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Not all functionality is available to all users. If you require additional functionality please contact your administrator or MessageMedia consultant.
My MessageMedia allows you to send and receive SMS straight from the Web – it’s the ideal way to communicate with staff and customers wherever you may be. My MessageMedia also provides delivery and account tracking and easy reporting.

1 Login

My MessageMedia is a web based service. Users simply log in via MessageMedia’s website – there is no need to download software.

To access My MessageMedia go to: https://manager.message-media.com

1. Enter your username and password – these were supplied in your set up email from MessageMedia.

2. If you have forgotten your password we can reset it. Simply enter your username or email address below, click ‘Reset’ and you will receive an email from us with further instructions.
2 My MessageMedia Homepage

Once you are logged in, you are taken to the My MessageMedia Homepage. The Homepage provides direct access to the main functions of My MessageMedia.

From the Homepage you can:

2.1 Send messages

Create a new broadcast – this feature allows you to send messages by creating broadcasts to up to 10,000 recipients. This feature must be enabled by the administrator.
Quick send – allows you to create SMS templates and send to your list of contacts. This feature must be enabled by an administrator.

Progressive sending – we’ve implemented a visual progress display that lets you track your broadcast, so you can track if the process was running successfully.

If you’re sending bulk messages, you can track progress on a display that looks like this:

Message scheduling – Messages can now be scheduled to be sent at a later time or date, allowing users to set up broadcasts in advance.

To schedule a message to be sent later:

1. Create a message (either from a pre-existing template or a new message) as usual.
2. Check the Send these messages later box and scheduling options will appear.
3. Enter the preferred time and date for the message to be sent.
4. Click Preview & send. Ensure all details are correct and click Send.
2.2  Check and reply to messages

Here you can create a report of messages sent and received.

On this reporting page, you can easily reply to incoming messages:

1. Select **SMS received**.
2. Select your required date range (up to 45 days).
3. Click the **Detail** tab in the lower box (the number in brackets shows the number of messages).
4. Your incoming messages are now displayed: you can reply by clicking **Reply**, in the lower right-hand side of the window.
2.3 Get News Feeds

This provides a cycling list of news and information that might be relevant to you.

To find out more, click on the message.

2.4 User support

Click on Help & FAQs to access user guides, contact details and technical support.

To provide feedback about our products and services simply click on the Give Feedback icon on the bottom right corner of every screen or via the Customer Feedback option (under User Support) on the Home Page.

Product feedback and suggestions are reviewed by our sales and product teams and fed back into our product improvement process. Requests for help will be answered within 24 hours (or on the next business day).
2.5  Contact MessageMedia

To access contact details for MessageMedia:

1. Click on Contact Us.

2. This takes you to a screen with contact phone numbers as well as links to email, a message form, and information about products.
2.6 Personalise the Homepage

Administrators can tailor the Homepage for individual user needs.

The following elements can be removed from Homepage view if not required by any user:

- Broadcast
- My Addressbook
- My Mailbox

1. Log in as an Administrator.
2. Click on User administration and locate the specific user (see 8.1 for details).
3. Click the Settings button for the user.
4. Click the Features tab.
5. Check/uncheck boxes to enable or disable Homepage elements for the user.
6. Click Update.
3 Create a broadcast

This function allows you to create, send and track a message to one person or to many. It’s an easy way to communicate to individuals and groups. This is available to all users. If you cannot see this feature, please contact Support.

1. Click on Create a new broadcast.

You will then see the New broadcast screen, which is where you enter the message details and can preview, cancel or send the message.

2. Give your broadcast an Internal tracking name, and select whether you want message delivery tracked (additional charges apply) or to schedule the message for future delivery. You can also specify the sending timespan — whether all messages should be sent immediately, or whether messages should be sent in even, 5 minute batches over a 30 minute, 1 hour, 2 hour, 4 hour, 6 hour, 8 hour, 10 hour, 12 hour or 1 day period.

3. Before creating broadcast content, you must add recipients. Choose to create a new contact, add an existing contact, or import contacts. (See 4.3 for details on adding contacts)
4. Addressbook contacts can be added one at a time, or by category.

5. In the **Recipients** area, the chosen recipients will be listed. You then have the opportunity to select or de-select individual recipients from the broadcast.
When multiple recipients with matching phone numbers are chosen, the **Duplicates** tab will appear, along with extra options for selecting recipients. An explanation of possible ways of dealing with these duplicates will appear to guide you through this process.

### Recipients (3)

<table>
<thead>
<tr>
<th>To</th>
<th>First name</th>
<th>Last name</th>
<th>Display name</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑️</td>
<td>61268765432</td>
<td>Billy</td>
<td>Bumpkin</td>
</tr>
<tr>
<td>☑️</td>
<td>61268765432</td>
<td>Billy</td>
<td>Bumpkin (work)</td>
</tr>
</tbody>
</table>

Your broadcast contains one or more sets of duplicate recipients (i.e., recipients who have identical destination addresses). You can see which recipients are duplicates by selecting the “Duplicates” tab above.

There are a number of ways you can handle this situation:
- Do nothing - send to all recipients, including some recipients multiple times.
- Select the “Select uniques” button - choose only those recipients who are not duplicated.
- Select the “De-duplicate” button - choose all unique recipients, and where duplicates exist, choose only one of each duplicate set.
- Select the “Duplicates” tab and manually check/un-check which duplicate recipients to send to - for more control over duplicate handling.

6. In the **Message content** area, type in the message. You can choose to insert data such as recipient names by selecting the field and clicking the **Add** button.

7. By selecting **Preview & send** you can review the broadcast details and cancel if you wish. The number of SMS will exceed the number of recipients if the message includes more than 160 characters. Please note that some messages will be longer than others if they include personalised fields.

You can also click **Save as template**, and reuse the broadcast at a later date.

8. Click on **Send** to send the messages or **Cancel**.
9. If you click on **Send**, you will then be notified of the broadcast and can select your next action.

10. If sending a short message to a small group of recipients, you can use the Quick Send option. To access this option click on **Quick send**.

11. Click the + in the recipient box to add contacts. This will take you through to the contacts list in the address book. Once you have selected your contacts, press **Add & continue**.
    
    Write your message. Note that you can’t add data fields using the Quick Send option.

12. If you would like to request delivery reports for your message, check the **Track message delivery** box before clicking **Send**.
You will receive an on-screen notification when your message is sent successfully.
4 Broadcast Templates

Convert your broadcast message into an unrestricted template. This is a convenient option that adds a new unrestricted template that only the creator can see and access. You can re-use the template and edit it as required.

4.1 Save a broadcast as a template

1. Log in as usual to My MessageMedia, and click Create a new broadcast.

2. Give your new message a name and add recipients as usual. Recipients can be added by clicking:
   - **New contact**: add a single new recipient for your message
   - **Addressbook**: add multiple contacts from your existing My MessageMedia address book
   - **Upload**: uploaded files must be in CSV (comma-separated), TSV (tab-separated) or Microsoft Excel (XLS, XLSX) format and be no larger than 25Mb or 25,000 records.

   See 5.1 and 5.2 below for details on adding contacts.

3. Create your message in the usual way, adding fields and creating your message content.
   (refer to the user guide for instructions on creating a broadcast message)

4. Preview and send as usual.

5. To save the message for future use, click Save this broadcast as a template.

6. The message is now accessible from your Templates list.
4.2 Create a new Restricted Template

Administrators or general (unrestricted) users can now create Restricted Templates, which allow users to change nominated fields, but restrict them from editing or changing message structure.

All Restricted Templates are available to all users of your customer account.

To create a pre-defined message for your users:

3. Administrators or general (unrestricted) users log in as usual to My MessageMedia.

4. Click Create a new restricted template.

(User can also see templates they've created previously, and existing Restricted Templates, indicated with a lock icon)

5. Give the new template a name.

6. Add required data fields by clicking Add new field and entering the field name. This will be the information a user can change when they use the template to create a broadcast.

7. Compose your message, adding data fields where required by clicking on the field name (eg 'time') and clicking the Add to message button.

8. Click Save as template. Your template is now available in the Templates list, and can be used to create a broadcast.

Note: Restricted templates cannot currently be edited. This functionality will be made available in future updates.
4.3 Using a Restricted Template

Send a pre-defined message, after changing specific field values.

1. Log in as usual to your My MessageMedia account.

2. Click on the template you want to use for the broadcast. Templates can be ordered alphabetically or by date by clicking on the Name or Created date headers.

   ![Template Selection](image)

   **Note**: The broadcast name will appear in the text area as below. This is for reporting purposes and does not need to be changed, although you may edit it if you choose to.

3. Add recipients: You have the choice of creating a new contact or selecting from your existing address book.
New contact creation:

3.1 Click **New contact**.

![Create contact](image)

3.2 Insert the contact’s first name, surname, and phone number in the text areas provided. The display name will be created automatically in the format ‘surname, first name’, but can be changed at a later date. Click **Create** to add the details provided to your contact list.

**Note**: If creating a new contact, only one recipient can be added to the broadcast.

Adding a contact from the address book

3.3 Click **My Address book**. Select the recipient(s) as required and click **Add** to add the selected contacts. If you’re ready to finalise your contact selection press **Add & continue**
**Importing contacts:**

3.4 You can import contacts for a broadcast by clicking on the **Upload** button under Recipients, and choosing contact file from its location on your computer.

---

**Note:** MessageMedia supports CSV (comma separated), TSV (tab separated) and Excel spreadsheets (XLS, XLSX – Excel is not the recommended file format)

---

4. Add the required values to the fields in the message by clicking on the field name. Type in the required value next to the field name. You’ll see the message below display as it will when sent to the recipient.

---

**Note:** Since this is a restricted template, you can’t edit or change the actual message content.
5. Tracking and Scheduling: You have the option to track message delivery – seeing when the message was received on the recipient’s handset. Simply check the Track message delivery box.

You can also schedule the broadcast to be sent at a later time or date. Check the Send these messages later box and enter the preferred time and date for the message to be sent.

6. Click Preview & send. Ensure all details are correct and click Send.
4.4 Delete a template

Administrators can permanently remove templates that are no longer required.

1. Log in to your My MessageMedia account.

2. In the Send messages box, identify the template you want to delete.

3. Click on the X to the right of the template name.

4. Click on Yes to delete the template or No to cancel.

The template will be removed. Note that deleted templates cannot be retrieved.
5 My Address Book

Easily manage and sort your contacts and categories using the My address book feature.

5.1 How to create a contact individually

1. Login to My MessageManager as normal.
2. Click My address book.
3. Click the New contact button under the ‘Contacts’ heading in the middle column.
4. Fill in the contact fields and check the **share** box if you would like to share this contact with other users. By un-checking the share box this contact will be only accessible by you.

You can also add categories that apply to this contact by clicking on the category in the **Available** box and ‘drag and drop’ it into the **Applies to** box. To remove the category from the **Applies to** box simply reverse the drag and drop process. Alternatively you can add or remove the category by clicking the **Add** and **Remove** buttons.

5. Press **save** and the new contact will appear in your list of contacts. If it is a shared contact it will appear with a shared contact icon as it appears below.

| Anderson, Virginia | 61411321321 |

6. You can also import contacts from a file, and specify which groups you want those contacts to be tagged with when they are imported. To use this function click on the **upload** icon at the top right of screen. The file can be in a CSV, TSV, or Excel (xls, xlsx) format to be imported.

### 5.2 How to import contacts

It is possible to add several contacts at once from properly-formatted files.

MessageMedia supports CSV (comma separated), TSV (tab separated) and Excel spreadsheets (XLS, XLSX).

Please note that if you use an Excel file, **ensure you check every contact** you add, as Excel formatting can corrupt individual contacts, and they may not appear as you expect.

1. Login to **My MessageManager** as normal.
2. Click **My address book** as described above.
3. Click the Upload button in the top-right corner.

4. Navigate your computer to locate the file containing your contacts. (If uploading an Excel file, the extension must be .xls or .xlsx) Highlight the file and click Open.

5. Match the columns in your file with the contact fields, and click Upload.

6. Your new contacts should now be in your contact list. (If XLS or XLSX file has been uploaded, please check each entry individually to ensure successful upload.)
5.3 How to delete a contact

1. Tick the box of the contact you wish to delete in your contact list.

2. To delete this contact, press the Delete button at the top of the middle column under Contacts. The contact will now be deleted from the address book.

3. You can delete multiple contacts at once by ticking boxes for all contacts you want to delete. Once checked, click the Delete button.

5.4 How to add a category

Adding a category for a contact will enable you to filter and search contacts easily and efficiently.

1. To add a category press the New button under the Categories field.

2. Fill in the blank field to create the new category.

3. You can then assign this category to the contact by selecting the category from the Available list in the right-hand column, clicking the Add button and saving the contact. The contact can now be filtered under this category.
4. The number in brackets alongside categories indicates how many contacts have been assigned to that category.

5.5 How to share and unshare a category

Administrators can share address book categories (along with all of its contacts) with all users.

1. To share a category, click on My address book from the Homepage.
2. Make a selection from the left-hand Category column.
3. Click **Share**.
4. To unshare, follow the same steps to select the category, then click the **Unshare** button.
   **Note:** Un-sharing a category does not remove the contacts associated with the category. These must be removed independently. See 5.2 above.

### 5.6 How to assign categories to contacts

If you have many contacts that belong to the same category, it is simple to associate them to a category – or multiple categories – quickly.

1. Click on **My address book** from the Homepage.
2. To add multiple contacts to a category, select the contacts by checking the box next to their names.

**Contacts**

![Contacts image]

3. Click the **Categories...** drop-down box above the list; you will see a list of all categories.

**Contacts**

![Contacts image]
4. Select the category you want to assign to the contacts you have nominated.

Note that depending on the situation, the boxes may appear with three different states:

a. **Greyed out box and grey type**: Some of the contacts you have nominated already belong to one or more of these categories.

b. **Ticked box and black type**: The contacts you have nominated will belong to this category.

c. **Clear box and black type**: The contacts you have nominated do not belong to this category.

5.7 **How to remove categories from contacts**

Using the same functions as above, you can easily remove a category from several contacts at once.

1. Click on *My address book* from the Homepage.

2. To remove multiple contacts from a category, select the contacts by checking the box next to their names.
3. Click the **Categories**… drop-down box above the list; you will see a list of all categories.

4. Choose the category you want to remove the nominated contacts from. Any categories assigned to contacts appear as a grey box with grey type.

5. Check the category box; it should now appear without a tick and with a clear box and black type.

6. Any nominated contact that previously belonged to the unchecked category has now been removed from that category.

5.8 **How to search by contact or category**

1. To view all contacts press **All** under the categories field. To find a contact quickly, you can search by either **name** or **category**.

2. To search by **name**, enter the part or full name details in the search field under the contacts heading and press the **search** button. A list of filtered contacts will now appear.
3. To see all contacts in a category click on the relevant category. A list of filtered contacts will now appear relevant to that category, with the first in the list highlighted.

5.9 How to delete a category from your address book

To delete a category from your address book, click on the relevant category in the categories panel and press delete. The category will now be removed from the list. Please note this will not delete any contacts that have been assigned to this category.

5.10 How to un-share a category

Administrators can un-share address book categories.

1. To remove the share status of a category, click on My address book from the Homepage.
2. Select the category to be un-shared from the left-hand Category column (all shared categories are marked by the Share icon: 🌟).
3. Click Unshare.

Note: Un-sharing a category does not remove the contacts associated with the category. These must be removed independently. See 5.3 above.
5.11 How to download (export) contacts

Users with the relevant permissions can download a list of contacts in CSV format for their own records.

1. Click on **My address book** from the Homepage.
2. Load the contact list you wish to export. This may be the default All list of contacts, or a filtered list of contacts by search or category (see 5.8).
3. Click **Download**.
4. A new window will appear while the download is constructed. When the download is ready, your browser will prompt you to save the file.
6 Mailbox

Using the My Mailbox feature you can view all your incoming and sent messages, as well as see a full history of message correspondence using the conversation view.

6.1 Viewing incoming messages

1. To view all your incoming messages related to replies sent from My MessageManager, login as normal and click on the My mailbox icon.

2. The inbox tab will now be highlighted, displaying a full list of messages from contacts who have responded to your broadcast. This will show when the message was received, the contact name, title of the broadcast, and the contact's response.
3. You can review your correspondence with a contact by clicking on the message. This will bring up the conversation view, displaying a full history of correspondence related to the contact and message trail. To close this view click on the Close button or cross at the top right.

![Conversation View Example](image)

If you wish to print this information, click the Print button. A pop-up window will appear with the conversation messages in a format ready for printing from your web browser.

### 6.2 Viewing sent messages

1. To view all your sent messages, click on the sent tab. This will display the messages you have sent to contacts, showing when the message was sent, the contact name, title of the broadcast, and the content of the message.

![Sent Messages Table](image)

2. By clicking on a message, this will bring up the conversation view, displaying a full history of correspondence related to the message (similar to the inbox conversation view as shown above). To close this view click on the close button or cross at the top right.
3. You can view broadcasts that are scheduled for the future by clicking on the scheduled tab. If you would like to cancel a scheduled broadcast from the list, click on the X to the right of the message.

6.3 Reply to a message

1. Click on My mailbox and, from the Inbox tab, select the message you want to reply to.
2. In the pop-up box, Click on Reply next to the green arrow in the message you want to reply to.

3. Type your message and click Send.
6.4 Message forwarding options

Administrators can set up auto-forwarding rules that will send incoming messages to a user's mobile phone. An automated response can also be sent.

1. Click on User administration and locate the specific user (see 8.1 for details).
2. Click the Settings button for the user.
3. Click the Reply Settings tab.

4. Check the Reply notification radio button.
   Check the Auto forward box to have incoming messages forwarded to your nominated mobile phone number.
   Check the Auto response box and compose a message that will be delivered to anyone who replies to your messages.
5. Click the Update button and click Ok in the Success dialog box.
7 Create a report

This function allows you to create a report listing messages filtered by type of message and dates.

1. Click on Create a report.

   From this screen you can select the parameters of your report – message type and date.

2. You can filter your reports by message type. Select SMS sent or SMS received.

   Message type
   - SMS Sent
   - SMS Received

3. You can select Recent to view messages from recent days.
4. Or you can select **Date range** to include messages within a time and date range, using the popup calendars.

![Date Range](image)

5. Click on **Run report** to see the report.

![Run Report](image)

Reports provide details of messages sent or received, including the message content if you wish to see it.
7.1 Report on all users in a single view

Administrators’ can also report across multiple users, in addition to the existing ability to report on single users.

1. Administrator logs in to My Message Manager as normal.

2. Click Admin reports in the ‘System admin’ area.

In the Create a report area, the User selection now defaults to All. Ensure this is selected.

Click Run report. The report appears at the bottom of the screen.

7.2 Running a specific broadcast report

You can now run reports on single broadcast messages, in addition to the existing ability to run reports based on date range.

1. Log in as normal, and select Create a report, near the bottom of the My MessageMedia home page.
2. To specify a broadcast, view past broadcasts by clicking the ‘+’ next to **Broadcast**.

![Broadcast filter options](image)

3. Check **Only view broadcast messages**, then view messages in the **Show for broadcast** drop-down menu.

![Broadcast settings](image)

4. Select the broadcast you want to report on, and click **Run report** at the bottom of the page.

![Broadcast report](image)

The report is displayed on the page. To export the report, select the Download CSV option. CSV (comma-separated) files can be opened in spreadsheet applications including Microsoft Excel.
8 Managing your account

User administration

The User administration function allows the account administrator to create, edit and disable user profiles and change account settings. Please note that if you are not the account administrator you will not see these buttons.

1. Click on the User administration icon at the top of the screen or from the Home Page under System admin to access this function.

8.1 View and change account details

1. Under Profiles you can see Account details by choosing All users, Active users and Disabled users. You can also search by account name.
2. See account details:

<table>
<thead>
<tr>
<th>Account name</th>
<th>Display name</th>
<th>Phone</th>
<th>Email</th>
<th>Credit limit</th>
<th>Permissions</th>
<th>Product</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>plainfailure</td>
<td>dlhhe</td>
<td>6433224996 <a href="mailto:sx@sbs.com">sx@sbs.com</a></td>
<td>User</td>
<td>5000</td>
<td>Admin</td>
<td>Messenger Active</td>
<td>Edit</td>
</tr>
</tbody>
</table>

Account name, Display name, Phone number and Email address of the user. The Credit Limit is the maximum number of messages that a user can send. Permissions indicates if the account is open to general users or admin users. Product lists the relevant product used. The Status indicates if the account is active or disabled.

3. You can also Edit account details, change user Settings, and Disable or Enable an account.

4. When you click on Edit, you open a screen with fields that you can alter.

![Update user form](image_url)

5. Administrators cannot increase their own credit limits. Administrators are also unable to increase the credit limits of their users beyond the maximum admin user credit limit. If you wish to increase limits, please contact MessageMedia Support.

6. Administrators have the option of selecting either standard or strong password restrictions. The strong password option can be enabled by contacting MessageMedia Support.

There are several key differences between the two password sets. Standard passwords must contain the following characteristics:

- Must be more than 6 but less than 16 characters in length
- Cannot contain your username
- Cannot contain the word ‘password’
- Cannot be the same as your current password
- Cannot contain your display name, phone number or email address
- Must contain letters and numbers
- Cannot contain any special characters
Strong passwords are a configurable feature and must follow all the characteristics of a standard password. The strong password option is further protected through the use of the following parameters:

- Password must be between 8 characters and 16 characters in length.
- Must contain lowercase, uppercase and numeric characters and;
- Cannot contain special characters
- Cannot use the same password used in your last 13 passwords

Administrators utilising the strong password feature will also enforce the following rules on users:

- New users will be required to change their passwords on first login
- Users will be restricted from changing their password more than once per day
- Force users to change their passwords at regular intervals. This option can be configured to ‘never’ or every 30, 60, 90 or 180 days. The default is 60 days.

7. When you click on Settings, you can change settings for a user, for example, timezone, language and operating country. English is the default language and Australia is the default country.
8. Click on Dedicated Numbers to:
   - Select dedicated number – choose a dedicated number for this user.
   - Set this user to receive – enable this user as the default mailbox for inbound messages

The ability to edit dedicated numbers is a feature must be enabled by an administrator.

9. Enable/Disable – simply click on this to change to allow or prevent a user from logging in and using the account.
8.2 Change settings

1. To change the default setting across a customer account, click on Our Settings tab.

2. The Settings you see will be different for the user settings (which affect individual users) and the account settings (which affect the whole account). Please note that you will only see the settings that are relevant to your account.

Manager settings

- **Timezone** – the timezone to display and query report data in.
- **Display** – the number of users to show on each page
- **Language** – choice of language
- **Operating country** – use the default (Australia) if the recipient phone number doesn’t have a country code
- **Send emails to admin** – send an email to the account administrator every time a new user is created. Note: this is the admin contact that was configured with your account and may not be your product administrator.
- **Send emails to users** – send an email to the new user when their account is created.
- **Show message content online** – show message content in reports. This may be disabled for accounts that send sensitive information.
- **Send scheduled broadcast notification** – enable email verification for broadcasts scheduled for future sending.
- **Days until password reset is required** – the amount of days between users being prompted with the compulsory password change prompt.
- **Track message delivery by default** – whether the “Track message delivery” checkbox should be checked by default for new broadcasts.
Web SMS settings

- **Restrict shared sent items to admin only** – this setting will restrict the viewing of shared sent items to administrators only. You might use this when there is sensitive information in the message content or you do not want users to view each other’s messages.

- **Restrict sending to phonebook contacts only** – this allows administrators control over message recipients.

SMS Broadcaster Settings

- **Auto opt-out** – URL to send auto opt-out requests to. This will automatically email a notification to the user.

- **Receive inbound** messages via email – email address to forward inbound messages to (as broadcaster does not support replies).
EmailSMS settings

- **Insert new line character** – this is a compatibility feature. Replace literal string ‘\n’ with a newline.
- **Strip new line character** – strip newline characters in the email, replace with space character.
- **Request delivery report** – automatically request a delivery report with every Email SMS message. Note that this may incur additional charges.
- **Mail Server Access restriction** – only send the SMS if the email was send by the server specified.
- **Max Email2SMS** – maximum number of SMS (concatenated) per email.
- **Use account-based email terminator** – message will terminate when this string is found in the email.

OMS settings

- **Auto-forward to email** – automatically forwards replies to the user’s email address
- **Auto-forward to phone** – automatically forwards replies to the user’s mobile phone
API Settings

**User settings**

- Enable inbound message processing
  - Activate the processing of inbound messages. The customer must provide a URL for their processing application.

- Inbound URL
  - The URL to push incoming messages to. The customer must setup a message processing application at this location. A HTTP GET request will be made to this URL with parameters appended for phone and message (eg: `http://www.sample.com/inbound.php?phone=04########&message=test`)

3. Make your selections and click on **Update**.

### 8.3 Automatic opt out

Administrators can set up a feature that automatically processes a recipient's opt-out selection. By law, recipients need to be able to opt out of SMS communications.

1. Administrator logs in to My MessageManager as normal.
2. Click **User administration** in the 'System admin' area.
3. Find the user you want to grant opt-out permission to.

In the **Profiles** tab, you can see account details by choosing **All users**, **Active users** or **Disabled users**. You can also search by account name, display name, phone or e-mail.

4. Click on the **Settings** button belonging to the user.

5. In the ‘Manager settings’ tab, check the **Auto opt-out enabled** box.

6. Click **Update**.

Recipients can now opt out of receiving your SMS messages by replying ‘Stop’ or ‘Opt out’.

### 8.4 Manual opt out

Administrators can manually processes a recipient’s opt-out selection; adding or removing them from the opt-out list. By law, recipients need to be able to opt out of SMS communications.

1. Log in to **My MessageMedia** as an Administrator.
2. Click on **User administration** and locate the specific user (see 8.1 for details).
3. Click the **Settings** button for the user.
4. Click the **Optouts** tab.

![User settings - AppleRealEstate002](image)

5. To add a user to the opt-out list, click **New** and enter the phone number of the recipient who has opted out of receiving messages.
   - Click **New** again to add additional numbers.
6. To delete a user from the opt-out list, select their phone number and click **Delete**. They will re-commence receiving messages

### 8.5 Create a new user

1. To create a new user, click on the **New User** icon.

![New User](image)

2. Enter the user details as required. Note that all fields are mandatory.
3. Select the Products from the list available from the drop down menu. Only products linked to your account will be available to choose from.
4. Click on **Create** to create the user or **Close** to cancel the action.

5. The new user is created and listed under Profiles.

6. To ensure your account remains sure, administration users cannot create more than 10 new users per day. If you wish to create more than 10 users, please contact MessageMedia Support.
Our usage

You can use this function to see activity volumes for all users or by individual or selected users. The results can be presented in line, bar or pie charts for the given filter.

8.6 Generate and view usage charts

1. Click on the **Usage** icon at the top of the screen or from the Home Page.

You will see a graph that shows total usage by volume over a specified time period. It also includes a plan summary.

2. To change the time period, select the months using the drop down menus. Changing either the ‘From’ to ‘To’ months automatically updates the graph and data range.

3. To see individual usage volumes, click on the **Users** tab and tick the user names you want to select.
4. Using the Show dropdown list, you can choose to see the results:

**Over time:**

This is the only option that displays separate data for each month; other options show aggregate data.

**As a pie chart:**
As a bar graph:

Changing the type of chart will update the data.

At any time you can download the user usage data for the selected period in CSV format by clicking the Download button.

A new window will appear while the download is constructed. When the download is ready, your browser will prompt you to save the file.
Admin reports

Run reports on any user in your customer base, filtered by message type, date and user.

8.7 Run reports

1. Click on the Admin report icon or on Admin reports from the Home page. You can create a report filtered by message type, date or user.

2. Click on Run report to see a report filtered by your selections.
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10 Appendix A – Group administrators

A MessageMedia client who acts as an administrator for multiple customer accounts can be configured as a “group administrator” by contacting MessageMedia Support.

Group administrators do not have access to address book, sending or mailbox functions.

When a group administrator logs into My MessageMedia, they will see a different interface to the home page documented in section 2, above. Group administrators can use the customer search feature to search for the customer accounts that they have been granted access to. By default, the user’s native account will be shown in the search results.

To search for customers you have access to, type some search text in the text box and click the search button.
To begin administering a customer, click the **Select** button and the account management buttons for that customer will appear in the “My account” frame. Use these buttons to administer the account as documented in section 8. A message will appear in the header to confirm the customer you are currently administering.