



Socnet Bulk Messaging

User Guide

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Introduction

This Bulk Messaging Application (“Platform” or “Application” or “System”) enables one to send messages to an International scope of mobile networks. Such messages may be to a single recipient or multiple (bulk) recipients. In this document, we explain the use of the Platform and step-by-step how-to of the same.

There are two ways of accessing the Application:

- i) Using a web browser. It has been built in such a way that will support most of the latest versions of Internet Explorer, Mozilla (and Firefox), Netscape, Opera, Konqueror, Google Chrome, and other browsers. You access (or start) the application by typing the URL (or address) provided on the Socnet Solutions website: <http://www.socnet.co.ug>
This method requires that your browser supports Adobe Flash.
- ii) Using the stand alone Windows Executable. In case your browser does not support Adobe Flash, you’ll be provided with a link from which you can download the Flash Player and another from which you can download a Windows Executable (.exe) version of the application. Download the socnet_sms.exe file provided and save it anywhere on your computer. You can then start the application by double-clicking this file. This version should work with most releases of Windows including but not limited to: Windows 2000, Me, XP, Vista, 7, and 8.

Registration and Logging In

When you start the application, you’ll be presented with a login page as shown in Figure 1.

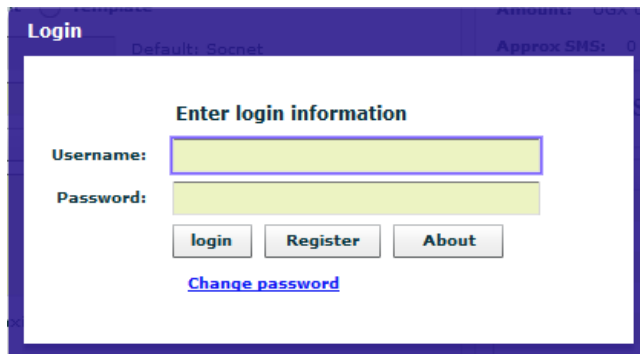


Figure 1: Login page

In order for you to log in and start using the application, you require a username and password. If you do not have these credentials, you may click “Register” and create an account for yourself by filling in the required details. Upon successful registration, you will be in position to use the details to log in to your account. In case you wish to change your login password, use the link “Change password” to do so.

Buying Credit

When you successfully log into the system, you are presented with a screen like in Figure 2. On the right hand side, you have information about your credits. For a newly registered account, this should be 0 (zero). In order to load more credit on your account, either pay in cash at Socnet Solutions’ offices, by cheque, or send mobile money to the mobile number prescribed in the “About” section of the login page

with your username as the REASON for payment. You may also present proof of payment by other means such as transfer or deposit on Socnet Solutions' account. Other payment option will include loading of vouchers as seen on the bottom right corner of Figure 2. Once you load some credit on your account, you are ready to send a message.

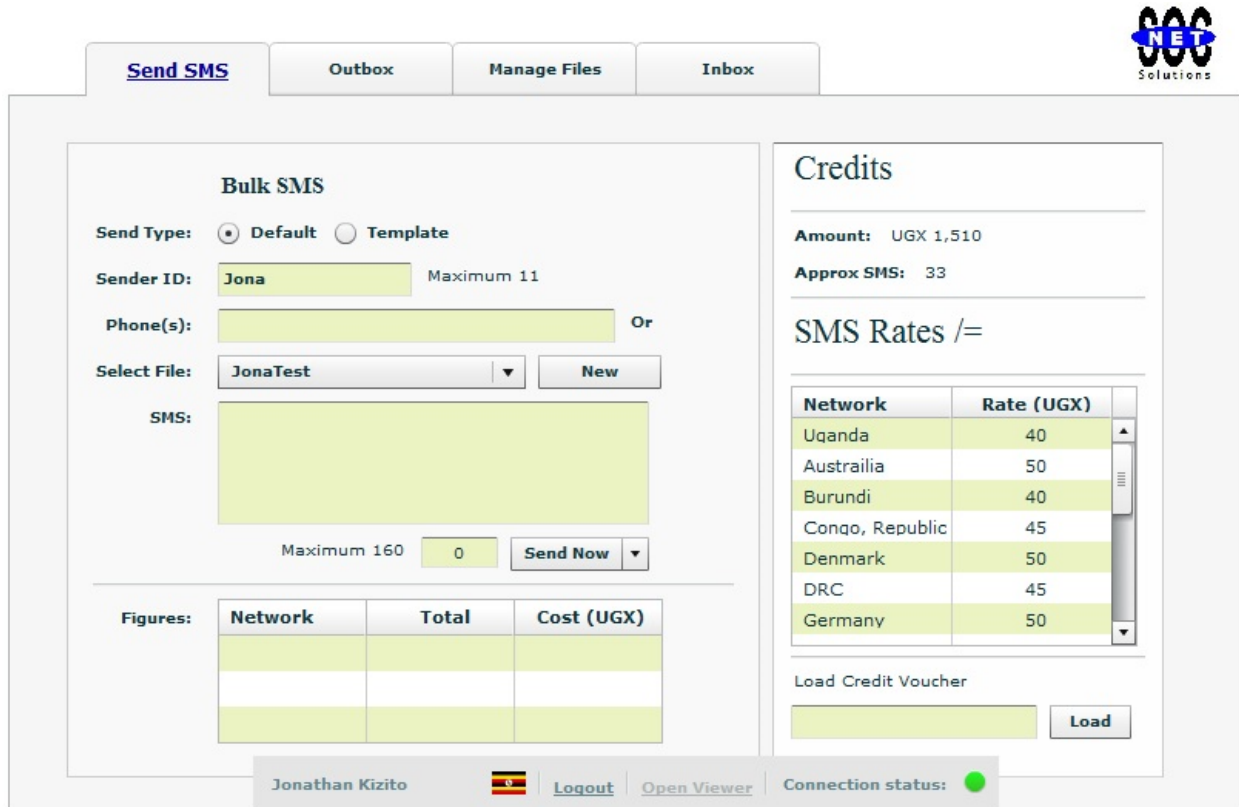


Figure 2: Message sending

Sending Messages

Quick SMS

In order to quickly send a message (probably to one or a few numbers), simply type the destination number(s) besides the "Phone(s)" label, separated by any non-numeric character (comma ",", space " ", dot ".", hyphen "-", ...) preferably a punctuation mark. Then type your message besides the "SMS" label as you watch the counter below not to exceed the maximum allowed. It is also advisable to keep watch of the "Figures" summary to be sure the summary is correct. Click "Send now" to schedule the message for immediate delivery.

The message will be sent and appear to come from the "Sender ID" as shown besides the corresponding label.

New File

Alternatively, you may want to send to a (new) list of numbers that are perhaps copied from another application. In order to do so, click "New" and you'll be presented with a dialog in which you may either type your new numbers or paste from elsewhere. Invalid numbers will be flagged as you type/paste.

Once your new file is free of invalid numbers, the “Add” button will be automatically enabled for you to add the file.

By default, the filename for this new file is “unfiled”. In case you do not expect to refer to this list of numbers again in the future, you may leave it as it is. Otherwise, if you wish to save this file for future reference, change the filename to something of your preference – perhaps a name that you can use to easily remember what kind of phone numbers are saved in that file.

Template

Using the template option, you can send customized messages to a group of numbers. You will be required to upload a tab-delimited text file containing the numbers and any other information that you may wish to include in your message. By “tab-delimited” we mean that the entries on each line are separated by a TAB (not SPACE). A sample template file is as below:

```
256701234567 Michael Kane CUSTID-001 1000
256712345678 Gilberto do Piento CUSTID-002 2000
256752345678 Paul Kay CUSTID-003 3000
256772345678 Foma Kiniaev CUSTID-004 2500
256792345678 Jason Bourne CUSTID-005 1500
254723456789 David Webb CUST-ID006 2500
```

With this sample file, you can then type a message of this nature:

Dear ___ (___), your account balance is: ___.

or

Dear %s (%s), your account balance is: %s.

Each “%s” or three consecutive underscores (___) represent an entry on any given line (except the phone number in the first column). The first %s, refers to the second column, the second to the third, and so forth. That implies that the following messages will be delivered to the corresponding phone numbers:

Number	Message
256701234567	Dear Michael Kane (CUSTID-001), your account balance is: 1000.
256712345678	Dear Gilberto do Piento (CUSTID-002), your account balance is: 2000.
256752345678	Dear Paul Kay (CUSTID-003), your account balance is: 3000.
256772345678	Dear Foma Kiniaev (CUSTID-004), your account balance is: 2500.
256792345678	Dear Jason Bourne (CUSTID-005), your account balance is: 1500.
254723456789	Dear David Webb (CUST-ID006), your account balance is: 2500.

Table 1: Template message sending

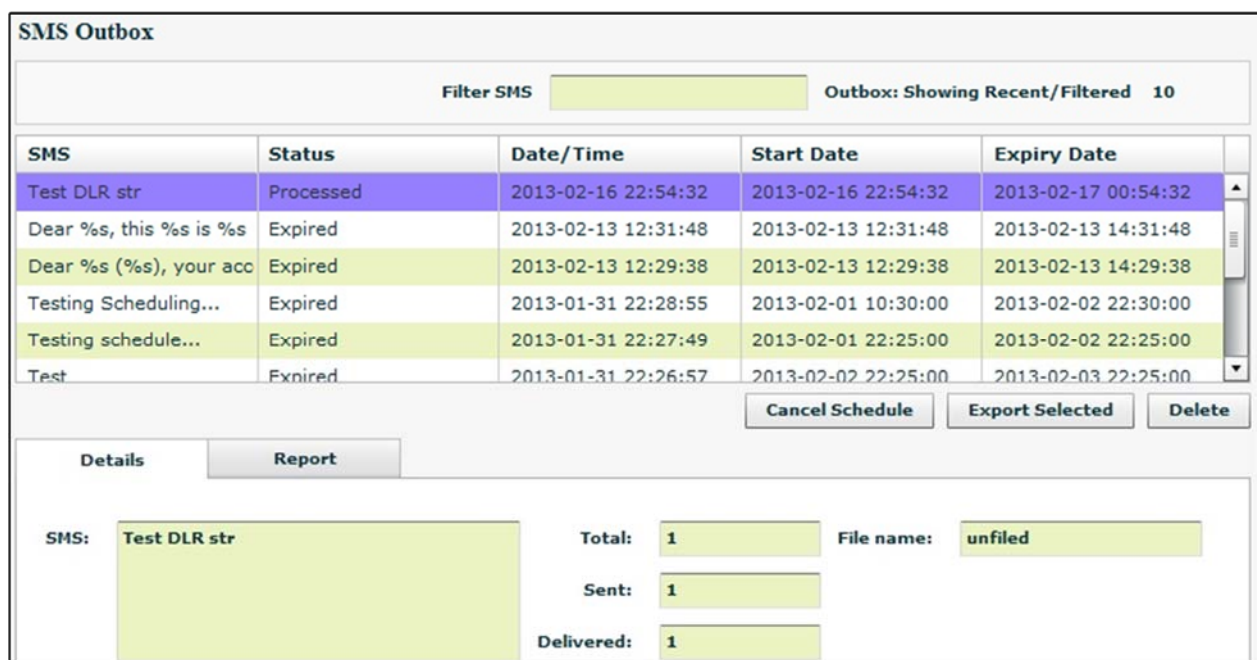
Schedule for later delivery

On the other hand, you may choose schedule your message for delivery at a later date/time, instead of sending it “now”. Irrespective of the method used above to load the numbers, click the down-arrow just next to the “Send Now” button. This will pop-up a dialog with Start Date/Time and Expiry Date/Time. Select the start date/time that you wish your message to be sent and specify the expiry date/time that you would the message to be cancelled automatically if not sent by that time. Then click “Schedule”. Your message will then be scheduled for delivery at the specified “Start Date/Time” and you can monitor its status from the “Outbox” tab of the Platform.

Sent Messages

Under this section, we provide a quick preview of messages sent using your account. Click on the “Outbox” tab to use this feature. By default, the application retrieves a given maximum number of messages sent, from which you can apply a filter using the textbox provided at the top of the outbox tab (see Figure 3). When you select a message from this list, you are able to view details about the message including the *Filename*, the message content itself, the *Total* number scheduled, how many of them were actually *Sent*, and how many of those were actually *Delivered*.

In the event of Failed/Expired/Cancelled messages, your credit is automatically reimbursed on your account. You may also *Delete* these logs or *Export* them to a text file and save the file on your computer. In order to select multiple messages for export, use the Shift/Ctrl keys depending on the desired selection.



The screenshot shows the "SMS Outbox" interface. At the top, there is a "Filter SMS" input field and a status indicator "Outbox: Showing Recent/Filtered 10". Below this is a table with the following columns: SMS, Status, Date/Time, Start Date, and Expiry Date. The table contains several rows of message data. Below the table are three buttons: "Cancel Schedule", "Export Selected", and "Delete". At the bottom, there is a "Details" section with a "Report" tab. The "Details" section shows the selected SMS content, "Test DLR str", and summary statistics: Total: 1, Sent: 1, and Delivered: 1. The "File name" is listed as "unfiled".

SMS	Status	Date/Time	Start Date	Expiry Date
Test DLR str	Processed	2013-02-16 22:54:32	2013-02-16 22:54:32	2013-02-17 00:54:32
Dear %s, this %s is %s	Expired	2013-02-13 12:31:48	2013-02-13 12:31:48	2013-02-13 14:31:48
Dear %s (%s), your acc	Expired	2013-02-13 12:29:38	2013-02-13 12:29:38	2013-02-13 14:29:38
Testing Scheduling...	Expired	2013-01-31 22:28:55	2013-02-01 10:30:00	2013-02-02 22:30:00
Testing schedule...	Expired	2013-01-31 22:27:49	2013-02-01 22:25:00	2013-02-02 22:25:00
Test	Expired	2013-01-31 22:26:57	2013-02-02 22:25:00	2013-02-03 22:25:00

Buttons: Cancel Schedule, Export Selected, Delete

Details: Report

SMS: Test DLR str

Total: 1, Sent: 1, Delivered: 1

File name: unfiled

Figure 3: Outbox

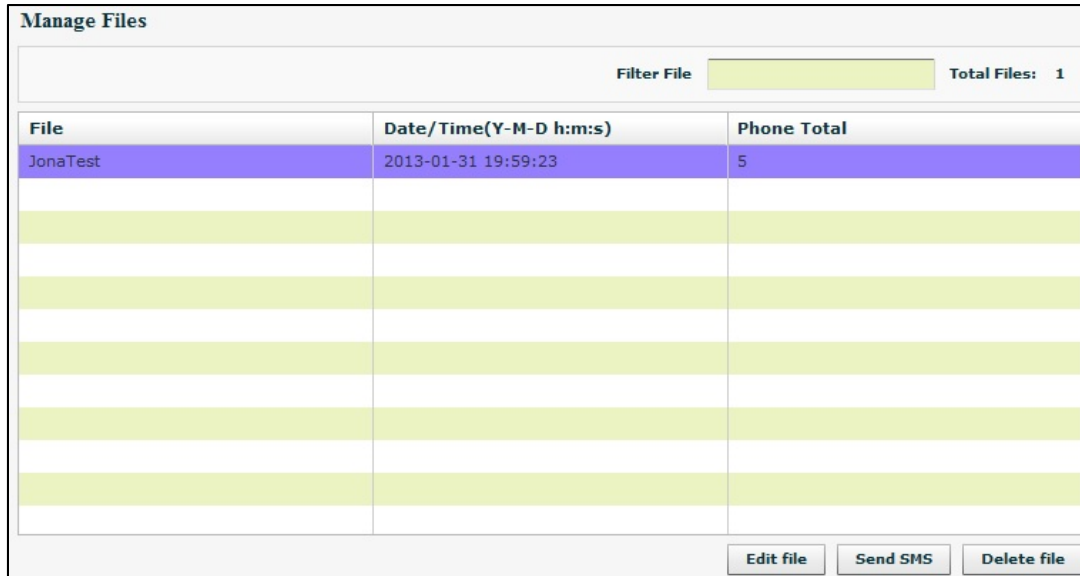
Managing Files

As mentioned before, you can choose to save your files when sending your messages. In this section we discuss the possibility of *Editing* and possibly *Deleting* these files. Click the “Manage Files” tab in order to access this feature. Here you’ll find a list of files that you have saved before (if any), the Date/Time of saving the files, and total number of phone numbers in each files.

To view/edit a list of phone numbers in a given file, select the file and click the “Edit file” button. You’ll be provided with the list of phone numbers. Select a number for deletion or add a new number using the textbox at the bottom and click “Add”. You can search/filter for a certain pattern using the textbox provided at the top of the dialog. Click “Save Changes” when done editing or close the dialog to ignore changes.

To delete a given file, select the file and click the “Delete file” button.

To send a message to a given file, either select the file and click “Send SMS” or click on the “Send SMS” tab (at the top right corner of the Application) and select the file from the list besides the “Select File” label. Make sure *Default* is selected under “Send Type”.



The screenshot shows a web interface titled "Manage Files". At the top right, there is a "Filter File" input field and a "Total Files: 1" label. Below this is a table with three columns: "File", "Date/Time(Y-M-D h:m:s)", and "Phone Total". The first row contains the data "JonaTest", "2013-01-31 19:59:23", and "5". Below the table are three buttons: "Edit file", "Send SMS", and "Delete file".

File	Date/Time(Y-M-D h:m:s)	Phone Total
JonaTest	2013-01-31 19:59:23	5

Figure 4: File management

Inbox

This feature is for future versions of this application

Reports

On addition to the message status view and outbox export features already discussed under Sent Messages, you can also click “Report” and generate a quick report of messages sent and corresponding cost for a given period of time. Specify a start date, end date, and click the “Report” button to generate such a quick report.

More reporting aspects will be discussed with the addition of the Inbox feature.

Logging Out

The “Logout” link at the bottom of the application allows you exit the system safely. This is important to minimize and/or avoid unauthorized access to the application. Note that closing the browser will also terminate your session.