



CompleteSMS:

Administrator Guide

Last updated: June 7, 2023

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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:

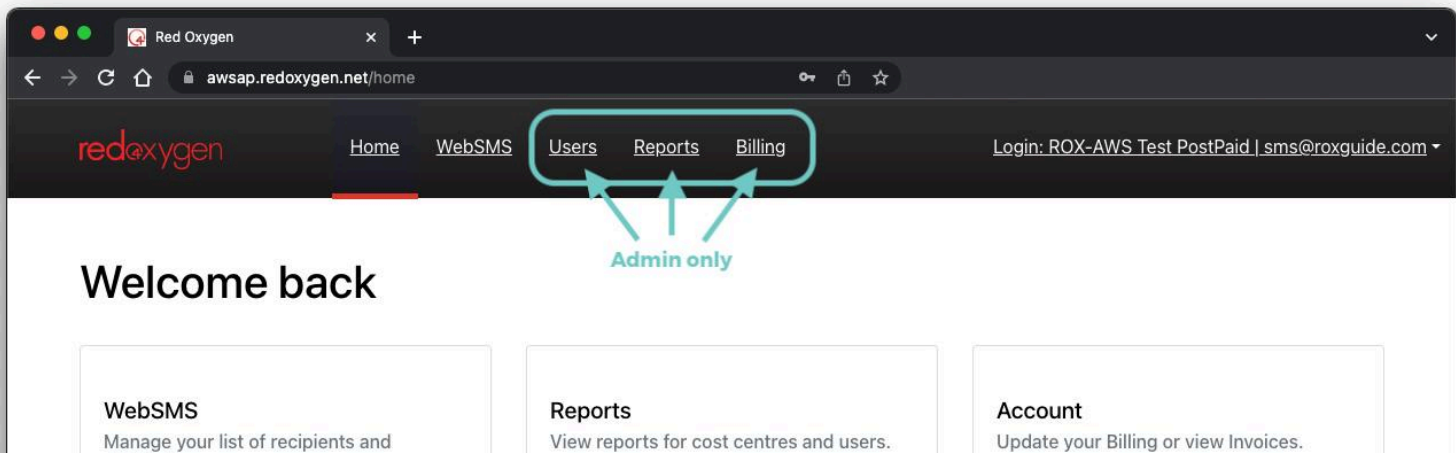
Resetting user passwords

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:

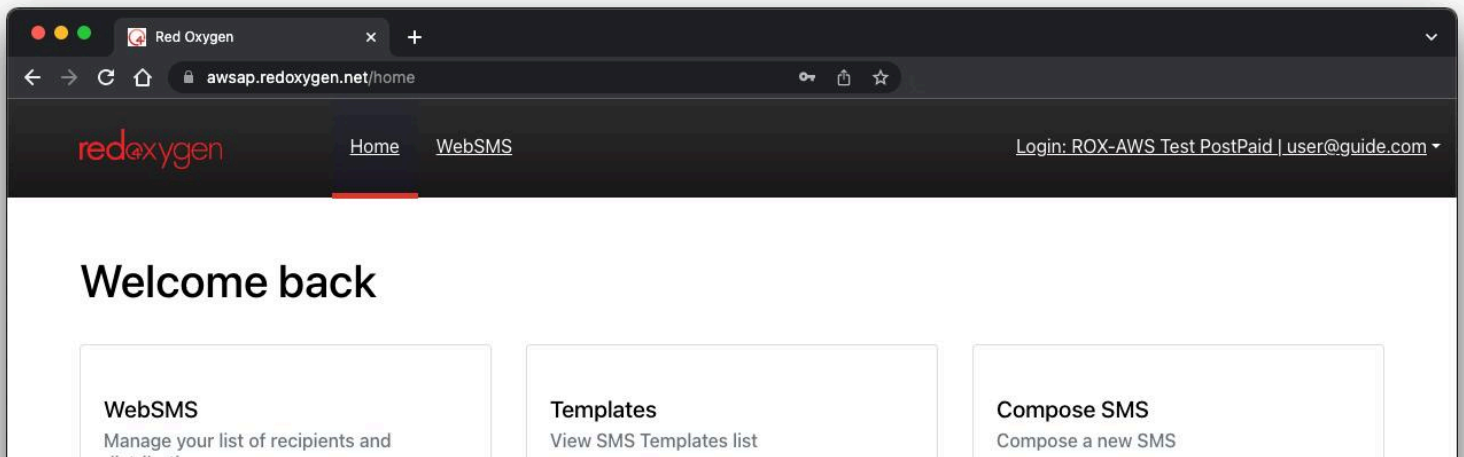
- Deleting global address book contacts or distribution lists

- Deleting global SMS templates

- Viewing billing or reporting details

- Adding or deleting administrators or users

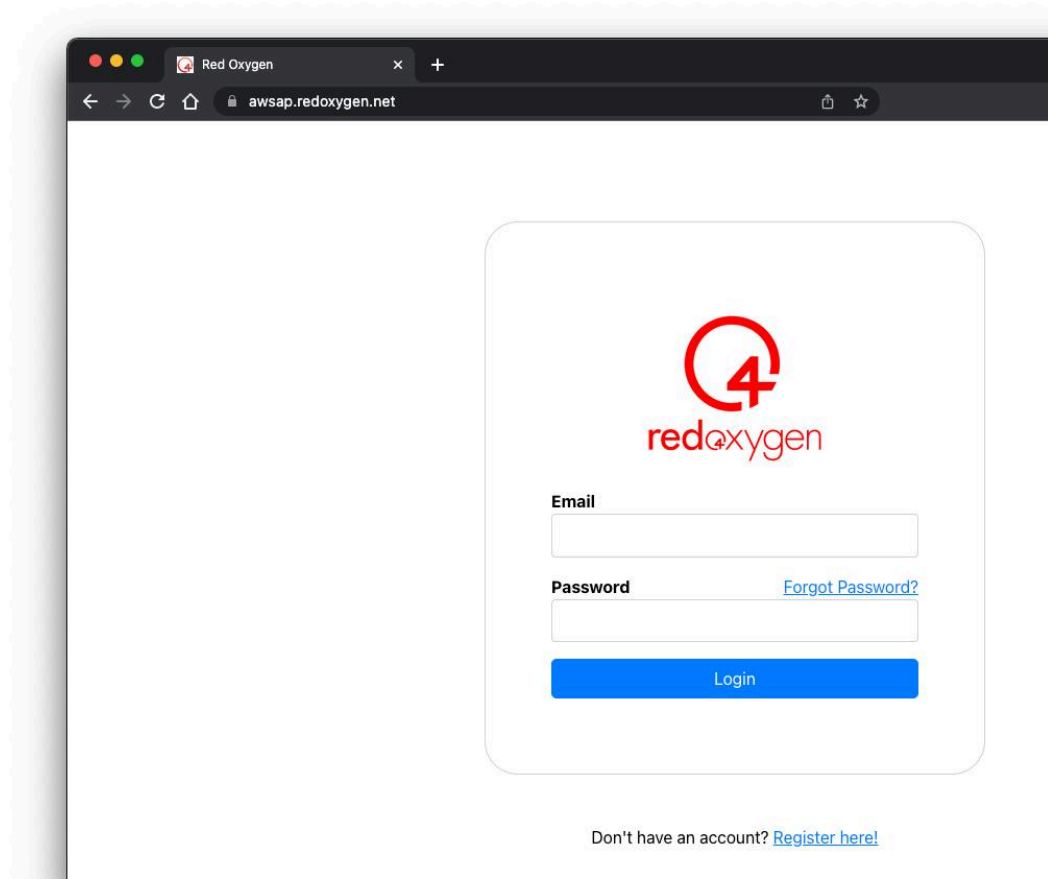
User view:



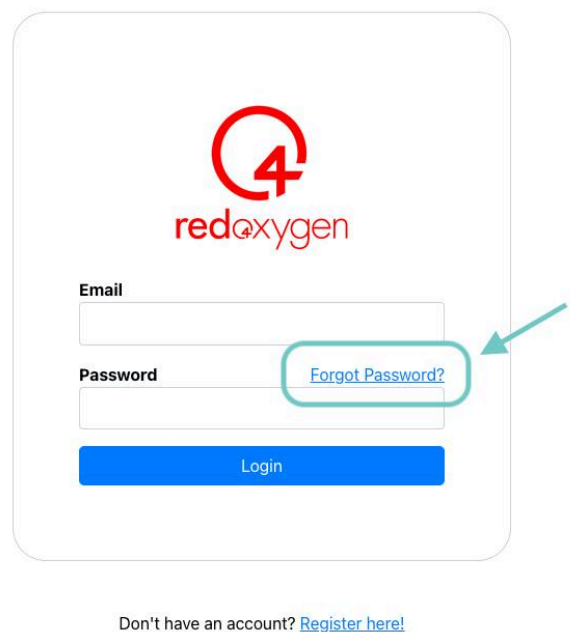
Log In

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

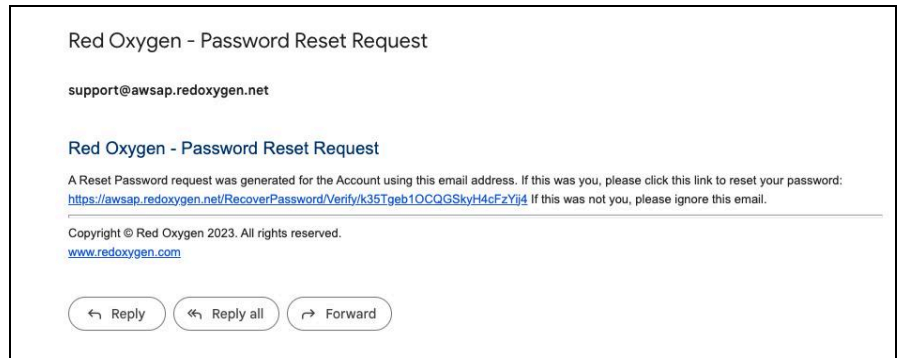
On any browser go to:
<https://awsap.redoxygen.net>
(Best user experience—
Google Chrome)



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)

A web form for setting a new password. At the top left is a back arrow and the text "Back To Login". The Red Oxygen logo is centered. Below the logo are two input fields: "New Password" and "Confirm New Password". Underneath is a "Show Password" checkbox, which is currently unchecked. At the bottom is a grey button labeled "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

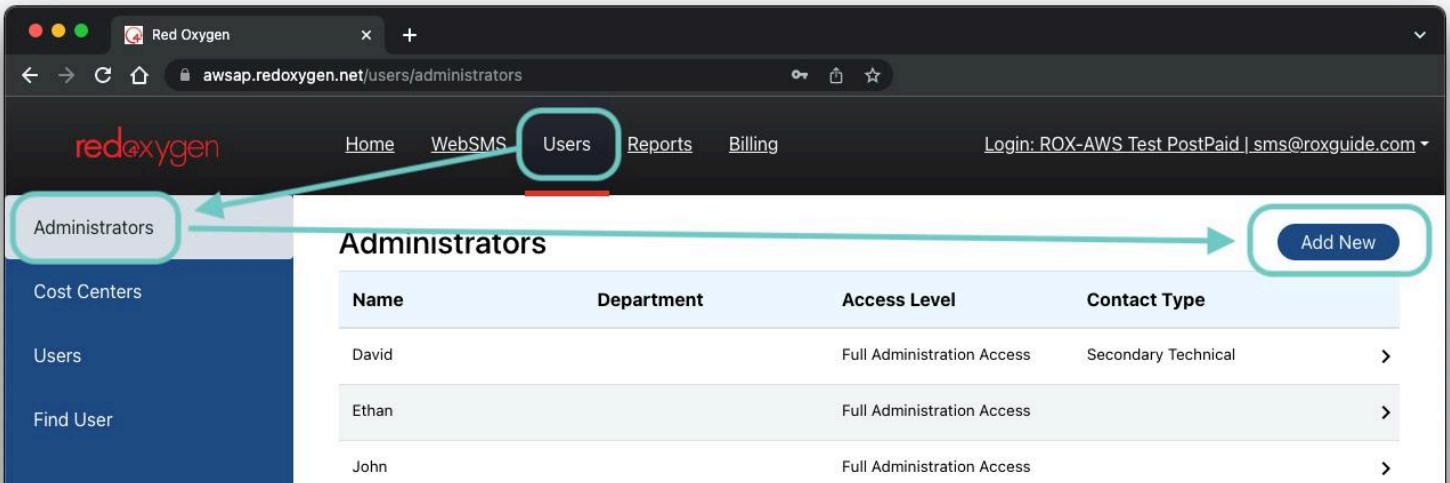


Administrator Tasks

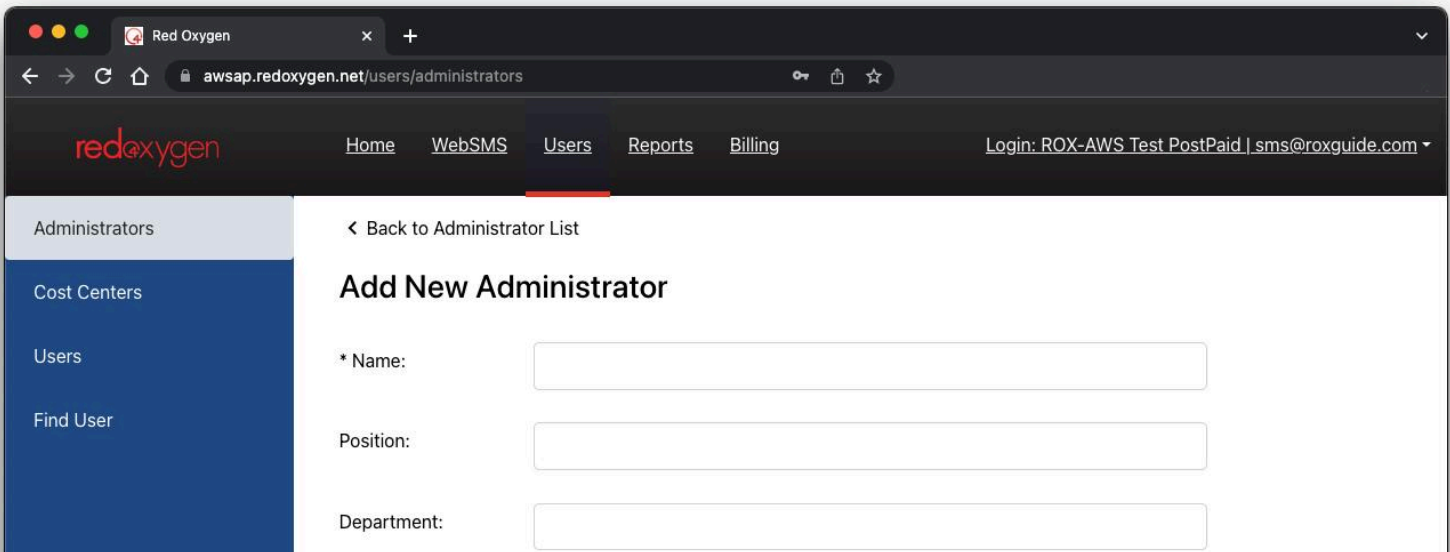
Add a New Administrator

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

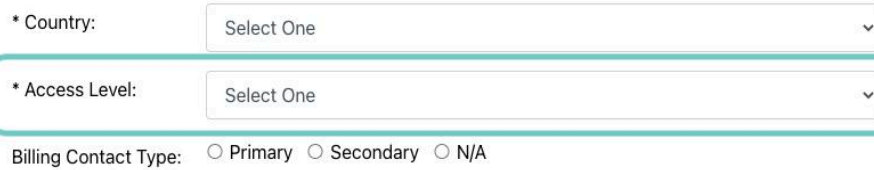
1. Select **Users** in top navigation
2. Make sure your sidebar navigation is on **Administrators**
3. Click on the **Add New** button



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

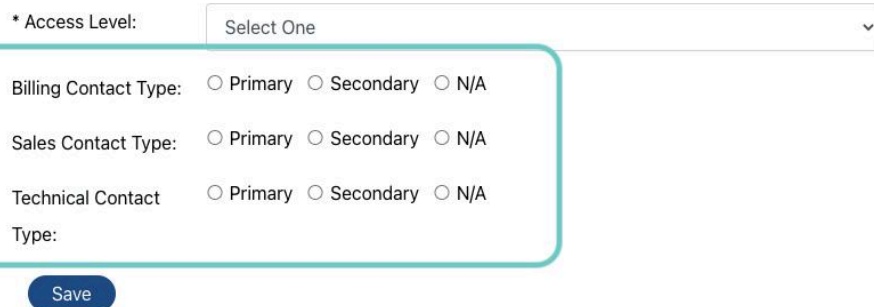


* Country:

* 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

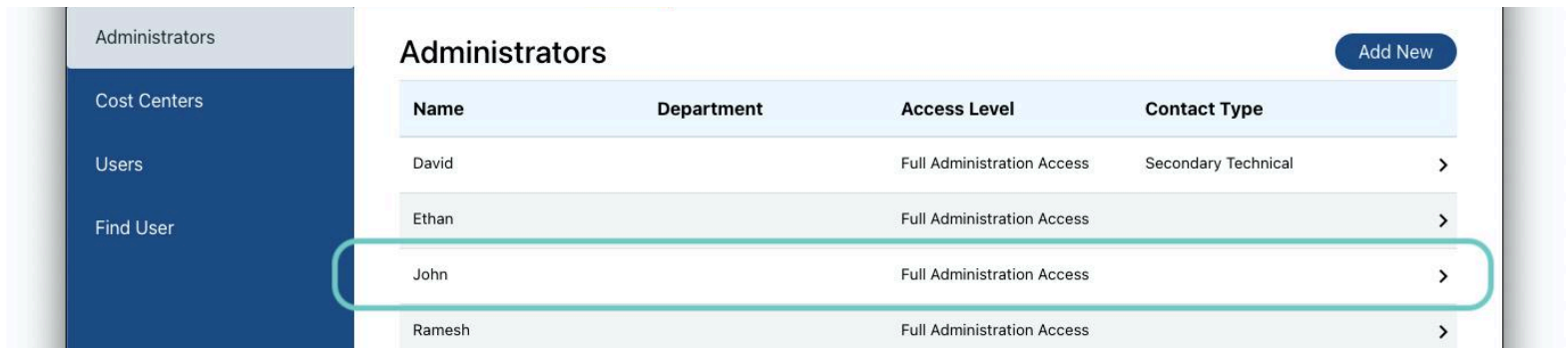
Technical Contact Type: Primary Secondary N/A

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



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

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](#) [X](#) [Y](#) [Z](#)

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

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

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)

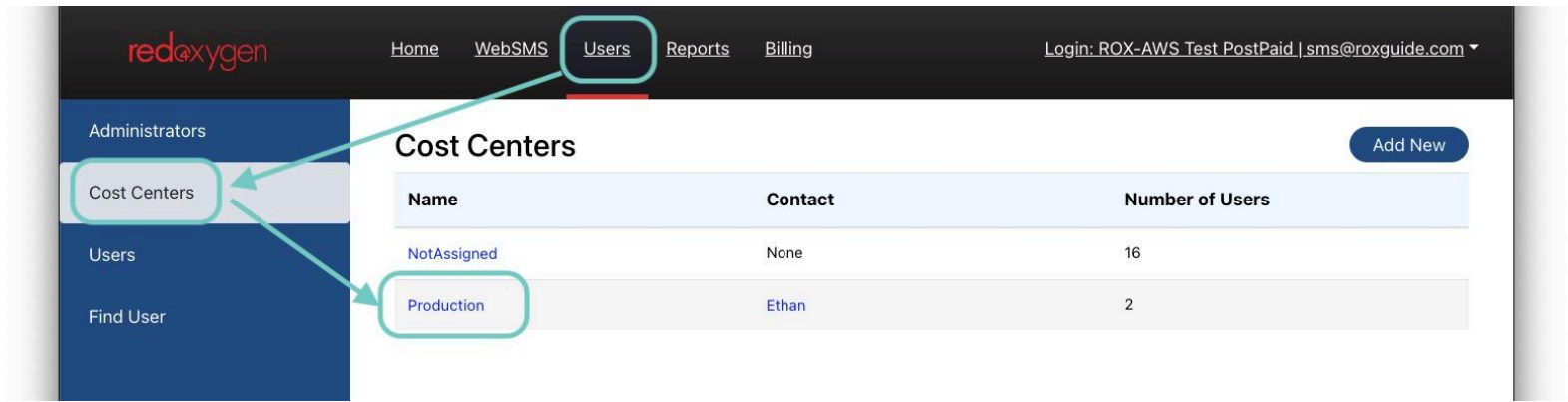
Name	Contact	Number of Users
NotAssigned	None	18
Production	Ethan	0

Add a Person to a Cost Center

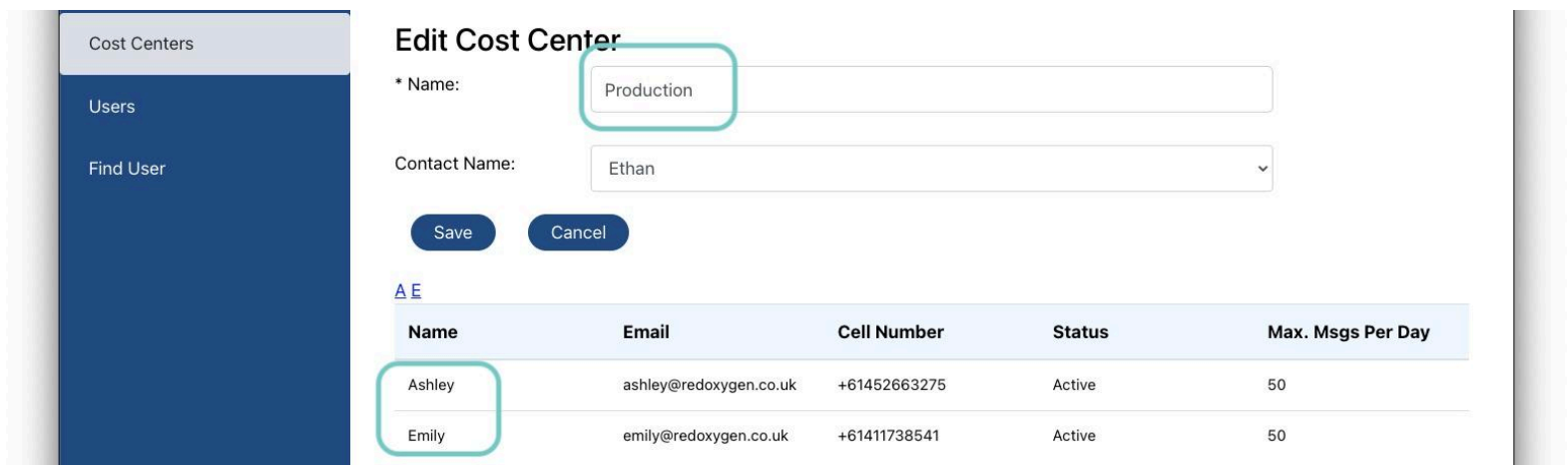
This is typically assigned when creating a new user, but if you create a new cost center after that user's already been created, you need to go into each user and add the cost center to that profile.

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

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

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

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

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@redoxygen.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

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
john@redoxxygen.co.uk	Active	0	1	1	0	0
ian@redoxxygen.co.uk	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

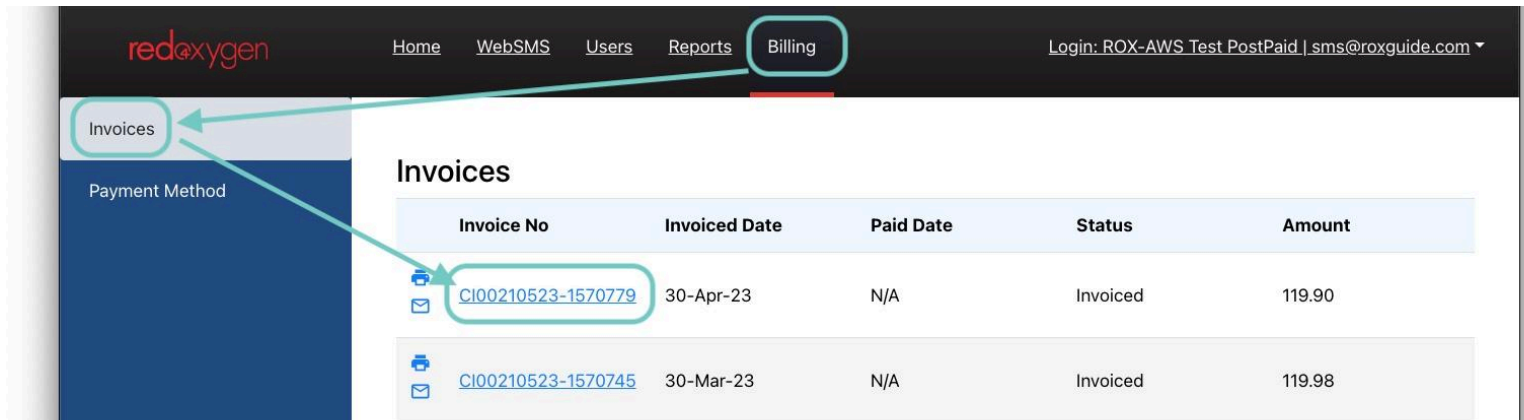
Standard Messages

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

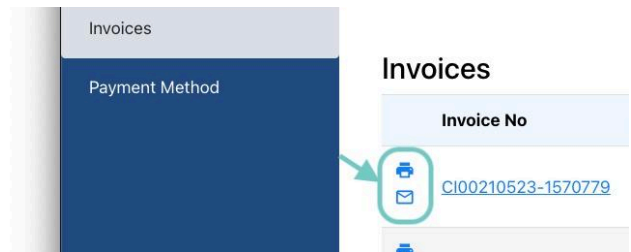
Billing

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

1. Select **Billing** in top navigation
2. Select **Payment Method** from the sidebar navigation
3. Hit **Add Card** to change credit card information

