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CompleteSMS:

# Administrator Guide

Last updated: June 7, 2023

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# Table of Contents

|  |           |
|--|-----------|
| <b>Table of Contents</b>                       | <b>1</b>  |
| <b>Roles and Access Levels</b>                 | <b>2</b>  |
| Administrator                                  | 2         |
| User   | 3         |
| <b>Log In</b>                                  | <b>4</b>  |
| <b>Administrator Tasks</b>                     | <b>6</b>  |
| Add a New Administrator                        | 6         |
| Edit an Administrator Profile                  | 8         |
| Add a New User                                 | 9         |
| Edit a User Profile                            | 10        |
| Add Cost Centers                               | 10        |
| Add a Person to a Cost Center                  | 11        |
| View a List of Who's Assigned To a Cost Center | 11        |
| <b>Reporting</b>                               | <b>12</b> |
| Cost Center Reports                            | 12        |
| User Reports                                   | 13        |
| <b>Billing</b>                                 | <b>14</b> |
| View an Invoice                                | 14        |
| Update Your Credit Card                        | 15        |

# Roles and Access Levels

## Administrator

**Admin per account:** unlimited

**Access levels with admin status:**

Sales Agent - not available

Help Desk Operator - not available

Accounting and Reports - not available

Full Administrator Access

**Capabilities:**

Create and delete administrators

Create and deactivate users

Review invoices

Review reporting

Send and receive messages

Create, edit and delete personal address book contacts and distribution lists

Create, edit and delete global address book contacts and distribution lists

Create, edit and delete personal SMS templates

Create, edit and delete global SMS templates

Create, edit and delete cost centers - not available

Updating payment method/card on file

**Restricted from:**

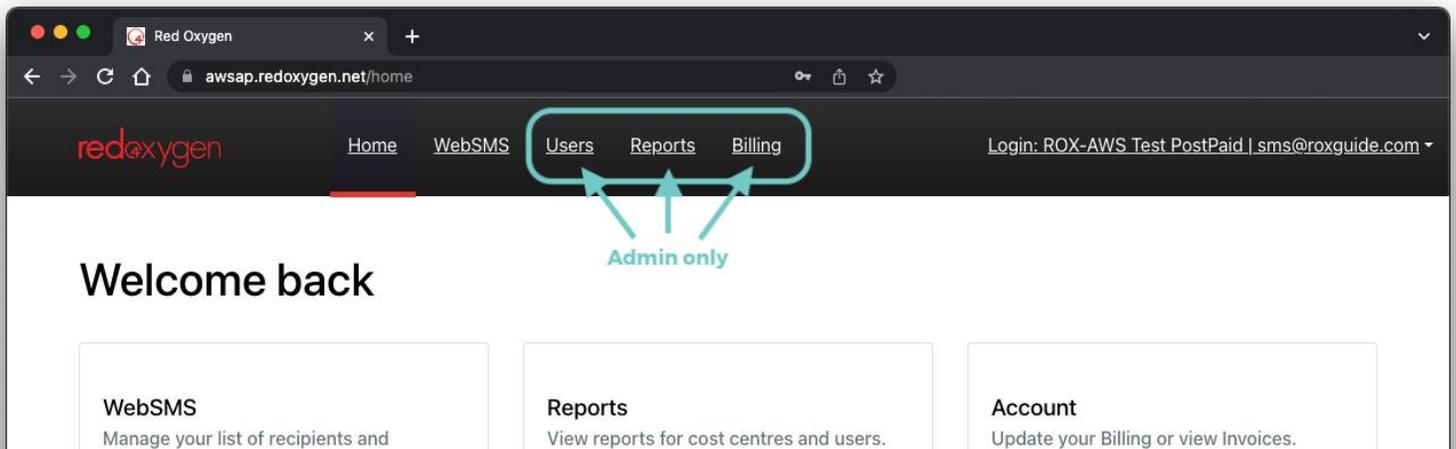
Resetting user passwords

Changing user email addresses

Resetting other administrator passwords

Changing administrator emails

**Administrator view:**



## User

**Users per account:** unlimited

**Access levels:** 1

**Capabilities:**

- Send and receive messages

- Create, edit and delete personal address book contacts and distribution lists

- Create and edit global address book contacts and distribution lists

- Create, edit and delete personal SMS templates

- Create and edit global SMS templates

**Restricted:**

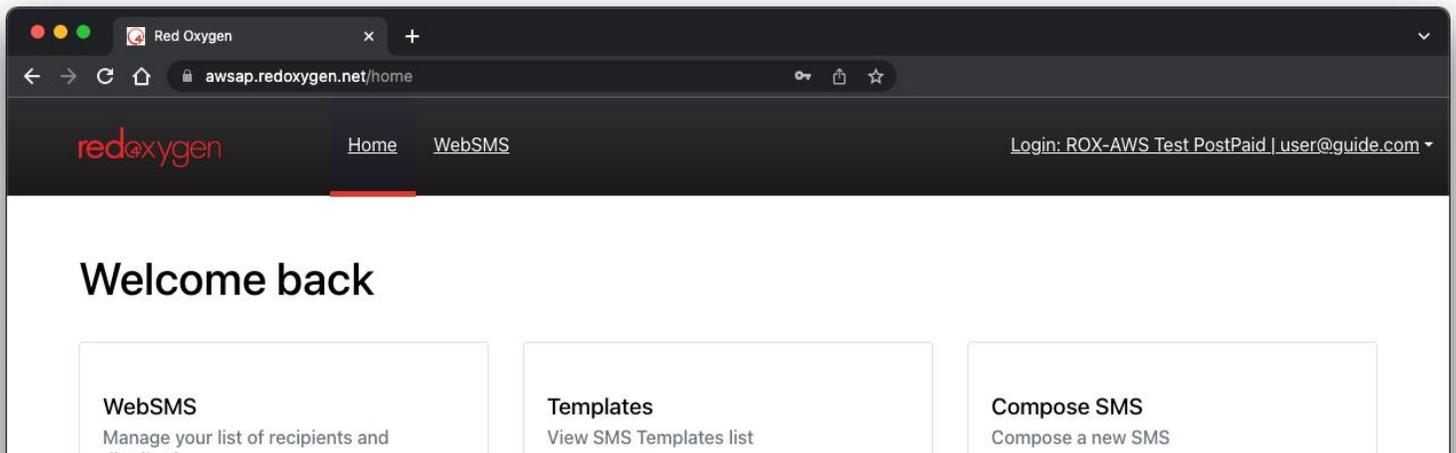
- Deleting global address book contacts or distribution lists

- Deleting global SMS templates

- Viewing billing or reporting details

- Adding or deleting administrators or users

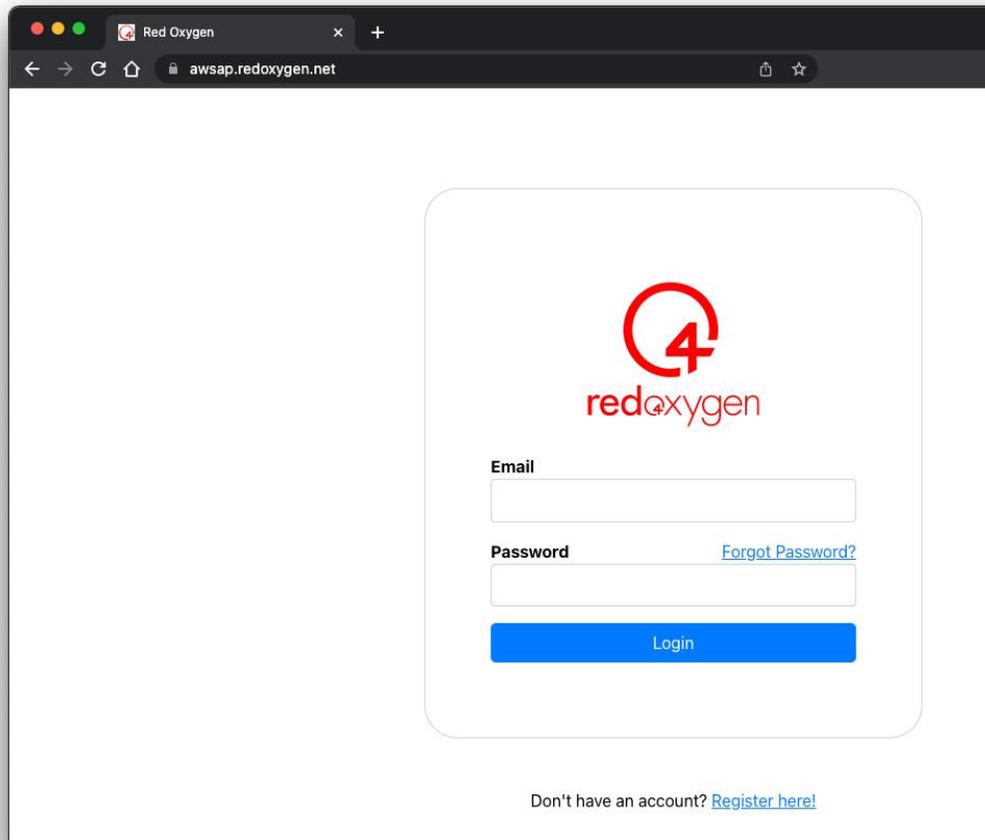
**User view:**



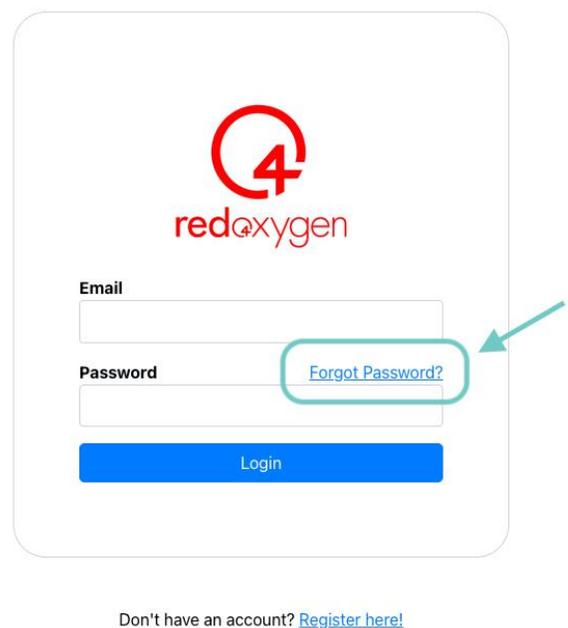
# Log In

After an account has been set up by an administrator you can log in.

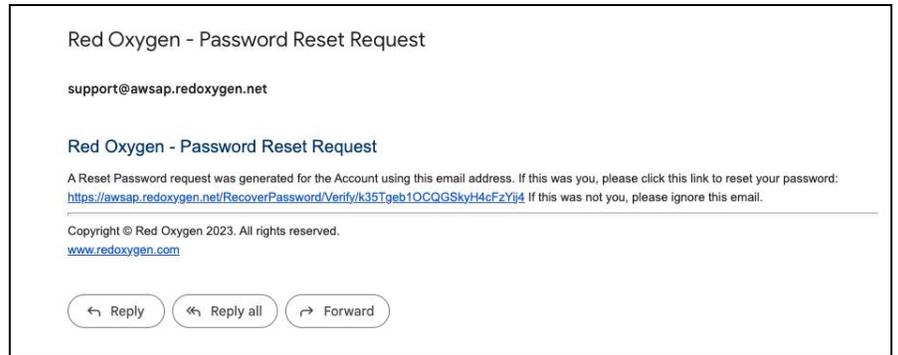
On any browser go to:  
<https://awsap.redoxygen.net>  
(Best user experience—  
Google Chrome)



If this is your first time logging in,  
select **Forgot Password**  
Enter the email used for your account



You will receive an email with a reset link  
Click on the link



Type in a new password (must be at least 8 characters with at least one uppercase letter, one lowercase letter, one numeral, and one special character)

< Back To Login

redoxygen

**New Password**

**Confirm New Password**

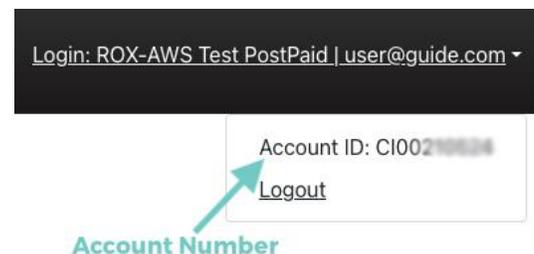
**Show Password**

Set new password

Once logged in, you'll see your Account Name and User Name in the top right corner



Select the down arrow next to your user name to view your Account Number or log out

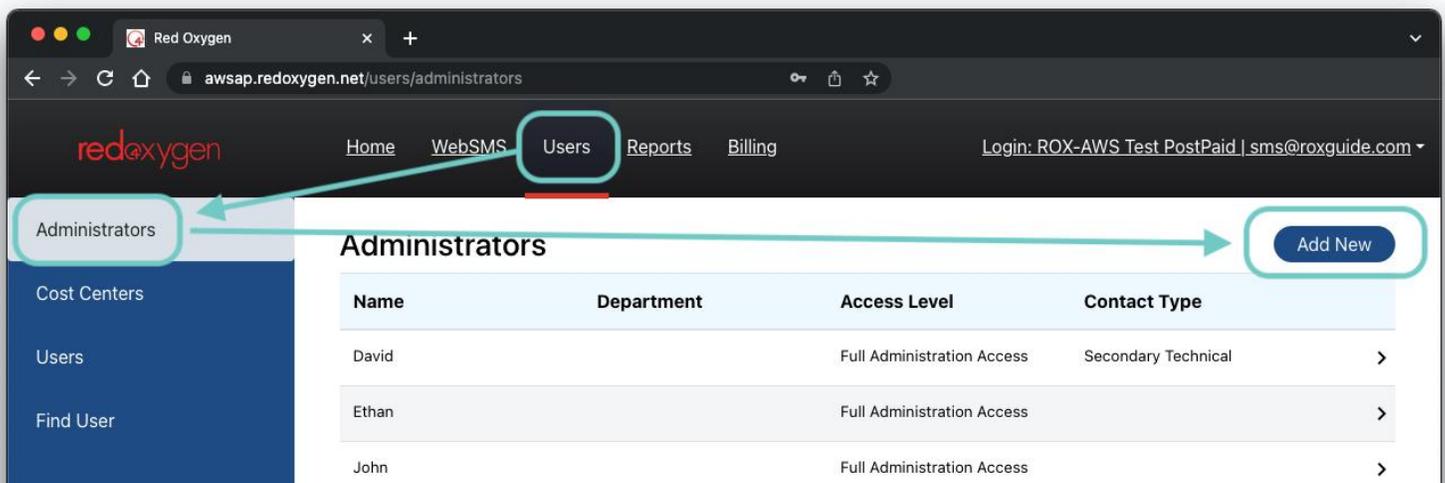


# Administrator Tasks

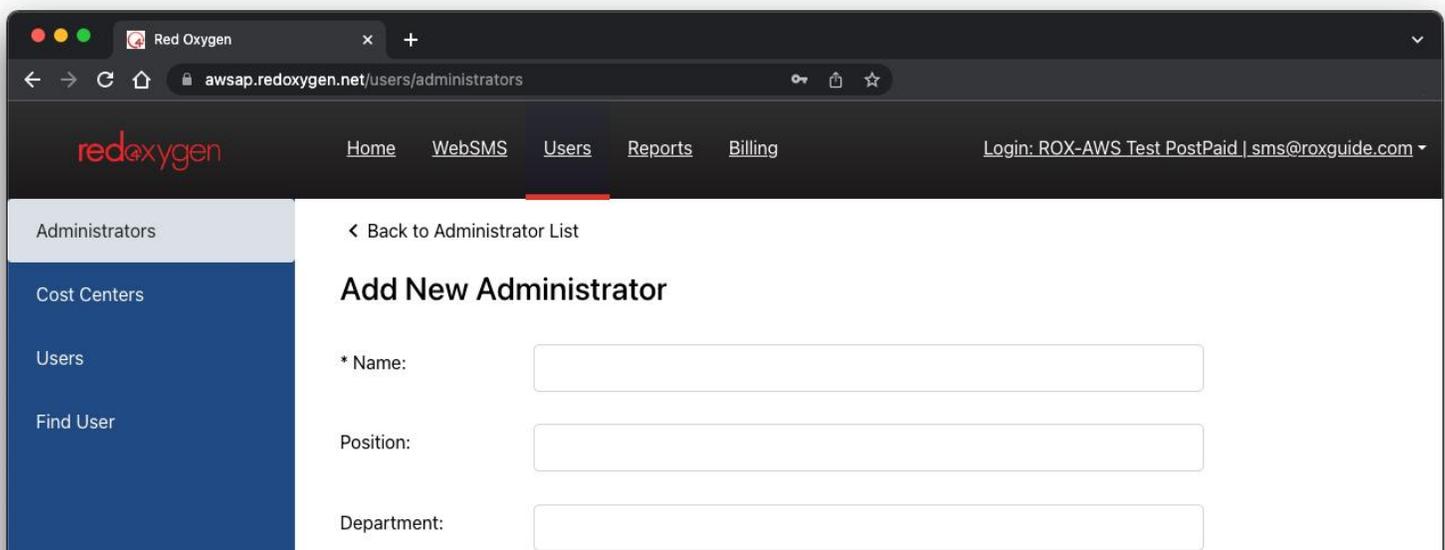
## Add a New Administrator

If you are an administrator you have the access to create additional administrators.

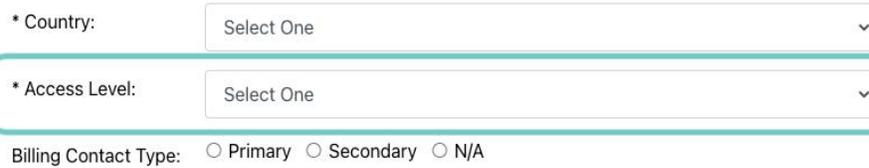
1. Select **Users** in top navigation
2. Make sure your sidebar navigation is on **Administrators**
3. Click on the **Add New** button



4. At minimum, fill in the required fields (fields with asterisks)



5. Select their access level—currently **Full Administrator Access** is the only level active

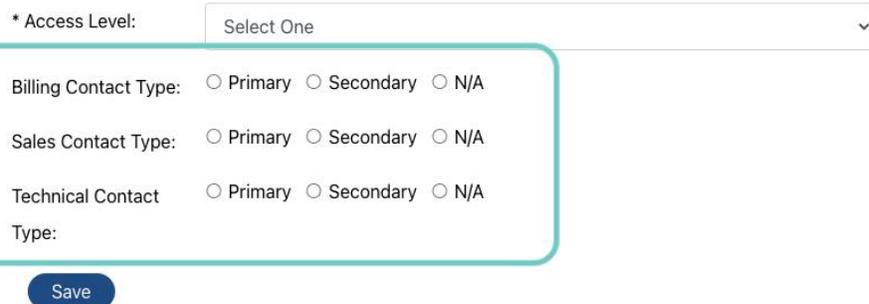


\* Country:

\* Access Level:

Billing Contact Type:  Primary  Secondary  N/A

6. Select if they should be contacted in case of changes/questions/emergencies for billing, sales or technical issues



\* Access Level:

Billing Contact Type:  Primary  Secondary  N/A

Sales Contact Type:  Primary  Secondary  N/A

Technical Contact Type:  Primary  Secondary  N/A

7. Click on **Save**  
*If you have mistakenly missed a field, a pop-up will warn you.*

## Edit an Administrator Profile

If you are an administrator you have the access to edit an administrator's profile, except for their email address and password

1. Select **Users** in top navigation
2. Make sure your sidebar navigation is on **Administrators**
3. Select one of the names in the list

The screenshot shows the 'Administrators' management page. The sidebar on the left has 'Administrators' selected. The main content area has a table with the following data:

| Name   | Department | Access Level               | Contact Type        |   |
|--------|------------|----------------------------|---------------------|---|
| David  |            | Full Administration Access | Secondary Technical | > |
| Ethan  |            | Full Administration Access |                     | > |
| John   |            | Full Administration Access |                     | > |
| Ramesh |            | Full Administration Access |                     | > |

4. Modify as necessary and hit **Save**
5. You will not be able to modify email addresses or passwords—please contact Support for assistance

## Add a New User

If you are an administrator you have the rights to create any user.

1. Select **Users** in top navigation.
2. Select **Users** from the sidebar navigation.
3. Click on the **Add New** button

redoxigen Home WebSMS **Users** Reports Billing Login: ROX-AWS Test PostPaid | sms@roxguide.com

Administrators  
Cost Centers  
**Users**  
Find User

### WebSMS Users

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#)

| Name   | Email                    | Cell Number  | Status | Max. Msgs Per Day | Cost Center   |
|--------|--------------------------|--------------|--------|-------------------|---------------|
| Amy    | amydeantesting@yahoo.com |              | Active | 100               | NotAssigned > |
| Andrew | andrew@redoxigen.co.uk   | +61468667553 | Active | 50                | NotAssigned > |

**Add New**

4. At minimum, fill in the required fields (asterisked)  
*Based In*—country they are sending messages from  
*Cost Center*—not required  
*Maximum SMS Per Day (24 hours)*—we suggest setting this low to minimize accidental large sends. If the limit is reached, an administrator can modify the quantity.

< Back to User List

### Add New User

**\* User Name**

**User Mobile**

**\* Password**

**\* Confirm Password**

**\* User Email Address**

**Based In**

**Language**

**Cost Centers:**

**Maximum SMS Per Day**

## Edit a User Profile

As an administrator you have access to edit an administrator's profile, except for their email address and password.

1. Select **Users** in top navigation
2. Select **Users** from the sidebar navigation
3. Select one of the names in the list

The screenshot shows the 'WebSMS Users' page. On the left is a sidebar with 'Administrators', 'Cost Centers', 'Users', and 'Find User'. The main content area has a title 'WebSMS Users' and an 'Add New' button. Below the title is a search bar with letters 'A B D E I J R S T W'. A table lists users with columns: Name, Email, Cell Number, Status, Max. Msgs Per Day, and Cost Center. The user 'Ashley' is highlighted with a red box.

| Name   | Email                    | Cell Number  | Status | Max. Msgs Per Day | Cost Center |
|--------|--------------------------|--------------|--------|-------------------|-------------|
| Amy    | amydeantesting@yahoo.com |              | Active | 100               | NotAssigned |
| Andrew | andrew@redoxigen.co.uk   | +61468667553 | Active | 50                | NotAssigned |
| Ashley | ashley@redoxigen.co.uk   | +61452663275 | Active | 50                | NotAssigned |

4. Modify as necessary and hit **Save**

## Add Cost Centers

As an administrator you have access to add Cost Center and assign users to Cost Centers.

1. Select **Users** in top navigation
2. Select **Cost Centers** from the sidebar navigation to see the list of existing Cost Centers
3. Hit the **Add New** button

The screenshot shows the 'Cost Centers' page. At the top, there is a navigation bar with 'Home', 'WebSMS', 'Users', 'Reports', and 'Billing'. The 'Users' link is highlighted with a red box. Below the navigation bar is a sidebar with 'Administrators', 'Cost Centers', and 'Users'. The 'Cost Centers' link is highlighted with a red box. The main content area has a title 'Cost Centers' and an 'Add New' button. Below the title is a table with columns: Name, Contact, and Number of Users. The table shows one entry: 'NotAssigned', 'None', and '18'. The 'Add New' button is highlighted with a red box.

| Name        | Contact | Number of Users |
|-------------|---------|-----------------|
| NotAssigned | None    | 18              |

4. Name the new cost center
5. Select an administrator from the drop down menu, this person is considered the owner of the cost center, often they are the manager of that department or just the administrator that added it

6. Hit **Save**, and you will be taken back to the Cost Centers list (where you can see how many people are assigned to each lists)

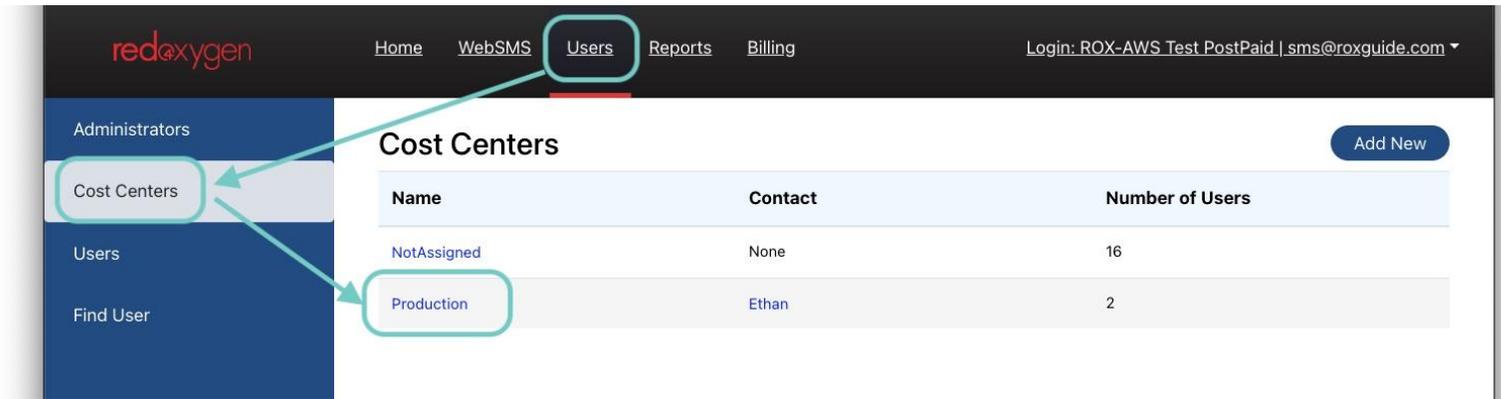
| Name        | Contact | Number of Users |
|-------------|---------|-----------------|
| NotAssigned | None    | 18              |
| Production  | Ethan   | 0               |

## Add a Person to a Cost Center

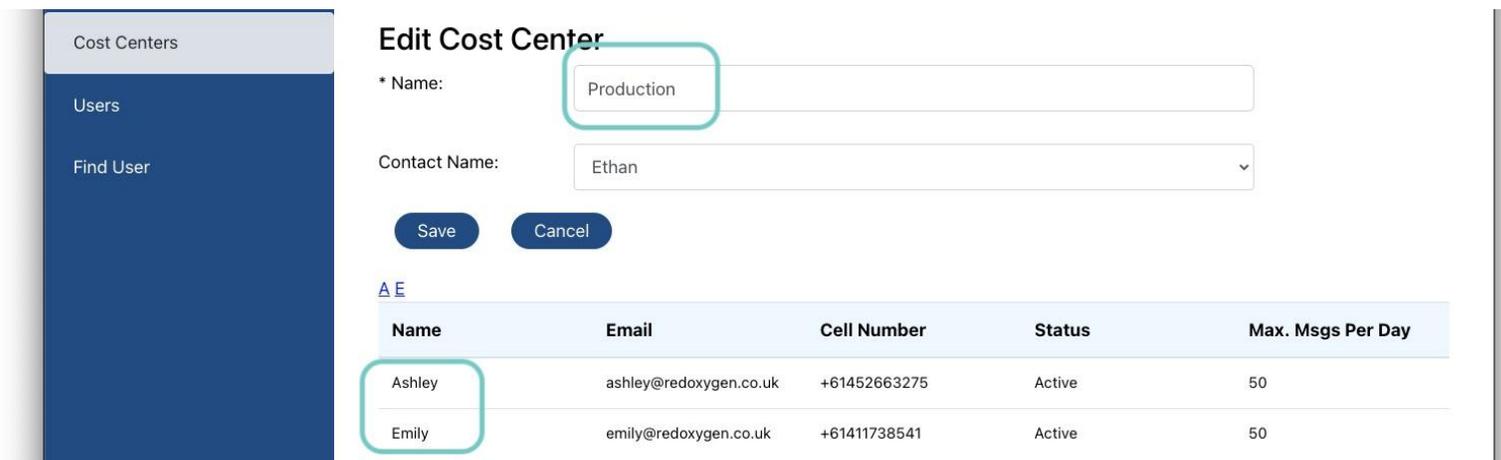
This is typically assigned when creating a new user, but if you create a new cost center after that user's already been created, you need to go into each user and add the cost center to that profile.

## View a List of Who's Assigned To a Cost Center

1. Select **Users** in top navigation
2. Select **Cost Centers** from the sidebar navigation
3. Click on the name of a cost center in the list



4. The cost center details will be revealed



5. You can change a user's cost center in their profile at any time

## Reporting

### Cost Center Reports

1. Select **Reports** in top navigation
2. Select **Cost Centers** from the sidebar navigation
3. This report shows you only cost centers that have sent messages in the date/time range selected

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Cost Centre Reports

User Reports

### Cost Centre Reports

Account: ROX-AWS Test PostPaid

Quick Report: For the Last Week

Activity Between: (User's Timezone is (GMT-05:00) Eastern Time - Eastern Standard Time)

04/May/2023 12:00 AM 10/May/2023 11:59 PM Search

| Name        | Users | Messages |          |         | Reminders |         |
|-------------|-------|----------|----------|---------|-----------|---------|
|             |       | Direct   | Standard | Replies | Sent      | Pending |
| NotAssigned | 16    | 0        | 2        | 1       | 0         | 0       |
| Total       | 16    | 0        | 2        | 1       | 0         | 0       |

4. Select a cost center from the report and it will drill down to show who, within the specified cost center, and how many messages they sent in that timeframe

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Cost Centre Reports

User Reports

### User Reports

Filtered by Cost Centre : NotAssigned

Quick Report: For the Last Week

Activity Between: (User's Timezone is (GMT-05:00) Eastern Time - Eastern Standard Time)

04/May/2023 12:00 AM 10/May/2023 11:59 PM Search

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#)

| Name                 | Status | Messages |          |         | Reminders |         |
|----------------------|--------|----------|----------|---------|-----------|---------|
|                      |        | Direct   | Standard | Replies | Sent      | Pending |
| john@redoxigen.co.uk | Active | 0        | 1        | 1       | 0         | 0       |

## User Reports

1. Select **Reports** in top navigation
2. Select **User Report** from the sidebar navigation

- This report will show you what users, within the account, have sent or received messages in the selected timeframe

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Cost Centre Reports

**User Reports**

Quick Report:

For the Last Week

Activity Between: (User's Timezone is (GMT-05:00) Eastern Time - Eastern Standard Time)

04/May/2023 12:00 AM 10/May/2023 11:59 PM Search

[A](#) [B](#) [C](#) [D](#) [E](#) [I](#) [J](#) [R](#) [S](#) [T](#) [U](#) [W](#)

| Name   | Status | Messages |          |         | Reminders |         |
|--|--------|----------|----------|---------|-----------|---------|
|  |        | Direct   | Standard | Replies | Sent      | Pending |
| <a href="mailto:john@redoxxygen.co.uk">john@redoxxygen.co.uk</a> | Active | 0        | 1        | 1       | 0         | 0       |
| <a href="mailto:ian@redoxxygen.co.uk">ian@redoxxygen.co.uk</a>   | Active | 0        | 1        | 0       | 0         | 0       |
| Total  |        | 0        | 2        | 1       | 0         | 0       |

- Clicking on any of the quantities in any column will drill down to the details of the individual messages

< Back

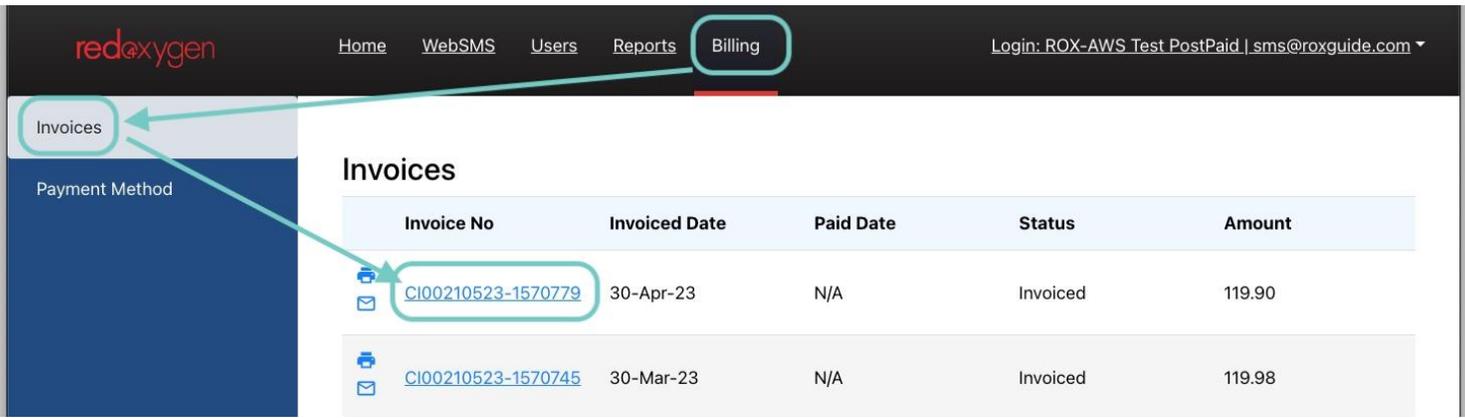
**Standard Messages**

| Day    | Date         | When |            | Phone Number | Country | Local Flag | Quantity | Credits Used | Status    |
|--------|--------------|------|------------|--------------|---------|------------|----------|--------------|-----------|
|        |              | Date | Time       |              |         |            |          |              |           |
| Monday | May 08, 2023 |      | 4:10:00 PM | 17143234862  |         | No         | 1        | 2            | Delivered |

## Billing

### View an Invoice

- Select **Billing** in top navigation
- Select **Invoices** from the sidebar navigation
- By clicking on the title of an invoice, you can view the invoice details on your screen



- You can also download/print the invoice by selecting the printer icon
- You can forward the invoice via email by selecting the mail icon



## Update Your Credit Card

- Select **Billing** in top navigation
- Select **Payment Method** from the sidebar navigation
- Hit **Add Card** to change credit card information

