

BULK SMS APPLICATION USER MANUAL

Introduction

Bulk SMS App is an online service that makes it really easy for you to manage contacts and send SMS messages to many people at a very fast speed.

The Bulk SMS application is exceptional in the following ways

- Its Free to register and Easy to use
- Allows you to create groups and send text messages to them
- It is fast and very reliable.
- Allows you to manage contacts and groups which is necessary for business analytics purpose
- Allows you to send custom/personalized messages like: E-Bills, exam results, Alerts , Notifications etc
- SMS branding - so that you can send personalized text messages using name of your business/company
- Receiving Messages – Allows you to receive messages from all customers either through a regular phone number or short code eg 222412
- There is no need of acquiring any extra infrastructure as the system will operate from our cloud servers.
-

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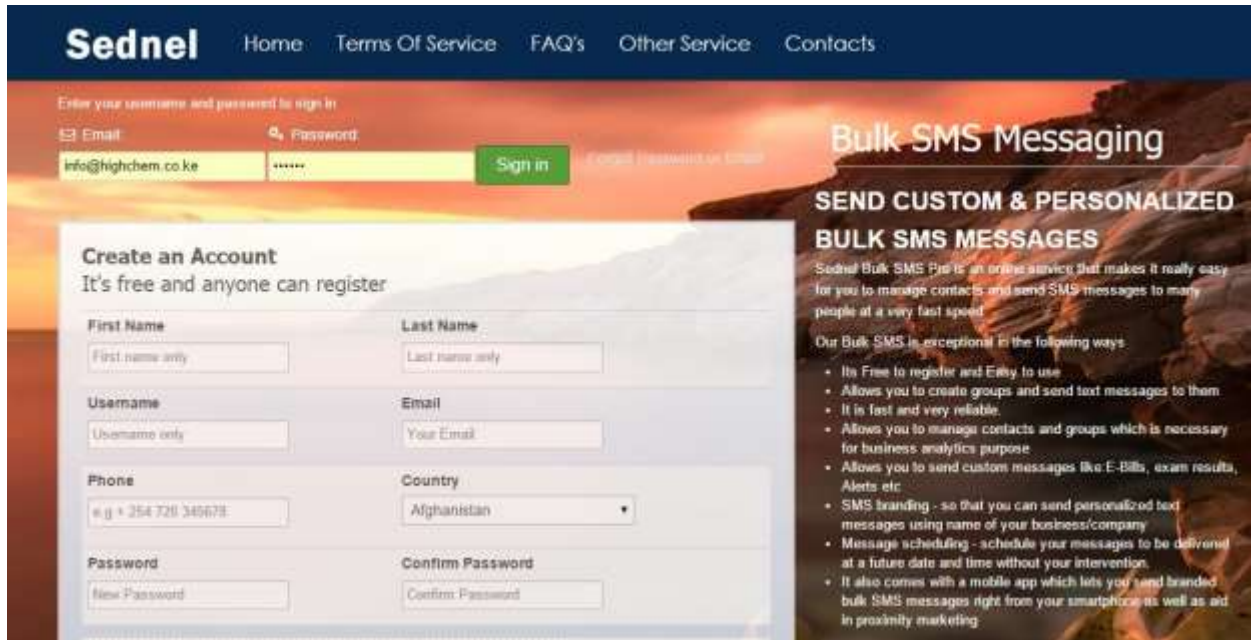
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LOGIN & REGISTRATION

To Login, type or copy and paste the following link to your url bar

<http://africacloudspace.com/messaging>

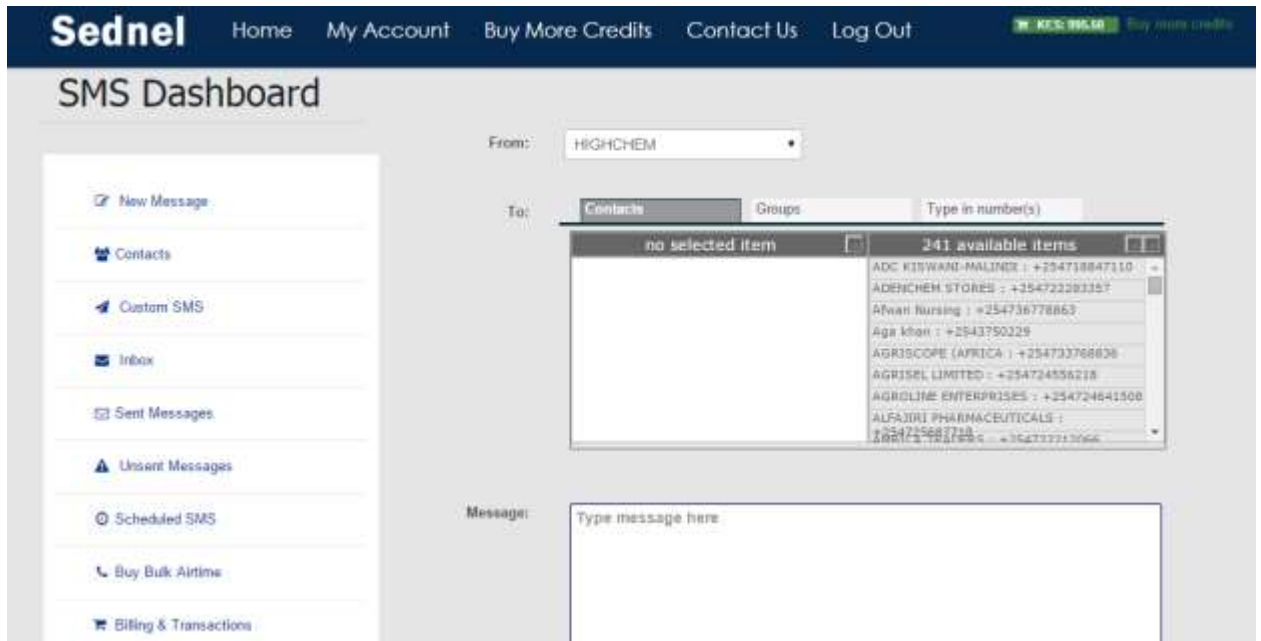
The following windows appears:



The screenshot displays the Sednel website interface. At the top, there is a navigation menu with links for Home, Terms Of Service, FAQ's, Other Service, and Contacts. Below the navigation, there is a login section with the text "Enter your username and password to sign in". The login form includes fields for Email (containing "info@highchem.co.ke") and Password (masked with "*****"), and a "Sign in" button. To the right of the login form, there is a promotional banner for "Bulk SMS Messaging" with the text "SEND CUSTOM & PERSONALIZED BULK SMS MESSAGES". Below the banner, there is a list of features and benefits of the service, including: "It's Free to register and Easy to use", "Allows you to create groups and send text messages to them", "It is fast and very reliable", "Allows you to manage contacts and groups which is necessary for business analytics purpose", "Allows you to send custom messages like E-Bills, exam results, Alerts etc", "SMS branding - so that you can send personalized text messages using name of your business/company", "Message scheduling - schedule your messages to be delivered at a future date and time without your intervention", and "It also comes with a mobile app which lets you send branded bulk SMS messages right from your smartphone as well as ad in proximity marketing".

Enter your username and password then click Sign In to Log in

On successful login the following window appears:



On the left is the SMS dashboard that contains links to various tasks like sending SMS, contact management, viewing sent messages, sending custom messages, billing & transactions among others.

The right window of the homepage is the option to send new message.

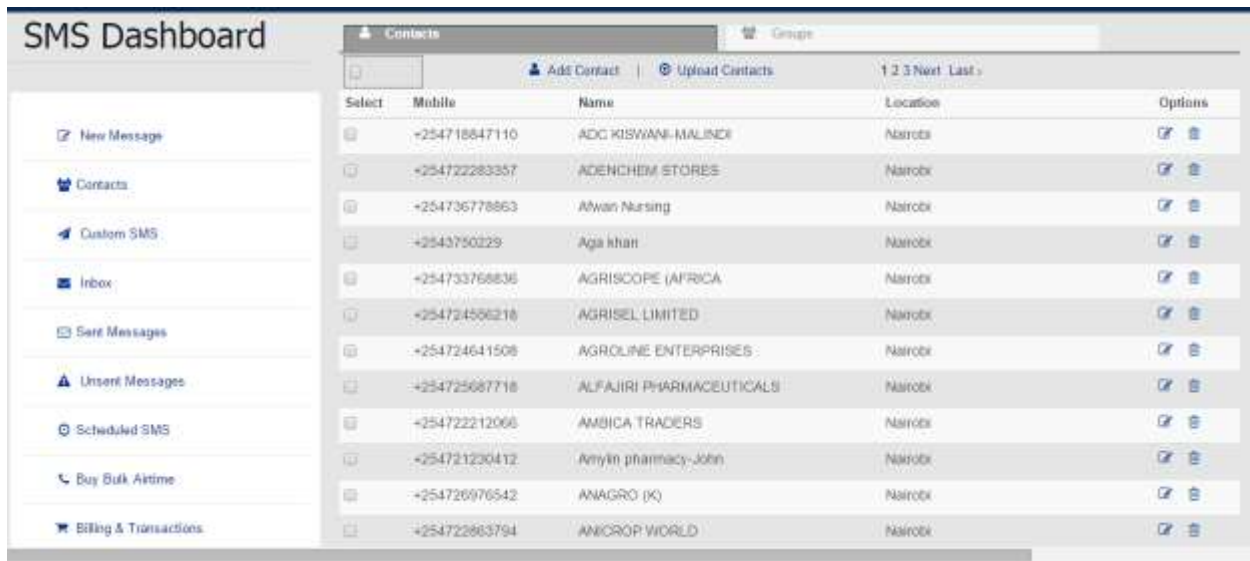
At the top bar, we have the main menu which has link to Home, account, buy more credit, contacts, current balance and profile link that allows you to change password.

CONTACTS AND GROUPS MANAGEMENT

a) Adding Groups and contacts manually(i.e by typing)

1) Adding New Group

- Click the contact link on SMS dashboard
- The following window appears:



Select	Mobile	Name	Location	Options
<input type="checkbox"/>	+254718847110	ADC KISWANI-MALINDI	Nairobi	✎ ✖
<input type="checkbox"/>	+254722283357	ADENCHEM STORES	Nairobi	✎ ✖
<input type="checkbox"/>	+254736778863	Alwan Nursing	Nairobi	✎ ✖
<input type="checkbox"/>	+2543750229	Aga Khan	Nairobi	✎ ✖
<input type="checkbox"/>	+254733768836	AGRISCOPE (AFRICA	Nairobi	✎ ✖
<input type="checkbox"/>	+254724506218	AGRISELIMITED	Nairobi	✎ ✖
<input type="checkbox"/>	+254724641508	AGROLINE ENTERPRISES	Nairobi	✎ ✖
<input type="checkbox"/>	+254725687718	ALFAJIRI PHARMACEUTICALS	Nairobi	✎ ✖
<input type="checkbox"/>	+254722212066	AMBICA TRADERS	Nairobi	✎ ✖
<input type="checkbox"/>	+254721230412	Anyin pharmacy-John	Nairobi	✎ ✖
<input type="checkbox"/>	+254726976542	ANAGRO (K)	Nairobi	✎ ✖
<input type="checkbox"/>	+254722863794	ANICROP WORLD	Nairobi	✎ ✖

This window has two tabs

a) Contacts

b) Groups

- To add new group, Click the Groups Tab
- The following window appears



Select	Name	Options
<input type="checkbox"/>	Consumer	✎ ✖
<input type="checkbox"/>	Essentials Distributor	✎ ✖
<input type="checkbox"/>	Pharma Distributor	✎ ✖
<input type="checkbox"/>	Pharma Supplier	✎ ✖

- Click Add new Group link
- The following window appears



The screenshot shows a web application interface for adding or editing a group. At the top, there are two tabs: 'Contacts' and 'Groups'. Below the tabs, there is a navigation bar with a link to 'Back to groups list' and a title 'Add Edit Group'. The main content area contains two text input fields: 'Name of Group:' and 'Description:'. Below these fields is a green 'Submit' button.

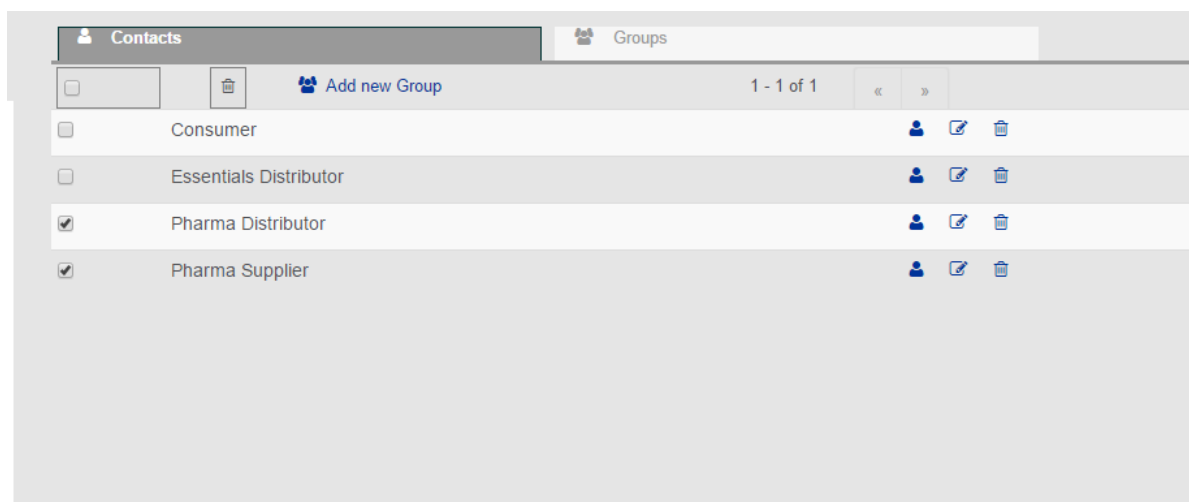
- Enter group name and description then **submit**
- On submitting you will get a message, indicating that data was saved successfully
- Click back to the group lists to view added groups

2) Editing Group

- Select the group to edit from the list of the groups
- Click the edit icon at right of the selected group
- The add new group window above appears, edit the group and click save

3) Deleting a Group

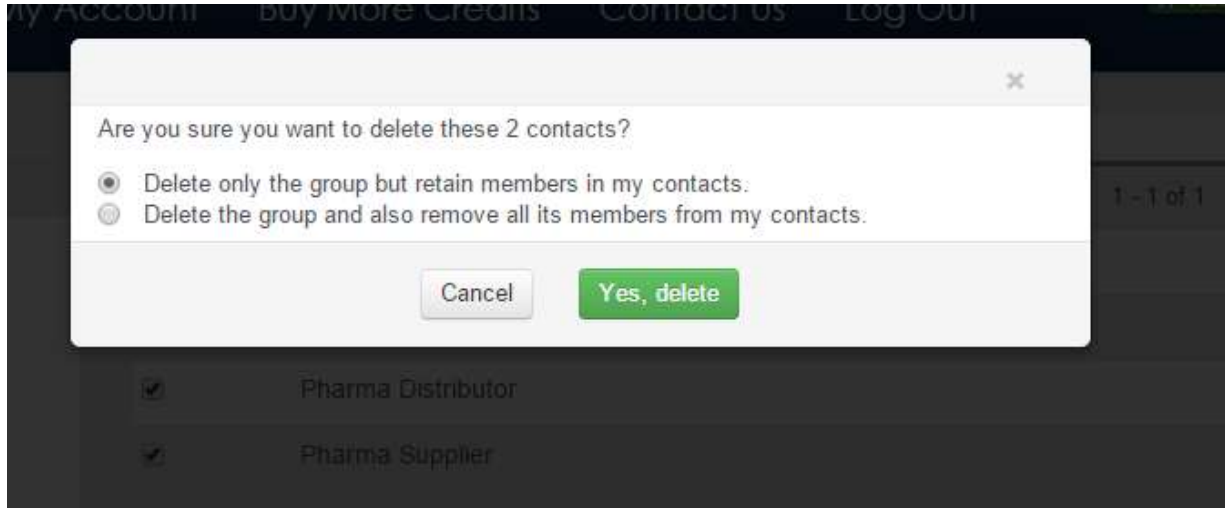
- From the groups list, select group to delete then click the delete icon at the top left corner below the tabs as shown below



The screenshot shows a web application interface for managing groups. At the top, there are two tabs: 'Contacts' and 'Groups'. Below the tabs, there is a navigation bar with a link to 'Add new Group' and pagination controls showing '1 - 1 of 1'. The main content area is a table with four rows, each representing a group. Each row has a checkbox on the left and three icons (person, edit, delete) on the right. The 'Pharma Distributor' and 'Pharma Supplier' groups are selected.

<input type="checkbox"/>	Group Name	Person Icon	Edit Icon	Delete Icon
<input type="checkbox"/>	Consumer			
<input type="checkbox"/>	Essentials Distributor			
<input checked="" type="checkbox"/>	Pharma Distributor			
<input checked="" type="checkbox"/>	Pharma Supplier			

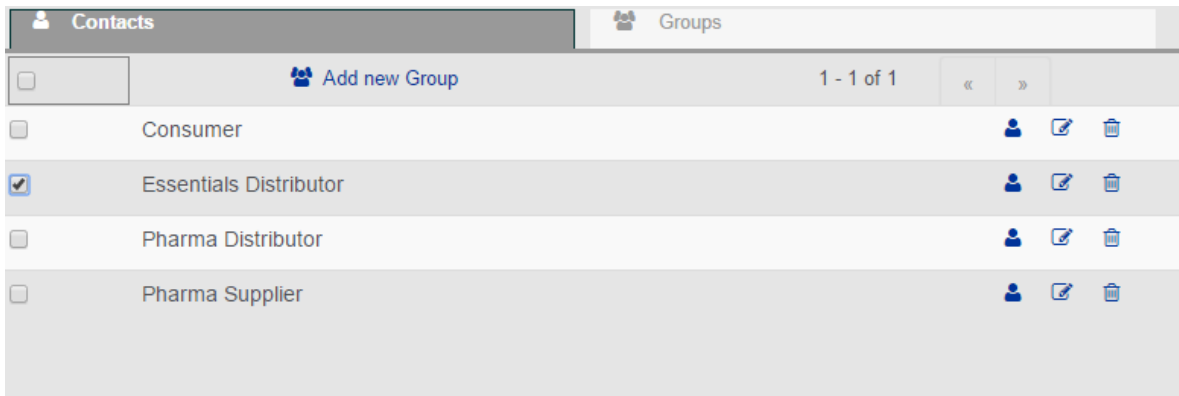
- On clicking the delete icon the following pop up window appears:



Select first option to delete only the group and retain the contacts or option two to delete both the groups and the groups' contacts.

4) List Group Members

- Click Groups tab
- From the groups list below:



- Select the group to list members
- Click the first icon on the right for the selected group
- The group members will appear as in window below:

Select	Number	Name	Location	Options
<input type="checkbox"/>	+254718847110	ADC KISWANI-MALINDI	Nairobi	
<input type="checkbox"/>	+254722283357	ADENCHEM STORES	Nairobi	
<input type="checkbox"/>	+254724641508	AGROLINE ENTERPRISES	Nairobi	
<input type="checkbox"/>	+254733768836	AGRISCOPE (AFRICA	Nairobi	
<input type="checkbox"/>	+254724556218	AGRISEL LIMITED	Nairobi	
<input type="checkbox"/>	+254722212066	AMBICA TRADERS	Nairobi	
<input type="checkbox"/>	+254726976542	ANAGRO (K)	Nairobi	
<input type="checkbox"/>	+254722863794	ANICROP WORLD	Nairobi	
<input type="checkbox"/>	+254722280243	ANIFARM INVESTMENTS	Nairobi	
<input type="checkbox"/>	+254722550650	ARAHUKA AGENCIES	Nairobi	
<input type="checkbox"/>	+254720574997	ASISCO PHARMACY	Nairobi	
<input type="checkbox"/>	+254724737139	AWENDO GENERAL	Nairobi	

5) Removing Member from the Group

- Select the contact to remove from the group
- Then select the remove member icon (Last Icon of on the right of selected group)
- A pop up window appears
- Click delete to remove the member from the group

6) Adding New Contact

- Click the Contacts Tab
- The following window appears (**Contacts List**)
-

Select	Mobile	Name	Location	Options
<input type="checkbox"/>	+254718847110	ADC KISWANI-MALINDI	Nairobi	
<input type="checkbox"/>	+254722283357	ADENCHEM STORES	Nairobi	
<input type="checkbox"/>	+254736778863	Alwan Nursing	Nairobi	
<input type="checkbox"/>	+2543750229	Aga khan	Nairobi	
<input type="checkbox"/>	+254733768836	AGRISCOPE (AFRICA	Nairobi	
<input type="checkbox"/>	+254724566218	AGRISEL LIMITED	Nairobi	
<input type="checkbox"/>	+254724641508	AGROLINE ENTERPRISES	Nairobi	
<input type="checkbox"/>	+254725687718	ALFAJIRI PHARMACEUTICALS	Nairobi	
<input type="checkbox"/>	+254722212066	AMBICA TRADERS	Nairobi	
<input type="checkbox"/>	+254721230412	Amylin pharmacy-John	Nairobi	

- Click the Add Contact Link
- Enter the contact detail and select the group/groups for the contact

« Back to contacts list

Add Edit Contact

Firstname:

Lastname:

Number:

Email:

Location:

Groups:

-
- Click Submit to save

- Continue adding or click back to contact list to go to contacts list

7) Editing Contact

- Go to contact list by clicking contacts tab
- Select the contact to edit
- Click the edit icon at the right of the selected contact
- The Add/Edit contact window above appears
- Edit the contact and click save
- N/B Selecting another group will register the contact into a new group but retain the original, to remove contact from the group following the steps above **(No 5)**

8) Deleting contacts/contact

a) Delete single contact

- Select the contact to delete from contact list
- Click delete icon at the right corner of the selected contact
- Click delete to confirm and delete

B) Delete multiple contacts

- Select more than one contact or click multiple select icon at the top
- A new delete icon appears at the top, below the tabs
- Click it to delete multiple contacts

b) Importing contacts and groups from Excel

The system allows you to import contacts with their groups from excel using a prescribed template as stipulated below

- Click Contacts tab
- Select Upload contacts
- The following window appears

Contacts Groups

[Back to contacts list](#)
[Importing contacts](#)
[Prepare spreadsheet](#)
[Upload the file](#)

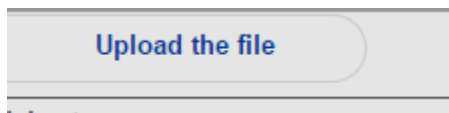
How to prepare your data for upload using a spreadsheet

- Create a new MS Excel spreadsheet file or [download a start template](#).
- Edit the first row and put in headers for the respective columns: number, name, location and group as shown below. Populate the contact details under the respective columns as shown in the picture below.

	A	B	C	D
1	number	name	location	group
2	+254720068297	John Joe	Nyandarua	Nyandarua
3	+254720068295	mary mary	Nyeri	Nyeri
4	+254720068292	Joseph Kim	Nyandarua	Chama
5	+254720068292	David Oduor	Nyandarua	Kitui
6	+254720068295	Ann Mary	Nyandarua	Nyandarua
7	+254720068295	Lydia Kiota	Nyandarua	Nyandarua
8	+254720068296	Santa Clara	Nyandarua	Nyandarua

- Save and upload the file. Accepted file types are *.xls or *.xlsx and *.csv

- The first tab describes how the template should be, You can download a start template and follow the format to prepare your excel document
- Once excel document is ready
- Click the Upload File Tab as shown below



- The following window appears:

Contacts Groups

Back to contacts list Importing contacts Prepare spreadsheet Upload the file

Please specify the spreadsheet file with the data to be uploaded.

Select File to upload: Choose Files No file chosen

Upload

-
- Select the file to upload and click upload
- The contacts shall be uploaded including the groups assigned to them
-

SENDING MESSAGES

This module allows you to send messages to contacts, groups and by typing in Numbers

To send a new message:

- click the New message Link from the SMS Dashboard
- The following window appears

From: HIGHCHEM

To: **Contacts** Groups Type in number(s)

no selected item	241 available items
	ADC KISWANI-MALINDI : +254718847110
	ADENCHEM STORES : +254722283357
	Afwan Nursing : +254736778863
	Aga khan : +2543750229
	AGRISCOPE (AFRICA) : +254733768836
	AGRISEL LIMITED : +254724556218
	AGROLINE ENTERPRISES : +254724641508
	ALFAJIRI PHARMACEUTICALS : +254725687718

Message: Type message here

0 characters | 0 messages | Billing for every 160 characters @ KES 1.5

Sending time: Now Later @ Mon June 29, 2015 @ 11:00

I agree to the terms and conditions of use

Cancel Submit

- To send message to contacts that you have already registered:
Select the contacts to send message to, Click the search icon to search and select all icon to select all contacts
- To send message to groups, click the groups icon in above window and select group to send message to.
- To send message to typed number, select numbers in tab above and enter the numbers using the format stipulated
- Type the message N/B System shows you the billing and number of characters typed so far:
- Select Send Now to send the message Now or Later to send the message later.
- Click Agree to terms
- Click submit to submit the message
- You will get a pop up message indicating whether the message was submitted or not.

SENDING CUSTOM/ PERSONALIZED SMS

Click the Custom SMS link from the Dashboard

1) Introduction

A custom SMS is an SMS which contains variable aspects within its context which makes it possible to message a large number of people at once with each person receiving a different message based on the variables.

For example you might want to send out a bulk message but want each user to receive an SMS with their name.

Examples of Custom SMS Use Cases;

- sending out billing reminders - clients have different names, bills and due dates
- sending out examination results - students have different names, subject results and rank results
- sending out personalized SMS - you want to send out a bulk SMS but personalize it by having the name of each client within their SMS

An Example (to send out billing reminders)

Say that you are a company that bills clients at the end of each month and would like to send out an SMS informing the clients of their bills and the payment due date. Imagine that you have about 500 clients. If you don't have a custom SMS, you would need to send 500 individual SMSes to them.

With Customized SMS all you need to do is to compose one generic SMS with the variables as follows;

Dear {firstname} {lastname}, Your current balance is Ksh {amount}. Please pay before {paydate}. Thank You.

You can then upload an Excel file with the variables populated as shown below;

E4						
	A	B	C	D	E	F
1	number	firstname	lastname	amount	paydate	
2	254722123456	john	Rene	105.5	15/05/2018	
3	254722456789	jean	Doe	700	16/04/2017	
4	254722123789	Ghost	Mulele	300	08/12/1016	
5	254722123123	James	Ojode	400.5	2/11/2014	
6						

Note: Header names may only contain letters, digits and the underscore. The first character must be a letter.



[Download a start template.](#)

2) Upload Custom Message

- Click the Submit Custom message tab
- The following window appears
- Select Sender ID
- N/B If sender ID is not available click on Custom SMS link from the Dashboard to refresh
- Type the custom message e.g
 - *Dear {firstname} {lastname}, Your current balance is Ksh {amount}. Please pay before {paydate}. Thank You.*
- Click Upload button to upload the message
- After uploading the message, a preview will appear as shown below:

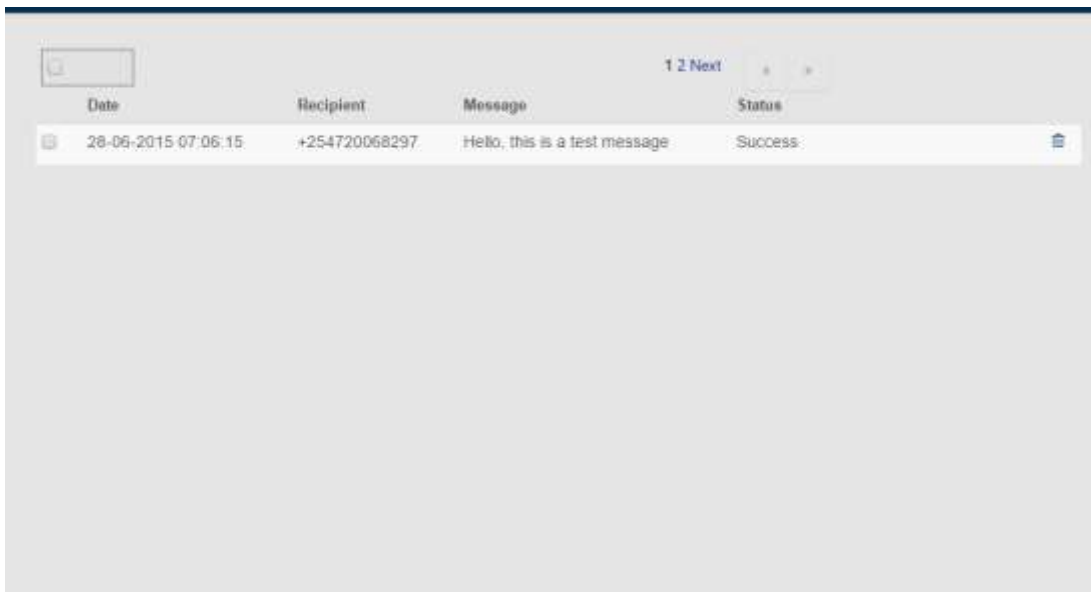


Click Send Message Button to send the messages:

VIEWING SENT MESSAGES

To view sent messages:

- Click the Sent Messages link on the dashboard
- The following window appears



VIEWING UNSENT MESSAGES

- Click the Unsent Messages link

Date	Recipient	Message	Status
28-06-2015 09:06:44	+25472006297	Invalid Number Message	Invalid Phone Number

- To resend a message, Click the resend link at the right corner of the row
- To delete the message click the delete icon at right of the selected message

BILLING & TRANSACTIONS

Click billing and transactions menu from SMS Dashboard

Buy more credits

My transactions

M-PESA Pay via mpesa

- » Go to M-PESA > Lipa na Mpesa on your phone
- » Enter KCS Till no: 970545
- » Enter the Amount in Ksh
- » Enter your M-PESA PIN and Send
- » You will receive a confirmation SMS from M-PESA with a Confirmation Code
- » Your account will then be topped up automatically

Pay via Cheque or Direct Transfer

Account Name: Kenya Cloud Space

Bank: Coop Bank

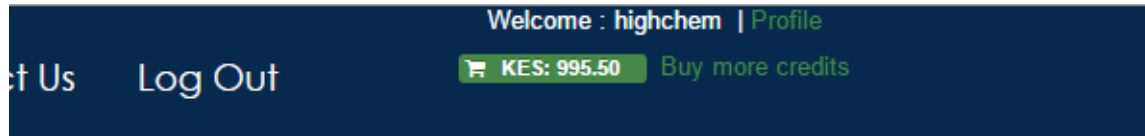
Branch: Kimathi

To buy more credits follow the procedure above

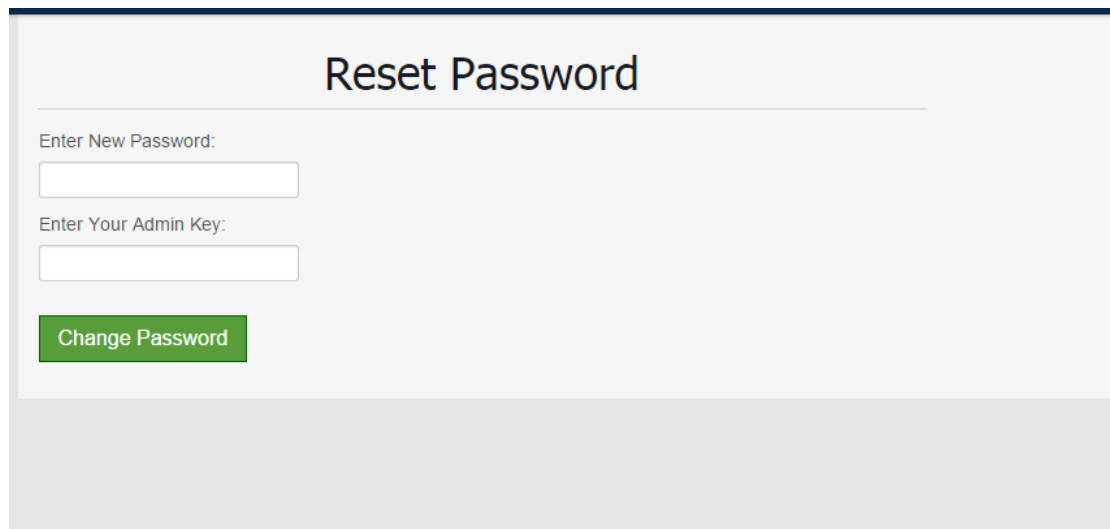
Click My Transactions to view top ups and expenses

CHANGING PASSWORD

Click the profile at the top right



The following window appears

A light gray form titled 'Reset Password'. It has two input fields: 'Enter New Password:' and 'Enter Your Admin Key:'. Below the fields is a green button labeled 'Change Password'.

Enter the new password and admin key as provided to change the password

CONCLUSION

Bulk SMS is an ideal application that will go a long way in improving communication between the company and other stakeholders.

In case of more help, feel free to contact us on:

Email: j.wanjau@kenyacloudspace.com

Phone: 0720068297/0710297462