



Messaging Platform

# User Guide

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### To send Single SMS

You can send message to a single recipient by following the steps below:

- From the left navigation menu, click on the “Send SMS” link.
- Type in the recipient’s mobile number in International format e.g. 2348037210000 in the “Destination” field.
- Enter your preferred “Sender ID”, maximum of 11 alphanumeric characters e.g. Site7SMS
- Select “Message Type”, Text for normal SMS and Flash SMS for Flash Message.
- Enter your message content in the “Message” field. Note that the number of characters and number of SMS parts is calculated as you enter your message content. You can send a maximum of 4 SMS parts.
- Click the “Send SMS” button to send message.

### To send Bulk SMS

You can send message to multiple recipients by following the steps below. Bulk SMS recipients can be sourced from:

- A text file/comma separated variable file via the file attachment field
- The selection of multiple contacts in the address book
- The selection of single/multiple groups for Group SMS, or
- By typing several numbers in the destination field, each separated by a comma.

### To send BulkSMS via File Attachment

- From the left navigation menu, click on the “Send Bulk SMS” link.
- Select the “Text File” field Bulk Source option, which then activates the Attach file “Browse” button. Click on Browse and select the .txt or .csv file with the recipient numbers, comma separated or one-number-per-line separated.  
**NB:** If attaching numbers via a file, it is recommended to separate these numbers one-number-per-line to keep track of the number length because sometimes, you can skip a number digit when entering numbers comma separated. Also note that the system only accepts files with the .txt and .csv extensions.
- After file attachment, skip the Destination field and move straight to the Sender ID field entering your preferred “Sender ID”, maximum of 11 alphanumeric characters e.g. Site7SMS
- Select “Message Type”, Text for normal SMS and Flash SMS for Flash Message.
- Enter your message content in the “Message” field. Note that the number of characters and number of SMS parts is calculated as you enter your message content. You can send a maximum of 4 SMS parts.
- Click the “Bulk Send” button to send message. A confirmation page showing summary of the message to be sent, bulk recipient numbers, message type, length and content will then be displayed. If you are satisfied with the summary, click on “Send Bulk” button to finally send your message.



### *To send BulkSMS via the Address Book*

- From the left navigation menu, click on the “Manage Contacts” link.
- Select multiple contacts under “Contact Listings” by holding the Control Key while selecting each contact.
- After selecting all recipients to send message to, click on the Send SMS Button which takes you to the Send Bulk SMS page and automatically inputs numbers of the selected recipients in the Destination field.
- Enter your preferred “Sender ID”, maximum of 11 alphanumeric characters e.g. Site7SMS
- Select “Message Type”, Text for normal SMS and Flash SMS for Flash Message.
- Enter your message content in the “Message” field. Note that the number of characters and number of SMS parts is calculated as you enter your message content. You can send a maximum of 4 SMS parts.
- Click the “Bulk Send” button to send message. A confirmation page showing summary of the message to be sent, bulk recipient numbers, message type, length and content will then be displayed. If you are satisfied with the summary, click on “Send Bulk” button to finally send your message.

### *To send Group SMS*

- From the left navigation menu, click on the “Manage Groups” link.
- Select multiple groups then click on the Send Group SMS Button which takes you to a confirmation page with a summary of the groups you want to send messages to. Clicking on “Yes” confirms you want to go ahead sending to these group(s) and takes you to the Send Bulk SMS page, automatically inputting numbers of the contacts in the selected groups, in the Destination field.
- Enter your preferred “Sender ID”, maximum of 11 alphanumeric characters e.g. Site7SMS
- Select “Message Type”, Text for normal SMS and Flash SMS for Flash Message.
- Enter your message content in the “Message” field. Note that the number of characters and number of SMS parts is calculated as you enter your message content. You can send a maximum of 4 SMS parts.
- Click the “Bulk Send” button to send message. A confirmation page showing summary of the message to be sent, bulk recipient numbers, message type, length and content will then be displayed. If you are satisfied with the summary, click on “Send Bulk” button to finally send your message.



### Transfer SMS Credits

This feature is only open to normal clients. Resellers/Corporate Clients cannot transfer/share SMS credits.

- From the left navigation menu, click on the “Share SMS Credits” link.
  - Enter the desired transfer quantity, less or equal to your available credits.
  - Enter the username of the site7sms user you want to transfer SMS credits to initiate transfer by clicking on the Transfer Credits button.
- NB:** Please note that this is an irreversible action so confirm the username of your desired Share SMS recipient.

### Purchasing SMS Credits

Currently, we have two options to fund your account, either via bank transfer or by purchasing through our online payment gateway partner, CashEnvoy (visit [www.cashenvoy.com](http://www.cashenvoy.com) for more information on using them)

- From the left navigation menu, click on the “Purchase SMS” link.
- Enter your desired purchase quantity with a minimum of 200 units and maximum of 50,000 units. To make purchases above 50,000 units, call us to facilitate this enjoying special discount.
- Select your Preferred Payment Method, Bank Transfer or CashEnvoy, and click on the “Place Order” button. Your Cost Price is automatically calculated on the next page based on the quantity selected and an Order ID assigned to the order. The higher the quantity, the lesser the pricing.
- Initiate the order by clicking on Make payment.
- For payments via Bank Transfer, an order summary page showing details to use in making the transfer to our account is displayed.
- For payments via CashEnvoy, you will be directed to the CashEnvoy payment gateway to make payment and on successful payment; you will be redirected back to your Site7SMS account with a successful order confirmation with your account credited automatically.
- Failed orders or pending orders can be resumed by clicking on the “Payment Invoice” link in the left navigation and thus clicking on the pending order details you wish to continue/resume. This only applies for non-Bank Transfer payments.

For more information/help, contact us via email on [support@site7sms.com](mailto:support@site7sms.com) or call the following support numbers: (234) 18765241, 8037216497, 8027362744.

*Thank you for choosing Site7SMS as your preferred messaging partner!*