



Let's get started

Easy to follow instructional manual

First up we have a really quick guide to cover the basics and get you up and running fast.

Then we will look into our system in more detail, looking at some of our great features.

We have tried to keep it short and sweet for you... so let's get going!



Send a quick campaign

(just click on Send SMS)

The screenshot shows the FastSMS web interface in a browser window. The URL is <https://my.fastsms.co.uk>. The page has a header with the FastSMS logo, a menu, a 'Purchase Credits' button, a 'Switch Account' button, and a user icon. Below the header is a navigation bar with links for Company, International Sends, Credits Remaining, Sender ID, and Account Number. The main content area is divided into four sections: Numbers, Message, Sender ID, and Send.

Numbers

To: Add Contact or type to search...

You can type a number, write a contact or group name...

Message

Saved Fields Stop

Write your text message...Do not copy and paste from applications such as MS Word, it may contain non standard characters that can result in errors.

Credits per Message: 0 credits | Max Length: 612 (612 left) | Message Length: 0 messages

Sender ID

Sender ID: 447800005420 Save

Custom Tag: Optional Custom Tag...

Send

Choose your campaign send mode:


Send Now Schedule Send Spread Send

Send a quick campaign

(just click on Send SMS)

1. Numbers

Numbers

To

x

07795111111


x


You can type a number, write a contact or group name...


Above is the numbers box. You can type numbers in manually or paste them in separated by a comma or on separate lines as above. The 'To' button on the left is where you can select your saved contact groups.

2. Message

Message

 Saved ▾

 Fields ▾

 Stop

Hi Jane, your next appointment with us is on 16/08/2019 at 10.30am. If you would like to rearrange your appointment please call us on 01234 567 890 thank you

This is the message box where you type your message in that you want to be sent out. Do not copy and paste messages in here because you will get hidden characters that can cause errors.

Send a quick campaign

(just click on Send SMS)

3. Sender ID

Sender ID	
Sender ID	<div>Dentist</div> <div>▼ Save</div>
Custom Tag	<div>Optional Custom Tag...</div>

Here is the sender ID where you can write who the message is from, e.g your company name. Or select one of your numbers in the drop down, free reply number or your virtual mobile number. The custom tag is so you can easily find the message on the system and check it's analytics.

4. Send

Send		
Choose your campaign send mode:		
<div>↪ Send Now</div>	<div>📅 Schedule Send</div>	<div>🕒 Spread Send</div>

Then all you do is hit send, couldn't be easier. If you press the 'Scheduled Send' button you can select an exact date and time for your message to be sent out - perfect for those weekend sends. The spread send feature allows you send out the messages over a time period rather than all at once - helps ease the strain on your website servers or telephone call responses.

And that's it, you have sent your campaign.

But now we are going to look at some of the other great features in message box and in a little bit more detail.



Send a quick campaign

(just click on Send SMS)

Message

✉ Saved ▾

≡ Fields ▾

🛑 Stop

✉ Messages

💾 Save

➕ Save as New

Hi {FirstName} your next appointment with us is on 16/08/2019 at 10am. If you would like to rearrange your appointment please call us on 01234 567 890 thank you

Saved messages - Dropdown

If you have saved messages in your message library, you can simply click the 'Saved' dropdown and select 'Messages'. You will then see a list of your saved messages, select one and then the message will be populated in for you to use or make any amendments.

To save your message simply click the 'Save' or 'Save as new button' after you have written your message.

Pesonalise messages - Dropdown

By clicking the 'Fields' drop down you can select additional fields from your contacts such as name or custom data fields.

Unsubscribe tool - Stop button

Press the 'Stop' button to add the unsubscribe text at the end of the message.

Create groups and add contacts

(just click on Manage Contacts)

The screenshot shows the FastSMS web interface. The browser address bar displays `https://my.fastsms.co.uk`. The FastSMS logo is in the top left. The top navigation bar includes a 'Menu' button, a 'Purchase Credits' button, a 'Switch Account' button, and a user profile icon. Below this, account details are listed: Company, International Sends, Credits Remaining, Sender ID, and Account Number.

Manage Contacts

The 'Manage Contacts' section features a toolbar with the following options: Message (New), Manage Contacts (Add, Edit, Delete, Move to), Manage Contact Groups (Add, Edit, Delete, Empty), Utilities (Import, Export, Refresh), and Products (Purchase).

Below the toolbar, there is a search bar labeled 'Find a Contact:' with a 'Search here' input field. To the right is a 'Select Contact Group:' dropdown menu currently set to 'All Contacts'.

The selected contact group is 'All Contacts'. Below this is a table of contacts:














Number	Name	Surname	Company	Email	City	Country	Custom1	Custom2	C
447999000001									
447999000002									
447999000003									
447999000004									

At the bottom, there is a pagination bar showing 'Showing 1 to 10 of 15455 entries'. It includes a refresh icon, a dropdown for page size (10, 25, 50, 100), and a set of navigation buttons («, <, 1, 2, 3, 4, 5, ..., >, »).

Create groups and add contacts

(just click on Manage Contacts)

Manage Contacts



Message	Manage Contacts				Manage Contact Groups				Utilities			Products
 New	 Add	 Edit	 Delete	 Move to	 Add	 Edit	 Delete	 Empty	 Import	 Export	 Refresh	 Purchase










To start a new contact group, simply click on the 'New' button under the group section in the toolbar, and name it accordingly. Then by selecting this contact group you can add contacts manually, import or copy and paste numbers into your contact group.

You can copy and paste numbers in by using the 'Import' button in the toolbar - just paste the numbers in the box provided, or import from a file. You can also export contact groups by using the 'Export' button in the toolbar.

Create groups and add contacts

(just click on Manage Contacts)

 **Contact Edit** 

Number	 447999579505
Frist Name	 Frist Name
Surname	 Surname
Company	 Company Name
Email	 Email
City	 City
Country	 Country
Custom Field 1	 Custom Field 1
Custom Field 2	 Custom Field 2

By clicking on your contact group, you will see your contacts displayed below. Also by selecting your contact group, you will be able to add, edit or delete contacts using the toolbar at the top of the page. To edit a particular cell info just double click the cell. You can also click and drag contacts between contact groups - making it easier to transfer and manage groups.

Delivery reports and sent messages

(just click on Message Control)

The screenshot shows the FastSMS web interface. At the top, there's a navigation bar with the FastSMS logo, a menu icon, and buttons for 'Purchase Credits' and 'Switch Account'. Below this is a status bar with fields for Company, International Sends, Credits Remaining, Sender ID, and Account Number.

The main section is titled 'Message Control'. It has a horizontal menu with four categories: Message, Respond, Export Reports, and Products. Each category has several sub-options represented by icons.

Under the 'Message' category, there are three tabs: 'Scheduled Messages', 'Sent Messages', and 'Received Messages'. The 'Scheduled Messages' tab is active.

Below the tabs, there's a search bar labeled 'Find a Message:' with a search input field and a 'Filter messages:' dropdown menu set to 'All'.

The main content area displays a table of scheduled messages:

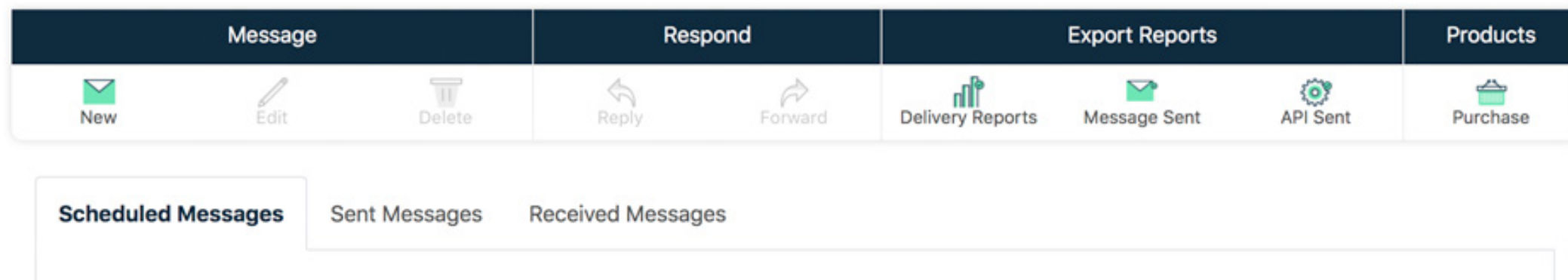
🕒	Date	From	Message	Recipients	Custom	Spread
📅	Friday, April 19, 2019 @ 13:28	447800000000	This is a message	5		✓
⚙️	Sunday, March 31, 2019 @ 18:04		Some message	1		

At the bottom of the table, there's a pagination bar showing 'Showing 1 to 2 of 2 entries'. To the right of this are input fields for the number of items per page (10, 25, 50, 100) and a set of navigation arrows with the current page number '1' highlighted.

Delivery reports and sent messages

(just click on Message Control)

Message Control



Above you can see the message control toolbar and tab navigation. Using the toolbar at the top, you can export delivery reports, messages sent and API reports. Simply click the appropriate button and select the month or dates you would like to export and the email address

you would like the report to be sent to - within minutes hey presto your report! The tab navigation lets you toggle your view between, scheduled messages, sent messages, and received messages.

Delivery reports and sent messages

(just click on Message Control)

Request Report

Email Address

Message

New Edit Delete

Sent Messages Scheduled Messages Received Messages

Find a Message:

Date	From	Message	#	Report	Download
Monday, April 1, 2019 @ 11:16	4478000000000	A message	10	100%	<input type="button" value="Report"/>

When you select the sent messages tab, a list of all your messages will appear with a quick overview of their details. If you click 'Report' on a selected message campaign, you will be able to download the

message campaigns full analytics. Simply enter the email address you want the report to be sent to.

Delivery reports and sent messages

(just click on Message Control)

Scheduled Messages Sent Messages **Received Messages**

Find a Message: × | Inboxes: All ▾ | ⚙️ Configure | 📄 Export

Date	From	Message	To
Friday, March 22, 2019 @ 14:38		message	447800000000
Friday, March 22, 2019 @ 14:38		message	447800000000
Friday, March 22, 2019 @ 14:38		message	447800000000
Friday, March 22, 2019 @ 14:38		message	447800000000
Friday, March 22, 2019 @ 14:38		message	447800000000
Friday, March 22, 2019 @ 14:38		message	447800000000
Friday, March 22, 2019 @ 14:37		message	447800000000
Friday, March 22, 2019 @ 14:37		message	447800000000
Friday, March 22, 2019 @ 14:37		message	447800000000
Friday, March 22, 2019 @ 14:33		message	447800000000

🔄 Showing 1 to 10 of 10 entries 10 25 50 100 « < 1 > »

The received messages tab let's you look at your received messages but it also let's you configure your keywords, email 2 SMS settings, add an auto reply message, and edit data forwarding options. It also lets you view your unsubscribed numbers and export all the data.

To configure and add details, all you need to do is select the appropriate inbox from the dropdown and click the 'Configure' button.

To look and change your account details

(just click on Account Settings top right)

The screenshot shows a web browser window with the URL `https://my.fastsms.co.uk`. The page features the FastSMS logo and a navigation bar with links for 'Menu', 'Purchase Credits', and 'Switch Account'. Below the navigation bar, there are tabs for 'Account Settings', 'User Settings', 'Account Alerts', 'Email Gateway', 'API Config', and 'Free Number'. The 'Account Settings' tab is active, displaying a form with the following fields:

- Phone:** 447711111111
- Email:** testuser@company.com
- Company:** test
- VAT number:** United Kingdom (dropdown menu)

At the bottom of the form is a dark blue button labeled 'Update Details'. On the right side of the page, a dropdown menu is open, showing options: 'Change Password', 'Settings', 'Financials', and 'Logout'.

To look and change your account details

(just click on Account Settings top right)

Account Alerts | Email Gateway | API Config | Free Number

Account Alerts

Payment Processed:

Update

Low Credit Warning:

Minimum amount level:

Update

API Alert URL

If you have any of the alerts active, you can set an url that the system will via GET poll. An example URL would look like
http://www.domain.com/myalert.php.

URL:

Update

Account Details

Here you can change your username, password, alert email address and mobile number. The alert email/mobile details are used to send warnings of low credits and notifications of payments (if switched on).

Low Credit Warning level

It is useful to know when your account is running low on credits so you can top up. Enter the value here for us to warn you your credits are low. You will be sent an email and an SMS (if completed) - in this example - when this account reaches 4000 credits.

Switch off alerts

You may not wish to receive any alerts. In which case you can simply click to disable one or both of them.

Email to SMS - Domain Authentication

You can also set your system to authenticate on the domain of your email sender address instead of username and password.

Tip: Always remember to click 'Save' after you've changed anything.

To look and change your account details

(just click on Account Settings top right)

[Settings](#) [Account Alerts](#) [Email Gateway](#) [API Config](#) [Free Number](#)

API Key

Key: **3fe0e138be9244eb83d7c83106e1e447**

Generate new key

API Delivery Report Options

We can push delivery reports to a URL of your choice and change the way delivery reports are displayed to better suit api customers.

Report URL:

Update

API Details

In the API config tab you will see your API gateway details. You can also enter a API alert URL and also get APL delivery reports to a URL of your choice by entering the details here.

Your unsubscribed numbers

(just click on Manage Contacts)

FastSMS

Menu Purchase Credits Switch Account

Company: International Sends: Credits Remaining: Sender ID: Account Number:

Manage Contacts

Message	Manage Contacts					Manage Contact Groups				Utilities			Products
New	Add	Edit	Delete	Move to	Add	Edit	Delete	Empty	Import	Export	Refresh	Purchase	

Find a Contact: Search here | Select Contact Group: STOP

Selected Contact Group: STOP

Number	Name	Surname	Company	Email	City	Country	Custom1	Custom2
✗ 4477444444								
✗ 4477555555								
✗ 4477666666								

Showing 1 to 3 of 3 entries

10 25 50 100

« < 1 > »

Your unsubscribed numbers

(just click on Manage Contacts)

Find a Contact:

Select Contact Group: **STOP** ▼

Selected Contact Group: **STOP**

Number ↕	Name ↕	Surname ↕	Company ↕	Email ↕	City ↕	Country ↕	Custom1 ↕	Custom2 ↕
🚫 4477444444								
🚫 4477555555								
🚫 4477666666								

Your STOP code

This is where your unique STOP code is shown. It will be a 4 character code, in this case 'STOP'. This is what people have to text to 88802 to be added to your STOP list. Click the drop down to see all the numbers that have unsubscribed. The numbers can remain in their groups but our system will not send a message to them.

Anyone who texts your STOP code in to 88802 will be added to your STOP list and the system will not send any further messages to any

number on the list. A text to 88802 simply costs 1 text at the sender's standard network rate - it is not a premium rate system.

It is important you text in your STOP code yourself to activate the system. Do this from your mobile now. It will take about 10 minutes to automatically activate (and you'll then see 1 in the volume of unsubscribers).

Adding your unsubscribed message

(just click on Send SMS)

What's best way of wording the unsubscription option in the outbound text? There are 2 options here.

Option 1 – Set the sender ID as 88802. Then at the end of your texts add "Reply [stop code] to cancel." (use your STOP code.)

Option 2 - If you wish to keep your sender name as it is, you need to give fuller instructions on how to unsubscribe. E.g "Text [stop code] to 88802 to cancel."

Hint: After you've typed your message, you can click the stop button to automatically insert the unsubscribe text at the end of the message for you.

Keywords are not case sensitive.

Message

✉ Saved ▾ ⌵ Fields ▾ ⏹ Stop

Hi Jane, we have an exclusive 40% sale on everything, just use the code 40OFF www.link.com To opt out text YGNMX to 88802

Credits per Message:
1 credits

Max Length:
612 (521 left)

Message Length:
91 messages

Buying your credits and checking the financials

(just click on Financials)

The screenshot shows the FastSMS web interface. The browser address bar displays <https://my.fastsms.co.uk>. The FastSMS logo is in the top left. The top navigation bar includes a 'Menu' dropdown, a 'Purchase Credits' button, and a 'Switch Account' button. Below this, a status bar shows 'Company:', 'International Sends:', 'Credits Remaining:', 'Sender ID:', and 'Account Number:'. The main content area is divided into two sections: 'Transactions' and 'Subscriptions & Credit Top Up'.

Transactions

Status	Date	Total Value	Type	Purchase Order	Doc No.	Action	PDF
OPEN	11/11/2011	£66.60	Credits	1548	M1284186		
PAID	11/11/2011	£66.60	Credits	1548	M1284186		
ARCHIVED	11/11/2011	£66.60	Credits	1548	M1284186		

« 1 2 3 »




Subscriptions & Credit Top Up

Item	Product Type	Status	Details	Action
Credit Top Up	Credits	When credits < 3276		Configure
Credit Top Up	Credits	When credits < 3276		Configure
Credit Top Up	Credits	When credits < 3276		Configure

« 1 2 3 »

Buying your credits and checking the financials

(just click on Financials)

Transactions							
Status	Date	Total Value	Type	Purchase Order	Doc No.	Action	PDF
OPEN	11/11/2011	£66.60	Credits	1548	M1284186		
PAID	11/11/2011	£66.60	Credits	1548	M1284186		
ARCHIVED	11/11/2011	£66.60	Credits	1548	M1284186		

« 1 2 3 »

Your Purchases

You can see the purchases you have made, the date, cost, and whether they are paid or unpaid.

Invoices

By clicking the PDF icon on the right you can download a PDF invoice of your required purchase.

Buying your credits and checking the financials

(just click on Financials)

Subscriptions & Credit Top Up				
Item	Product Type	Status	Details	Action
Credit Top Up	Credits	When credits < 3276		Configure
Credit Top Up	Credits	When credits < 3276		Configure
Credit Top Up	Credits	When credits < 3276		Configure

« 1 2 3 »

Configure and Unsubscribe

If you want to look at or change your details and alert setting for particular Keywords and numbers, then you can here. Also you can unsubscribe current keywords, and re-subscribe to old keywords.

In here is also your permanent unsubscribe word which you can not unsubscribe from.

Buying your credits and checking the financials

(just click on Financials)

The screenshot shows the top navigation bar with a 'Menu' icon, a green 'Purchase Credits' button, a 'Switch Account' button, and a user profile icon. Below this, the account information section displays 'Credits Remaining:', 'Sender ID:', and 'Account Number:'.

The 'Product Purchase' modal window displays three options for purchase:

Credits	Virtual Mobile Number	Keyword
3.5 p /credit	£10 p /month	£25 p /month
Credits enable you to send SMS Minimum purchase is £25.	Allow people to reply to your text messages with a mobile number for your business.	Great for offline marketing, get customers to text into your promotions using your keyword on our 88802 short code.
How many credits to buy? Credits <input type="text"/>	Select your number <input type="text" value="123456"/>	Search for a keyword Credits <input type="text"/>
Purchase	Subscribe	Subscribe

Note: All prices are excluding VAT

Purchasing

You can purchase credits, keywords and txtUs virtual mobile numbers by clicking the Purchase button top right and pay by Credit/Debit card, your PayPal account, Google Wallet or you can generate an invoice to pay by BACS.

This will bring up a little pop up window as seen on the left, which enables you to buy credits, txtUs numbers and keywords.

If you buy by card, credits will be added automatically as soon as your payment authorises and you will be emailed a VAT invoice on completion as well as an invoice being held in your account.

Generate an invoice to pay by BACS/CHAPS If your order is more than £10 plus VAT, you also have the option of generating a pro-forma invoice to pass to your accounts department to pay by BACS/CHAPS/FASTPAY. Please note the credits will not be added to your account until the money has credited our account.

Note: There is also a facility to automatically generate invoices when your credits hit a certain level so you're always topped up.

We hope you found that helpful,
if you have any questions please
do get in touch

0800 954 5305

Helpdesk@fastsms.co.uk

