characters entered: 36   Number of Messages Per Recipient: 1
160/SMS

ADD MESSAGE

4. When both received the message, they will have their respective firstname in the message. So Joseph will have Samuel in the message and likewise Bridget.

5. The same applies to selecting [Insert Full Name] where their fullnames will appear and also [Insert Title + Name] where you have their fullnames and their titles.

6. Remember that in order for this to happen, there has to be a column in your contacts for firstname, lastname and title.

USING THE BIRTHDAY APP

You have a column in your contact list where you have their date of birth. Now you want to send birthday wishes to your contacts born on a specific day or month, then the birthday app is here to help you.
Follow the steps below to understand how to use the birthday app.

1. The Birthday App is used when you want to send birthday wishes to your contact(s) who is/are born a specific day.
2. Just select the "Birthday App" on the menu items and let"s discuss what is on that page.
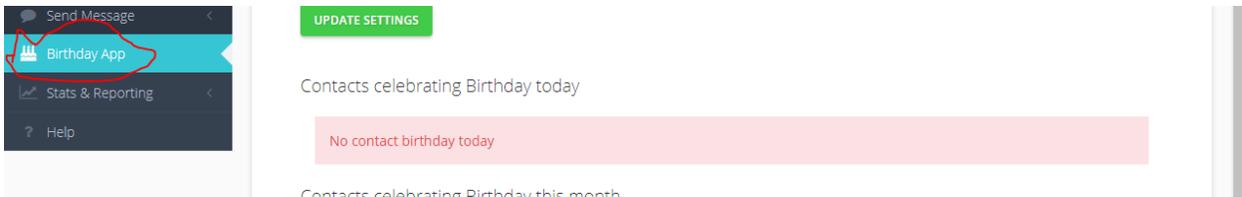
1. On the page, you could a checkbox which says "Enable message sending on contacts birthday". Check/Tick on that box to enable the system send message to your contact(s) with birthday on a specific date in your contact list.
2. Next, add the sender name in the text box below the checkbox
3. Then select that sweet birthday message you created on the "Create Message" page in the dropdown list and click on "UPDATE SETTINGS". Below is an example:

6. And that is it, you are done setting your birthday message to your contact(s).
7. If you look below the page, you will either see a list of your contacts with their birthdays today or those with birthdays in this month or nothing at all.
8. If you do not see anything, it means you do not have any contact(s) with birthday on that day or month.

Contacts celebrating Birthday today

No contact birthday today

Contacts celebrating Birthday this month

No contact birthday today
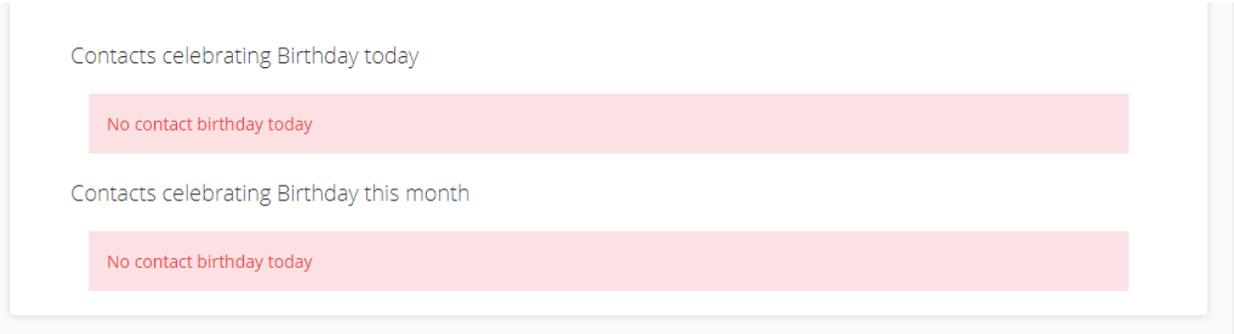
15. .

UNDERSTANDING CAMPAIGNS

If you want to monitor the message transaction that have taken place in your account as well as know the message details, and whether they were delivered successfully or not, then enter the Stats & Reporting to learn more. Below are the steps:

From the drop-down;
1. Click on "Campaigns" and let"s see what"s there.
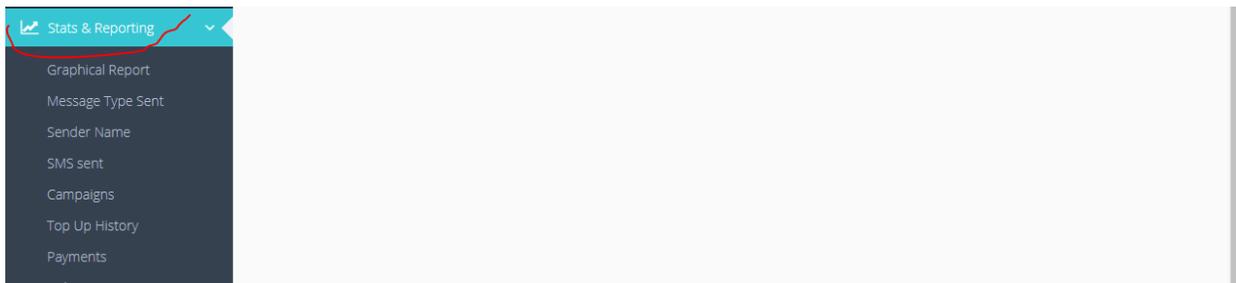
Click on "Stats & Reporting" and let"s see what"s there.

2. Study the page. If you have sent a message with system before, you will see a table with all the list of message(s) you have sent, the credit used to send those message(s) and the number of contact(s) that message was sent to as well as the date and time used sent them.
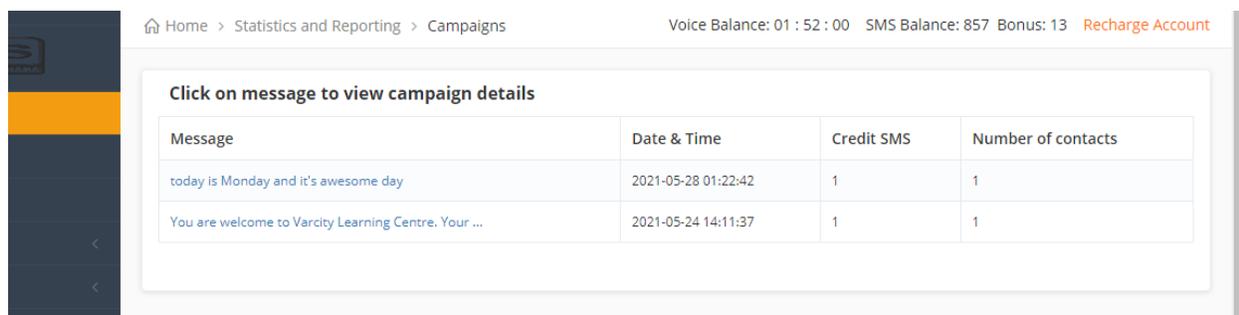
3. If you have sent more messages, click on the next button to see the rest of the list.
4. The top of the page reads "Click on message to view campaign details". Hover your curser on the message column on the list and click on each of them to view the details as well as the status of that message you sent.

Delivery report for campaign refreshes automatically every 50 seconds

Campaign Message	today is Monday and it's awesome day
Total Credit Used	1
Total Contacts	1

SMS Campaigns
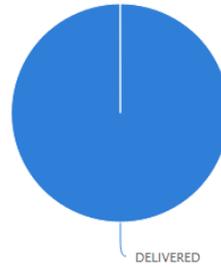
DELIVERED

VIEW DELIVERY REPORT STATUS INFO

5. After viewing this, view down of the page another table which shows in details the contact(s) you sent the message(s) to and their status.

DELIVERED

VIEW DELIVERY REPORT STATUS INFO

#	Number	Status	Date Time	Message
1	233205851692	DELIVERED	2021-05-28 00:22:42	today is Monday and it's awesome day

UNDERSTANDING DELIVERY REPORTS

Trying to know the messages you have sent together with the ones that were delivered successfully on a specific date and time graphically. Then see below for the steps:

1. Delivery report shows you chat on the message(s) you submitted against the message(s) delivery.
2. Click on "Delivery Report".
3. You can also view the report by specifying the date from and date to in the text boxes on the page.

4. After entering the dates, click on "View" to view the chart or you can also export the excel version of it to view on your computer.