WebSMS

Contents

1. Overview

WebSMS is an easy to use online portal for sending and receiving SMS messages. WebSMS allows you to send SMS text messages to mobile phones quickly and simultaneously to single or multiple contacts through our online portal. You can also receive inbound messages that can be viewed in your inbox.

2. Messages

2.1. Sending Messages

To send SMS text messages to mobile phones follow these simple steps.

- Click on "Compose" and use the "To" field to input the mobile number you wish to send to.
- Add the text you want to include in the message into the "Message" field.
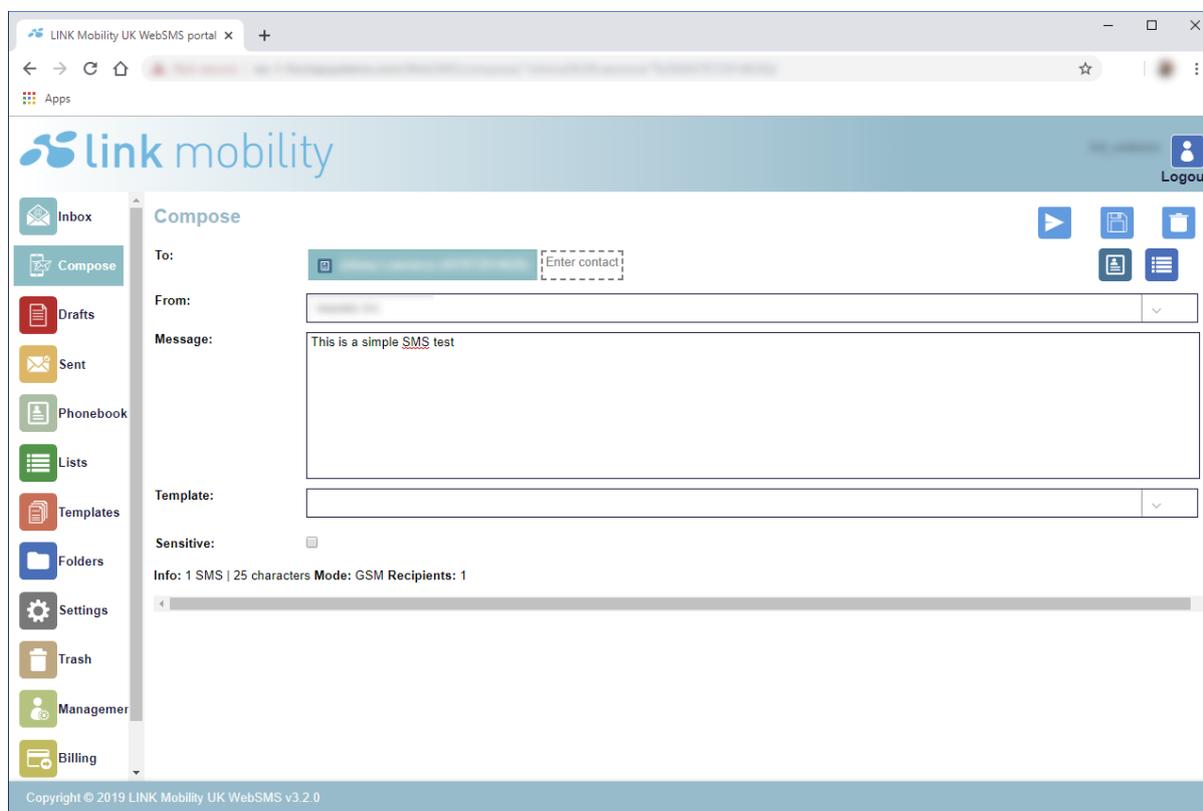- Click on "Send" icon and your message will be delivered to your recipients.

Diagram 1: Compose section where recipients are entered and message content written.

2.2. Recipients (To)

- To send a new message to one or more mobile phones, enter the mobile number(s) into the "To" field in the Compose section.
- If you begin to type a Phonebook entry or Distribution List name, the auto-complete function will then show a drop-down box matching entries in the Phonebook or matching Distribution List names which you can then select from.
- Alternatively, you can select the recipient's details from the Phonebook or Distribution List beneath the "To" field or using the icons alongside the "To" field.
- As recipients are added and removed from the "To" field the total number of recipients to whom the message will be sent is shown at the bottom of the Compose section.
- Please note that multiple entries should all be separated by a semi-colon (;).

NOTE: Ensure when you are using the auto-complete with the "To" field that the distribution list or phonebook entries remain in the format they are returned, for example "Director" <1234567890>; "Customers" [Distribution List:4 entries].

2.3. Sender (From)

- You can set the sender ID (source address) of your messages so that when your message is delivered, it displays the requested source address which can either be numeric or alphanumeric. For example, an alphanumeric address could be "MyCompany". Replies are not supported to alphanumeric addresses.
- If you have more than one sender ID you can set this at the time of composing your messages within the "From" field.
- If you use one of our inbound solutions, you can select your number as the sender ID, if you receive a reply to the message, it will be received into your WebSMS inbox associated with that number.

If you wish to have a specific sender ID please contact your Account Manager (sales.uk@linkmobility.com).

2.4. Message

- The message to be sent to the recipients is entered into the "Message" field.

- Either a template can be selected to use a pre-prepared message (that can be modified as necessary) or a message can be typed into the field.
- The Info entry at the bottom of the Compose section will show the number of SMS and characters used by the message.
- If non-GSM characters are used in the message then the message will be sent as UCS2 (as indicated by the Mode).
- Long SMS, also known as concatenated messaging, is supported. This is when a message is longer than a single SMS, for example more than 160 characters.
  - Simply type your text into the "Message" field and the Info line (see diagram 1) below this field will indicate how many SMS will be required to send the message.

NOTE: the long message will be displayed on the recipient's mobile phone as one single message, however customers will be billed for the number of SMS that are required for sending the whole message through the WebSMS portal.

2.5. Message templates (Template)

Within WebSMS, you can create, name and store message templates which can be used when sending the same, or similar, messages to a number of contacts simultaneously. For example, when sending a notification message to a group of contacts contained within a Distribution List.

To create a new template:

- Click on the Templates section and select "New template."
- Enter a title for the template, type the message content you wish to use in the template and press Save.
- The template will then be stored and added to your list of templates.
- When sending a message using a template, you would go to the Compose section as normal and then select the template you wish to use from there.
- The message template content can be amended in the Compose section if required prior to sending the message.

2.6. Message visibility (Sensitive)

You can use the Sensitive option on the compose screen to hide the message content from view in the Sent box section. This is particularly useful when you are sending information you only want the recipient to view.

3. Sent Items

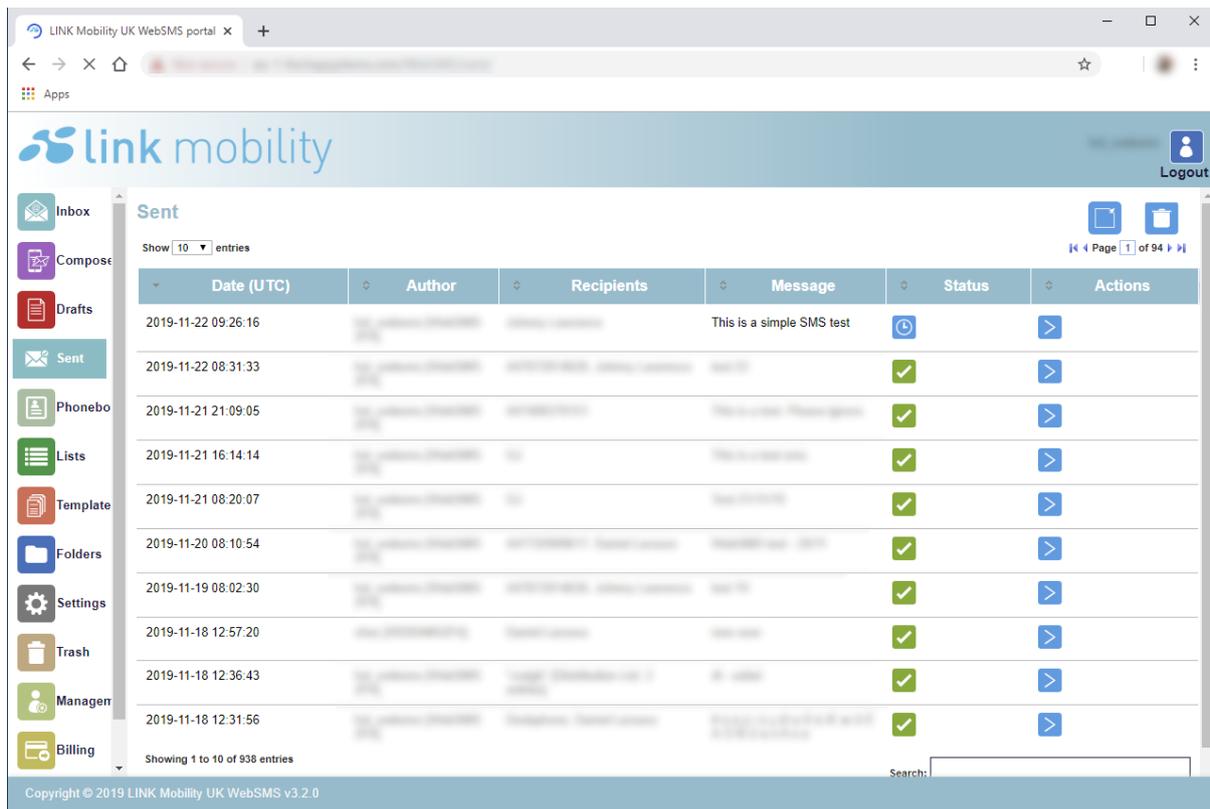If you want to see the status of your sent messages, this can be done by going to the "Sent" folder.

Diagram 2: Sent folder showing messages that have been sent, by whom, to which contacts, message content and delivery status.

- You can easily view the current status of any sent messages and see the confirmation of when they had been successfully delivered (indicated by a green icon).
- You can also then click on the green icon to view further details of the sent message.
- The Sent folder details the time and date the message was sent, who sent the message, the mobile phone number the message was sent to as well as the content of the message.

4. Receiving Messages

In addition to sending messages using WebSMS, users can also view received messages in their Inbox.
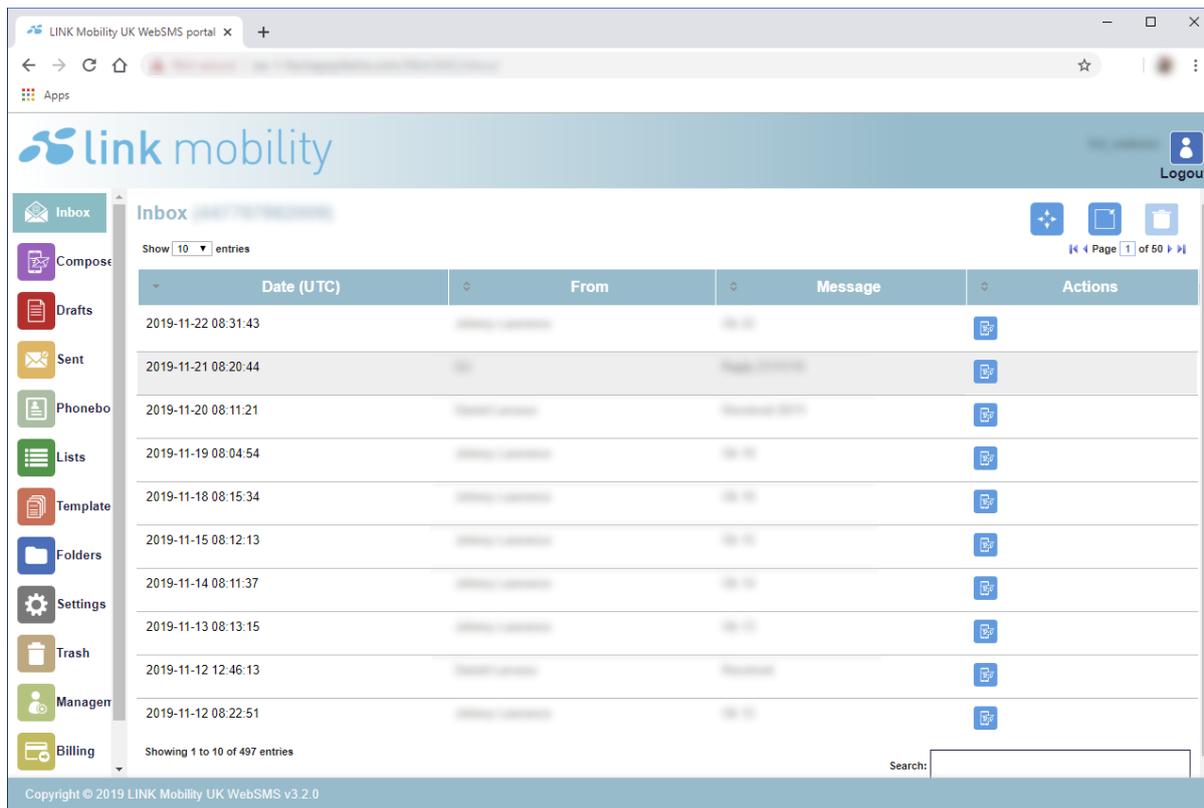

Diagram 3: Inbox showing messages received from mobiles. Multiple inboxes, each with its own inbound number, are supported.

- Inbound messages may either be replies to messages that have been sent from WebSMS, or new messages originated from a mobile.
- WebSMS will show the time and date of when a message was received, along with the sending mobile number and message content, as can be seen in diagram 3.
- To reply to a received message simply click on the message's From entry (i.e. the name or mobile number).
- The Compose section will then appear with the "To" field already containing the recipient to whom you are replying.
- You can then enter the message in the Message field and press the Send button to send the reply.

5. Folders

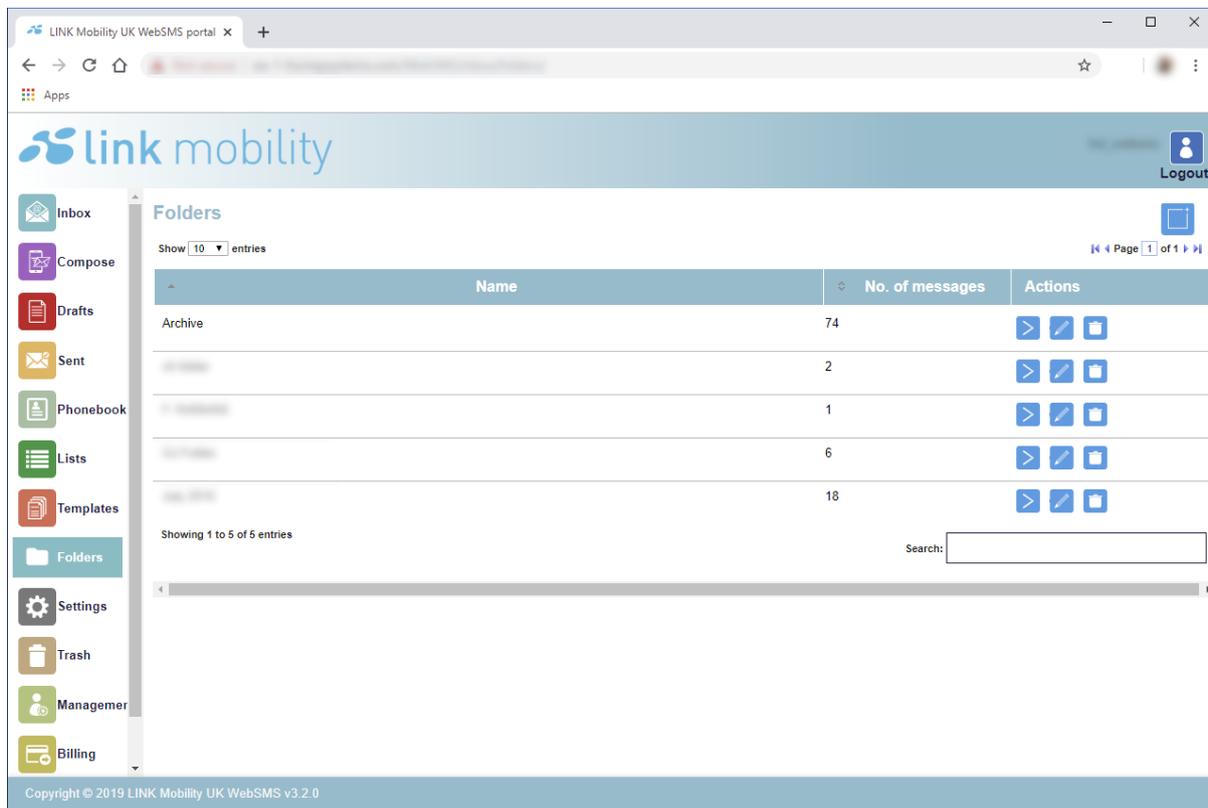Folders allow users to organise messages.

Diagram 4: Folders page showing all user generated folders that user can organise messages into.

- Any messages you have sent will be saved in the Sent folder.
- Any inbound SMS messages you have received to your allocated numbers will automatically be placed in the Inbox folder.
- Below the Inbox, you can create folders and move messages between folders as required.
- Folders can be sorted by name or the number of messages contained within each folder.

6. Phonebook

The Phonebook can be used to store individuals' contact details in order to help expedite the message sending process.
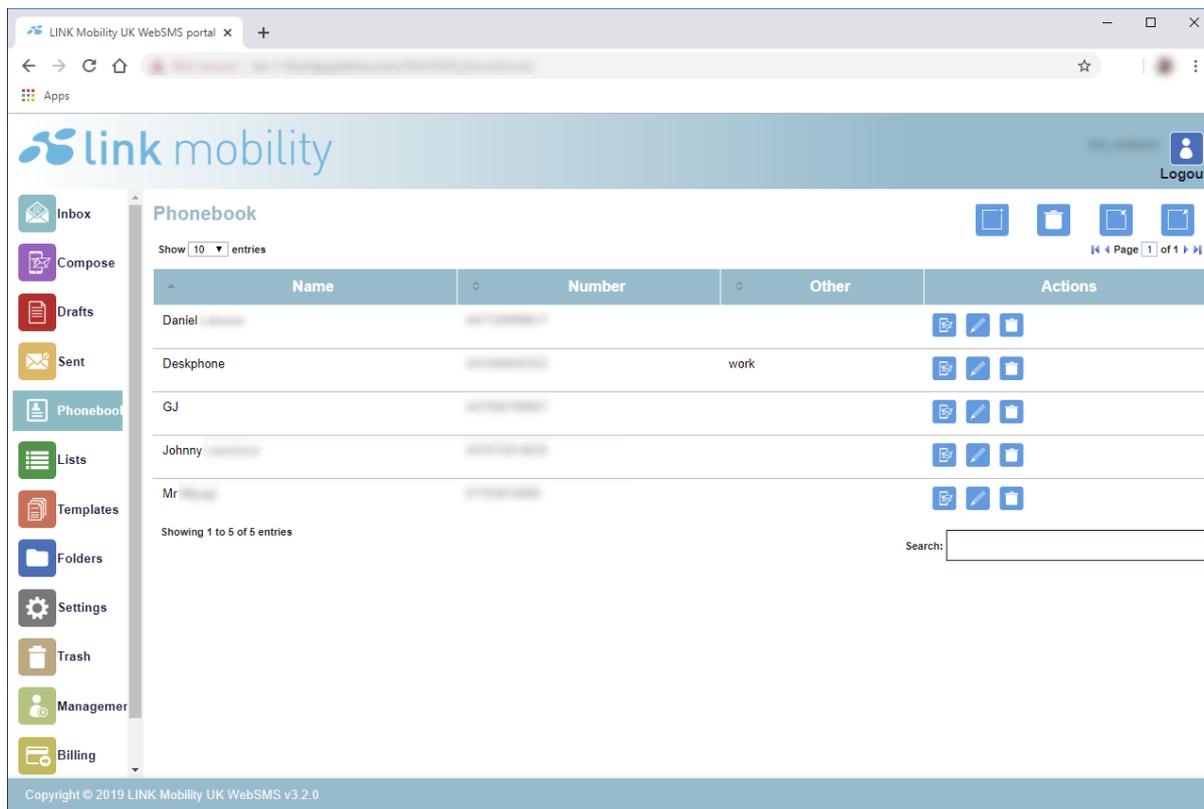
Diagram 5: Phonebook showing stored individual recipient names the user can send to.

- Phonebook entries can be easily added, changed or deleted.
- When viewing the phonebook, entries can be sorted by name, mobile number or "other" as required.
- Use the "New phonebook entry" button to add a new phonebook entry.
- To clear all entries from the phonebook use the "Empty phonebook" button.
- When sending messages, you can begin to type the name of a contact in the Phonebook and then the associated mobile number will be shown on screen.
- You can then simply click on the details shown and the number will be added to the "To" field.

7. Distribution Lists

Distribution Lists can be used when sending the same message to a group of contacts. Each list can be named and can contain a number of entries, which can be added to, changed or deleted as required.
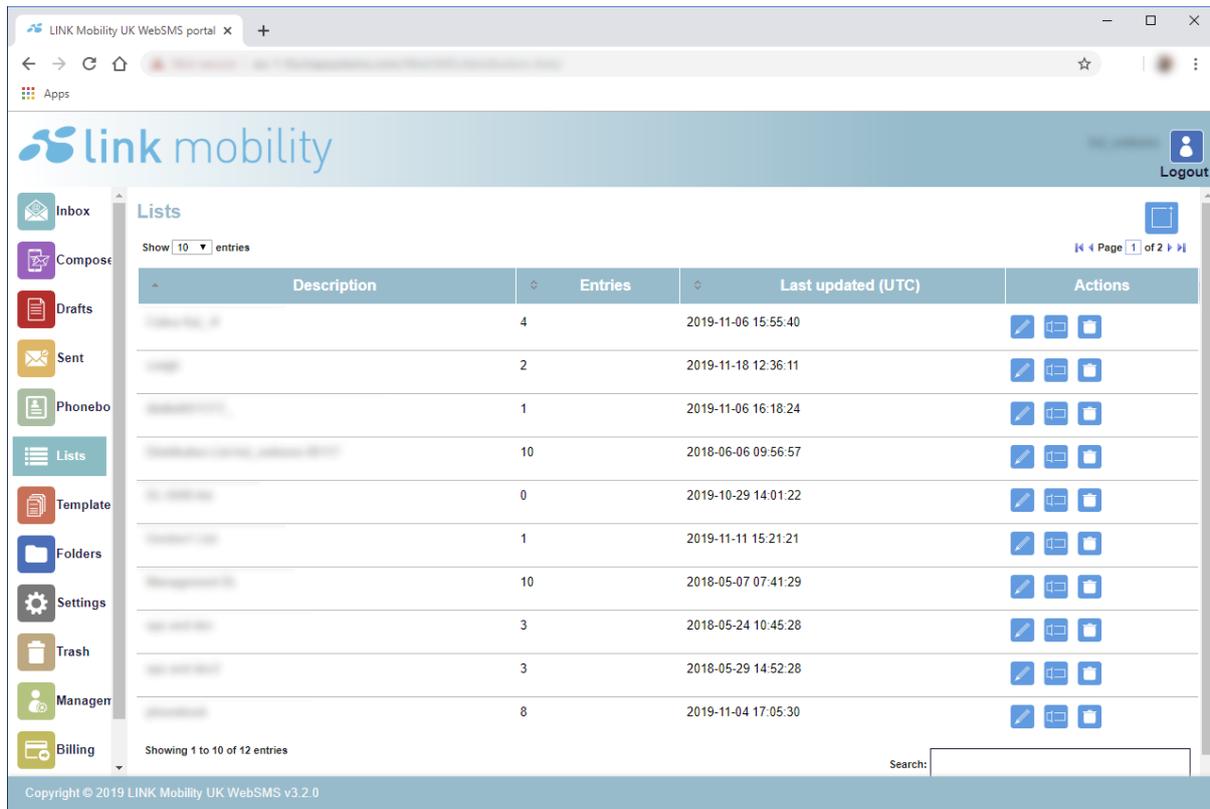
Diagram 6: Distribution list main page showing user generated distribution lists that can send quickly a message to multiple recipients.

- You can create (use "New distribution list" button) and maintain a set of distribution lists and the entries which each list contains.
- To add an entry to a list use the "New list entry" button or alternatively import from CSV.
- Each entry within the Distribution List can also be named and will show the full corresponding mobile number in international format.

NOTE: when sending messages to a chosen Distribution List, the message will be sent to all the entries in the list.

Use of distribution lists in Compose section

There are a number of ways in which distribution lists can be used in the Compose section:

- CSV files containing distribution lists can be dropped directly into the "To" field to both import the list and immediately send a message using that list.

- CSV files containing distribution lists can be imported and used in the "To" field through the distribution list (DL) icon alongside the "To" field.
- The distribution list (DL) icon alongside the "To" field can be used to selected and de-select distribution lists.
- Distribution lists can be selected and de-selected from the drop-down list beneath the "To" field.
- The "To" field has an auto-complete feature that allows you to see matching distribution list names when you type part of a list name.
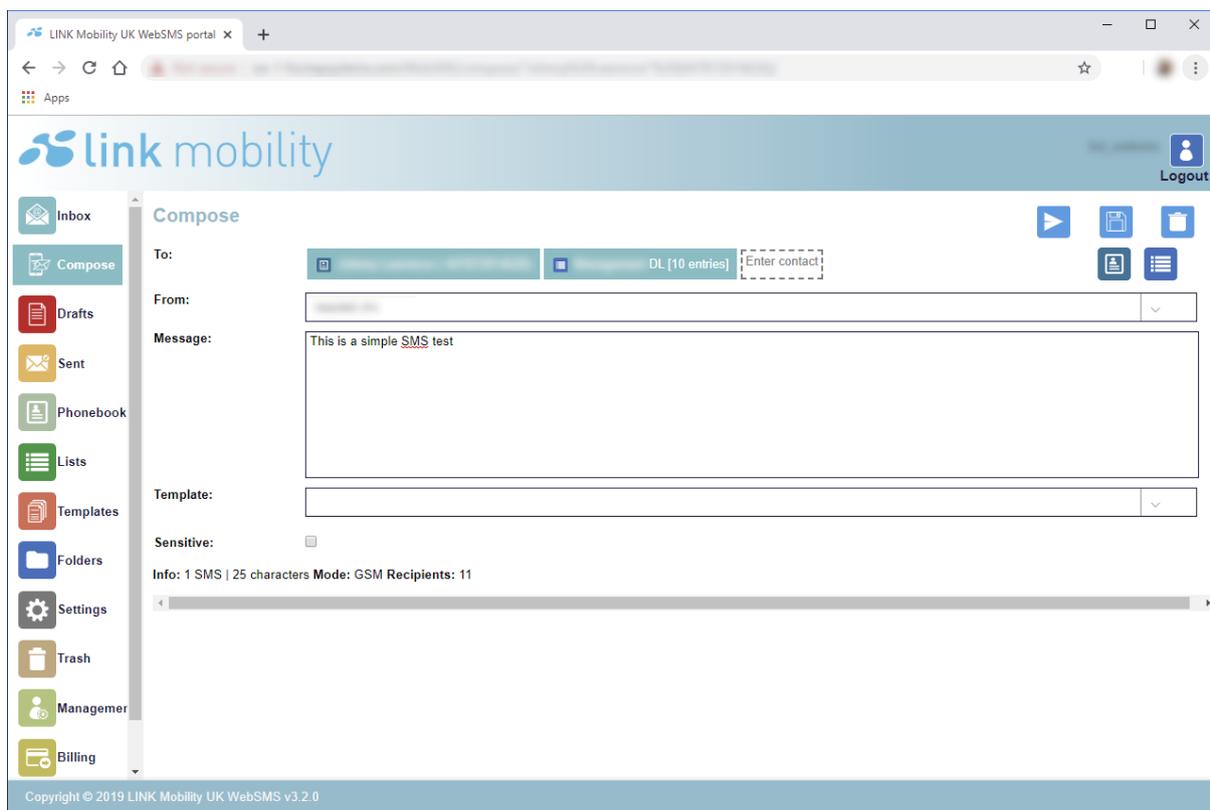

Diagram 7: Compose page showing use of distribution lists
(Note: total recipient count includes all recipients in distribution list as well as individual recipients.)

8. Import / Export Contacts

CSV content can be uploaded in order to populate either the Phonebook or the Distribution Lists.

- There is a tick box on the screen which when selected will retain your existing contacts and add the uploaded contacts to this.
- If the tick box is not selected then the existing contacts will be deleted and replaced with the newly uploaded contacts.

- If the tick box is selected then the existing contacts will be kept and any new non-duplicate contacts being imported will be added.

9. User Settings

Each user can amend their details within the My Settings section. Users may amend their name, email address, position held within their company, telephone number and also their WebSMS password.
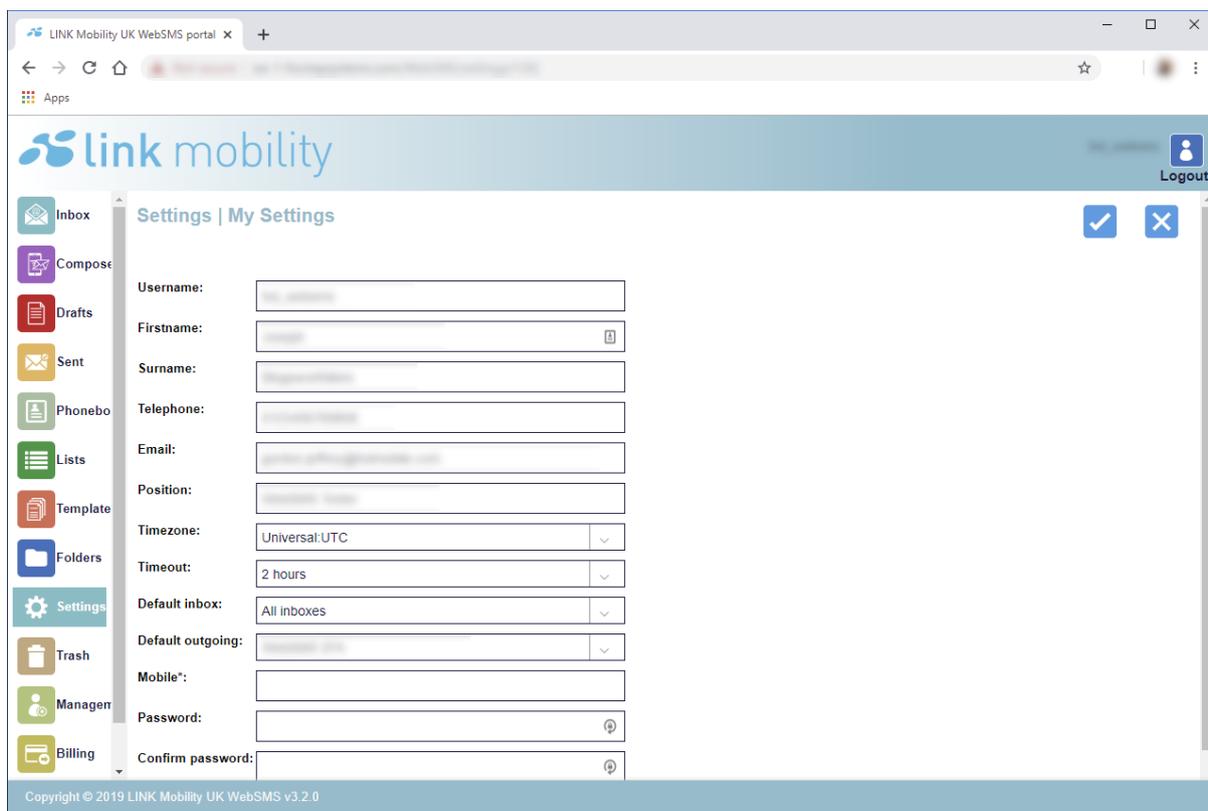

Diagram 8: My settings section where users can change settings related to their account.

In addition to their details, users may also select their preferred time zone and their preferred session timeout period (how long the WebSMS account will remain logged-in using your browser without being used) and the default inbox to be shown when Inbox is selected. A diagram showing the "My settings" section can be seen in diagram 8.

10. User Management

Each WebSMS account has User Management capabilities whereby a designated administrator can create users and determine each user's level of access for the WebSMS account.

- LINK Mobility will issue an administrator username and password to each client to be used by the client's designated WebSMS administrator.
- The client's administrator can then setup the required usernames and passwords for further users.
- For each user, the administrator can configure the required access relating to User Management, Templates, Folders, Phonebook, Distribution Lists and Billing.
- Access rights can be assigned as read-only (users can only read content and not make any changes), full-access (users can send, view and amend) or deny (user is not able to view or change).

Add user

- Clicking on the "Add user" button within User Management displays a number of fields to be completed about the new user.
- Once saved, the new user account will be created and an email will be sent to the new user's email address which will include the link for logging into the WebSMS portal along with their username and password.
- Once a username has been created, it cannot be changed.
- All usernames should be based on the account and the client's name, for instance, companyA's username would be "companyA-xxx."

Manage user

Once the account is created you can see it listed alongside all other WebSMS users of your account. From here you can perform the following operations on the user's account by clicking on the appropriate icon:

- update user
- set permissions
- delete user
- user password reset

11. Billing

WebSMS now includes the billing capabilities. Users with appropriate access can:

- view and download invoices.
- make payment for invoices.
- top-up their pre-pay credit balance.