



CompleteSMS:

# User Guide

Last updated: June 7, 2023

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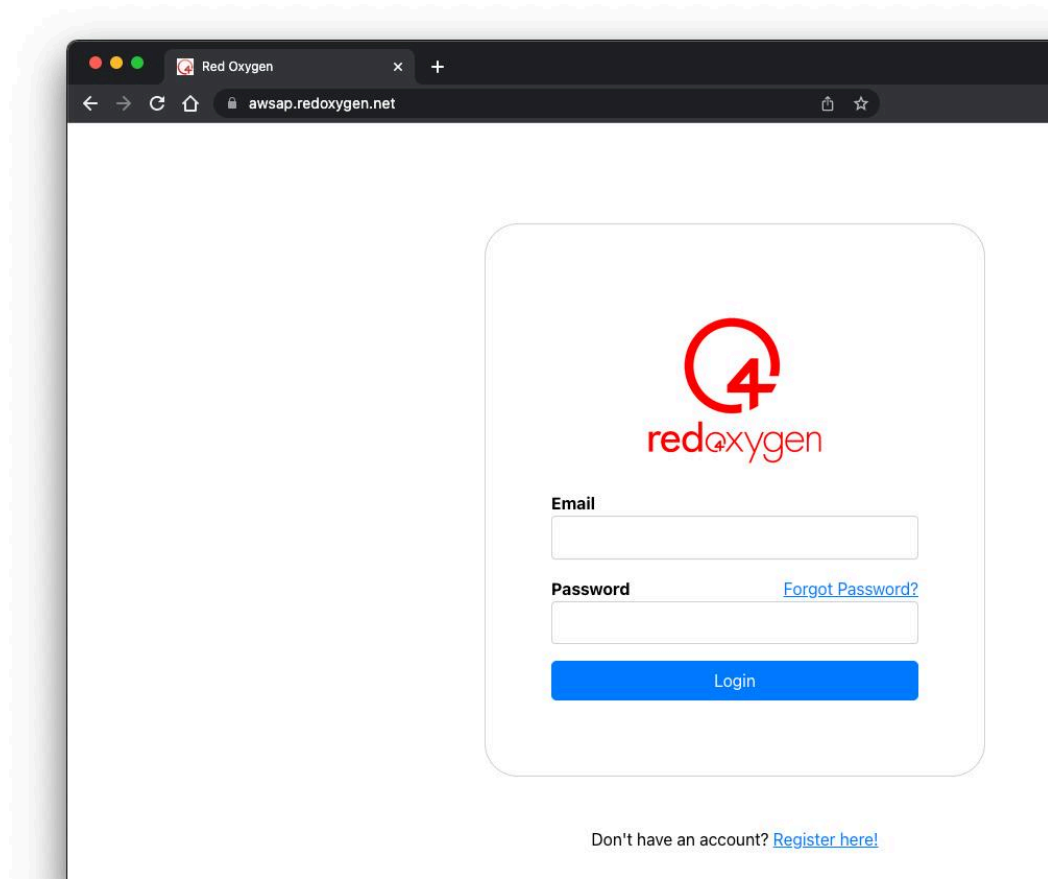
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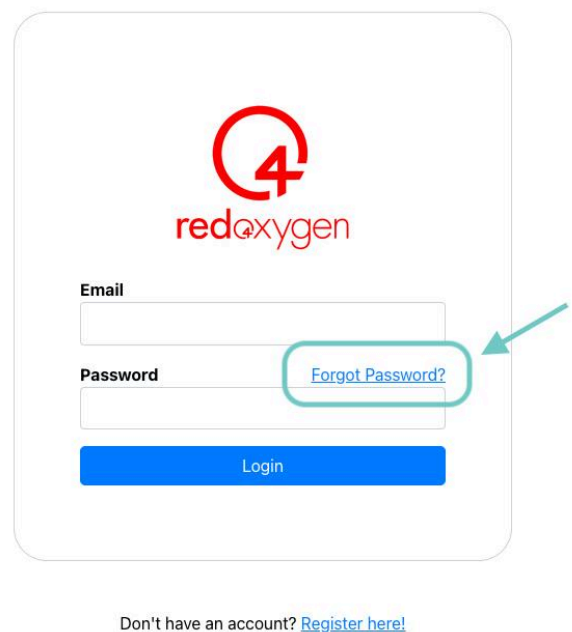
# Log In

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

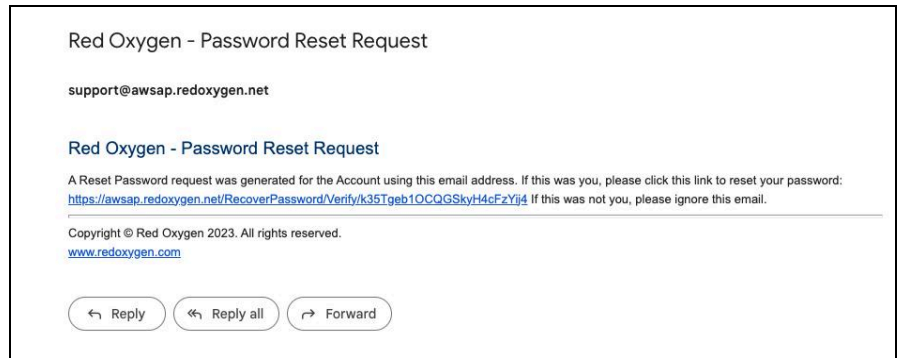
On any browser go to:  
<https://awsap.redoxygen.net>  
(Best user experience—  
Google Chrome)



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



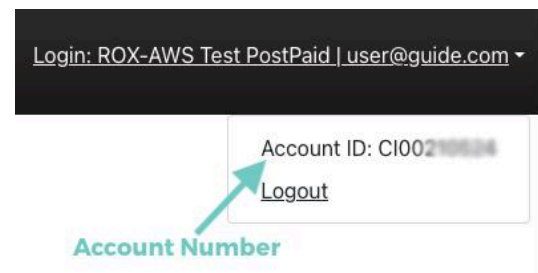
Type in a new password (must be at least 8 characters with at least one uppercase letter, one lowercase letter, one numeral, and one special character)

A form titled '< Back To Login' with the redoxygen logo. It contains two input fields: 'New Password' and 'Confirm New Password'. Below the fields 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



# How to Send SMS

All users and administrators can see and use Web SMS to easily send messages from their browser. Send to one address or use distribution lists to send to many addresses at the same time.

## Create a Contact in the Address Book

Contacts must be added to your address book before you can send a message to that number.

**There are two types of contacts:**

**Global**—available to all users on your account to access

**Personal**—only available to your individual user account

**The steps are the same for either type:**

1. Select **Address Book** in the sidebar navigation
2. Select **Add New**

The screenshot displays the Redoxigen WebSMS interface. At the top, the 'WebSMS' tab is selected in the navigation bar. The sidebar on the left shows 'Address Book' as the active section. The main content area features a search bar for contacts, 'Import Contacts' and 'Export Contacts' buttons, and an 'Add New' button. A table below shows a single contact entry: 'Howdy Doody' with the phone number '13126549853'. Red annotations highlight the 'WebSMS' tab, the 'Address Book' sidebar item, and the 'Add New' button, with arrows indicating the flow from the sidebar to the button.

3. Choose if it should be a **Global** or **Personal** contact
4. Fill in appropriate fields

Compose

Bulk Send

Inbox

Sent

Errors

Templates

Address Book

Distribution Lists

< Back

### New Contact

Global  Personal

Entry Name \*

Email Address

Phone Number \*

Save Cancel

5. Hit **Save** to add to the Address Book

## Upload Contacts From a Spreadsheet

1. Select **Address Book** in the sidebar navigation
2. Select **Import Contacts**
3. Choose if it should be a **Global** or **Personal** contact

Compose

Bulk Send

Inbox

Sent

Errors

Templates

Address Book

Global Contacts Personal Contacts Manage

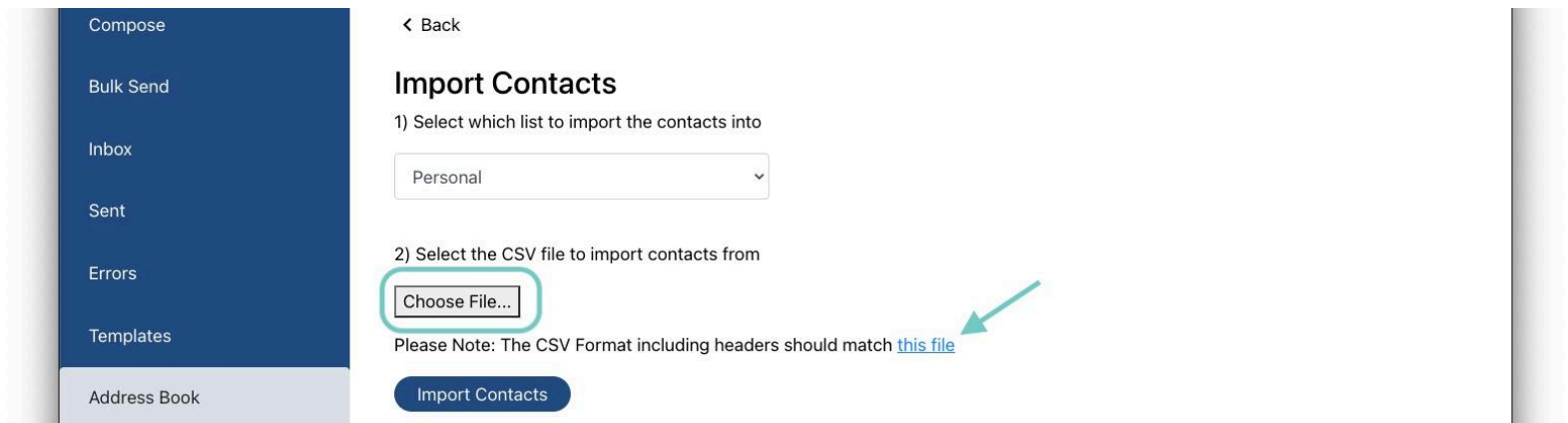
### Address Book

Search Contacts By Name or Email Address

Import Contacts Export Contacts

Add New

4. Make sure your spreadsheet is saved out as a CSV in exactly the same format as the provided sample spreadsheet (headers must be exactly as shown and in the same column location)



5. Select the saved file
6. Select **Import Contacts** to add to contacts to your Address Book

If you'd like to export your Address Book select **Export Contacts** and all of your contacts will export at one time.

## Create a Distribution List

Distribution lists are a great way to organize your contacts to easily send the same message to more than one person at a time.

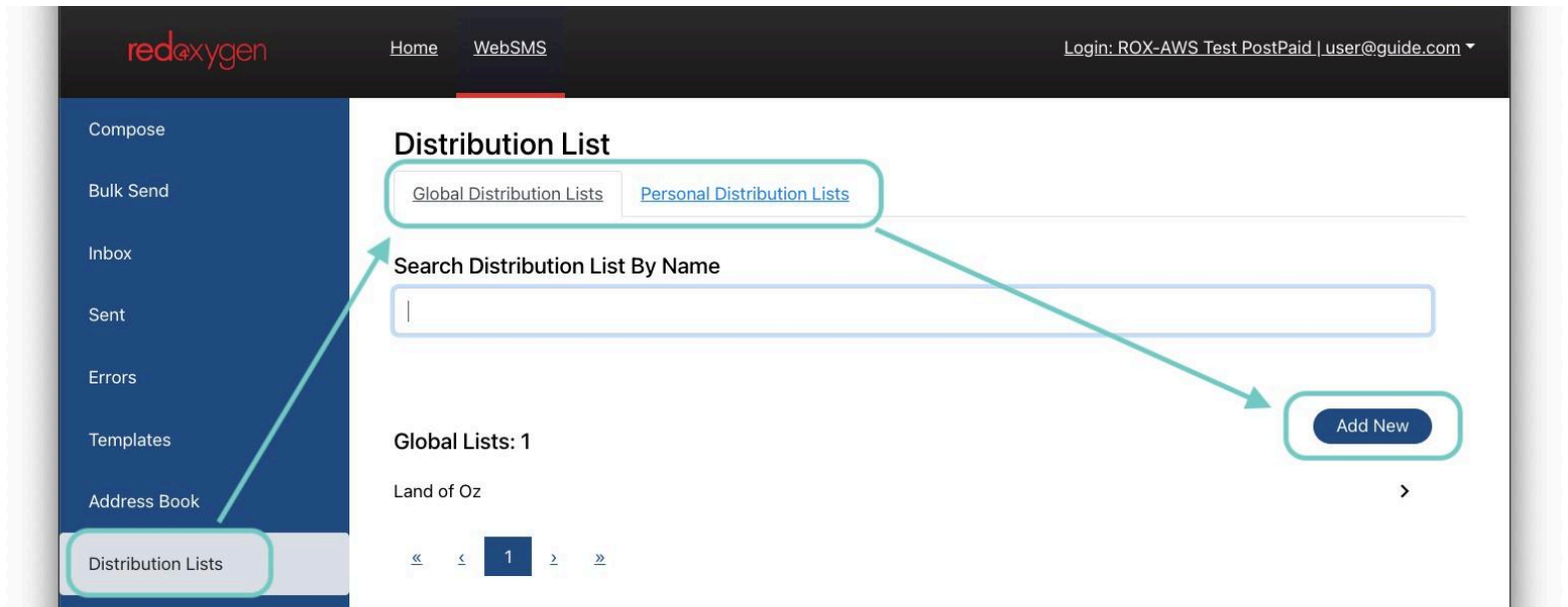
**There are two types of distribution lists:**

**Global**—available to all users on your account to access

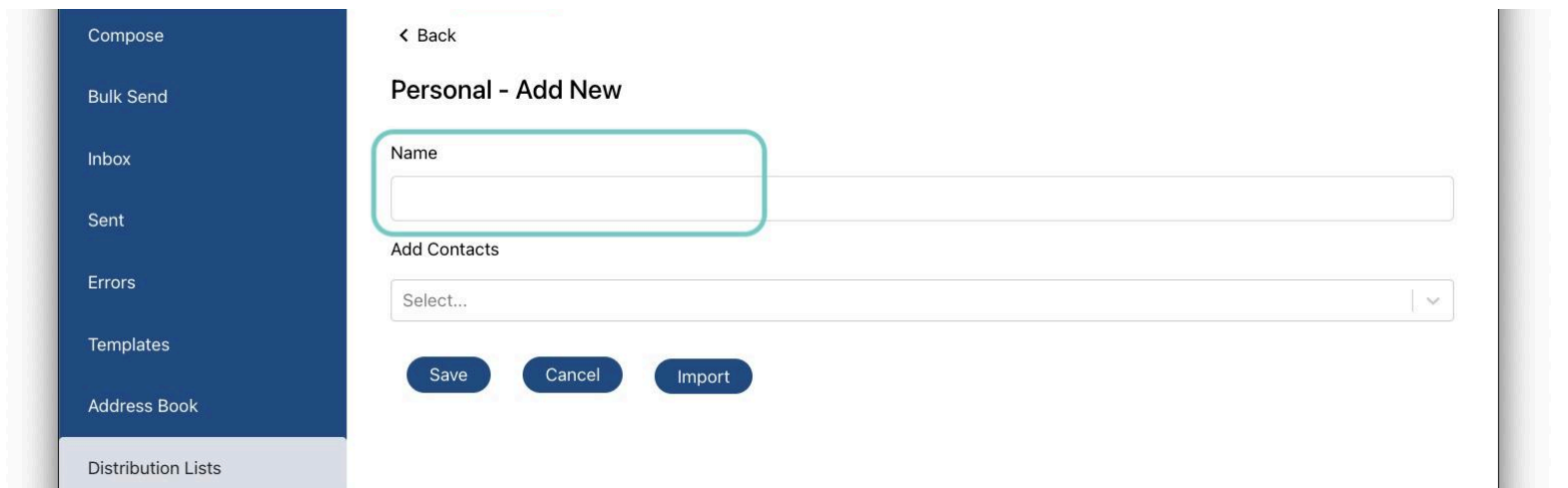
**Personal**—only available to your individual user account

**The steps are the same for either type:**

1. Select **Distribution Lists** in the sidebar navigation
2. Choose if it should be a **Global** or **Personal** contact by selecting the appropriate tab
3. Select **Add New**

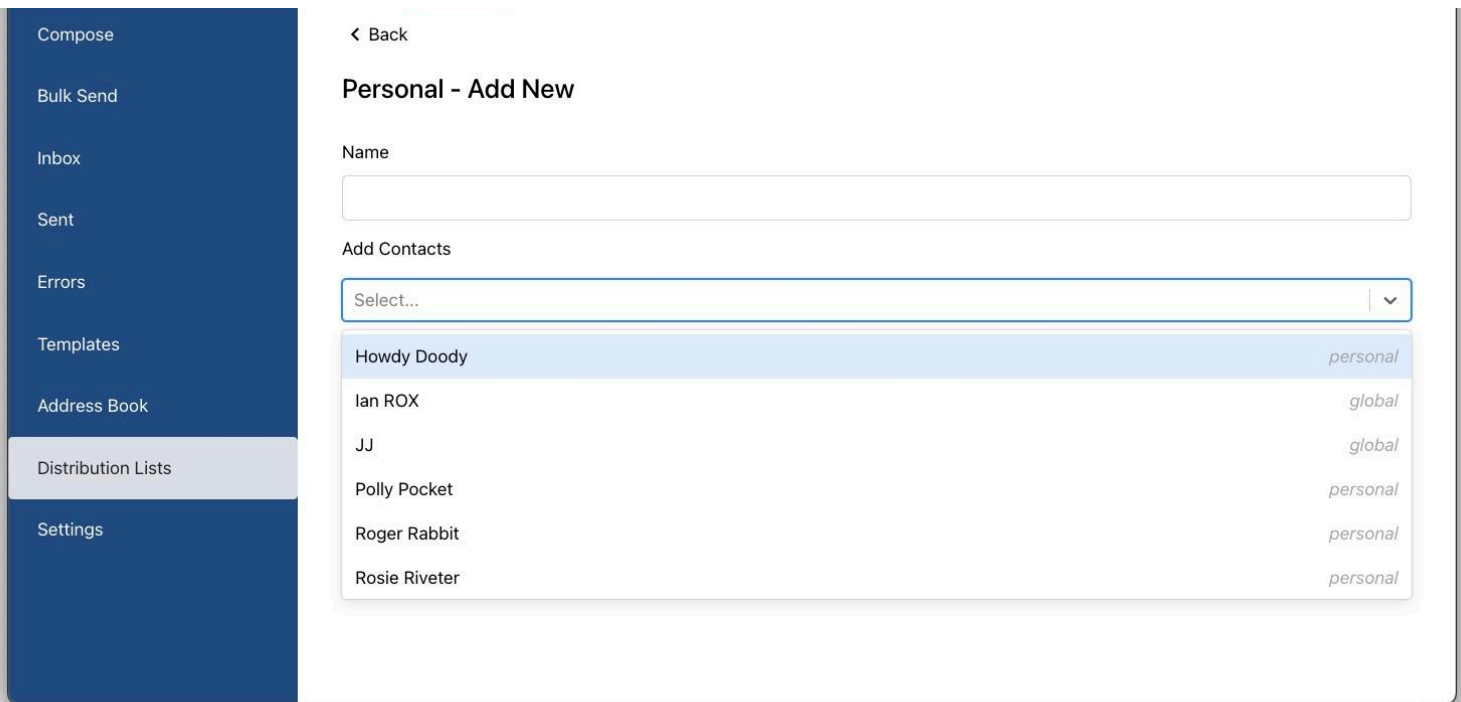


#### 4. Name your list



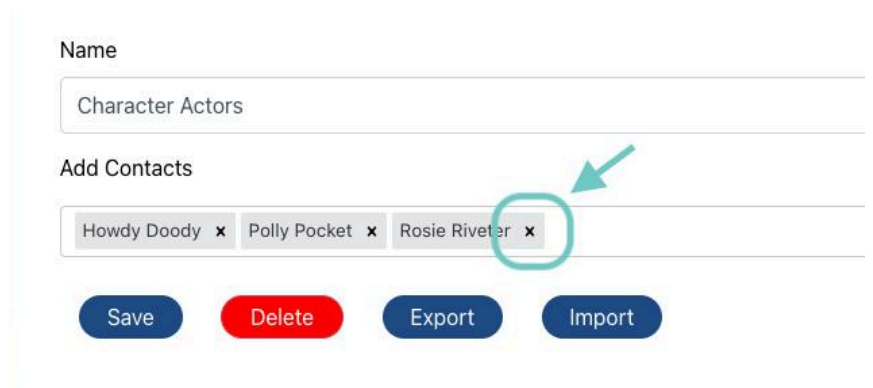
5. Add contacts to your list by clicking on the field, existing contacts from your address book will appear in the dropdown.





6. Select all that you like added then click off the field to close the dropdown
7. Hit **Save**

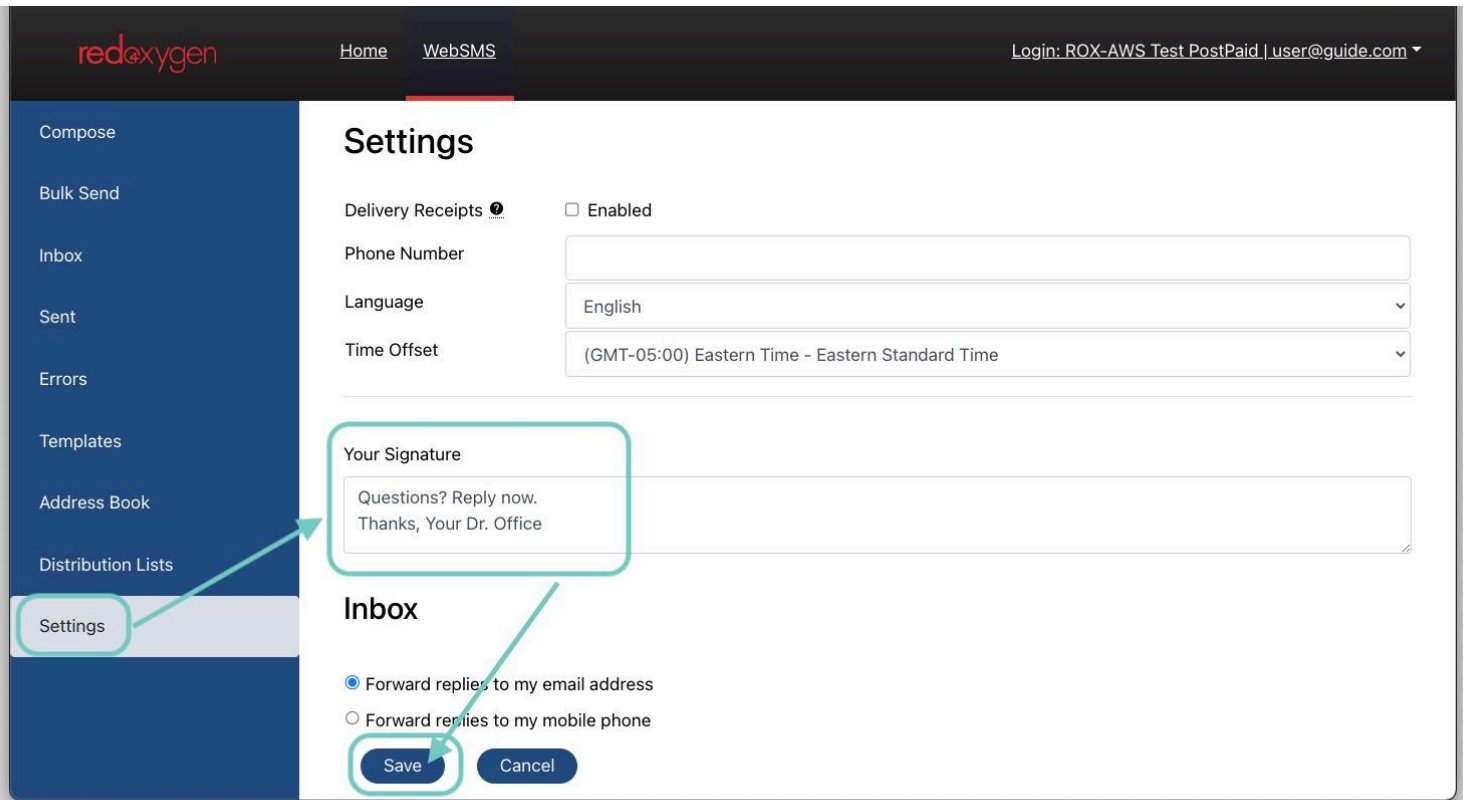
Delete a name from the list by clicking on the 'x' associated with the contact.



## Create an SMS Signature

An SMS signature allows you to use a consistent sign-off without having to type it in every time.

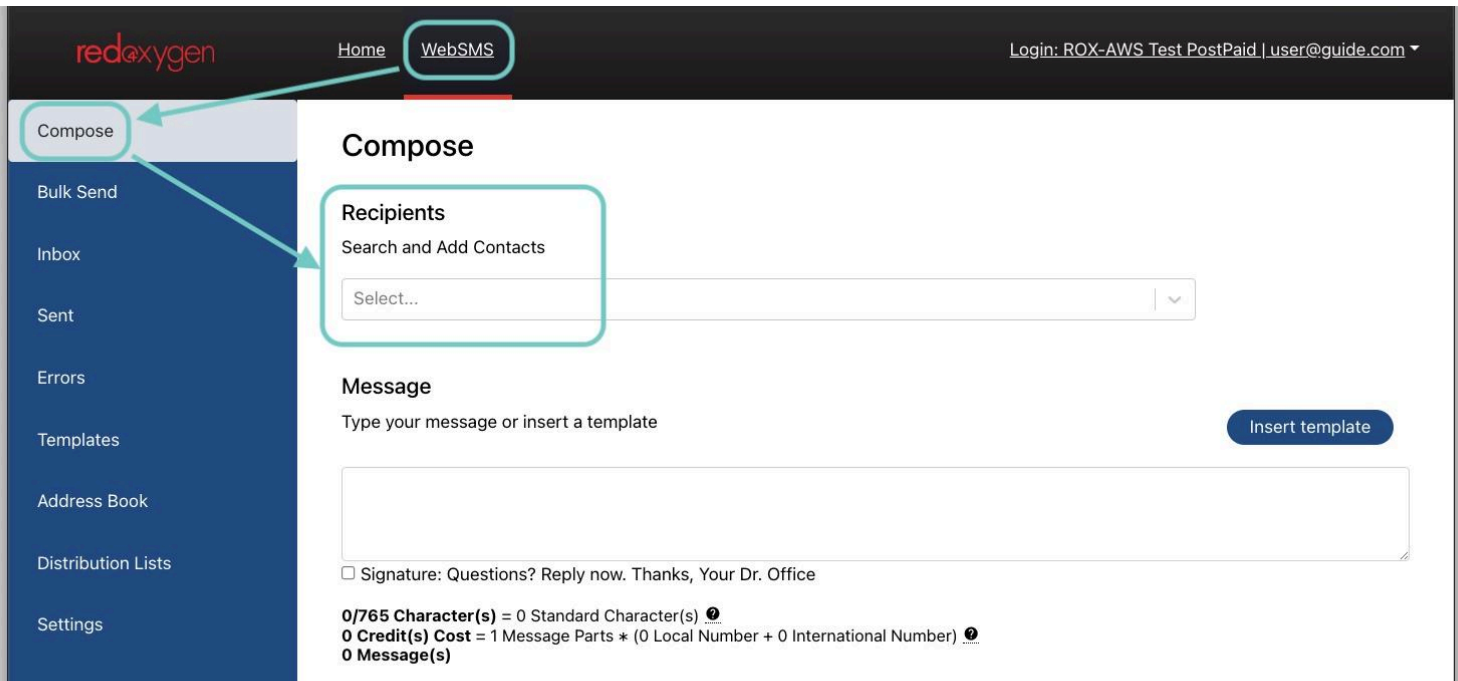
1. Select **Settings** from the sidebar navigation
2. Add a signature in the field and hit **Save** to utilize this signature on future SMS.



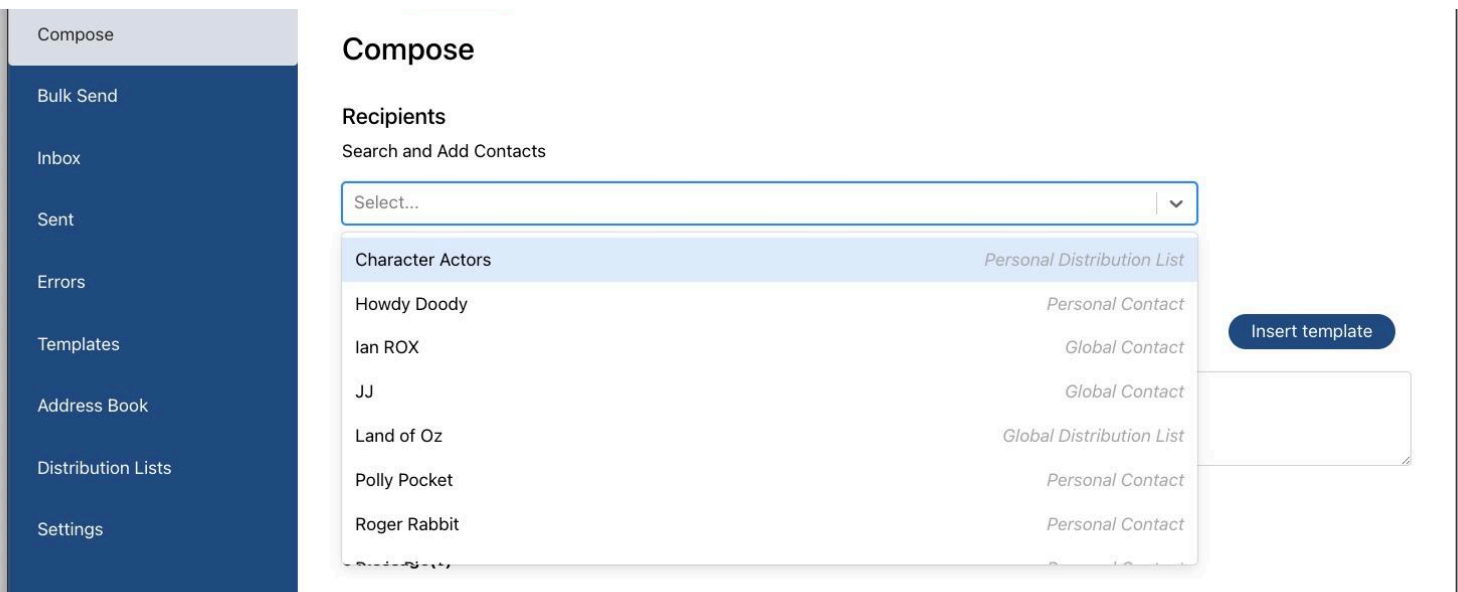
**Reminder:** Characters in your signature will count toward your total SMS character count

## Compose and Send an SMS

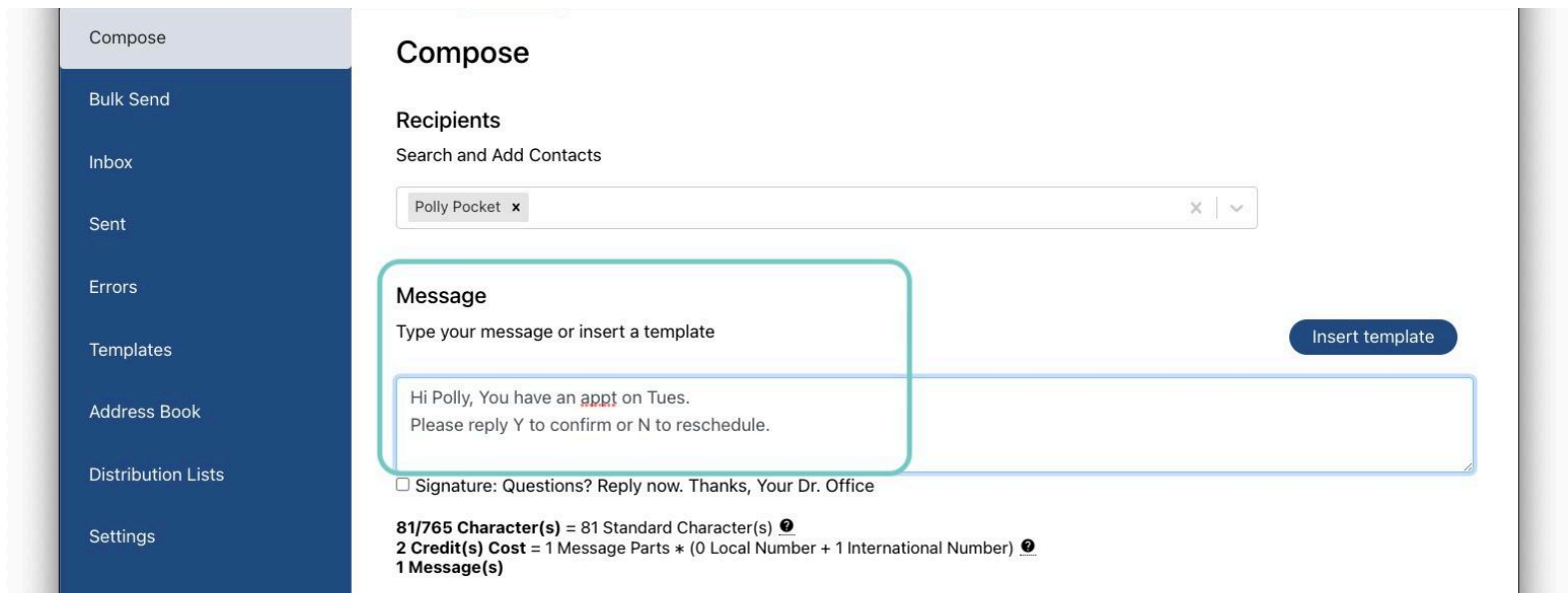
1. Select **Compose** in the sidebar navigation



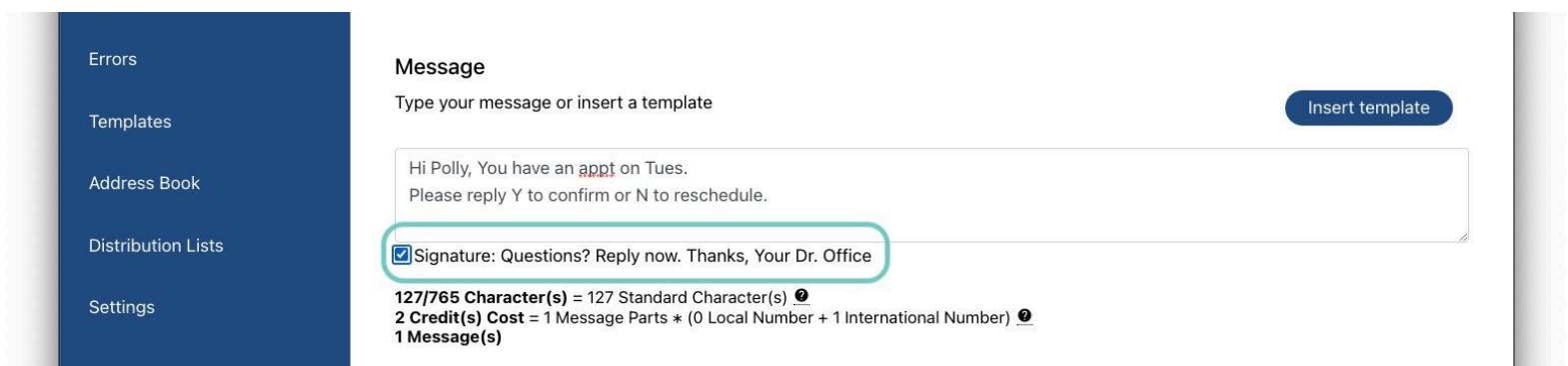
2. Add your recipients—you can search by name or phone number, or use the dropdown and scroll to the contact name



3. Add one or many by continuing to select from the list (Remove recipient names by clicking on the 'x' associated with the contact)
4. Add your message copy or select a template ([see more template information here](#))  
As you add text to the message box you can see the character/credit/message count change, this is for your reference, check out the '?' circles to learn more about each.



- Determine if you want to include your signature (learn more about [signatures](#))



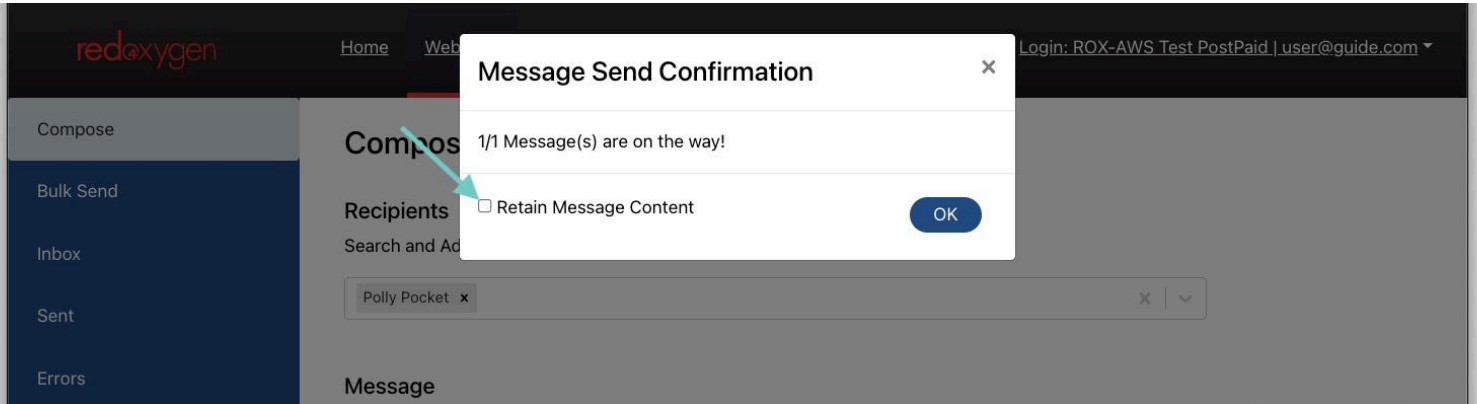
- If you'd like to schedule the SMS for a different time and/or day, select the checkbox
- Select the date and time from the picker  
*You will not be able to select a day or time until you've checked the checkbox*



- Review and then hit **Send** when you're ready

*Upon hitting **Send**, a modal window will appear to tell you how many messages have been sent or will be sent if it's been scheduled.*

In this modal window, you'll be able to mark a checkbox if you want to use the same message content for the next SMS you'll be sending.



Select **OK**, or x-out of the modal window to return to the compose page.

## Create Message Templates

If you tend to send the same messages over and over, create a template to save some keystrokes in the future.

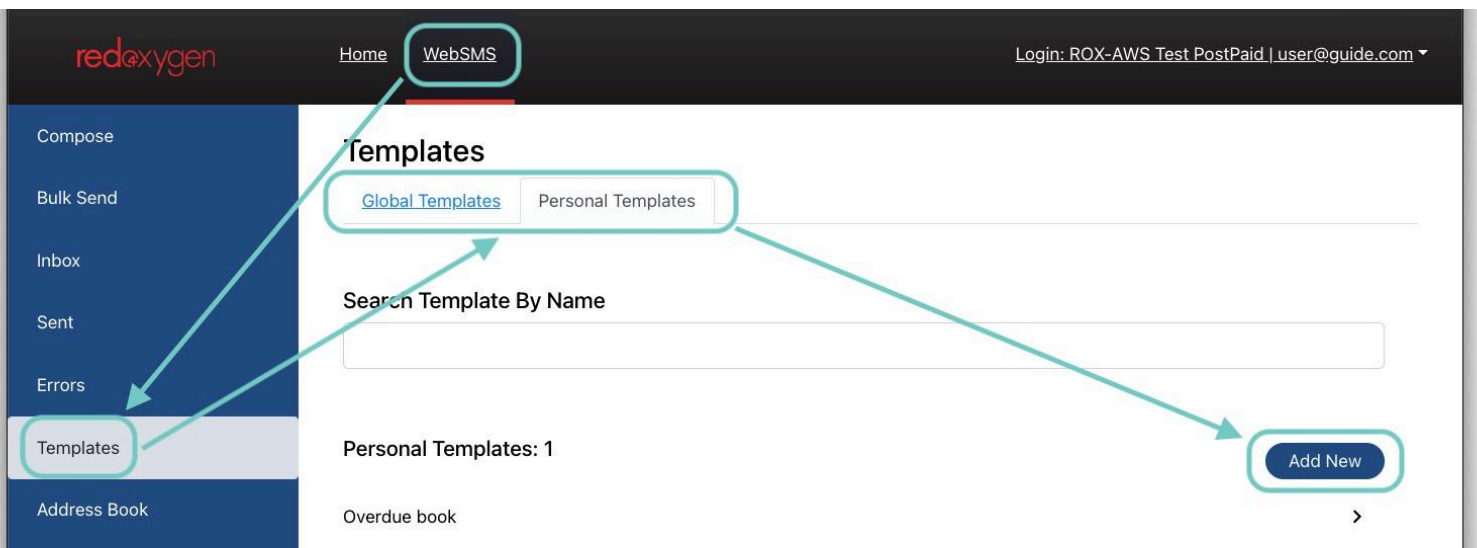
**There are two types of templates:**

**Global**—available to all users on your account to access

**Personal**—only available to your individual user account

**The steps are the same for either type:**

1. Select **Templates** in the sidebar navigation
2. Choose if it should be a **Global** or **Personal** contact by selecting the appropriate tab
3. Click on **Add New**



4. Name your template
5. Add the content of your template

< Back

### Personal Template Details

Name

Content

57/765 Character(s) = 57 Standard Character(s)

Save Cancel

6. Hit Save

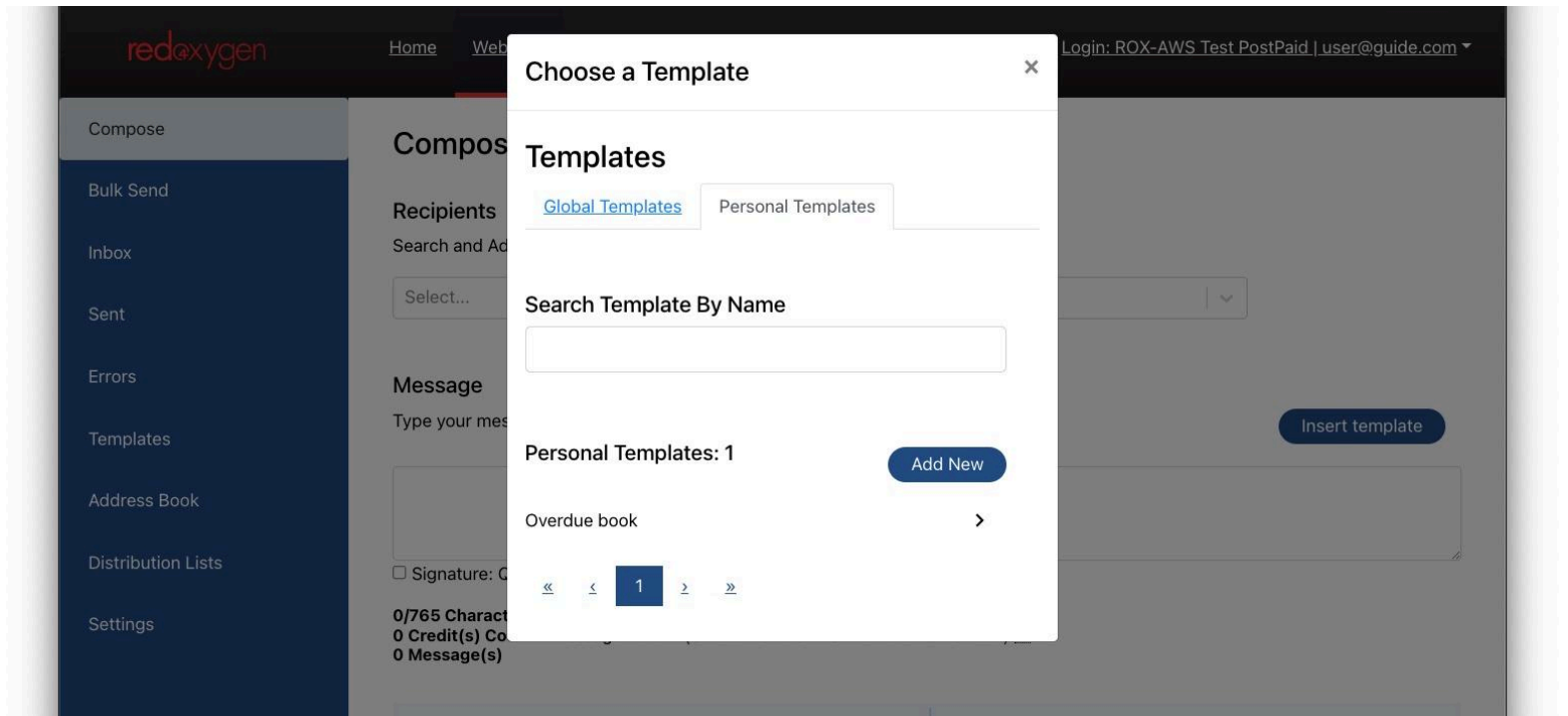
**Reminder:** characters in your template will count toward your total SMS character count

**Create a message template while on the Compose page.**

When composing a message, you'll be able to select this template from a list. If you plan on adding additional information along with your template content, make sure to add the template first, and then add the new content around it (or in it, for that matter)

While in the compose page you realize that you might want to make a template for the information you need to send:

1. Select the **Insert Template** button
2. In the pop-up that follows, select the type of template (defaults to Global), and then click the **Add New** button



3. You'll be able to create and then select the new template without leaving the compose screen.

## Sending SMS in Bulk

The bulk interface is used when sending personalized messages to multiple recipients at once, using merge fields that pull information from your uploaded csv. The .csv is used only for one send, and is then removed from the system. You will need to upload a .csv file for each send, even if sending to the same list multiple times.

### How To Send in Bulk

1. Select **Bulk Send** in the sidebar navigation
2. Upload a .csv file by selecting the **Browse** button ([learn to format your .csv](#))

redoxigen Home WebSMS Login: ROX-AWS Test PostPaid | user@guide.com

Compose Bulk Send Inbox Sent Errors Templates Address Book Distribution Lists Settings

## Bulk Send

Upload CSV file:

**To send in bulk, you must first upload a .csv file.**

- At minimum, your file should list the mobile phone # and name of the recipients.
- The file can also contain other columns of information that you might want to use to customize your message.
- You can add a message in one of the .csv columns or use a template that you've already saved in 'Templates'.

**Here's an example of a .csv file.**

This example message will pull the month [3], the name [2] and quantity [4] into the message:

ex: March acct. balance: Adam has 9 tokens remaining.

	1	2	3	4	5
1	number	name	month	quantity	message
2	61409733656	Adam	March	9	[3] acct. balance: [2] has [4] tokens remaining.
3	61438668645	Brooke	March	8	[3] acct. balance: [2] has [4] tokens remaining.
4	61408881474	Connor	March	7	[3] acct. balance: [2] has [4] tokens remaining.
5	61409739116	Dylan	March	6	[3] acct. balance: [2] has [4] tokens remaining.
6	61427385850	Emily	March	9	[3] acct. balance: [2] has [4] tokens remaining.

3. Select which column the recipient mobile numbers reside

Compose Bulk Send Inbox Sent

## Bulk Send

Upload CSV file:

Recipient numbers are in:

Recipient names are in:

4. Select the column that has the names (this is for reference when viewing your inbox and sent files, this information won't appear in your message unless you include that column in your template)

Compose Bulk Send Inbox Sent Errors

## Bulk Send

Upload CSV file:

Recipient numbers are in:

Recipient names are in:

The message is in:

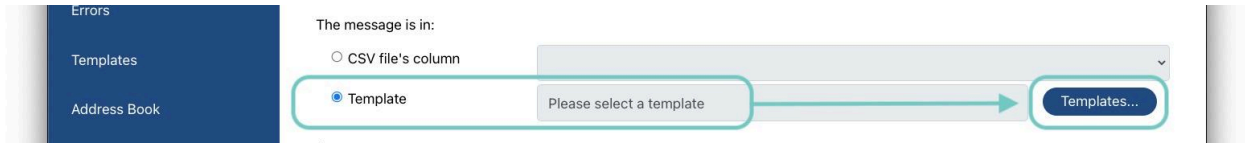
5. Select the location of your message:



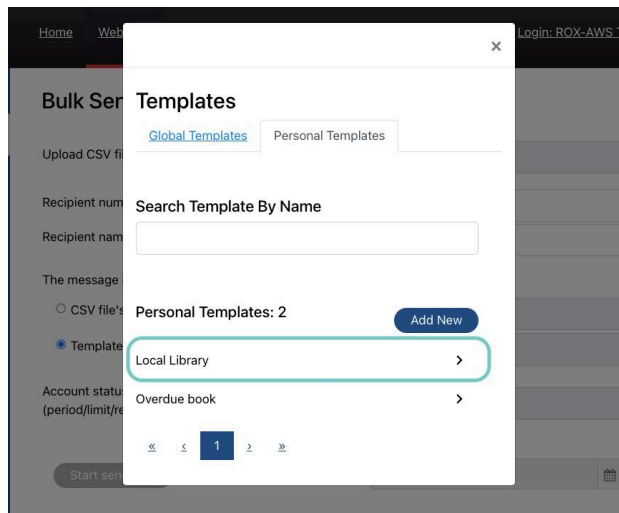
- a. If you've added the message in one of the columns of your .csv, you'll need to select the column that those messages appear



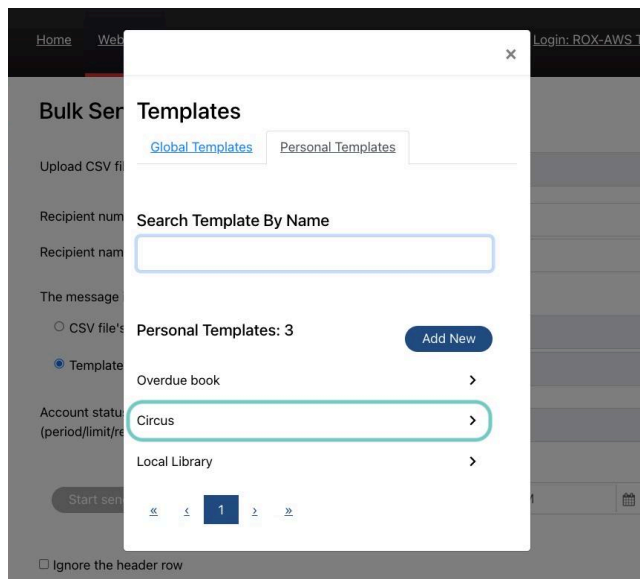
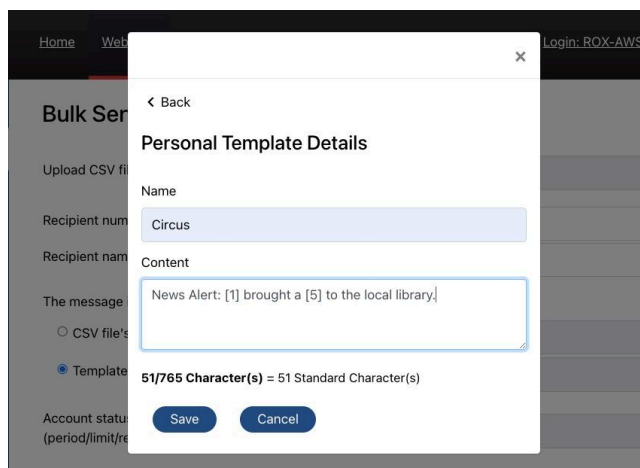
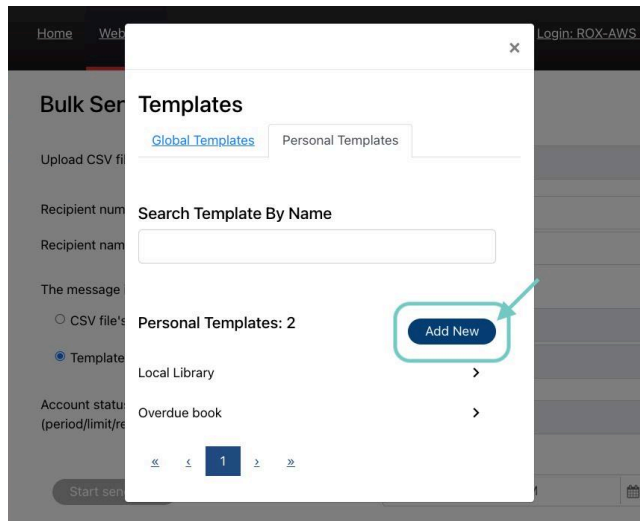
- b. If you elect to use a template, select the template using the **Templates** button (learn how to [create](#) and [format](#) bulk send templates)



- i. Select from an existing template in the list



- ii. Create a new template



- Do you want to schedule these messages to be sent at a later date and/or time? Mark the checkbox and select a date and time from the calendar and date picker.

Account status (period/limit/remaining/credit): Day/ 100/ 100/ N/A Update

Start sending...  Send SMS later 11/May/2023 11:44 AM 📅 ⌚

All Rows: 11  
 Valid Rows: 9  
 Invalid Rows: 2

- Review the information in the table at the bottom of your screen

Start sending...  Send SMS later 📅 ⌚



All Rows: 11  
 Valid Rows: 9  
 Invalid Rows: 2

Ignore the header row

#	Recipient number	Recipient name	Message text	Message Parts
1	Mobile Phone	First Name	Mobile Phone	1
2	14509003630	James	The Best of Abibliophobia is 15 days overdue.	1
3		Mary		1
4	14509001280	Robert	The Best of Allegator is 6 days overdue.	1
5	14509003730	Patricia	The Best of Anencephalous is 4 days overdue.	1
6	14509000770	John	The Best of Argle-bargle is 5 days overdue.	1
7	14509003650	Michael	The Best of Billingsgate is 12 days overdue.	1
8	14509001200	Linda	The Best of Bloviate is 8 days overdue.	1
9	14509003760	William	The Best of Blunderbuss is 9 days overdue.	1
10	14509997280	Elizabeth	The Best of Borborygm is 10 days overdue.	1



« < 1 2 > » 10 ▾

- You can view the table without headers by checking the **Ignore Headers** checkbox

Start sending...  Send SMS later 11/May/2023 11:44 AM   All Rows: 11  
Valid Rows: 9  
Invalid Rows: 2

Ignore the header row



#	Recipient number	Recipient name	Message text	Message Parts
1	Mobile Phone	First Name	message	1
2	14509003630	James	The Best of Abibliophobia is 15 days overdue.	1
3		Mary	LocalLibrary: Your book is 8 days over due. Please return it.	1
4	14509001280	Robert	The Best of Allegator is 6 days overdue.	1

Start sending...  Send SMS later 11/May/2023 11:44 AM   All Rows: 10  
Valid Rows: 9  
Invalid Rows: 1

Ignore the header row

#	Recipient number	Recipient name	Message text	Message Parts
2	14509003630	James	The Best of Abibliophobia is 15 days overdue.	1
3		Mary	LocalLibrary: Your book is 8 days over due. Please return it.	1
4	14509001280	Robert	The Best of Allegator is 6 days overdue.	1
5	14509003730	Patricia	The Best of Anencephalous is 4 days overdue.	1

b. You can view any invalid messages to see if you want to fix them before sending

Start sending...  Send SMS later 11/May/2023 11:44 AM   All Rows: 10  
Valid Rows: 9  
Invalid Rows: 1

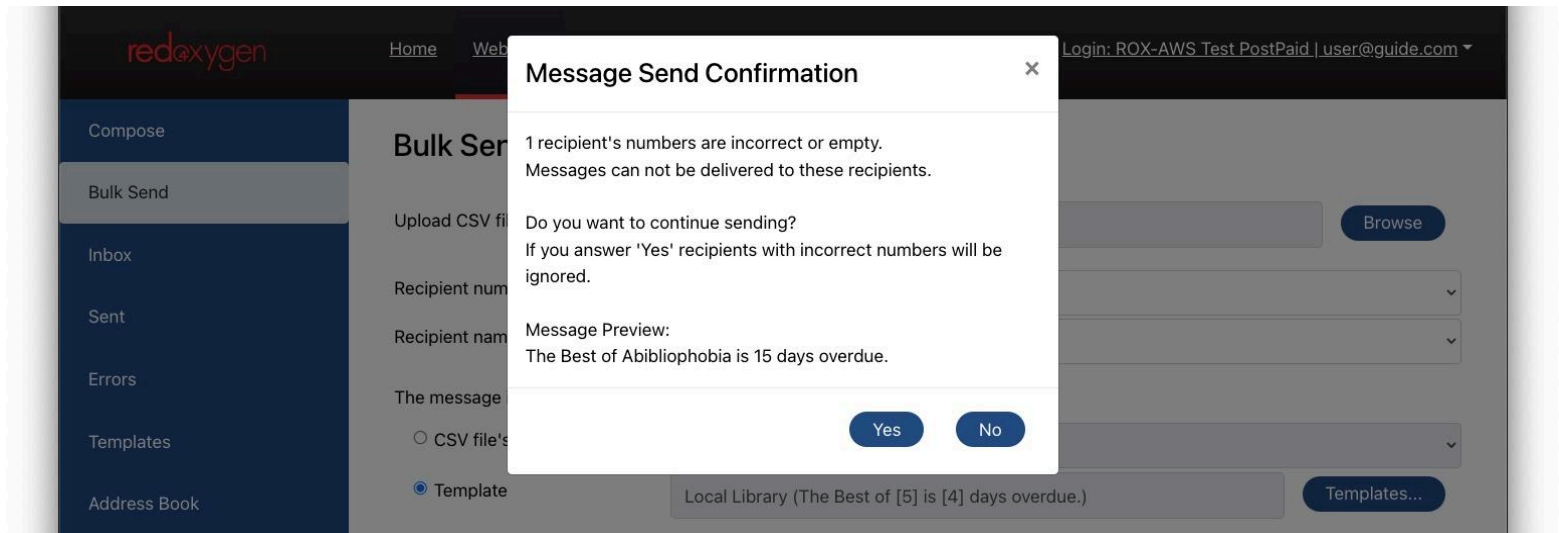
Ignore the header row

#	Recipient number	Recipient name	Message text	Message Parts
3		Mary	LocalLibrary: Your book is 8 days over due. Please return it.	1

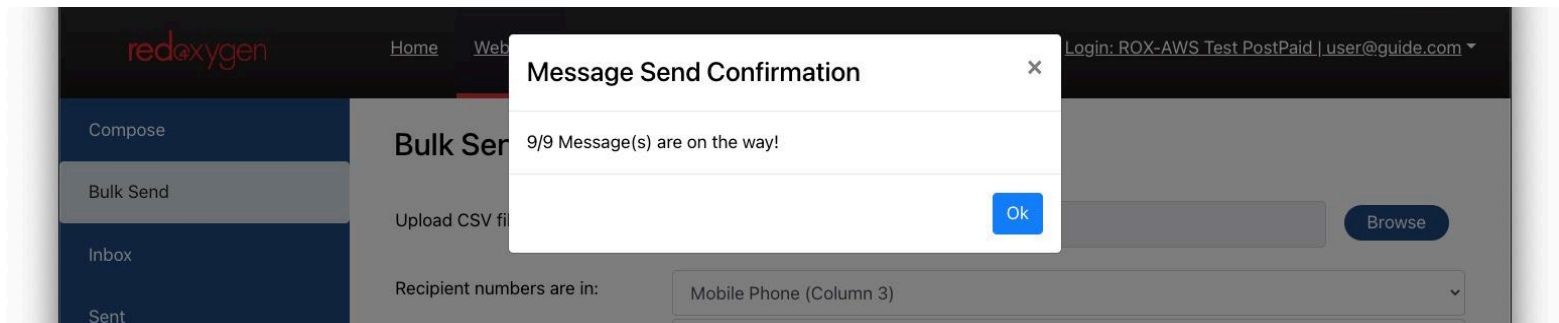
« < 1 > » 10 ▾

8. If all is good, select the **Start Sending** button

9. Approve or cancel send



10. Review the message confirmation box, hit **OK** to send your next message



## How to Format a .csv for Bulk Sending

Your .csv files can be created in any spreadsheet software that can be saved out as a .csv file (e.g., Microsoft Excel, Google Sheets, Numbers, etc.)

- Your files can have headers, but it's not a requirement.
- At minimum, your file should list the mobile phone # and name of the recipients.
- The file can also contain other columns of information that you might want to use to customize your message.
- You can add a message in one of the .csv columns or use a template that you've already saved in 'Templates'.

	A	B	C	D	E	F
1	First	Last	Email	Book title	Fee	Phone
2	Jay	Robin	jrobin@mail.com	The Mockingjay	\$4.00	(123)456-1234
3	Sharon	Smith	ssmith@generic.com	Secrets of Cats	\$2.50	(235)123-1256
4	Jerry	Jackson	jjackson@aohl.com	Jumanji	\$3.00	256-325-7845

## How to Format a Bulk Send Template

Your template corresponds with your spreadsheet.

Each column is counted as a number, e.g., A=1, B=2, F=6, etc.

A placeholder in your template is the column number of the corresponding content surrounded by brackets, e.g., [3], [10] and so on.

### **Example:**

Your spreadsheet may look like this:

	A	B	C	D	E	F	
1	First	Last	Email	Book title	Fee	Phone	
2	Jay	Robin	jrobin@mail.com	The Mockingjay	\$4.00	(123)456-1234	
3	Sharon	Smith	ssmith@generic.com	Secrets of Cats	\$2.50	(235)123-1256	
4	Jerry	Jackson	jjackson@aohl.com	Jumanji	\$3.00	256-325-7845	

### **Your template could read:**

Hello [1] - Please return [4] to your local library and pay the [5] fee.

*(Hello Jay - please return The Mockingjay to your local library and pay the \$4.00 fee.)*

**Reminder:** Templates will be stored, your .csv files will not, but you can use a new .csv file with a stored template.

## Create a Bulk Send Template

If you tend to send the same messages over and over, create a template to save some keystrokes in the future.

All bulk send templates are stored under the template tab (along with templates for individual sends) in the left-hand navigation

If you haven't created a template before starting your bulk send, you can create it while on the bulk send screen.

If you need to edit a template, you'll need to go to the Templates navigation item in the left hand navigation and select the template to edit.

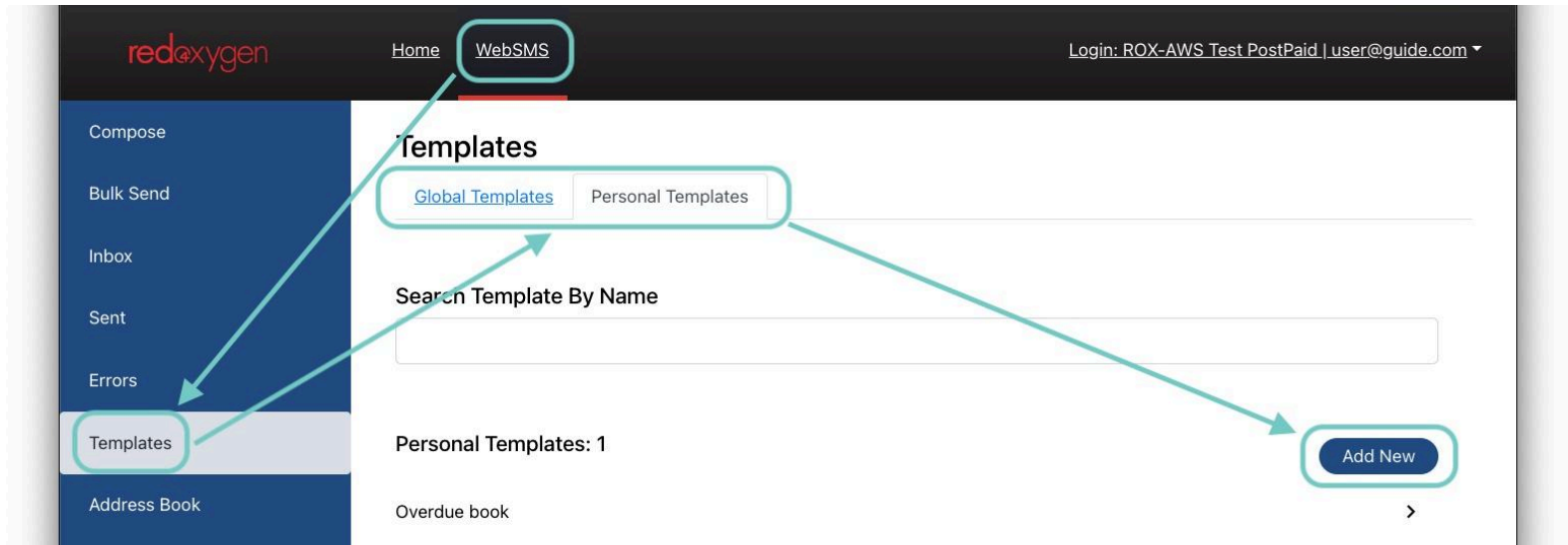
### **There are two types of templates:**

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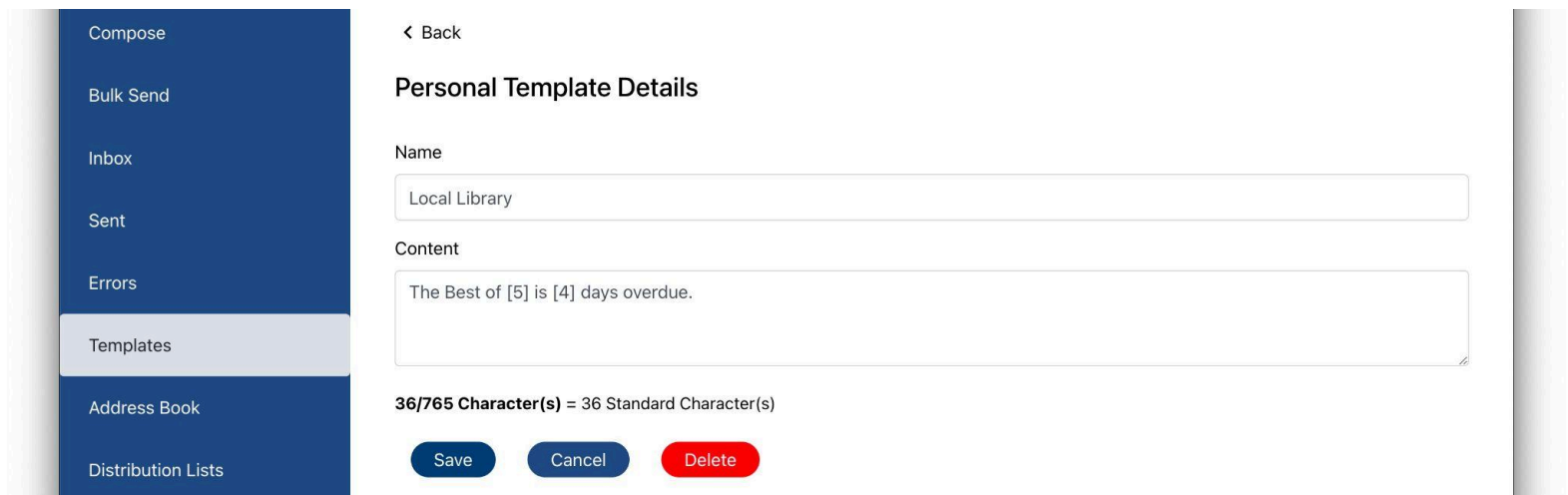
The steps are the same for either type:

7. Select **Templates** in the sidebar navigation
8. Choose if it should be a **Global** or **Personal** contact by selecting the appropriate tab
9. Click on **Add New**



10. Name your template

11. Add the content of your template



12. Hit **Save**

**Reminder:** characters in your template will count toward your total SMS character count

# Tracking Your SMS

## Inbox

- The Inbox is where you'll be able to view all of the SMS replies you've received
- Listed in chronological order you can also search by timeframe or exact date and time
- Select an item from the list to view details on the message initially sent and the reply to that message
- This shows one interaction, if your conversation has more, there will be additional entries for the other replies

Date/Time	From	Message
02-May-2023 9:48:37 AM	13174184665	so now to respond
12-Jan-2023 5:04:33 PM	Alexander Flores	All great men and women begin with a dream of something wonderful ...

## Sent

- The Sent page is where you'll view all of the SMS you've sent (view Inbox for replies to any sent item).
- Listed in chronological order you can also search by timeframe or exact date and time.
- Select an item from the list to view details on the message sent

Date/Time	To	Message	Status
02-May-2023 8:48 AM	13174184665	testing tz from p	Delivered
21-Apr-2023 4:32 PM	Barbara Thomas	this works, right?	Delivered



## Errors

- The Errors page displays a list of SMS you've sent that were errored and why
- Listed in chronological order you can also search by timeframe or exact date and time.
- Select an item from the list to view details on the message

Date/Time	To	Message	Error Status	Error Code	Error Text
21-Apr-2023 4:43:23 ...	hello world	testing dist list on my AU account	FailedDelivery	2015	Invalid TN
21-Apr-2023 4:43:23 ...	one more	testing dist list on my AU account	FailedDelivery	2015	Invalid TN