





Info-Gro Messaging Centre MANUAL

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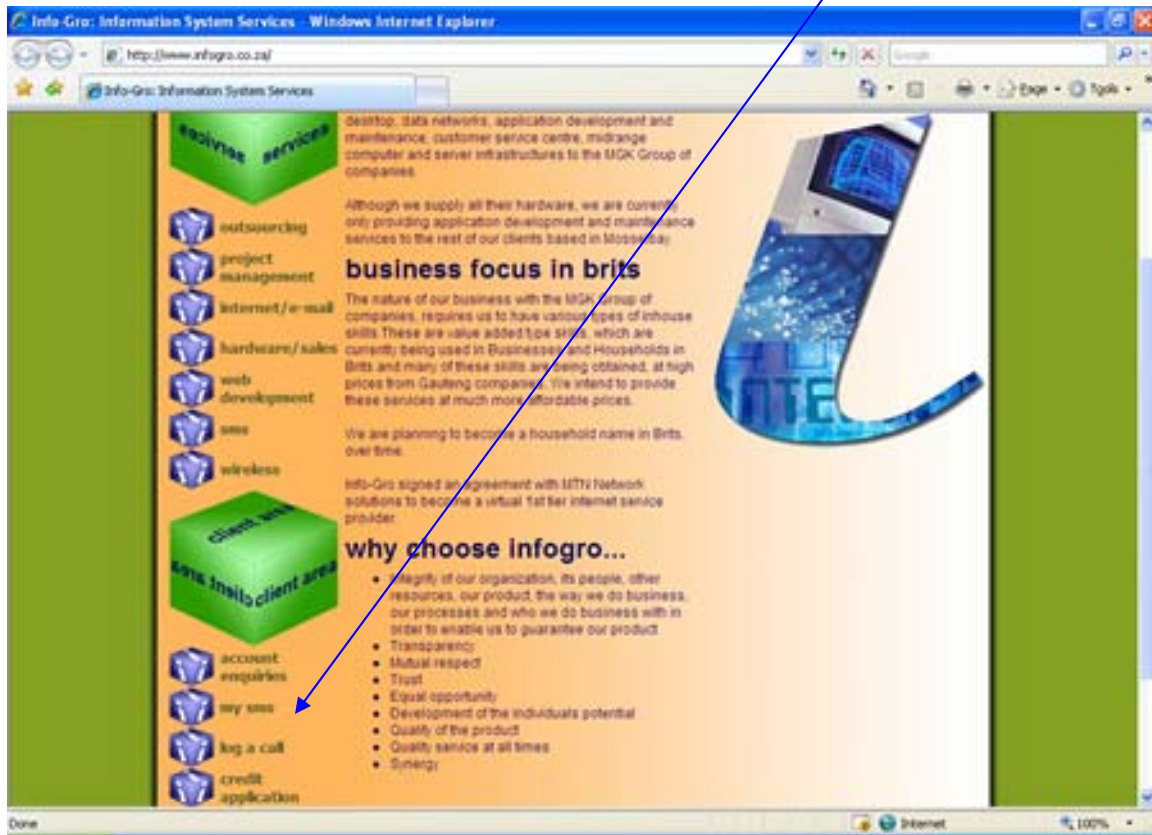
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1. WHERE TO GO

1.1 How to access the system

With Internet Explorer go to www.infogro.co.za and click on "my sms"



1.2 Logging onto the system

Please supply your user name and password and click on "Login" as indicated below.



1.3 System Menu/Functions

Once successfully logged in you will be supplied with a list of options/functions.



2. SYSTEM SUMMARY

The following menu options are available:

Option	Description
General	
My Profile	This is where you change your personal information.
Address Book Maintenance	This is where you capture and maintain the information of clients, family, friends, colleagues, etc.
Group Maintenance	Clients, family, etc. can be organized into groups allowing you to send a single sms to a group of people in stead of sending multiple smss to various individuals.
Logout	Sign off.
Send SMS	
Send a Single SMS	Send a single sms to a person by selected the person from the address book or by supplying the correct cell phone number.
Send Multiple Single SMS Messages	Different smss can be sent simultaneously to various individuals – table format.
Send Bulk SMS	Send a sms to everyone or to various individuals in your address book.
Send SMS to a Group	A single sms can be send to a group by selecting the relevant group. Please note that you must first create your groups and link the relevant contacts to the groups.
Send SMS to Multiple Groups	Send a sms to all or certain groups. Please note that you must first create your groups and link the relevant contacts to the groups.
Scheduler	SMSs can be scheduled to send on a specific date and time.
Replies on SMSs	
Keyword Reservation	Create and reserve keyword and link a topic/question to a specific keyword in order to receive replies.
View Replies	View replies on sms sent
Reports	
SMS Audit Report	Display a report listing all smss send for your account for a specific user/all users and period.
Proforma Invoices	To view your proforma invoices for the month specified.

3. REPLIES ON SMSs

We allow 4 keywords per user allowing the user to receive replies on smss.

3.1 Keyword Reservation

This function is used to create keywords and to reserve a keyword for a specific period linked to a topic/question. This will allow you to match a topic/question to its replies.

From the main option list click on "Keyword Reservation".

3.1.1 How to create a keyword

To create a keyword click on "Add keyword", see example below.



When the following window is displayed, supply a keyword of your choice and click on "Add". If the keyword you supplied is already in use the system will prompt you for another keyword.



If your keyword is accepted, the system will return to the following window listing all your keyword.



3.1.2 How to reserve a keyword

With reference to the window under 3.1.1 click on “View/Reserve” to select the keyword to be used. To reserve the keyword just selected click on the “Add Reservation” option, see example below.



Or



To reserve your keyword select to period where in to receive replies and supply a question/promotion/topic/etc for the sms that will be send out. Click on "Add".



Next a list of all reservations for that specific keyword will be displayed.

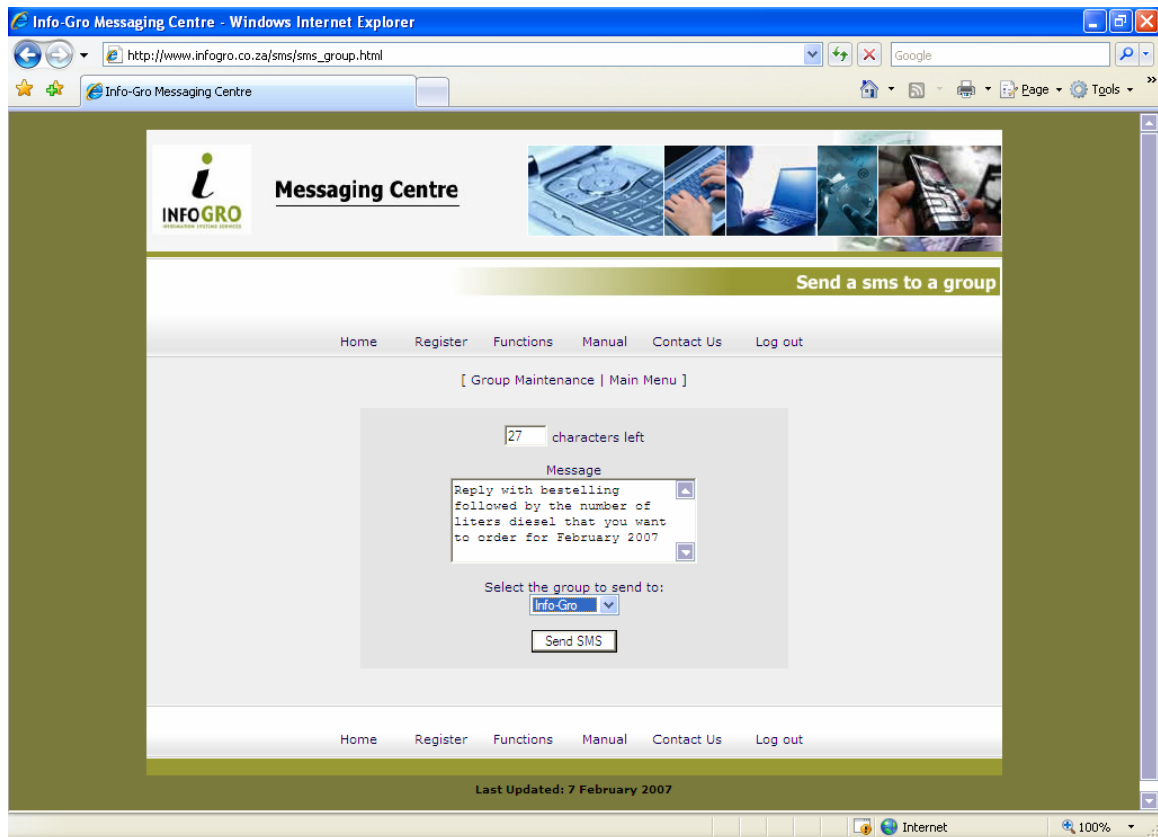


Please note that when the period has expired the same keyword can be used again for another period and question/promotion/topic/etc.

3.2 Sending an sms which requires replies

On the main option list choose the required method of sending your sms. In this example we will send an sms to a group of people.

In the sms you must indicate the keyword to be used in the reply message e.g. "bestelling" in this case. It is important that the keyword must be the first word in the reply message followed by the answer/reply.



3.3 How to view replies

From the main option list click on "View Replies". Click on "View" to see the results of a specific keyword, see example below.



As indicated below, a list of all the question/promotion/topic/etc s will be displayed with the number of replies indicated. Click on "View" to see a detailed report. As mentioned a keyword can be re-used, see example below.



To send a list of the replies via e-mail to your mailbox, click on "Send list via E-mail". Please ensure that you have recorded your valid e-mail address on your profile.