



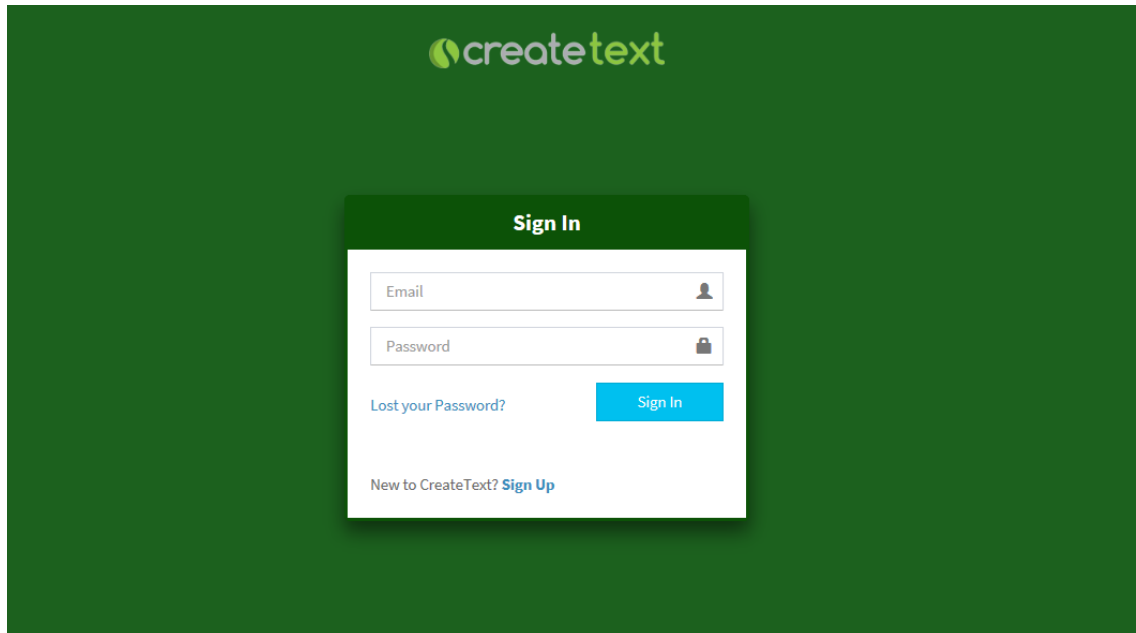
SEPTEMBER 2018

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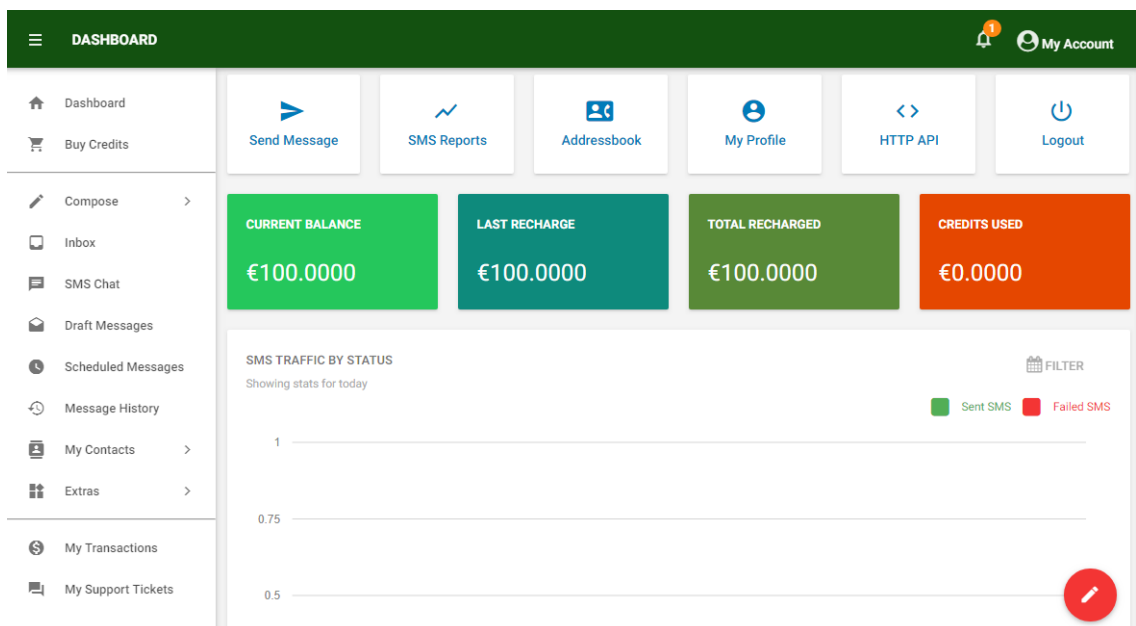
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2 Log in to Your Account

1. Go to: <https://account.createtext.net/>
2. Type in your Email Address and Password and click “Sign In”



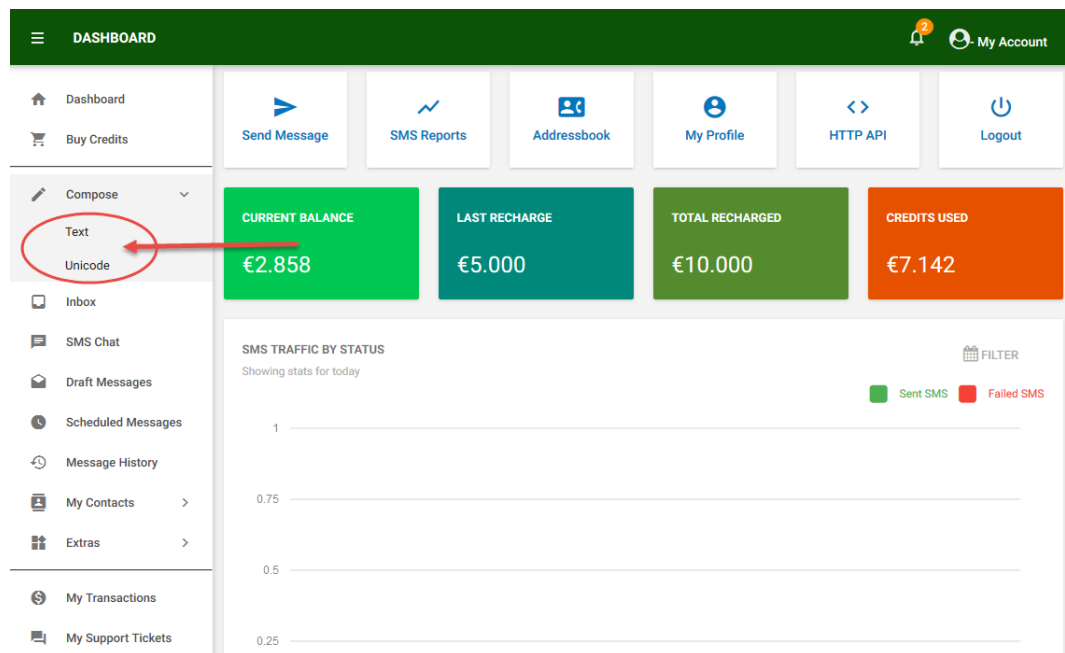
3. After you have logged in you will be shown your account dashboard



3 Send a One Way SMS Message

A One Way Message does not allow you to receive replies

1. Click Compose
 - a. Choose “Text” - if the message content is in English and does not contain characters not found in the English language, eg é, û, í etc. To note, an SMS message sent as text will be at most 160 characters per SMS message
 - b. Choose “Unicode” - Choose “Unicode” – allows you to send an SMS in the language of your choice, using characters not found in the English language. E.g. é, û, í etc. To note, a Unicode message will be at most 70 characters per SMS message.



2. Compose your Message

3. Message Type: Ensure “Text Message” is displayed
4. Select Route: Ignore – this will remain as “Standard Routing Rule”
5. Sender ID: Select your Sender ID. This is what will display on a recipient phone as the sender of the incoming message

6. Or Use Shortcode: Ignore this field, it will not be used
7. Destination Country: Choose the relevant country. If sending to numbers in more than one country, select “Multiple Destinations”.
8. Choose the Recipients – choose one of the following:
 - a. Numbers: Type or paste in a list of mobile numbers. The numbers should be separated by commas. Type the numbers with the country code included, eg 353831111111.
 - b. Addressbook: Click into the Addressbooks field and choose the Phonebook to which you want to send.
 - c. Marketing List: Ignore.
 - d. File: Upload an Excel or CSV file containing your list of mobile numbers

9. Message: Type in the Message Text

Recipient Sources

NUMBERS ADDRESSBOOK MARKETING LIST FILE

Addressbooks

Pick Addressbooks

Message

0/960

10. Click into another field to update the message summary on the right side of the screen

11. Click the 'Send' Button

Schedule Message

Send Now ☐ Send Later

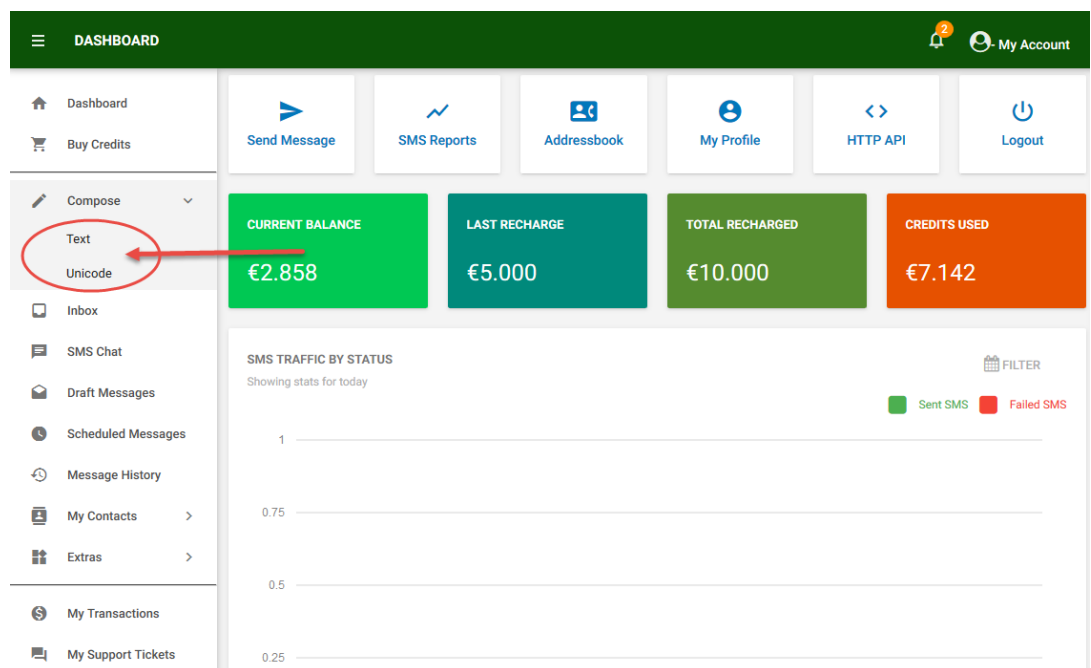
CANCEL SAVE SEND

4 Send a Two Way SMS Message

Two Way Messages allow you to receive replies. Replies are stored in the Inbox of your CreateText account.

When a message recipient replies to your message it is very important that they include your specific reply keyword that was sent to you by email when your account was set up.

1. Click Compose
 - a. Choose "Text" - if the message content is in English and does not contain characters not found in the English language, eg é, û, í etc. To note, an SMS message sent as text will be at most 160 characters per SMS message.
 - b. Choose "Unicode" - allows you to send an SMS in the language of your choice, using characters not found in the English language. E.g. é, û, í etc. To note, a Unicode message will be at most 70 characters per SMS message.



2. Compose your Message

COMPOSE

Message Type
Text Message

Select Route
Standard Routing Rule

Sender ID
AcmeInc

Or Use Shortcode
Select Shortcode to use

Destination Country
Ireland

Recipient Sources

NUMBERS ADDRESSBOOK MARKETING LIST FILE

Type or paste a comma separated list of your recipient phone numbers. The system will automatically add country code to each number if you select a destination country

We will remove all invalid characters and Duplicate numbers from your recipients list before sending your message.

Message Type
Text Message

Characters
0

Page Count
1 page(s)

Recipients
0

Estimated Cost
€0.0000

Current Balance

3. Message Type: Ensure “Text Message” is displayed
4. Select Route: Ignore – this will remain as “Standard Routing Rule”
5. Sender ID: Ignore the Sender ID field, it will not be used.
6. Click on ‘Select Shortcode to use’ and choose your Shortcode from the dropdown list

Message Type
Text Message

Select Route
Standard Routing Rule

Sender ID
Select Sender ID to use

Or Use Shortcode

Select Shortcode to use

353861800162 (SMS,FLASH,UNICODE,MMS)

7. Destination Country: Choose the relevant country. If sending to numbers in more than one country, select “Multiple Destinations”.

8. Choose the Recipients – choose one of the following:
- a. Numbers: Type or paste in a list of mobile numbers. The numbers should be separated by commas. Type the numbers with the country code included, eg 353831111111.
 - b. AddressBook: Click into the Addressbooks field and choose the Phonebook to which you want to send.
 - c. Marketing List: Ignore
 - d. File: Upload and Excel or CSV file containing your list of mobile numbers
9. Message: Type in the Message Text

Recipient Sources

NUMBERS ADDRESSBOOK MARKETING LIST FILE

Addressbooks

Pick Addressbooks

Message

0/960

10. Click the 'Send' Button

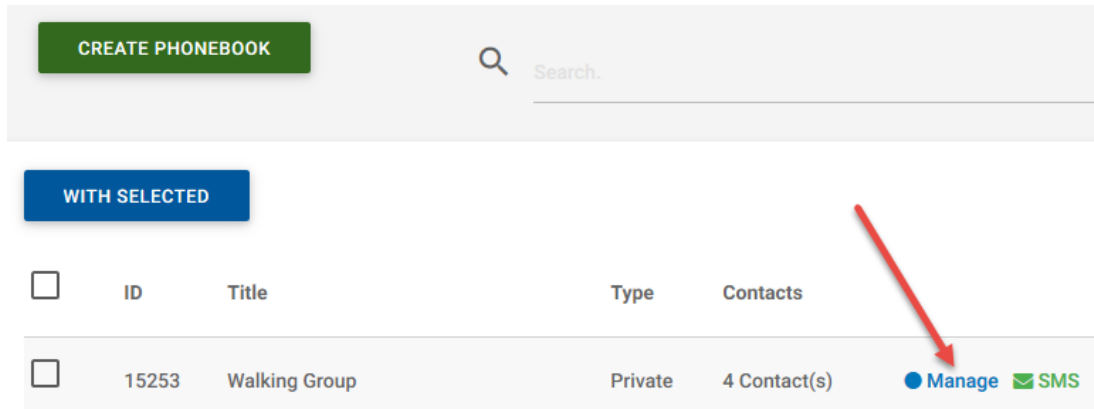
Schedule Message

Send Now ☐ Send Later

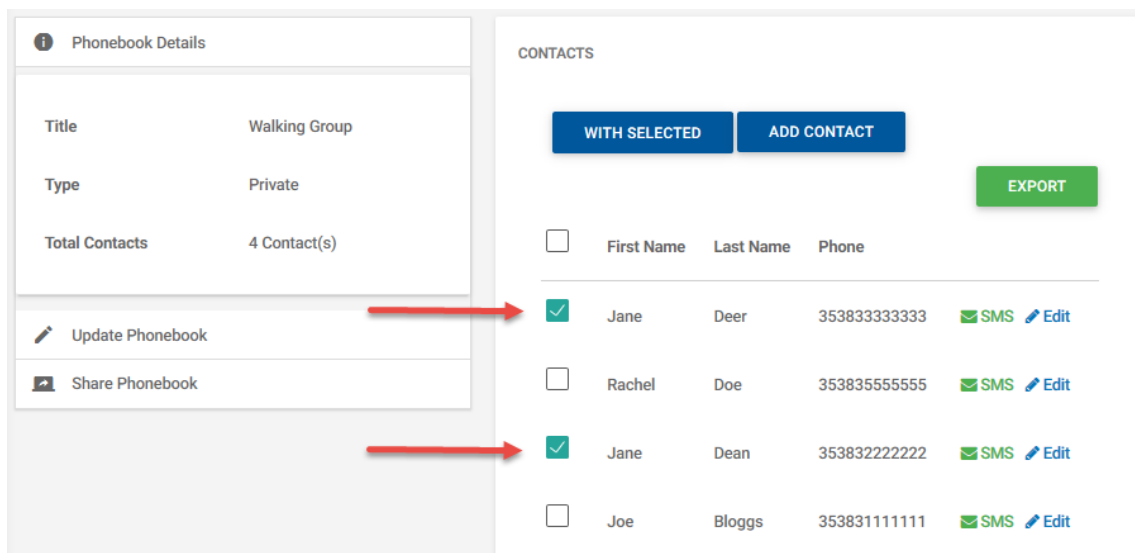
CANCEL SAVE SEND

5 Send a Message to Individual Numbers

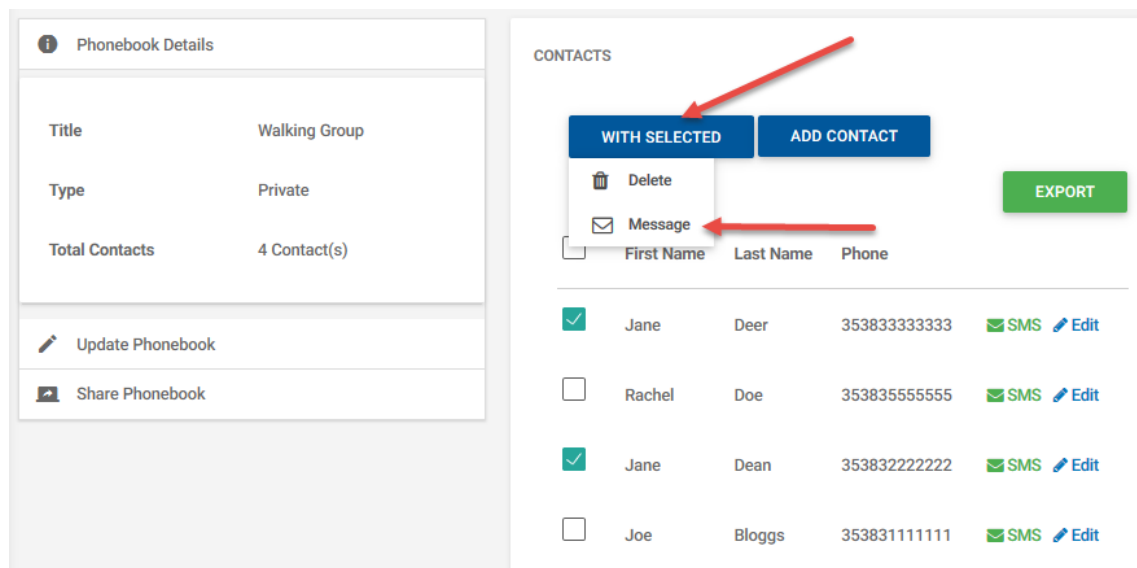
1. Click My Contacts > My Address Book
2. Click "Manage" beside the Phonebook the number is in



3. Tick the box to the left of the numbers the message is to be sent to



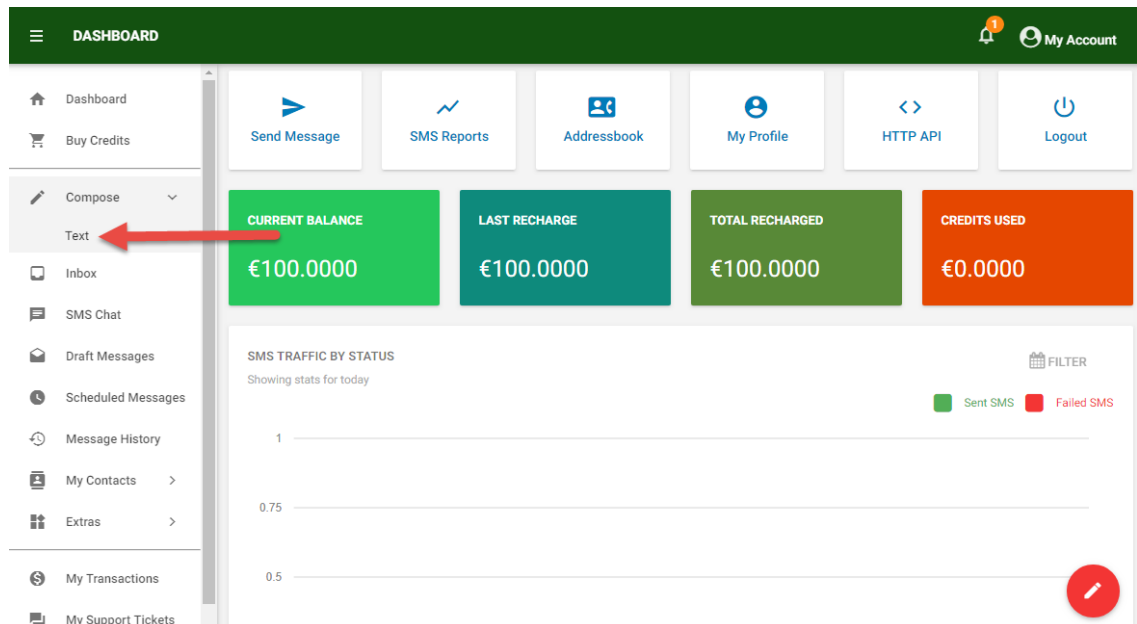
4. Click the blue “With Selected” box and choose “Message”



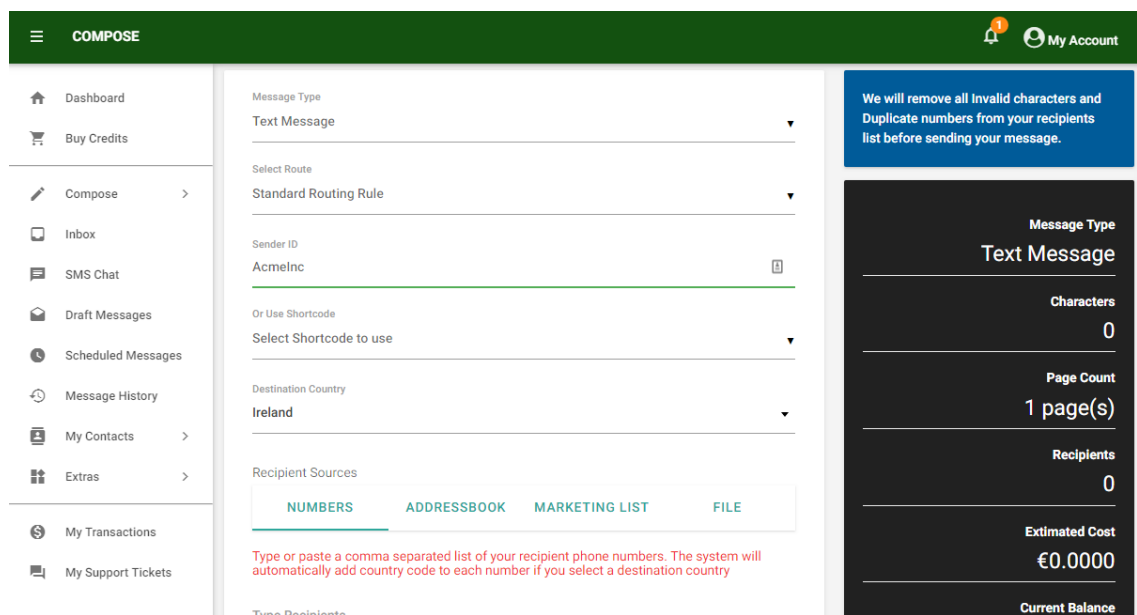
5. A message asking if you want to continue will appear, click “OK”
6. The Compose screen will appear with the number already in the “Type Recipients” section
7. Compose your Message, as per sections 3 or 4 above
 - a. Note, ensure to only chose:
 - i. “Sender ID” – if you do not want to receive a reply
 - or
 - ii. “Or Use Shortcode” - if you want to receive a reply
8. Click the green “Send” button when the message is ready to be sent.

6 Schedule an SMS Message

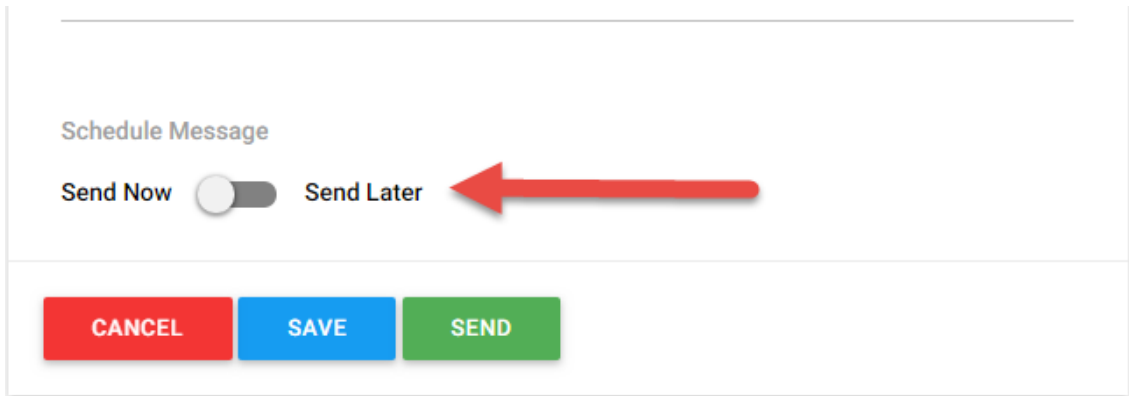
1. Click Compose > Text




2. Compose your Message



3. Click the word 'Send Later'



Schedule Message

Send Now ☐ Send Later 

CANCEL **SAVE** **SEND**

4. Choose the Scheduling options



Schedule Message

Send Now ☒ Send Later

1 

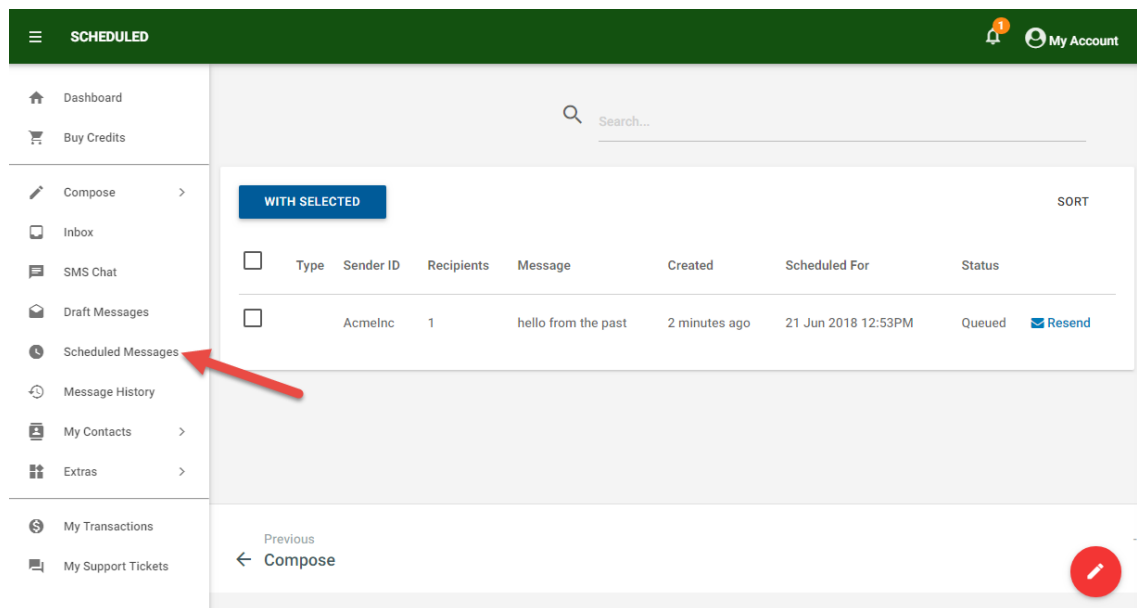
Date	Time (HH:mm)
7 June, 2018	12:53

Repeat Schedule

No Repeat 

1. Choose the Date and Time you want the message to send
2. Choose the Repeat Schedule, if any (Hourly, Weekly, monthly etc)
5. Click 'Send' and you will see a confirmation notice that your message has been scheduled

6. Your message has been scheduled successfully. Go to Scheduled Message menu to manage your scheduled messages

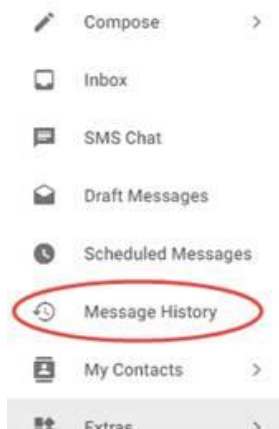


7. You can Delete, Cancel or Resend your scheduled messages from here.

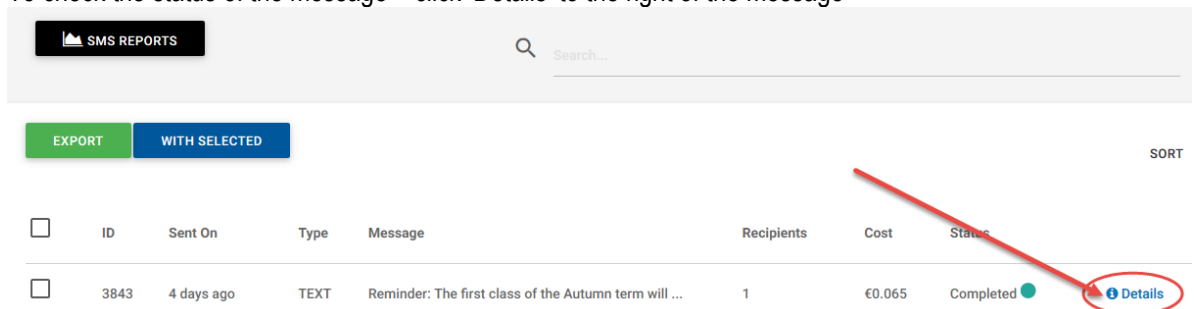
7 View Sent Messages

To view all sent messages and see the message status:

1. In the left column of your account click “Message History”

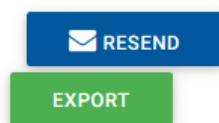


2. You will see all previously sent message listed.
3. By default, all messages will show the status of “Completed”
4. To check the status of the message – click ‘Details’ to the right of the message



5. You will see listed the numbers the message was sent to and also the Status for each number

RECIPIENTS



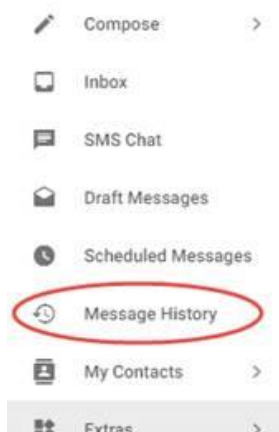
To	Destination	Operator	Cost	Status	
35386222222	Ireland	Unknown	0.065	Sent	Resend

6. To export this information – click the green “Export” button

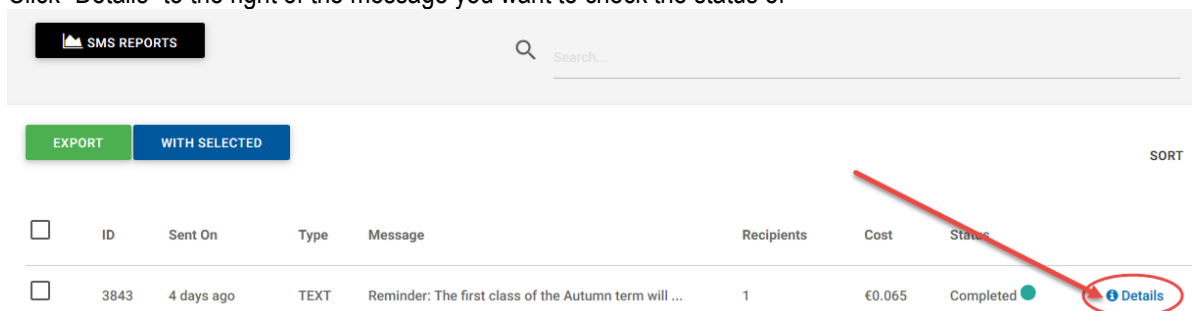
8 Resend Failed Messages

If a message has failed due to insufficient cash balance – you can resend the message to the failed numbers once you've topped up your account.

1. In the left column of your account click "Message History"

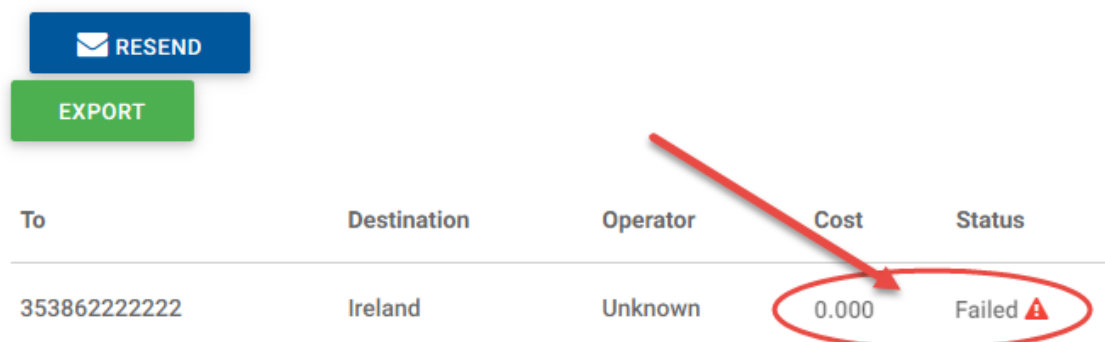


2. You will see all previously sent message listed.
3. Click "Details" to the right of the message you want to check the status of



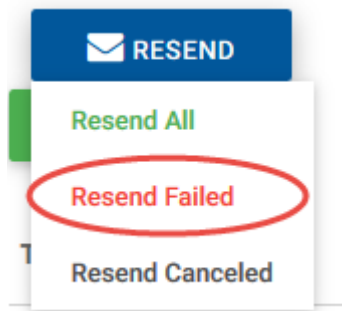
4. You will see listed the numbers the message was sent to and also the Status for each number

RECIPIENTS



5. Click the blue "RESEND" button

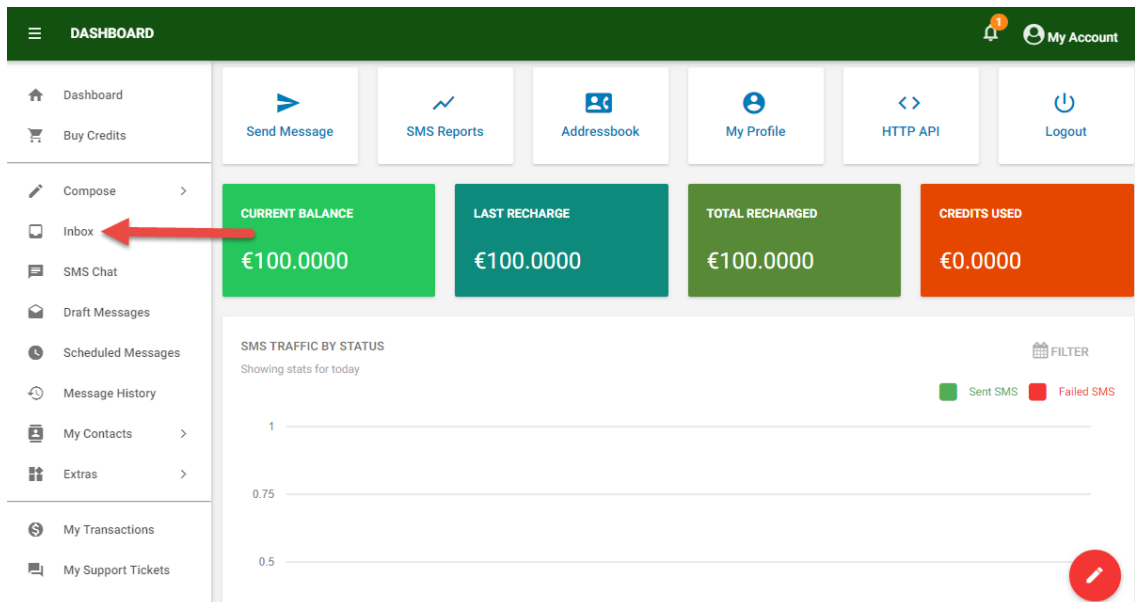
6. There are 3 options, choose "Resend Failed"



7. The screen will change to the Compose screen with the failed numbers already in the "Recipient Sources" section and the text content in the "Message" section.
8. Click the green "Send" button and the message will send to those numbers that it initially failed to send to.

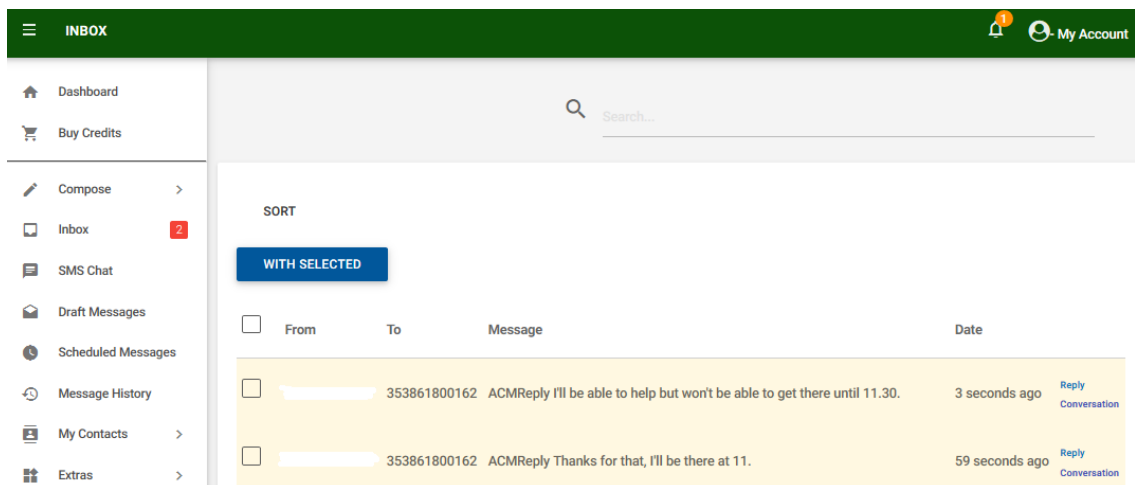
9 View Reply Messages

1. Click on Inbox



The screenshot shows the 'DASHBOARD' page. The sidebar on the left contains a list of navigation items: Dashboard, Buy Credits, Compose, Inbox (highlighted with a red arrow), SMS Chat, Draft Messages, Scheduled Messages, Message History, My Contacts, Extras, My Transactions, and My Support Tickets. The main content area features a top navigation bar with 'Send Message', 'SMS Reports', 'Addressbook', 'My Profile', 'HTTP API', and 'Logout'. Below this are four summary cards: 'CURRENT BALANCE' (€100.0000), 'LAST RECHARGE' (€100.0000), 'TOTAL RECHARGED' (€100.0000), and 'CREDITS USED' (€0.0000). The bottom section is titled 'SMS TRAFFIC BY STATUS' and includes a line chart showing 'Showing stats for today' with a legend for 'Sent SMS' (green) and 'Failed SMS' (red). A red circular button with a pencil icon is located at the bottom right of the chart area.

2. From your Inbox you can View, Delete and Reply to messages



The screenshot shows the 'INBOX' page. The sidebar on the left is identical to the dashboard, but the 'Inbox' item is now highlighted with a red square and a '2' badge. The main content area has a search bar at the top. Below it is a 'SORT' section with a 'WITH SELECTED' button. The message list has columns for 'From', 'To', 'Message', and 'Date'. Two messages are visible, both from '353861800162'. The first message says 'ACMReply I'll be able to help but won't be able to get there until 11.30.' and is 3 seconds old. The second message says 'ACMReply Thanks for that, I'll be there at 11.' and is 59 seconds old. Each message has a checkbox on the left and a 'Reply Conversation' link on the right.

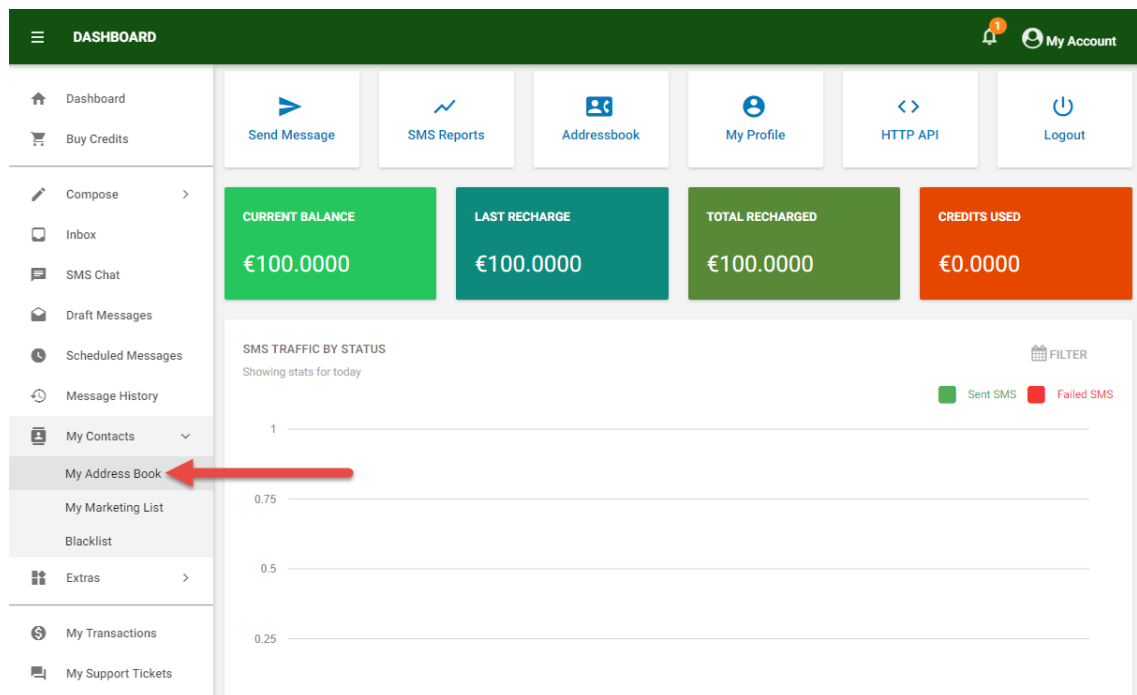
10 Add Contacts

Terminology: A Phonebook is a group. Individual contacts are stored in a Phonebook and all your Phonebooks are stored in your Address Book.

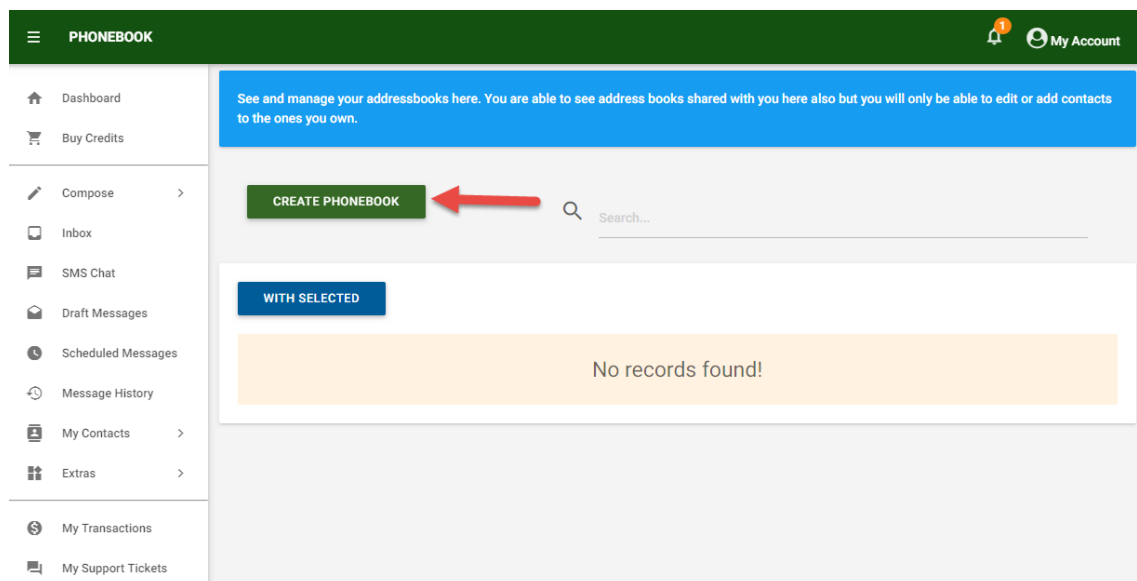
Important: Contact numbers are to be inputted in the International format, eg 353831234567.

Create the Phonebook:

1. Click on My Contacts > My Address Book



2. Click 'Create Phonebook'



3. Type a title for your Phonebook e.g.: Club Members and click 'Save'

Create Phonebook

Title
Club Members

Description

Birthday Message
You can use these shortcuts within your message;
{name} for Full Name, {age} for Age, {brand_name} for your Business Name
Leave empty to disable birthday messaging

SAVE CANCEL

4. Click 'Manage'

PHONEBOOK

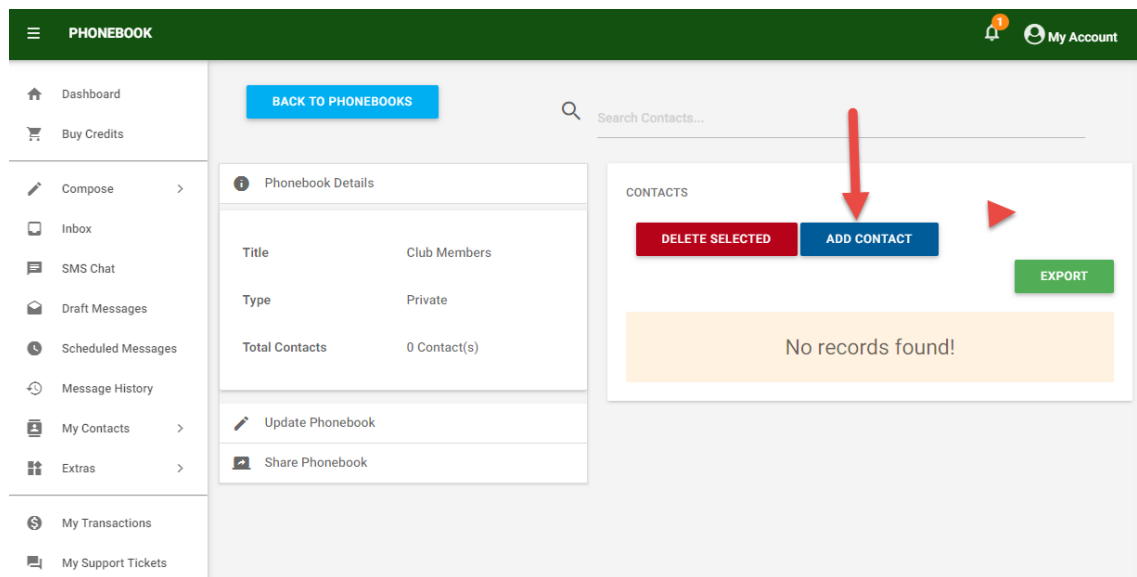
See and manage your addressbooks here. You are able to see address books shared with you here also but you will only be able to edit or add contacts to the ones you own.

CREATE PHONEBOOK

WITH SELECTED

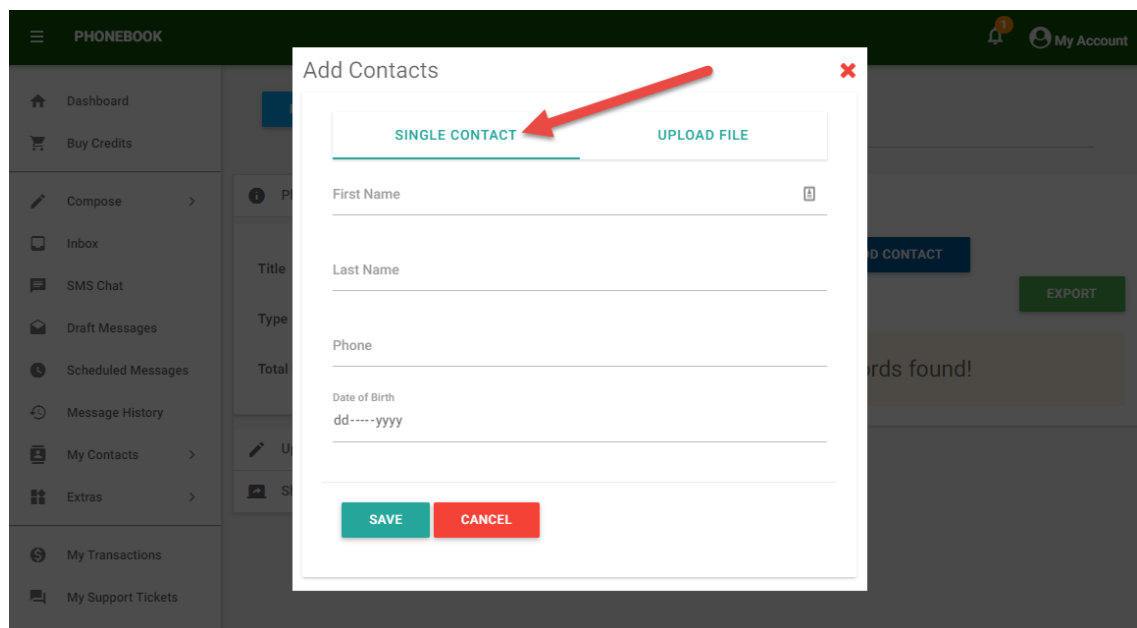
	ID	Title	Type	Contacts	
<input type="checkbox"/>	20	Club Members	Private	0 Contact(s)	Manage SMS

5. Click 'Add Contact'



To add a Single Contact:

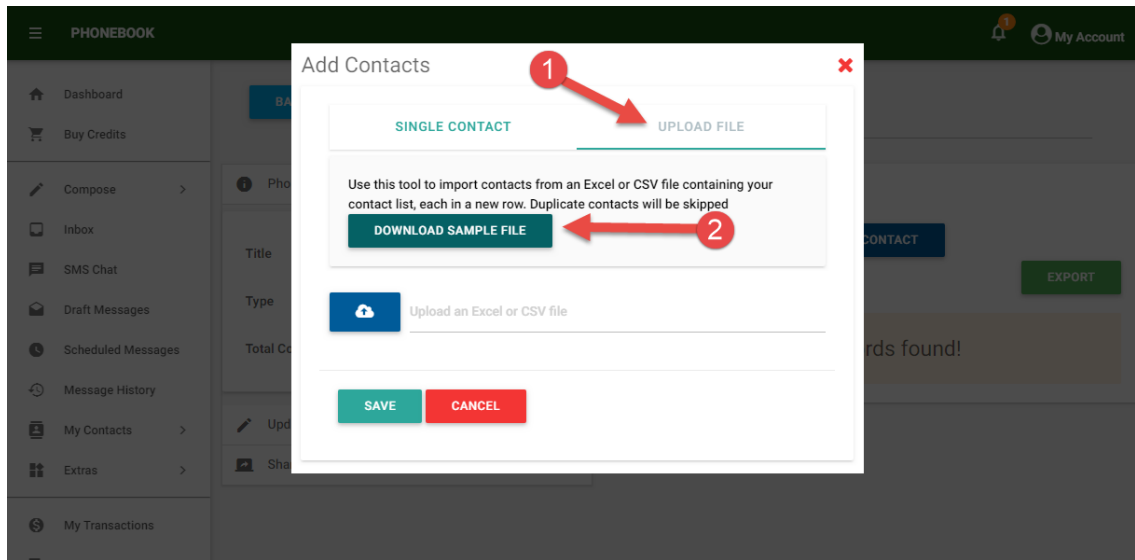
6. Click 'Single Contact'



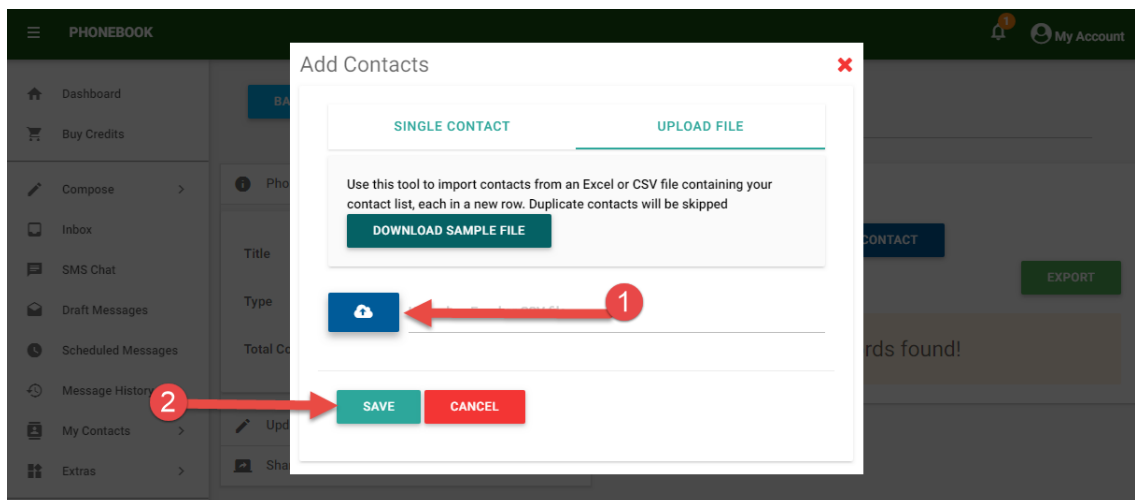
7. Type in the First Name, Last Name and Phone. The mobile number to be in the International Format, eg 353831234567.
8. Click 'Save'. The contact has now been added to your PhoneBook.

To upload a contact file:

9. Click 'Upload file' and then 'Download Sample File'



10. Replace the Sample contact details on the file with your contact information and save it to your pc
 - a. The Order of columns AND the column Titles are important
 - i. Phone Number
 - ii. First Name
 - iii. Last Name
 - iv. (you do not need to include Date of birth)
11. Click the button to upload your contact information file and click 'Save'



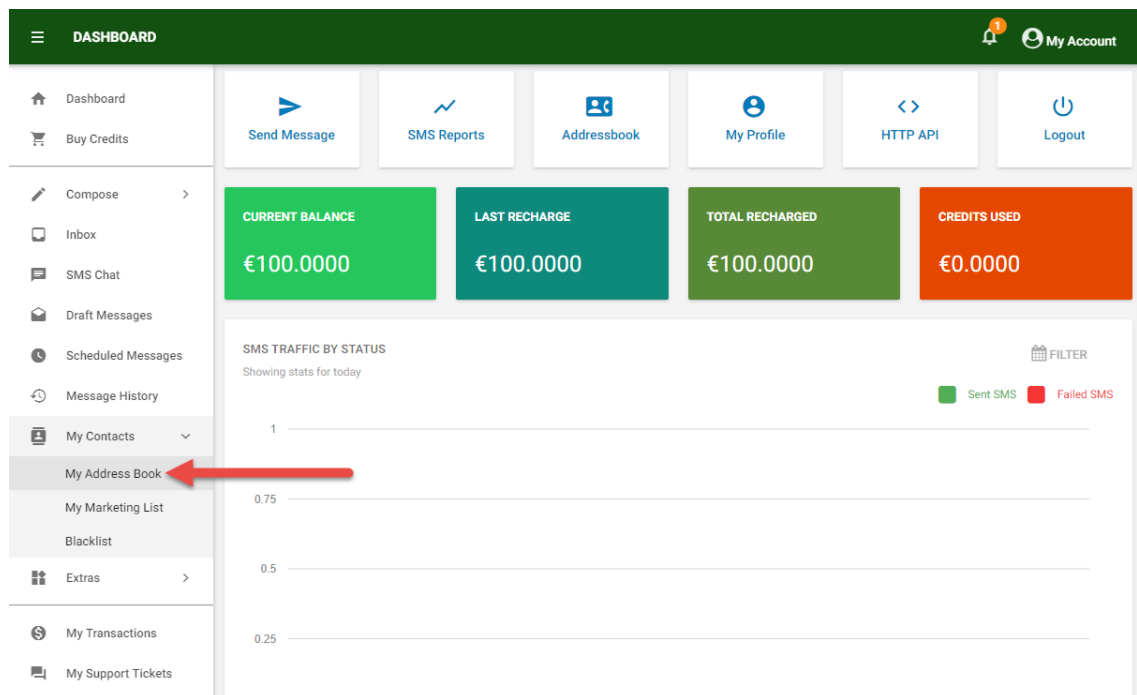
12. The contacts have now been added to your PhoneBook

The screenshot displays the 'PHONEBOOK' interface. On the left is a sidebar with navigation options: Dashboard, Buy Credits, Compose, Inbox, SMS Chat, Draft Messages, Scheduled Messages, Message History, My Contacts, Extras, My Transactions, and My Support Tickets. The main content area is titled 'PHONEBOOK' and includes a 'BACK TO PHONEBOOKS' button and a search bar. The 'Phonebook Details' section shows the title 'Club Members', type 'Private', and 'Total Contacts: 2 Contact(s)'. Below this are buttons for 'Update Phonebook' and 'Share Phonebook'. The 'CONTACTS' section features buttons for 'WITH SELECTED', 'ADD CONTACT', and 'EXPORT'. It contains a table with two contacts: Jane Gray and James Green, both with the phone number 353861111111. Each contact has 'SMS' and 'Edit' options.

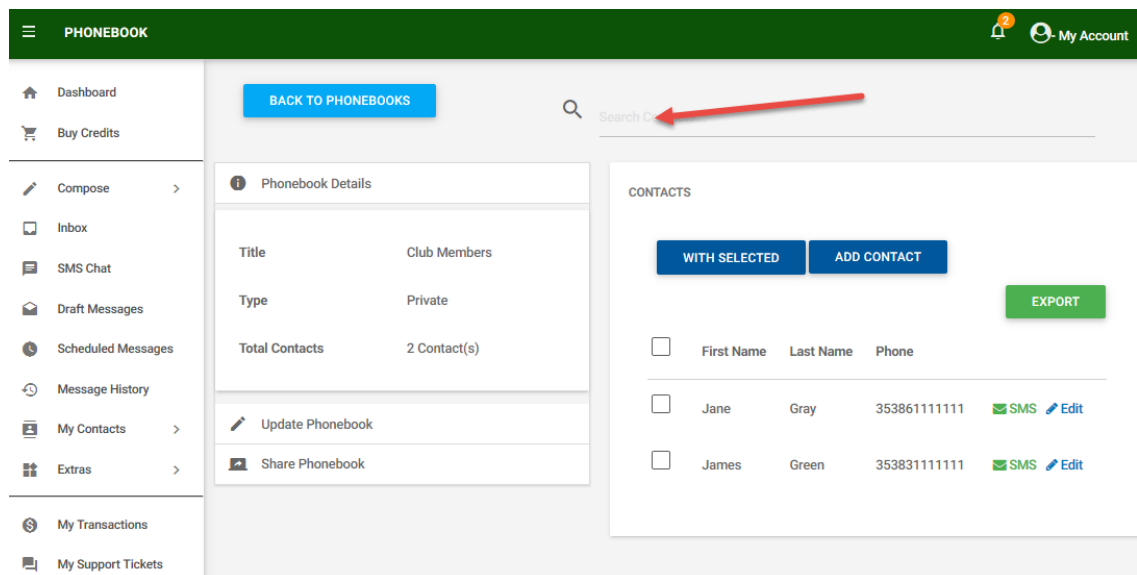
	First Name	Last Name	Phone	
<input type="checkbox"/>	Jane	Gray	353861111111	SMS Edit
<input type="checkbox"/>	James	Green	353831111111	SMS Edit

11 Delete Contacts

1. Click on My Contacts > My Address Book

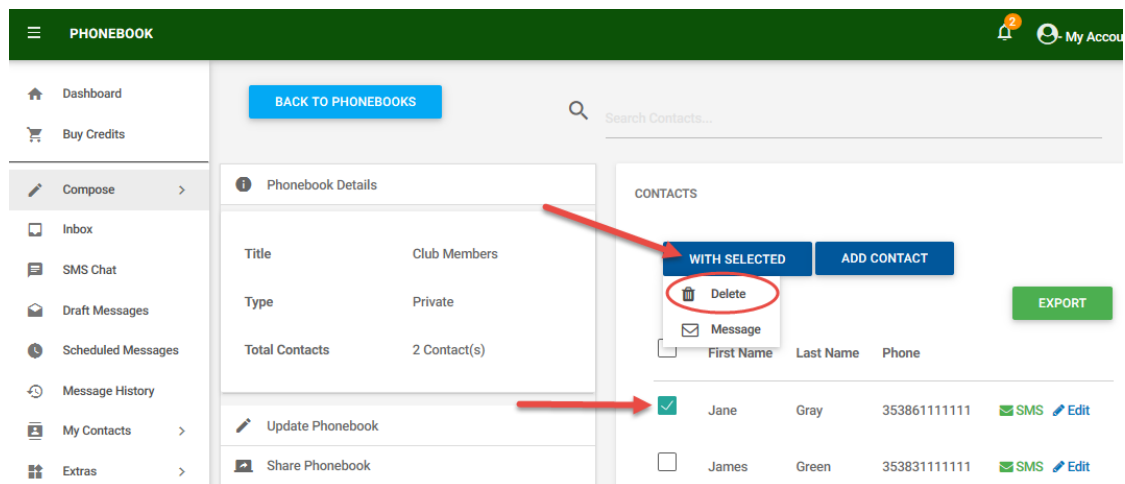


2. Click 'Manage' to the far right of the name of the PhoneBook the contact is to be deleted from
3. In the Phonebook - if there are many numbers and the name or number is not visible, in Search Contacts enter the First Name or Number of the contact and click Enter on your keyboard



4. Tick the box to the left of the name and click the blue 'With Selected' button

5. Choose 'Delete'



6. You will be asked to confirm you want to delete the item. Click OK.
7. You will see a confirmation notice that the contact has been deleted from this Phonebook.
8. If the contact is in any other Phonebooks, and you want to delete the contact fully from your account, you will need to repeat the above steps to remove the contact from other Phonebooks they are in.

12 Opting Out

For a message recipient to be able to Opt Out from receiving further SMS - there are 2 options. This is depending on how the message was originally sent to the recipient.

1. Sending a message using the Shortcode 353861800162:

Message Type

Text Message

Select Route

Standard Routing Rule

Sender ID

Select Sender ID to use

Or Use Shortcode

353861800162 (SMS,FLASH,UNICODE,MMS)

Destination Country

Ireland

- If sending a message using our message centre number 353861800162: When replying, the recipient needs to put the unique stop keyword assigned to your account at the beginning of their reply text. Eg ABCSTOP
- To inform your customers of this option to Opt Out you could put something similar to the following text at the end of your message to them "To optout reply ABCSTOP".

2. Sending a message using Your Sender ID:

Message Type

Text Message

Select Route

Standard Routing Rule

Sender ID

ACMEInc

Or Use Shortcode

Select Shortcode to use

Destination Country

Ireland

- A message recipient cannot reply to a message sent using a Sender ID. The recipient needs to send a new SMS message to our system number 353861800162 with just your stop keyword, eg ABCSTOP in the message content.
- To inform your customers of this option to Opt Out you could put something similar to the following text at the end of your message to them "To optout text ABCSTOP to 353861800162".

(ABC are sample letters – you will have received your unique stop words via email when your account was set up)

- Anyone who replies or sends a new message to opt out - their reply will go into the Inbox in your account.
- You will then need to add their number to the Blacklist in your account, so that you cannot send a message to the number again. Please see the section “Add to the Blacklist”.
- You should also remove their number from your account. Please see the section “Delete Contacts”.

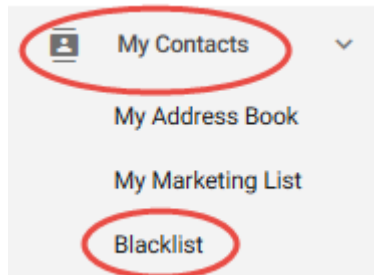
13 Add to the Blacklist

Anyone who replies or sends a new message to opt out - their reply will go into the Inbox in your account.

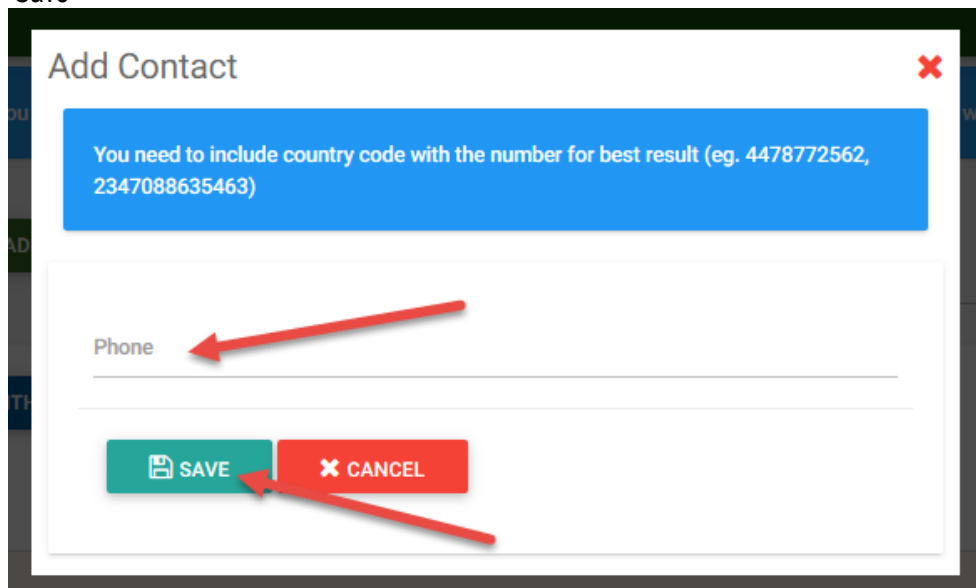
You will need to add their number to the Blacklist in your account so they cannot be sent a message again.

1. Note down the number in the Inbox of your account that is to be added to your account Blacklist.

- a. In the left column click "My Contacts"
- b. Click 'Blacklist' in the dropdown list



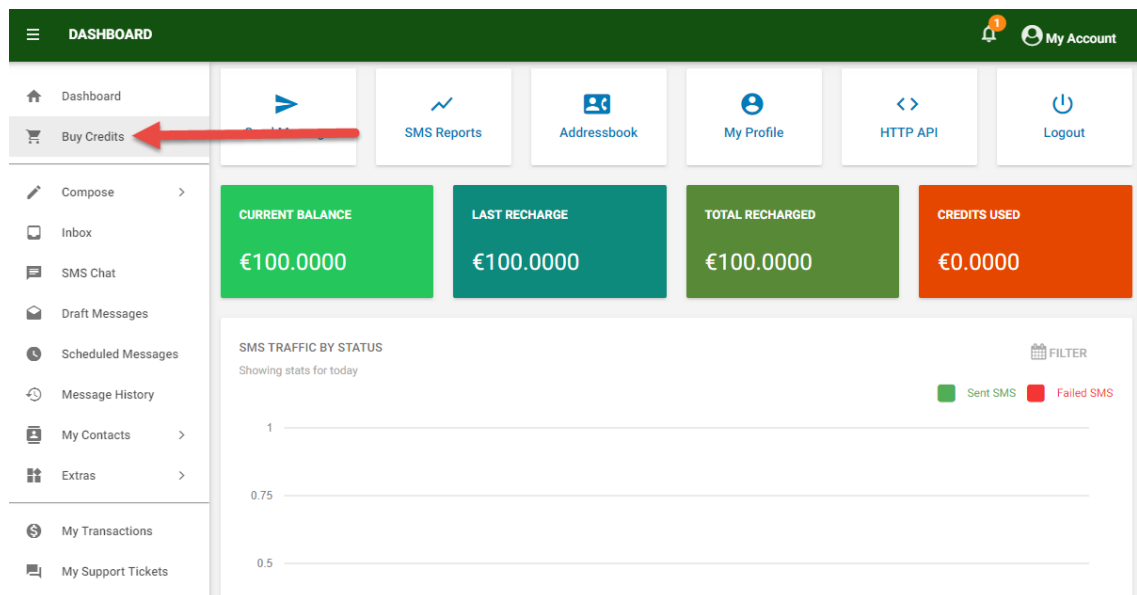
- c. Click the green 'Add Contact' button
- d. Type in the full mobile number (in the international format, eg 353831234567) and click 'Save'

A screenshot of a web form titled 'Add Contact'. At the top right is a red 'X' icon. Below the title is a blue informational box with white text: 'You need to include country code with the number for best result (eg. 4478772562, 2347088635463)'. Below this is a text input field labeled 'Phone'. A red arrow points to the 'Phone' label. At the bottom are two buttons: a green 'SAVE' button with a floppy disk icon and a red 'CANCEL' button with a white 'X' icon. A red arrow points to the 'SAVE' button.

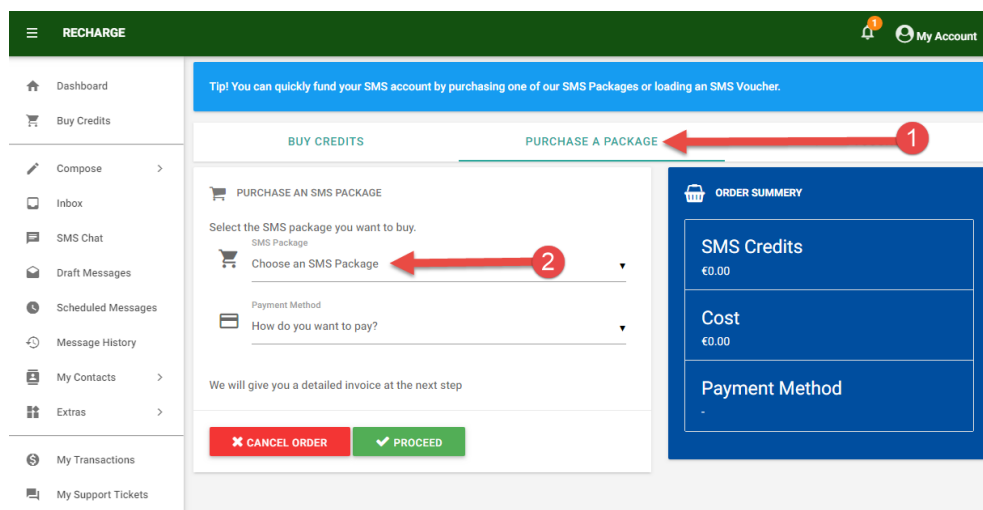
- e. A message will appear to advise the Contact has been saved successfully to the Blacklist.

14 Buy Credits

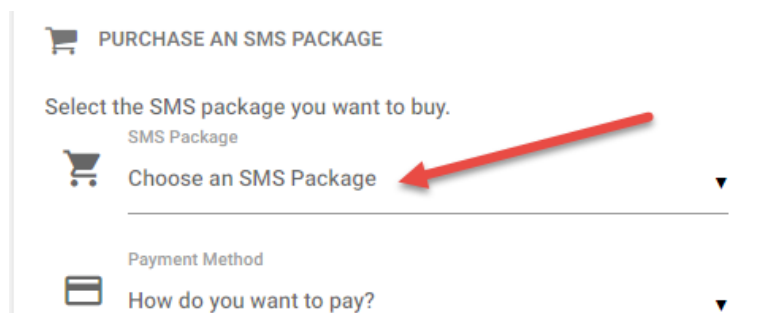
1. Click Buy Credits



2. Click the option 'Purchase a Package'



3. Choose the SMS Package you want to buy



4. Choose the Payment Method and click 'Proceed'

The screenshot shows a web form titled "PURCHASE AN SMS PACKAGE" with a shopping cart icon. Below the title, it says "Select the SMS package you want to buy." There are two dropdown menus. The first is labeled "SMS Package" and has the text "Choose an SMS Package" below it. The second is labeled "Payment Method" and has the text "Credit / Debit Card" below it. A red arrow points from a red circle with the number "1" to the "Credit / Debit Card" option. Below the dropdowns, it says "We will give you a detailed invoice at the next step". At the bottom, there are two buttons: a red "X CANCEL ORDER" button and a green "✓ PROCEED" button. A red arrow points from a red circle with the number "2" to the "PROCEED" button.

PURCHASE AN SMS PACKAGE

Select the SMS package you want to buy.

SMS Package

Choose an SMS Package ▼

Payment Method

Credit / Debit Card ▼

We will give you a detailed invoice at the next step

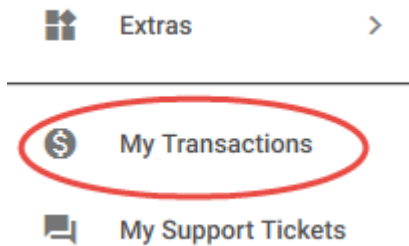
X CANCEL ORDER **✓ PROCEED**

5. Complete your purchase via our secure payment gateway.
6. Upon successful completion of the payment the monetary amount will be added to your account and you will receive an email notification to confirm.

15 View your Purchase History

All transactions processed online through your account can be viewed and exported and the invoice can also be printed off for your records.

1. In the left column of your account click "MY TRANSACTIONS"



2. You will see all transactions processed through your account listed.
3. Click 'Invoice' to the right of the transaction you want to view and print the invoice for
4. To print the invoice - click and hold down the "Ctrl" button on the keyboard and then click the "P" button.

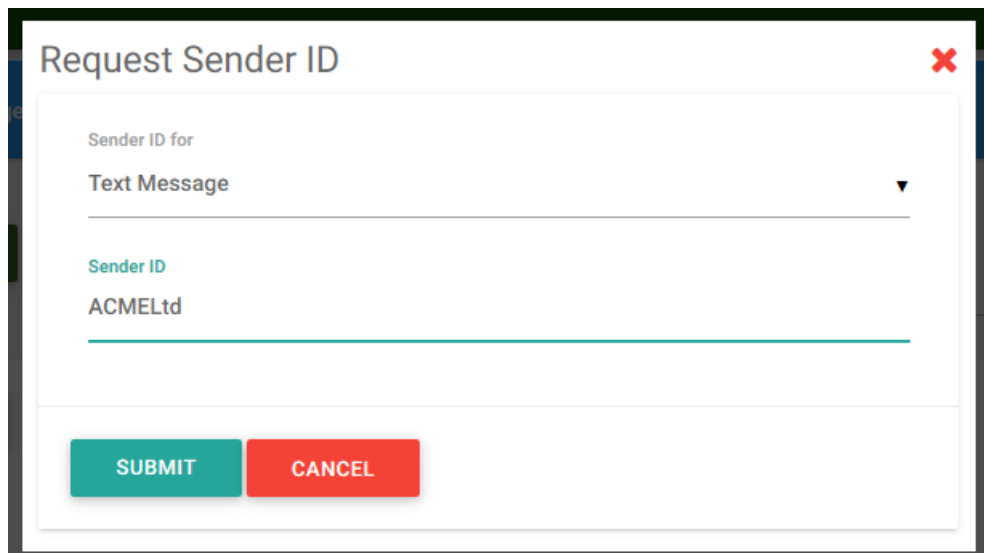
16 Set Up Your Sender ID

The Sender ID is what will display on a recipient phone as the sender of the incoming message.

- To note: if a message is sent using a Sender ID, the recipient will NOT be able to reply. Please see Section 4, Page 6 in relation to receiving replies.

By default the Sender ID is CreateText. If you want to change the default Sender ID for your account:

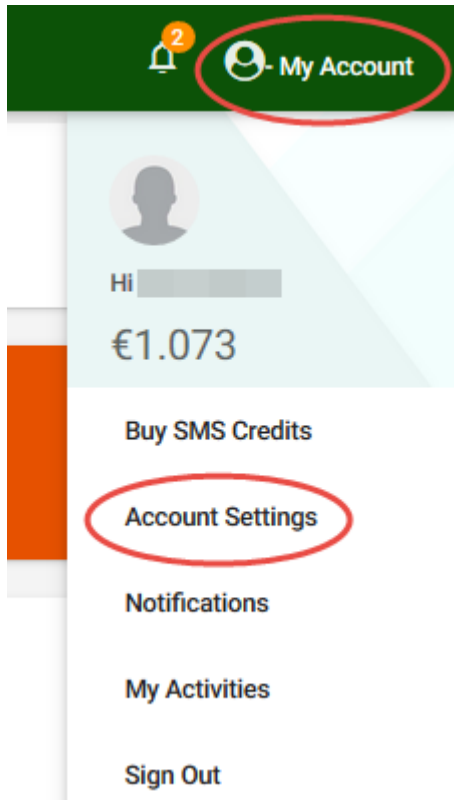
1. In the left column of your account click “Extras”
2. Choose “Sender ID” from the dropdown menu
3. Click the green “ADD SENDER ID” button
 - a. Sender ID for – choose “Text Message”
 - b. Sender ID – type in the Sender ID you want to use.
 - c. Note, the Sender ID is max. 11 characters, numbers and letters, with no funny characters or spaces.

A screenshot of a web form titled "Request Sender ID" with a red close button in the top right corner. The form contains two main input sections. The first section is labeled "Sender ID for" and has a dropdown menu currently showing "Text Message". The second section is labeled "Sender ID" and has a text input field containing "ACMELtd". At the bottom of the form are two buttons: a green "SUBMIT" button and a red "CANCEL" button.

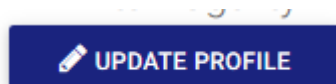
4. Your request will be submitted to our Support Team who will send an email once your request has been processed
5. You can set up as many Sender ID's as necessary. Simply follow the above steps for each one needed.

17 Change Password

1. At the top right of your account click “My Account”
2. Choose “Account Settings” from the dropdown menu

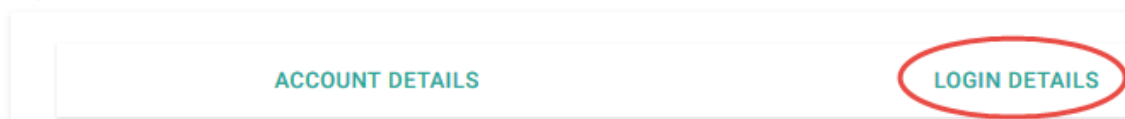


3. Click the blue “Update Profile” button



4. Click the “Login Details” tab

Update Information

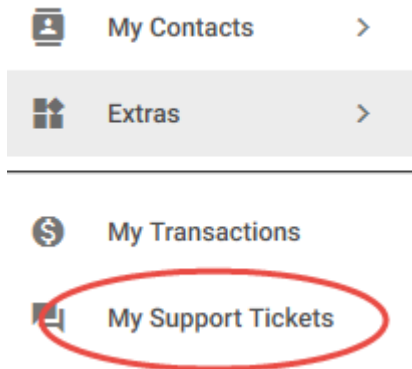


5. Type in your new password and click the “Save Profile” button
6. Your password is now changed

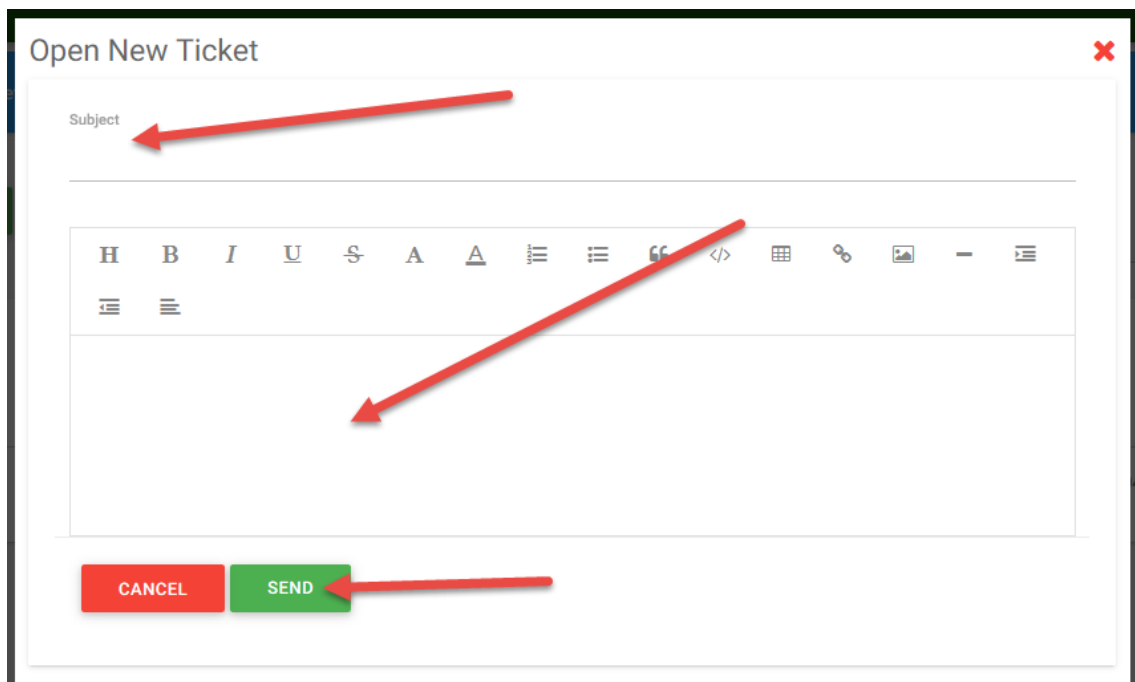
18 How to Contact Us

If you have any questions or queries in relation to your account - you can submit a query through your account.

1. In the left column of your account click "My Support Tickets"



2. Click the green 'NEW TICKET' BUTTON
3. Type in the Subject of your query
4. Type the content of your query in the message box
5. Click 'Send'

A screenshot of the 'Open New Ticket' form. The form has a title bar with a red close button. It contains a 'Subject' field at the top, followed by a rich text editor with various formatting icons (bold, italic, underline, strikethrough, text color, background color, bulleted list, numbered list, quote, code, table, link, unlink, image, horizontal line, and indent). Below the editor is a large text area for the message. At the bottom are two buttons: a red 'CANCEL' button and a green 'SEND' button. Three red arrows point to the 'Subject' field, the message box, and the 'SEND' button respectively.

6. Your query will be submitted to our Support Team who will get in contact with you as soon as possible.

THANK YOU