

SMS SENDER - User Guide

Installing APP on your mobile device

System is only available for owners of mobile phones with Android installed!!!
iPhone users, sorry☺

First you should contact system administrator to set you up an account. You will then receive all the installation instructions by email.

Sample of user data:

- Server: <https://sms.xn--reitve-ckb.si/msggateway/>
- Email: name.surname@domain.com
- Password: smssender

Once you receive the email with above data, you will first need to install the SMSgateway APP on your mobile device. You can get it for free in the Google Play store:

<https://play.google.com/store/apps/details?id=org.rbsoft.msggateway>

Download and install the app on your mobile device. Once done, you will login in the app with your user data, which was provided to you by email. During the setup you must allow the app an access to SMS module and this is more or less everything you have to do with your mobile device. You can then close the app, as it will be running in the background.

Setting up SMS SENDER

After successfully installing the app on your mobile device, you will first have to set your password to access SMS SENDER, which can be done on the following link:

<https://sms.rešitve.si/recover.php>

Simply put in your email address and click the button **Reset**. Shortly you will receive an email with a link for password reset. Follow the instructions to set your personal password of your choice and after doing that, you will be able to login here:

<https://sms.rešitve.si/login.php>

After login you will be redirected to the main page for sending out SMS messages. Bookmark this link to your favorites for later use. Just before sending your first SMS message, there are only few more steps to take.

Updating devices

Each user must have at least one active device to send out SMS messages. This is the device with installed SMSgateway APP. Overview of your devices can be found by clicking your email address in the upper right corner of the navigation bar → **My devices** or by clicking directly on this link:

<https://sms.rešitve.si/devices.php>

Anytime you will install the SMSgateway APP on any of your new devices, you should get back to this step and click the button **Update devices**. List of your active devices should be updated in seconds.

Once done, you can set your devices a more user friendly name, so you will know, which device is behind it. Change the name of device by clicking the link in the first column of the table. All other settings about devices cannot be changed.

Managing contacts

Contacts are persons to whom you wish to send SMS messages to. Each account (society, club, etc.) can have any number of contacts. If there are only few, you can add them manually one by one. If there are more, you can import them from an UTF-8 coded and TAB delimited TXT file (you can save it from Excel).

Another thing to mention about contacts is the fact that all the contact are shared among the account under which they are created. If certain account has more than one authorized users, all contacts are shared among them, thus making everything easy to keep up to date.

Adding new contact

To add new contact manually simply click the button '**New contact**'. A form will open and you should fill in: full name, email and phone number in international format. Once done, click the Save button and repeat the process for every contact you wish to enter.

Importing contacts

To import contacts you first need to click the button '**Import contacts**'. Next you will have to select the file with your contact data on your hard drive and confirm everything with a click on a button '**Upload**'. There are exact specifications about how the file and data in it must be structured and saved, so be careful, to follow this guide precisely.

Setting up the file for data import

The easiest way to prepare data of contacts to be imported in SMS SENDER is by using Excel. There will be three columns with the following header row: **Name, Email, Phone**.

You must use exactly these words in header row, while the content of these columns is pretty self-explanatory. One thing to mention is that you should avoid any leading or trailing spaces in all columns, and write phone numbers in international format, starting with plus (+) sign. To be able to do that, you might have to define a Text format to your data columns.

Once the data is ready for saving, you must save it as TAB delimited text file: **Save as... → Text (Tab delimited) (*.txt)**. Another important thing is to set UTF-8 encoding to the file, which can be set in the Save as dialog box, by clicking the button **Tools/ Web Options**.

Editing contacts

You can edit a contact by searching for it in the table first. You can help yourself with sorting and filtering. Once you find the contact you would like to edit its data, you have two options.

In case you would like to change the status of the contact only (disable or enable it), you can do that by clicking the 'Status' icon in the last column of the table. Green icon is indicating that current contact status is active; by clicking the icon, it will turn red, indicating that status of the contact has changed to inactive.

If you need to change the name, email or phone number of the contact, you should click on the name of the contact in the first column of the table. This will lead you to the contact editing form, where you can update the data and 'Save' it at the end.

Managing groups

The purpose of groups is in grouping contacts into meaningful units, whom we need to send messages on a regular basis. Let's take for example a sports club, which has over 100 kids training with them in different age categories; we could group contacts of the parents by age groups of the kids, like U8, U10, U12, etc. When we need to inform a special group about something, we simply address the SMS message to the group (e.g. U12) instead of individuals, and all contacts within this group will receive message automatically.

It is worth mentioning that every contact can be included into one or several groups. For example, additional to U8, U10, U12, etc. we could have one group where parents of all kids would be included, in case we need to inform them all about something.

Adding new group

Similar to adding new contact we can add new groups. First you need to click the button 'New group'. A form will open and you should fill in only the name of the group. Once done, click the Save button and repeat the process for every group you wish to enter.

Editing groups

You can edit a group by searching for it in the table first. You can help yourself with sorting and filtering. Once you find the group you would like to edit its data, you have two options.

In case you would like to change the status of the group only (disable or enable it), you can do that by clicking the 'Status' icon in the last column of the table. Green icon is indicating that current group status is active; by clicking the icon, it will turn red, indicating, that status of the group has changed to inactive.

If you need to change the name of the group, you should click on the name of the group in the first column of the table. This will lead you to the group editing form, where you can update the data and 'Save' it at the end.

Editing contacts in a group

Creating a new group is of course not enough. In the next step you need to define which contacts should be members of each group. You start setting this up by clicking the blue button with a number in it in the second column of the table labeled 'Number of contacts'.

Once you click this button it will lead you to the list of currently included contacts in selected group. You can edit the list by clicking the button 'Edit Contacts in Group'. Now simply scroll through the list of your contacts and click the 'Status' icon in the last column of the table. Green icon is indicating that contact is included in the group, while the red icon is indicating that contact is currently not included in the group.

Selecting account

In case you are authorized member of different societies or clubs (rare occasion, not available for most users), than you first need to select the account you are working on at the time. Remember, all contacts you enter, all groups you enter and all the messages you send are related to a selected account and all these data is shared among all authorized users of the same account.

Change currently active account

You can change currently active account by clicking the 'Accounts' label in the navigation bar. Currently active account is printed next to the SMS SENDER logo in the upper left corner of the website.

Setting default account

Each user, who is authorized on several accounts, has also an option to set a default account – that is an account, which is most used and will be activated by default when user logs in the system.

You can set or change the default account by clicking your email in the navigation bar in the upper right corner of the website and then selecting the 'My accounts' label. Only one account on the list of available accounts you are authorized for can have a green icon in the last column – that is the default account.

Sending SMS messages

Once you have set yourself contacts and groups, and you are sure you are located on the right account, you are ready to send out a SMS message. You can open the new message form by clicking on the SMS SENDER logo in the upper left corner of the website or by clicking the 'Messages' in the navigation bar and then clicking the button '**New Message**'.

Things are quite self-explanatory here. First you need to type in the message. Normally SMS messages are up to 160 characters long, but they can also be longer (just be aware of the fact that it is possible that your mobile operator will charge you for more than one message sent in this case).

In the second step you select the group to which you would like to send the message to. In case you would like to send it to one individual only, click the 'Individual' tab above the message and a different drop down will be available to you (Contact instead of Groups).

In the third step pick the device from which you would like to send the message from. Most of you will have the SMS gateway installed only on one cell device, so there will be nothing to select here. But just in case you have the APP installed on more than one device, you can select from which device you would like the message to be sent from.

Do some final checks and you are ready to go. Click the button '**Send SMS**' and the process of sending messages to group members or to individual contact will start.

The process of sending messages from SMS SENDER is the following: first all messages for all contacts are prepared, saved in the database and sent to your cell phone to the SMS gateway APP. This APP will pick each message separately and forward it to the final receiver. It will take randomly between 2-10 seconds between each message will be forwarded (to avoid spam detection by your service provider). So if you are sending a message to a group of 10 people, it might take between 1 and 2 minutes before all recipients will get the message on their devices.

You can track the current status of messages sent in the message details view. Possible status values are: Pending, Queued, Sent. To get the latest status of messages sent to all the contact you must click the button '**Update status**'.

When message will be successfully sent to the contact it will receive the status 'Sent' and you will also get a timestamp when it was delivered.

In case when a message cannot be sent due to some error (for example wrong phone number of the contact), you will get a status '**Canceled**' after some time, usually after few minutes. We strongly advise you to keep your contacts data up to date to avoid sending messages to wrong numbers in the future.

History of sent messages

You have access to all messages sent under selected account by clicking the 'Messages' label in the navigation bar. You will find latest x messages in the table, but you have the option to filter historical messages to find the one you are looking for.

The last column of the table is labeled 'Details' and is indicating whether all recipients got the message (green icon) or not (red icon – at least one of the contacts did not get the message). Click the icon and this will lead you to the details page: list of all contacts message was sent to and status of message for each individual contact. Be sure to update the status before taking any further actions, like resending messages to the failed contacts.