User Manual

Version: 300910

SMS Made Easy

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1 Introduction to Create Text.ie

Welcome to **Create***Text*.ie, the easy, reliable way to send and receive bulk text messages from both your computer and your mobile phone.

This User Manual will take you through all the functionality available to you with **Create***Text*.ie. It will answer any questions you have, and show you how to get the most from **Create***Text*.ie. Our videos will also help you in this regard. All **Create***Text*.ie support material is available in the Support section of **Create***Text*.ie.

We think you will agree that **Create***Text*.ie is very simple and intuitive to use. However, if you require additional email or phone support, one of our team members will be happy to help you. Use the form on the Contact Us page to get in touch with us, or send an email with your query to support@createtext.ie. You can also call us on 01 488 0038

2 Login to your Create Text account

How do I log in to CreateText.ie?

1. Go to <u>www.createtext.ie</u>.

Enter your email address and the password supplied to you. (t createtext.ie

Email Password SIGN IN

2. Click the **SIGN IN** button.

(t createtext.ie

Email	
Password	
SIGN IN	

3 Create Groups

How do I create contact groups on CreateText.ie?

Your contacts probably fall naturally into different groups, departments, classes or teams that you need to stay in touch with. Once you have logged in, you can create those groups according to your needs on CreateText.ie

() coectet et et.

1. Click the **CONTACTS** tab.

	COMPOSE INBOX REMINDERS CONTACTS SENT OPTIONS
	View Contacts Add New Contact Groups Forms Contacts Contacts Settings
	VIEW CONTACTS
	1/1 ALL 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 Search
2. Click Contact Groups.	COMPOSE INBOX REMINDERS CONTACTS SE
	View Contact Contact Web Upload Export Contact Settings
	VIEW CONTACTS
	1/1 ALL A B C D E F G H I J K L M N O P Q R S T U V W J
 Enter the name of your new group. 	COMPOSE INBOX REMINDERS CONTACTS SENT
	View Contacts Add New Contact Contact Groups Web Forms Upload Contacts Export Contacts Contact Settings
	MANAGE CONTACT GROUPS
	Name of New Contact Group Minor Team
	Create Group

Quick Links

•

4.	Click the Create Group button.	COMPOSE	INBO	K	REMINDERS	CONTACTS
		View Add N Contacts Conta	ew Contact ct Groups	Web Forms	Upload Contacts	Export Contact Contacts Settings
		MANAGE CONTA	CT GROUPS			
				Mino Cru	e of New Conta or Tleam eate Group	ct Group
5.	The group Minor Team is now one of your listed groups.	View Add New Contacts	Contact Groups	Web Forms	Upload Contacts	CONTACTS Export Contact Contacts Settings
		MANAGE CONTAC	T GROUPS			
		<u></u>		Name of	f New Contact G	iroup
		Your Contact Grou	DS			
		Group Name	Mbrs	Alias	Edit Delete	Group Name
		Customers	6	888273883	3	First Class
		Minor Team	0	888415597	20	Staff
		delete				

Remember, you can create as many groups as you need. Equally, you can delete groups as you require by clicking the Delete button that appears in the column to the right of the group's name.

4 UploadContacts

How do I add contacts to my CreateText account?

You can choose to upload contacts singly or upload them in larger groups from an Excel or csv file (See step 4.2) - whatever best suits your needs.

4.1 Upload Single Contacts

1. Click the **CONTACTS** tab.

2. Click Add New Contact.

		·······
(t crea	tetext.ie	Quick Links
COMPOSE	INBOX REMINDERS CONTACTS	SENT OPTIONS Balance: 5000 credits
STEP 1. Who To:		
	 Contact Name Contact Group 	
STEP 2. Message Type :	2 Way Message (from:353876173000) O 1 way Message (from:Company	ge Tag) Company Tag :createtext
LOGOUT nppr@clarecoc	co.ie	No
	eotetext.ie	No
	inbox reminders	No Quik
COMPOSE View Contacts Add New Contacts	co.ie Contact Groups Web Contact Groups Contact Contac	No Quid CONTACTS SENT Export Contact Settings
COMPOSE View Contacts	INBOX REMINDERS	No Quid CONTACTS SENT Export Contact Settings
COMPOSE View Contacts 0/0 ALL A B C D	E F G H I J K L M N O P	No Quik CONTACTS SENT Export Contact Settings Q R S T U V W X Y Z
COMPOSE View Contacts 0/0 ALL A B C D First_Name	E F G H I J K L M N O P Last_Name Num	No Quit CONTACTS SENT Export Contact Settings Q R S T U V W X Y Z ber Send Edit

~

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3. Enter the contact's details.

Number	No spaces, with or without international code
First_Name	Add contact's first name
Last_Name	Add contact's last name
Comment	Can be left blank or used for annotation

- 4. If you want your contact to be a member of a group, select the checkbox beside the desired group. Here, we have assigned our contact to the **Staff** group. To create your own group/s, see instructions in Section 3, **Create Groups.**
- 5. Click the **Add Contact** button.

	Numbe	r 0874569999
	First_Name	e Bill
Ŧ	Last_Name	e Clinton
	Commen	t President
	Contact Group	
	Customers	Staff
	Back to	Contacts Add Contact
	Number	0874569999
	First_Name	Bill
	Last_Name	Clinton

Comment President

Back to Contacts

Add Contact

Customers Staff

Contact Groups:

You have now added your contact to your CreateText account.

4.2 Upload Multiple Contacts from an Excel Sheet

Prepare an Excel sheet	Prepare you	our list of contacts in an Excel sheet.				
with your list of contacts.	You can use an Excel 97-2 three colum	the blank template available at www.createtext.ie/support or 2003 worksheet you may have created already. Use at least ns:				
	First Name:	First name of person to be added to the account				
	Last Name:	Last name of the person to be added to the account				
	Number:	With or without the international dialling code				
	When your E identify easi	Excel worksheet is complete, save it in a location that you can ly on your computer.				
	Prepare an Excel sheet with your list of contacts.	Prepare an Excel sheet with your list of contacts. You can use an Excel 97-2 three colum First Name: Last Name: Number: When your B identify easi				

No New Messages LOGOUT I 2. Click the **CONTACTS** tab (t createtext.ie Quick Links INBOX REMINDERS CONTACTS SENT OPTIONS COMPOSE Balance: 5000 c STEP 1. Who To: Contact Name Contact Group STEP 2. O 2 Way Message (from:353876173000)
 O 1 way Message (from:Company Tag)
 Company Tag
 Createtext
 Message Type : LOGOUT | nppr@clarecoco.ie No New Messages 3. Click Upload Contacts (t create text. ie Quick Links COMPOSE INBOX REMINDERS CONTACTS SENT OPTIONS Add New Contact Contact Groups View Contacts Up Cor Contact Settings Export Contacts VIEW CONTACTS 0/0 PER PAGE 25 💌 ALL A B C D E F G I Ј К L М 0 PQRSTUVWXYZ н N search Delete First Name Last_Name Number Send Edit PER PAGE 25 💌 0/0 Add New Contact Upload Contacts View Contacts Contact Groups Web Forms Export Contacts Contact Settings Click the Browse button 4. ings to locate file. You can upload new contacts to your account by clicking Browse in the form below, then selecting the file from your computer File Format The file should be an Excel file, or a text file in CSV (Comma Separated Values) format Once you have uploaded the file to our server, we will take you to the next step in the process, which allows you to map the columns in your file to the relevant contact fields in your address book. So you get to tell us which column contains the process, which contains the person's name etc. Contacts file: Browse... Upload File Uploading your file. More Information. The file you are upbading should contain one row for each person, and can contain up to 20 items of information related to that person. Your contacts can also have up to 20 items stored for them, thought the basic setup is to have a name and number for each person. You can, however, modify your settings to include information that you would like to use later, maybe in a mail merge or similar application. *When uploading an Excel document, your contacts must be located in the first Sheet within the file. TOP OF PAGE



Contact

Groups

5. Click the **Upload File** button.

UPLOAD CONTACTS FROM A FILE

Add New

Contact

Step 1 - Choose your file.

You can upload new contacts to your account by clicking Browse in the form below, then selecting the file from your computer.

Upload

Contacts

File Format

View

Contacts

The file should be an Excel file, or a text file in CSV (Comma Separated Values) format.

Web

Forms

Once you have uploaded the file to our server, we will take you to the next step in the process, which allows you to map the colu relevant contact fields in your address book. So you get to tell us which column contains the phone number, which contains the p



Export

Contacts

Contact

Settings

Uploading your file. More Information.

The file you are uploading should contain one row for each person, and can contain up to 20 items of information related to that pe also have up to 20 items stored for them, thought the basic setup is to have a name and number for each person. You can, howeve to include information that you would like to use later, maybe in a mail merge or similar application.

*When uploading an Excel document, your contacts must be located in the first Sheet within the file.

TOP OF PAGE

6. Match field names and click the **Continue** button.

UPLOAD CONTACTS FROM A FILE

File received ok, checking type. looks like an excel file 5 valid rows uploaded.

Below are some sample rows, taken from your uploaded file at random. You now need to specify whi uploaded corresponds to which of your contact fields. On the right hand side are drop-down boxes where a state of the second sta

Some of the fields in your file may be irrelevant, so select 'ignore' in the drop-down box, and that in us.

If you haven't already done so, you can add custom fields to your contacts information. You may, fo separate fields for First Name, Surname, email address etc. You can define new fields by clicking her this screen and continue uploading your contacts.

Test 1	Test 2	Test 4	First_Name 💌
Last Name 1	Last Name 2	Last Name 4	Last_Name 💌
+353862222527	0866697950	872222527	Number 🗸
		(continue >>

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 Decide if you want to add the new contacts to an existing group and select the appropriate options.

Below is a table, sho	wing the options you	selected ea	rlier, togeth	er with some	sample rows	from your upload	file. Pleas
previous stage, whe	re you can make the r	equired cha	nges.				,g ,ou out.
	1	First_Name T	Fest 2	Test 4	First_Name		
	1	Last_Name I	ast Name 2	Last Name	4 Last_Name		
	1	Number (86669795	872222527	Number		
					Change		
	(OA	dd the new c	ontacts to: C	hoose a Group	*		
	0.0	ut them in a N	EW group, ca	lled:			
Hoload							
Upload							
Upload							

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8. Click Upload.

Below is a table, sho that the mapping sh	wing the options yo own is as required.	u selected e If not, click t	arlier, togeti he 'change'	ner with some link at the bo	sample rows t ttom of the ta	from your able. This
previous stage, when	e you can make the	Eirst Name	Tost 2	Tost 4	First Name	
		Last Name	Last Name	7 Last Name 4	Last Name	
		Number	086669795	0 872222527	Number	
					Change	
The contacts you are up options:	ploading can be added	to an existing	Contact Group), or you can cre	ate a new grou	p for them.
	۲	Don't add the	new contacts	to any group		
	0	Add the new	contacts to: 0	choose a Group	×	

O Put them in a NEW group, called:



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5 Send Messages

5.1 Send a 1-Way Message to a Single Contact

A 1-way message is a message that cannot be replied to. It carries your group/organisation/company tag or identification. Here, we show you how to send a 1-way message to a single contact.

1. Click the **COMPOSE** tab in **Create***Text*.ie.



- 2. In the **STEP 1 Who To**: panel:
 - a) Select Contact
 Name and choose from your list of contacts, or
 - b) type the contact's name and choose from the predictive list that appears, or
 - c) simply enter the contact's number if it's not already in the system.

Send later

🕜 Valid for: 🛛 48 hours 💌 Flash: 🗖 Unicode: 🗖

+ Edit Templates.

MS contacts management

STEP 1. Margaret Minogue, 3. In the **STEP 2 Message** Who To: Type: panel, select 1 Way Message. Contact Name Contact Group I way Message (from:Company Tag) STEP 2. 2 Way Message (from:353877730000) Message Type : STEP 3. 😰 Max message size: 306 306 ters rer 4. Enter a company tag – the COMPOSE INBOX REMINDERS CONTACTS SENT OPTIONS name of your Balance: 27 credits . organisation. This can be STEP 1. Margaret Minogue up to 11 characters in Who To: length. Contact Name Select a Contact Name Contact Group © 2 Way Message (from:353877730000) 1 way Message STEP 2. Company Tag : Acme IT (from:Company Tag) Message Type : 💫 Max message size: 🕳 306 👍 238 characters r STEP 3. 5. In the Step 3 Create Create Message: Message: panel, type the Hi Margaret, are you looking after refreshments for tonight message you want to phone (group text) send. SMS contacts management 🕜 Valid for: 48 hours 💌 Flash: 🔲 Unicode: 🔲 Send later Send Now 🕜 Max message size: 🕳 306 🕂 STEP 3. 241 character 6. To send your message, Create Message: Margaret, are you looking after refreshments for tonight's click the Send Now button. phone (group text) SMS contacts management 🕜 Valid for: 48 hours 💌 Flash: 🔲 Unicode: Send later Send Now



5.2 Send a 1-Way Message to a Group

1. Select the **COMPOSE** tab CONTACTS REMINDERS COMPOSE INBOX in CreateText.ie. In the STEP 1. STEP 1 Who To: panel, Who To: select the Contact Group option. Contact Name Select a Contact Group 💌 Contact Group 2 Way Message STEP 2. 1 way Message 0 Con (from:353877730000) Message Type : (from:Company Tag) STEP 3. 🕜 Max message size: 🕳 306 🛶 306 characters rema Create Message: 2. Select the name of the STEP 1. Who To: group from the list. Contact Name Contact Group STEP 2. 2 Way Message (from:353877730000) 1 way Message Compa (from:Company Tag) Message Type : STEP 3. 🕜 Max message size: 🕳 306 👍 306 characters remainin Create Message: phone (group text) 3. In Step 2: Message Type, STEP 1. Staff(group), Who To: click the 1-Way option. Contact Name • Staff Contact Group 1 way Message
 (from:0) 2 Way Message STEP 2. ٢ (from:353877730000) Company Tag : Sha (from:Company Tag Message Type : STEP 3. 💫 Max message size: 🕳 306 👍 306 characters remaining Templa Create Message: < Temp 4. Insert a Company Tag -COMPOSE INBOX REMINDERS CONTACTS SENT OPTIONS the name of your Balance: 27 credits . organisation. This can be STEP 1. Margaret MinogueStaff(group), Who To: up to 11 characters in length. Contact Name • Staff Contact Group 2 Way Message (from:353877730000) 1 way Message (from:Company Tag) STEP 2. Company (Tag : Acme IT 0 Message Type : 🗿 Max message size: 🕳 306 🚣 STED 3 306 characters remaining

5. In Step 3: Create STEP 3 🕜 Max message size: 🕳 306 👍 ers remaining Tem Create Message: Temp Message, type the Staff meeting this afternoon at 3pm in staffroom. message you want to phone (group text) send. MS contacts management 😮 Valid for: 48 hours 🔻 Flash: 🗖 Unicode: 🗖 + Edit Te Send later Send Now 🕜 Max message size: 🕳 306 🛖 252 char STEP 3. 6. To send your message Create Message: now, click the Send Now Staff meeting this afternoon at 3pm in the staff roon button. phone (group text) SMS contacts management 🕜 Valid for: 48 hours 🔽 Flash: 🗖 Unice Send later Send Now

5.3 Send a 2-Way Message to a Group

A 2-way message is a message to which your contacts *can* reply. This message will not carry your group or company tag. A 2-way message is useful when you need to gather feedack, votes or opinions from your contacts. You will not be charged for their replies.



2.	Select the name of the group from the list.	STEP 1. Who To:	
			 Contact Name Contact Group
		STEP 2. Message Type :	2 Way Message (from:353877730000) 2 Way Message (from:Company Tag) Compa
		STEP 3. Create Message:	😢 Max message size: 🕳 306 💠 🛛 306 characters remainir
		phone (group text)	
3.	In Step 2: Message Type, click the 2-Way option.	COMPOSE	INBOX REMINDERS CONTACT
		STEP 1. Who To:	Staff(group),
			Contact Name Staff Staff
		STEP 2. Message Type	: 2 Way Message 1 way Messa (from:353877730000) 2 (from:Compare
		STED 3	🙆 Max messane size: 🗕 306 🕹 🛛 306 d
4.	In Step 3: Create Message, type the		BOX REMINDERS CONTACTS SENT
	message you want to send, making sure it's	STEP 1. Who To:	Staff(group),
	clear in the text who the message is from.		Contact Name Staff Staff
		STEP 2. Message Type :	② Way Message (from:353877730000) ⑦ 1 way Message (from:Company Tag) Company Tag Company Tag
		STEP 3. Create Message:	Max message size: - 306 + 192 characters remaining company day off next week - would you prefer to take this free day or Eriday? Please wate by taxt rendu
		phone (group text)	uay on monday of muay in lease fore by text reply.
		SMS contacts management	Valid for: 48 hours Flash: Unicode: +
			Send Now
5.	To send your message now, click the Send Now	STEP 3. Create Message:	Max message size: - 306 + 192 characters remaining Company day off next week - would you prefer to take this free day on Monday or Friday? Please vote by text reply.
	button.	SMS contacts management	
			Valid for: 48 hours 💌 Flash: 🔲 Unicode: 🗐
			Send Now

5.4 Send a 1-Way Message to Several Groups

1. Click the **COMPOSE** tab in CONTACTS COMPOSE INBOX REMINDERS CreateText .ie. In the STEP 1. STEP 1 Who To: panel, Who To: select the Contact Group option Contact Name Select a Contact Group 🔻 Contact Group 2 Way Message (from:353877730000) STEP 2. 1 way Message (from:Company Tag) 0 0 Con Message Type : STEP 3. 🕗 Max message size: 🕳 306 👍 306 characters rema Create Message: 2. Select the name of one of STEP 1. Who To: the groups from the list of your contact groups. Contact Name Repeat this step until you Contact Group have selected all the 2 Way Message (from:353877730000) 1 way Message STEP 2. ٢ Compa (from:Company Tag) Message Type : groups you want to 🕜 Max message size: 🕳 306 🛶 306 characters remainin STEP 3. contact. Create Message: phone (group text) 3. The group names you CONTACTS INBOX REMINDERS SENT COMPOSE have selected will appear in the Who To: panel. You STEP 1. Staff(group), Customers(group) can add as many groups Who To: as you need to. Contact Name • Customers Contact Group 1 way Message 2 Way Message (from:353877730000) STEP 2. Sender Tag : 2 (from:Sender Tag) Message Type : 4. In Step 2: Message Type, COMPOSE INBOX REMINDERS CONTACTS SENT click the 1-Way option. STEP 1. Staff(group), Customers(group), Who To: Contact Name Customers • Contact Group © 2 Way Message 1 way Message STEP 2. Sender Tag : 0 (from:353877730000) Message Type : (from:Sender Ta

- 5. Insert a Company Tag the name of your organisation. This up to 11 characters length.
- 6. In Step 3: Create Message, type the message you want send.

7.

insert a Company rag –	COMPOSE	BOX REMINDERS CONTACTS SENT OPTIONS
the name of your		Balance: 20 cred
organisation. This can be	STEP 1. Who To:	Staff(group),Customers(group),
up to 11 characters in		
length.		Contact Name Customers Customers
	STEP 2. Message Type :	○ 2 Way Message (from.353877730000) ② ③ 1 way Message (from.Sender Tag) Sender Tag : Acme Ltd
In Step 3: Create		NBOX REMINDERS CONTACTS SENT OPTIONS
Message, type the	CTED 1	Balance: 20 credit
incode, type the	Who To:	Staff(group), Customers(group),
message you want to		
send		Contact Name
sena.		Contact Group Customers
	STEP 2. Message Type :	C 2 Way Message (from:353877730000) 2 (from:Sender Tag) Sender Tag : Acme Ltd
	STEP 3.	🕜 Max message size: = 306 🚽 260 characters remaining Templates
	Create Message:	Acme Ltd. will close for business August 25th. < Temp
	phone (group text)	
To cond your mossage	COMPOSE	INBOX REMINDERS CONTACTS SENT OPTIONS
TO Seria your message	STEP 1.	Balance: 20 credits .
now to the groups you	Who To:	Gran(group), customers(group),
have selected, click the		
Cand New button		Customers
Send NOW Dutton.		Contact Group
	STEP 2. Message Type :	© 2 Way Message (from:353877730000) @ 1 way Message (from:Sender Tag) Sender Tag : Acme Ltd
	STEP 3.	💡 Max message size: 🗕 306 🚽 260 characters remaining Templates
	create nessage.	Acme Ltd. will close for business August 25th. < Temp
	phone (group text)	
	450	
	SMS contacts management	Valid for: 48 hours - + Edit Tomolator
		Send later

Send Now

Send a 2-Way Message to Several Groups

1. Click the **COMPOSE** tab in CreateText.ie. In the STEP 1 Who To: panel, select the Contact Group option

Who To:	
	Contact Name Contact Group
STEP 2.	2 Way Message 2 1 way Message Con
Message Type :	 (from:353877730000) (from:Company Tag)

STEP 1. Who To:

- Select the name of one of the groups from the list of your contact groups. Repeat this step until you have selected all the groups you want to contact.
- The group names you have selected will appear in the Who To: panel. You can add as many groups as you need to.
- 4. In **Step 2: Message Type**, click the 2-Way option.

 Insert a Company Tag – the name of your organisation. This can be up to 11 characters in length.





5.5 Sending Messages to Groups from your Phone

You can quickly & easily send text messages to your groups from a mobile phone without the need to access to a computer. This is ideal if you need to get in touch with a large number of people quickly. First, authorise your phone in **Create***Text*.ie – you need only do this once



5.5.1 Authorise Your Mobile Phone from Group Texting

1. In the **OPTIONS** tab on INBOX REMINDERS CONTACTS COMPOSE SENT OPTIONS CreateText.ie, click Phone Advanced Settings Phone 2 SMS 2 SMS. PHONE 2 SMS phone (group text) What is Phone 2 SMS ? Phone 2 SMS allows you to send, from your handset, to all members of a Contact Group, without needing to access the Internet. If the Contact Group has a single word name (eg: 'sales' or 'drivers' etc), you simply send a text message from your phone, beginning with GT, followed by the group name. For example, on your phone you type the following message: 2. Enter your number in the **Phone Number to** You currently have 0 mobile numbers setup on your account authorise box and click the Add button. AUTHORISED PHONE NUMBERS No numbers currently authorised Phone Number to authorise: 353 89 9876543 Add

Your mobile phone number has now been authorised.

5.5.2 Sending a group message from your Mobile Phone

- 1. Once you have authorised your mobile phone (see section 5.6), begin your text message with the letters **GT**, followed by the one-word name of your group, e.g. **Staff**.
- 2. Continue by entering your message, for example, " GT Staff Meeting cancelled tomorrow morning (Monday Jan 6) due to flight delays."

In this example, every member of your Staff contact group will receive the message: "Meeting cancelled tomorrow morning (Monday Jan 6) due to flight delays".

3.

5.6 Schedule Messages

With Create Text.ie, you can compose your message now and schedule it to be sent later. This is especially useful if you are sending messages to a different time zone, or if you are simply going to be busy when the message is to be sent.

INBOX REMINDERS CONTACTS

SENT

OPTIONS Balance: 5270 credits

COMPOSE

1. Simply compose your message as normal. How clicki butto later

	However, instead of clicking the Send Now button, select the Send later checkbox.	STEP 1. Who To: STEP 2. Message Type -	Contact Name Contact Group 2 Way Message (rom Search 2 and
		STEP 3. Create Message: phone (group text) SMS contacts management	(IdentSchuld Fug) (IdentSchuld Fug)
2.	On the calendar that appears, select the date and time you would like your message to be sent.	Sen	d later On: Oct ▼ 1 ▼ 2010 at: 14 ▼: 30 ▼ (UTC) Send only once Send every 1 ▼ days ▼ Send
3.	Click the send button. Your message will be saved and then sent at the time and date you specified.	⊘ Sen	d later On: Oct • 1 • 2010 at: 14 • : 30 • (UTC) Send only once Send every 1 • days • Send

5.7 View Send Reports

If you would like to see what messages you have sent and to whom, you can check this easily

- 1 Once you have logged in, click the SENT tab on
- Create Text.ie.



- A table appears giving
 details of the message,
 when it was sent, to whom
 and whether it has been
 delivered. You also have to
 option to delete sent
 messages in the column on
 the right.
- If you'd like to see the
 messages that were sent to

 a specific number, you can
 do this by entering the
 number in the Number: box
 and clicking the search >
 button. The messages sent
 to that number will appear.

\square	COMPOSE	INBOX	REMINDERS CONTACTS
1/1		Number:	search >
	Sent	То	Message
	28/09/2010 10:50	Ryan Mary	The meeting for 12pm has bee
	28/09/2010 10:49	King Jonathan	The meeting for 12pm has bee

1/1		Number:	search >
	Sent	То	Message
	28/09/2010 10:50	Ryan Mary	The meeting for 12pm
	28/09/2010 10:49	King Jonathan	The meeting for 12pm

5.8 Create Templates

If you find that you send the same message regularly, save it as a template.

Step 3: Create Message: Who To:	
Step 5. Create Message.	
 Contact Name Contact Group 	
STEP 2. Message Type : O ² Way Message (from:353877730000) O (from:Sender Tag) Seni	der Tag : OLeary
STEP 3. Create Message:	ining Templates
phone (group text)	templates defined
Valid for: 48 hours Valid for: 48 hours Send later	+ Add Template
Send Now	
2. On the right of this STEP 3. @ Max message size: - 160 + 160 characters remaining	Templates
panel, click +Add	no templates
Template.	defined
all a constant and a	
Valid for: 48 hours V	Add Template
Send later	
Send Now	
3. In the screen that]
appears, type in the Template Name: Weekly Meeting	
in the Template Name: textbox.	
Add Cancel	
4. Enter your template	
Text: textbox. Staff meeting at 3pm on Friday.	
Template Text:	

Click the Add button to 5. add your new template to your list of templates.

6.



7. Once you have added your template, it appears in the Templates section of Step 3: Create Message: on the **COMPOSE** tab. Click the template to select it for use in a text message.

Cancel button.

To change your 8. templates at any time, click +Edit Templates in the Step 3: Create Message: section of the **COMPOSE** tab.

STEP 3. Create Message:	🕜 Max message size: 🗕 160 🕂 🛛 160 characters ren	Templates Weekly Meeting
SMS contacts management	Valid for: 48 hours 💌	+ Edit Templates
STED 2	Send Now	
Create Message:	🕜 max message size: 🗕 100 🗣 — 160 characters re	Weekly Meeting
SMS contacts management	Valid for: 48 hours ▼ Send later Send Now	+ Edit Templates

(createtext.ie

6 Receive Replies

How do I see the replies I receive?

By default, all your replies will be sent to your online **Create***Text*.ie account where you can view them conveniently. You can also select to have replies sent directly to your mobile phone.

6.1 View Replies Online

1.	Once you have logged in to Create<i>Text</i>.ie , click the INBOX tab.	(t createtext.ie
		COMPOSE INBOX REMINDERS CONTACT
2.	All messages you receive are displayed here, most recent first.	COMPOSE INBOX REMINDERS CONTACTS 1/1 Status Received From Message
	messages, forward and delete them here too.	Image: Contract of the section of

6.2 Receive Replies on Your Mobile Phone

In order to receive replies to your mobile phone, you need to set your mobile phone number as the number from which the message originates. You can do this simply.

 Before sending your original message, log in to CreateText.ie and click the OPTIONS tab.

Settings	
en unur bondent to all er	members of a Contact Group, without peopling to an

2. Click the **Phone 2 SMS** tab.

СОМ	POSE	INBO)	C REN	MINDERS	CONTACTS	
My Account	Phone 2 SMS	Incoming Messages	Advanced Settings			
			·· · · · · · · · · · · ·			
PHONE 2	SMS					
	phone (arr	oun text)				
P	phone (gr	Jup text)				
What is P	hone 2 SM	<u>15 ?</u>				
Phone 2	SMS allows	you to send, has a single	from your hand	set, to all mer : 'sales' or 'dri	nbers of a Contact Gro vers' etc), you simply s	up, wi

For example, on your phone you type the following message:

 Scroll down to the Group Text (GT) Message Tagging section.

Group Text (GT) Message Tagging

When a message is sent out using Group Text (GT), you can set the alphanumeric text or 'Tag' fr appear to originate. If the Tag is set, the message is likely to be more intelligible to the recipient recipient will not be able to reply directly to a message which has an alphanumberic tag. Also plea tag may be ignored by operators in some countries, such as the US.

💿 Message	originates	from	one	of our numbers.
○ Message	originates	from	sen	der's number.
OUse Tag:	createtex	đ		
Update Tag	Settings			

Muu

 Select the option Message originates from sender's number and click the Update Tag Settings button.

Group Text (GT) Message Tagging

When a message is sent out using Group Text (GT), you can set the alphanu appear to originate. If the Tag is set, the message is likely to be more intell recipient will not be able to reply directly to a message which has an alphanu tag may be ignored by operators in some countries, such as the US.

	🔘 Message	originates	from	one of our
	💽 Message	originates	from	sender's n
	Ollse Tagi	createtex	t	
<	Update Tag	Settings	>	

You will now see your contacts' replies to your 2-way message on your mobile phone. Replies will also be sent to your online **Create***Text*.ie account.

(createtext.ie

7 Manage Contact Information

In what ways can I tailor my contact information to suit my needs?

With CreateText.ie, you control your contact information.

- You can at all times edit the information you hold on your contact, so that if they change phone number, for example, you can update the information speedily.
- You can include additional information fields so that you can gather even more useful information on your client, for example, their preferences, the number of people in their family whatever you need to know.
- **Create***Text* also makes it easy for you to ensure that when your contacts opt out, they receive no more messages from you.
- In addition, with Create Text.ie, you can export contact information quickly and conveniently.

7.1 Edit Contact Information

 Once you have logged in to CreateText.ie, click the CONTACTS tab. A list of your contacts appears.

view	Add New	Contact	Web	Upload	Export	Contact			
ntacts	Contact	Groups	Forms	Contacts	Contacts	Settings			
w cor	TACTS								
1.0									
171									FLIX FAGE 25
1/1								× - [PERPAGE 25
. A	BCDE	FGH	IJK	LMN	ОРQ	RST	U V W X	Y Z	search
- A First_Na	B C D E	E F G H	I J K lame	L M N	O P Q	RST	U V W X Send	Y Z	Search Delete
L A First_Na Jonatha	B C D E ame	E F G H Last_N King	I J K lame	(L M N Numb 3538	O P Q Der 67777777	RST	UVWX Send	Y Z	Delete
L A First_Na Jonatha Paul	B C D E ame an	E F G H Last_N King Martin	I J K	L M N Numb 3538 3538	O P Q Der 67777777 75555555	r s t	UVWX Send M	YZ	Delete

 Find the contact whose information you want to update, and click the Edit button towards the right-hand side of that row.

			Contact	Export	Upload	Web	Contact	Add New	View
		4	Settings	Contacts	Contacts	Forms	Groups	Contact	ontacts
								NTACTS	EW COM
PER PAGE	PE								1/1
PER PAGE	Pł z	UVWX	R S T	OPQ	LMN	IJK	E F G H	всре	1/1 ILL A
PER PAGE	Pl	U V W X	RST	O P Q	LMN	IJK	E F G H	BCDE	1/I LL A
PER PAGE	Z	U V W X Send	RST	O P Q	L M N	I J K	E F G H	B C D E	1/1 LL A First_Na
PER PAGE	Z	UVWX Send	R S T	O P Q Der 6777777	L M N Numi 3538	I J K lame	E F G H Last_M King	B C D E ame	1/1 LL A First_Na Jonatha
PER PAGE	Pl Z	U V W X Send	RST	O P Q per 67777777 75555555	L M N Numl 3538 3538	I J k	E F G H Last_M King Martin	B C D E ame an	1/1 LL A First_Na Jonatha Paul

3.	On the EDIT A CONTACT	EDIT A CONTA	ст		
	panel that appears, make the necessary changes and click the Update button. Your changes are now saved.			Display Name Number First_Name Last_Name	King Jonathan 35386444444 Jonathan King
				Contact Groups:	Staff
		In/Out	Date		Text

7.2 Assign Contacts to Groups

1. On the **CONTACTS** tab, click **View Contacts** to see your list of contacts.

COMPOSE	INBOX	REMINDERS	s co	NTACTS	SENT	OP	TIONS
View Contacts Contact	Contact V Groups Fi	Web Upload Forms Contacts	Export Contacts	Contact Settings			
EW CONTACTS							
1/1 ALL A B C D	EFGHI	JKLMN	OPQ	RSTUV	w x y	PER P	AGE 25 Search
First_Name	Last_Name	Numb	ber		Send	Edit	Delete
Jonathan	King	3538	67777777			1	0
Paul	Martin	3538	75555555			3	0
	100000000						-

 Click the Edit icon on the same line as the contact you want to edit.

COMPOSE	INBOX		REMINDER	s co	NTACTS		SENT	1	OPTIONS
view Intacts Add New Contact	Contact Groups	Web Forms	Upload Contacts	Export Contacts	Contact Settings				
W CONTACTS									
1/1									PER PAGE 25
1/1 .L A B C D	EFGH	IJК	LMN	O P Q	RSTI	n v m	X Y	z	PER PAGE 25
1/1 L A B C D First_Name	E F G H Last_N	I J K lame	L M N Numl	0 P Q ber	RSTI	y v w	X Y iend	z	PER PAGE 25 search Delete
1/1 L A B C D First_Name Jonathan Paul	E F G H Last_N King Martin	I J K	L M N Numl 3538 3538	O P Q ber 867777777	RSTI	J V W	X Y iend	z	PER PAGE 25 search Delete

3.	In the panel that appears, select the group (or groups) to which you want to assign your contact – in this case, Minor Team . You can assign a contact to as many groups as necessary.	EDIT A CONT	FACT	Display Name King Jonathan Number 353867777777 First_Name Jonathan Last_Name King Comment Contact Groups: Customers Costact Groups: Customers Display Custom
4.	Click the Update button	In/Out EDIT A CONT	Date	Text
	to save your changes.			Display Name King Jonathan Number 353867777777 First_Name Jonathan Last_Name King Comment Contact Groups: Customers Minor Team Staff
		In/Out	Date	Text

7.3 Create Additional Contact Information Fields

 Once you have logged in to CreateText.ie, click the CONTACTS tab. A list of your contacts appears.

Contacts	Add New Contact	Contact Groups	Web Forms	Upload Contacts	Export Contacts	Contact Settings			
VIEW CO	NTACTS								
1/1								PE	RPAGE
								-	
ALL A	BCD	EFGH	IJK	LMN	OPQ	RSTU	V W X Y	z	SE
ALL A First_N	B C D	E F G H	I J K	L M N	O P Q	R S T U	V W X Y Send	Z	De
ALL A First_N Jonath	B C D ame an	E F G H Last_f King	I J K lame	(L M N Numl 3538	O P Q Der 6777777	R S T U	V W X Y Send	Z Edit	De
ALL A First_N Jonath Paul	B C D ame an	E F G H Last_f King Martin	I J K	(L M N Numi 3538 3538	O P Q Der 67777777 75555555	RSTU	V W X Y Send	Z	De

 Click the Contact Settings tab.

Enter the name of the

new contact field you

want to add and click

repeat this step until

you have up to 20

contact fields.

the Add button. You can

3.



7.4 Manage Opt Outs

Any one of your contacts can opt out by using the **STOP** keyword. Once that STOP message has been received, no further messages will be sent to that number. In addition, **Create***Text*.ie prevents you from accidentally uploading opted-out numbers from Excel or CSV files.

To ensure that these **Create***Text*.ie features are enabled, please carry out the following:

- 1. Once you have logged in to CreateText.ie, click the **OPTIONS** tab.
- **Contact Fields** Ref Field Name Display cf_0 Number **~** cf_1 First_Name ~ ~ cf_2 Last_Name cf_3 Comment Update Add a new contact field: Add Display name format: cf_2 cf_1 Modify

2. Choose Advanced Settings from the tabs that appear.

To remove Opt Outs

completely from your

the checkbox beside

Remove Opt Outs

3.



7.5 Prevent Message Duplication

Create*Text*.ie saves you credits when we can. In a situation where, for example, you have three children in a school connected to one contact number, we can ensure that only one message is sent and not three. To enable this functionality, see below:

1.	Once you have logged in to Create<i>Text</i> .ie, click the OPTIONS tab.	COMPOSE INBOX REMINDERS CONTACTS SENT OPTIONS My Account Phone 2 SMS Incoming Messages Advanced Settings Settings My Balance Low Balance Alerts My Password Account History MY BALANCE Balance: 13 credits
2.	Choose Advanced Settings from the tabs that appear.	Account Currency: Credits Country Message Price Country Message Price Afghanistan 1.53 Albania 1.53 Algeria 1.53 Andorra 1.53 Angola 1.53 Anguilla 1.53 Antarctic 1.53 Antarctic 1.53 Avrantina 1.53 4 1.53 COMPOSE INBOX REMINDERS CONTACTS SENT 0 My Phone Incoming Advanced Settings 4 1 0
		ADVANCED SETTINGS Allow Duplicate Contacts - If this box is checked, you can have multiple contacts sharing a phone num example, in schools, it is common for 2 or more siblings to share a common contact number.(ie. a par guardian). If you do not specifically need this feature, it is recommended that you leave it off, as it will accidental duplication in your Address Book. Remove Opt Outs completely - If this box is checked, contacts will be completely removed from your c when they opt out from one of your Contact Groups. The default behaviour is to have this box checked Mark all inbourd messages aread - If this box is checked, inbound messages to your account will be flagged as read. This is usually used if you handle inbound messages by having them forwarded to yo email account, and you don't want to have to read lots of old messages when you visit your Inbox onlii Allow long (concatenated) messages - While the maximum for an SMS text message is 160 character: unicode character set), it is possible for most phones to receive longer messages longer than 160 character way. Note, that this incurs a charge for each component part of the message. A message containing 18 for example, costs 2 message redits to send. Select the maximum message length you want to be at from the list below. Note that the number of character is not simply a multiple of 160, but a little less, concatenation works. 2 messages (306 chars) ▼

 To ensure that multiple contacts sharing one number receive messages only once, tick the Allow Duplicate Contacts checkbox and click the Update button.

My Account	Phone 2 SMS	Incoming Messages	Advanced Settings	d		
ADVANCI	D SETTIN	GS				
	example, guardian) accidental	in schools, it . If you do n l duplication i	: is commo ot specifica n your Ado	on for 2 or more sib ally need this featu dress Book.	lings to share a comm re, it is recommended t	on contact number.(ie. that you leave it off, as
E	Remove (when they	Opt Outs com / opt out fron	n pletely - I n one of yo	It this box is check our Contact Groups	ed, contacts will be com . The default behaviou	pletely removed from y r is to have this box che
E	Mark all in flagged a email acc	bound mess s read. This i ount, and you	a ges as re s usually u u don't war	ad - If this box is o used if you handle nt to have to read l	checked, inbound mess inbound messages by l ots of old messages wh	ages to your account wi having them forwarded hen you visit your Inbox
	Allow long unicode cl concatena way. Note for examp from the	g (concatena haracter set), iting, several , that this inc ple, costs 2 n list below. No	ted) mess it is possi SMS mess turs a char nessage cr	ages - While the m ible for most phone sages. This option ge for each compor redits to send. Sele pumber of charad	aximum for an SMS te es to receive longer me allows you to send mes nent part of the messa- ct the maximum messa- ters is not simply a mul	xt message is 160 char ssages by joining toget sages longer than 160 ge. A message containi age length you want to tinle of 160, hut a little

7.6 Export Contact Information

You can easily extract contact information you hold in your **Create***Text*.ie account to use it for other purposes .

 Once you have logged in to CreateText.ie, click the CONTACTS tab.

view	Add New	Con	ntact	Web		Upload		Export	C	ontact						
ontacts	Contact	Gro	oups	Form	21	Contacts		Contacts	S	ettings	-					
ew co	NTACTS															
4.4																ED DACE DE
1/1															P	PER PAGE 25
1/1 LL A	вср	E F	G H	I I J	к	LMI	N O	ΡQ	R	sт	U	vs w	x	r z	P	PER PAGE 25
1/1 LL A First_N	B C D ame	E F	G F	H I J Name	к	L M I	N O	P Q	R	sт	U	V W	X .	r z	P	PER PAGE 25 search Delete
1/1 LL A First_N Jonath	B C D ame an	E F	G F Last_I King	H I J Name	К	L M 1 Nu 35	N O mber 3867	P Q	R	s T	U	v w	X i end	Y Z	P Edit	PER PAGE 25 search Delete
1/1 LL A First_N Jonath Paul	B C D ame an	E F	G F Last_I King Martin	H I J Name	к	L M I Nu 35 35	N 0 mber 3867	P Q	R	s T	U	v w	X i end	r z	Edit	PER PAGE 25 search Delete

2. Choose **Export Contacts** from the tabs that appear.

View ontacts	Add New Contact	Contact Groups	Web Forms	Upload Contacts	Export Contacts) Co Se	intact ttings						
ew coi	NTACTS												
1/1 ILL A	BCD	EFGH	IJ	K L M N	O P C	RS	т	U V	W	X I	z	PE	R PAGE 25
1/1 ILL A First_N	B C D	E F G H Last_Na	I J ł	K L M N	O P C	RS	т	υv	W	X) end	′ z	Edit	R PAGE 25 searc Delete
1/1 ILL A First_N: Jonath	B C D ame an	E F G H Last_Na King	IJ)	< L M N Num 353	0 P (nber 867777777	RS	т	U V	W Se	× ∖ ≥nd	r z	Edit	R PAGE 25 searc Delete
1/1 ILL A First_N Jonath Paul	B C D ame an	E F G H Last_Na King Martin	I J H	< L M N Num 353 353	O P C nber 86777777 875555555	RS	т	U V	W Se I	X) end	< z	Edit	R PAGE 25 searc Delete

3. To the left of the screen, COMPOSE INBOX REMINDERS CONTACTS select the types of information you want to View Contacts Add New Contact Upload Export Web Contact Settings Contact Groups Forms Contacts Contacts export. EXPORT CONTACTS Select the Contact Information to export Number Select which Contacts to export ALL CONTACTS First_Name V Last_Name 🔲 Comment 4. To the right of the COMPOSE INBOX REMINDERS screen under the heading Select which View Add New Contact Web Upload Export Contact Contacts to export, Contacts Contact Groups Forms Contacts Contacts Settings choose the contact group whose EXPORT CONTACTS information you want to Select the Contact Information to export export. Number Select which Contacts 1 First_Name ALL CONTACTS Last_Name

Comment

5. Click the **export** button

KPORT CONTACTS	
lect the Contact Information to export	
JNumber Select which Contacts to expor	
Last Name	

 Click the Save button onthe dialog box that appears and save the file in a location you can find easily.



8 My Account

8.1 Buy Credit

You can purchase additional credits online using your credit card, or you can contact us directly and ask to be invoiced.

1. Once you have logged in REMINDERS COMPOSE INBOX CONTACTS OPTIONS SENT to CreateText.ie, click the **OPTIONS** tab. My Phone 2 SMS Incoming Advanced Account Messages Settinas My Balance Low Balance Alerts My Password Account History MY BALANCE Balance: 13 credits Account Currency: Credits Message Price Message Price Country Country Afghanistan 1.53 | Albania 1.53 1.53 | Andorra Algeria 1.53 1.53 | Anguilla 1.53 Angola 1.53 | AntiguaBarbuda Antarctic 1.53 Argentina 1.53 | Armenia 1.53 Aruba 1.53 | AscensionIsland 1.53 2. Choose My Account COMPOSE INBOX REMINDERS CONTACTS from the tabs that appear. My Advanced Phone Incoming Account 2 SMS Messages Settings My Balance Low Balance Alerts My Password Account History MY BALANCE Balance: 5269 credits BUY MORE MESSAGES Account Currency: Credits 3. Click the Buy More Μy Phone Advanced Messages button. Incoming Account 2 SMS Messages Settings My Balance Low Balance Alerts My Password Account History MY BALANCE Balance: 5269 credits BUY MORE MESSAGES

 On the panel that appears, select the number of credits you want to buy.

COMPOSE	INBOX	REMINDERS CONTACTS SENT	
MESSAGE BUNDLES			
WEBTEXT 500 500 Messages		3.3 c per msg	
WEBTEXT 1000 1,000 Messages		3.25 c per msg	
WEBTEXT 2500 2,500 Messages		3.2 c per msg	
WEBTEXT 5000 5,000 Messages		3.15 c per msg	
WEBTEXT 10000 10,000 Messages		3 c per msg	
			Proceed t

 Click the Proceed to checkout button and continue to the shopping cart.

COMPOSE	INBOX	REMINDERS	CONTACTS	SENT	OPTIONS	
MESSAGE BUNDLES						
WEBTEXT 500 500 Messages			3.3 0	c per msg	€ 16.50	۲
WEBTEXT 1000 1,000 Messages			3.25 0	c per msg	€ 32.50	0
WEBTEXT 2500 2,500 Messages			3,2 0	c per msg	€ 80,00	0
WEBTEXT 5000 5,000 Messages			3.15 0	c per msg	€ 157,50	0
WEBTEXT 10000 10,000 Messages			3 (c per msg	€ 300.00	0
				Proc	eed to checkout	>

 From the shopping cart, click the **Buy Now** button and add your credit card details to complete your payment.

 Your credit balance will be topped up immediately after you complete the transaction.

YOUR BASKET	
500 Messages	€ 16.50
	TOTAL: € 16.50
	VAT (21%): €3.47
	GRAND TOTAL: € 19.97
Change	
PAYMENT OPTIONS	
	al Buy Now





8.2 Set Low Balance Alert

If you would like to be reminded when your credits are running low, you can set a low balance alert.

1. Once you have logged in to CreateText.ie, click the **OPTIONS** tab.

On the **OPTIONS** tab,

click My Account.

2.

		REMINDERS	CONTACTO	SENT	OPTIONS
					-
My Phone Inv	coming Advanced				
count 2 SMS Me	essages Settings				
Balance Low Balance Alerts	<u>is My Password Ac</u>	count History			
BALANCE					
17					
ance: 13 credits					
count Currenciu Credite					
count Currency: Creaits					
	Country	Message	Country	Message	
		Price		Price	
	Arghanistan	1.53 Alb	ania	1.53	
	Algeria	1.53 And	Iorra	1.53	
	Angola	1.03 Ang 1.53 A-4	jullia ierreDerkude	1.53	
	Antarctic	1.53 And	iguabarbuua Sopis	1.55	
	Argenuna	1.53 Arr	ancionIcland	1.50	
	A L P	1.00 1.60	T-C	1.00	
COMPOSE	INB	iox	REMINDE	RS	CONTACTS
COMPOSE	INB	iox	REMINDE	RS	CONTACTS
			REMINDE	RS	CONTACTS
COMPOSE My Phor Account 2 SM	ne Incomin 15 Message	g Advance Setting:	REMINDE	RS	CONTACTS
My Phor Account 2 SM	INB Incomin Message Balance Alerts	g Advance s Setting My Password	REMINDE ed s	RS (CONTACTS
COMPOSE My Phor Account 2 SM y Balance Low B	ne Incomin 15 Message Balance Alerts (g Advance s Setting: My Password	REMINDE ed s	RS C	CONTACTS
COMPOSE My Phor 2 SM y Balance Low B 14 BALANCE	ne Incomin 15 Message Balance Alerts [g Advance setting My Password	REMINDE	rs (CONTACTS
COMPOSE My Phor 2 SM y Balance Low B IY BALANCE	ne Incomin 15 Message Balance Alerts [g Advance s Setting My Password	REMINDE	rs (CONTACTS
COMPOSE My Phor 2 SM y Balance Low B 14 BALANCE alance: 13 credits	INB	g Advance s Setting My Password	REMINDE	rs (CONTACTS
COMPOSE My Phor 2 SM y Balance Low B 1Y BALANCE alance: 13 credits	INB	g Advance s Setting My Password	REMINDE	rs (CONTACTS
COMPOSE My Phor 2 SM by Balance Low B 14 BALANCE Ialance: 13 credits	INB	g Advance setting: My Password	REMINDE	rs (CONTACTS
COMPOSE My Phor 2 SM y Balance Low B 1Y BALANCE alance: 13 credits account Currency:	INB	g Advance setting My Password	REMINDE ad s Account Histor Messa	rs (CONTACTS
COMPOSE My Phor 2 SM y Balance Low B 1Y BALANCE alance: 13 credits account Currency:	INB Incomin Message Balance Alerts (Credits	g Advance setting My Password	REMINDE ad s Account Histor Messa Pric	rs (Country
My Phor 2 SM y Balance Low B 1Y BALANCE alance: 13 credits account Currency:	INB Incomin Message Balance Alerts [Credits After After	g Advance s Setting My Password Country ghanistan	REMINDE ed s Account Histor Pric	age e 53 Albania	Country
COMPOSE My Phor 2 SM y Balance Low B 1Y BALANCE alance: 13 credits account Currency:	INB Incomin Message Balance Alerts [S Credits Alg	g Advance setting My Password Country ghanistan jeria	REMINDE ed s Account Histor Pric 1 1	29e e .53 Albania .53 Andorr	CONTACTS Country
COMPOSE My Phor 2 SM by Balance Low B 1Y BALANCE Islance: 13 credits	ne Incomin Message Balance Alerts [Credits Credits	g Advance setting: My Password Country ghanistan jeria gola	REMINDE ed s Account Histor Pric	299 2013 Albania .53 Albania .53 Andorr .53 Anguil	Country Country a a a a Purbuda
COMPOSE My Phor 2 SM by Balance Low B 1Y BALANCE Ialance: 13 credits	ne Incomin Message Balance Alerts I Credits Credits Alç An An	g Advance s Setting My Password Country ghanistan geria gola tarctic apotin a	REMINDE	22 29 29 20 20 20 20 20 20 20 20 20 20	Contacts Country a a a a a abarbuda
COMPOSE My Phor 2 SM by Balance Low B 17 BALANCE talance: 13 credits	INB Incomin Message Balance Alerts	g Advance setting Mv Password Country ghanistan geria gola tarctic gentina uha	REMINDE ed s Account Histor Pric 1 1 1 1 1	age .53 Albania .53 Andorr .53 Andur .53 Antigu .53 Armon	Country a a aBarbuda ia ionIsland

3. On the My Account tab, COMPOSE INBOX REMINDERS CONTACT click Low Balance Alerts. My Phone 2 SMS Incoming Advanced Account Messages Settings My Balance Low Balance Alerts My Password Account History MY BALANCE Balance: 13 credits Account Currency: Credits Message | Country Country Price Afghanistan 1.53 | Albania Algeria 1.53 | Andorra 1.53 | Anguilla Angola 1.53 | AntiguaBarbuda Antarctic Argentina 1.53 | Armenia Aruba 1.53 | AscensionIsland 10.00 41 E 6 1 W 4. On the screen that COMPOSE INBOX REMINDERS CONTACTS SENT OPTIONS appears, click the SET **BALANCE ALERT** button. My Account Advanced Settings Incoming Messages Phone 2 SMS My Balance Low Balance Alerts My Password Account History LOW BALANCE ALERTS We will alert you when your remaining message balance falls below a certain SET BALANCE ALERT

amount. No Alerts set

5. On the LOW BALANCE ALERT PANEL, set the credit level at which you would like to be reminded. Then choose to have an email reminder, a text reminder or both sent to you by ticking the relevant checkboxes. Here, you can also edit the email address or phone number the reminder is to be sent to.

My Account	Phone 2 SMS	Incoming Messages	Advanced Settings					
My Balance	Low Balance	Alerts My P	assword Ac	count History				
LOW BAL	LOW BALANCE ALERTS							
Resource id	#37							
We will aler amount.	t you when y	our remainin	g message l	palance falls below a certain				
No Alerts set								
	When th	ne account ba	alance drops	ta 10 💌 :				
	Ema	ail to : test@	domain.com					
	SMS	ito : 35398	72222222					
		Add	this Alert					

6. Click the **Add this Alert** button.

My Account	Phone 2 SMS	Incoming Messages	Advanced Settings					
My Balance	Low Balance	Alerts My F	Password Ac	count History				
LOW BAL	LOW BALANCE ALERTS							
Resource id	#37							
We will aler amount.	t you when y	our remainin	ig message t	palance falls b	elow a certain			
No Alerts set								
	When th	ne account b	alance drops	to 10 💌:				
	💌 Ema	ail to : test@	domain.com					
	SMS	ito : 35398	372222222					
		Add	d this Alert	>				

You have now set up your low balance alert. You will recieve an email and/or a text message once your credits have reached the level you selected.

8.3 Change Your Password

It is good practice to change your password occasionally for security reasons. Make sure it is memorable – a combination of letters and numbers is always a good idea. You can change your password easily by taking the following steps:

 Once you have logged in to CreateText.ie, click the OPTIONS tab.

COMP	OSE	INBOX	REMINDERS	CONTACTS	SENT	OPTIONS
						and the second second
My Account	Phone 2 SMS	Incoming Advanced Messages Settings	1			
Iv Balance	Low Balance	e Alerts My Password	Account History			
Y BALAN	ICE					
Balance: 1.3	credits					
Balance: 13	credits					
Balance: <mark>1</mark> 3	credits					
Balance: 1 3 Account Cu	credits	dits				
Balance: 1 3 Account Cu	credits	dits				
Balance: 13 Account Cu	credits rrency: Cre	dits	Message ,		Message	
Balance: 13 Account Cu	credits	dits Count ry	Message Price	Country	Message Price	
Balance: 13 Account Cu	l credits rrency: Cre∘	dits Country Afghanistan	Message Price 1.53 Albani	Country	Message Price 1.53	
Balance: 13 Account Cu	l credits rrency: Cre	dits Country Afghanistan Algeria	Message Price 1.53 Albani 1.53 Andor	Country a ra	Message Price 1.53 1.53	
Balance: 13 Account Cu	€credits rrency: Cre	dits Country Afghanistan Algeria Angola	Message Price 1.53 Albani 1.53 Andor 1.53 Anguil	Country a ra la	Message Price 1.53 1.53 1.53	
Balance: 13 Account Cu	Credits	dits Country Afghanistan Algeria Angola Antarctic	Message Price 1.53 Albani 1.53 Andon 1.53 Antigui 1.53 Antigui	Country a ra la aBarbuda	Message Price 1.53 1.53 1.53 1.53	
Balance: 13 Account Cu	} credits	dits Country Afghanistan Algeria Angola Antarctic Argentina	Message Price 1.53 Albani 1.53 Andor 1.53 Antigu 1.53 Artigu 1.53 Artigu	Country a ra la a8arbuda ia	Message Price 1.53 1.53 1.53 1.53 1.53	
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 On the OPTIONS tab, click My Account.

Account 2 SMS	Messages Settings	count History			
MY BALANCE					
Balance: 13 credits					
Account Currencus Cree	lite				
Account contents, cree	Country	Message Price	Country	Message Price	
	Afghanistan	1.53 Albania		1.53	
	Algeria	1.53 Andorra		1.53	
	Angola	1.53 Anguilla		1.53	
	Antarctic	1.53 AntiguaB	arbuda	1.53	
	Argentina	1.53 Armenia		1.53	
	Aruba	1.53 Ascensio	nIsland	1.53	
	Aruba	1.53 Ascensio	nIsland	1.53	

3. On the My Account tab, click **My Password.**



 On the MY PASSWORD panel that appears, enter your current password and your new password. Confirm your new password by typing it in again.

My Account	Phone 2 SMS	Incoming Messages	Advanced Settings	
My Balance	Low Balance	<u>Alerts</u> My P	assword Ac	count History
Change p	assword			
To change	your passwor	d, please fill	in this form	
			Your	urrent password:
			You	Jr new Password:
			Confir	m new password:
				Change Password

5. Click the **Change Password** button.

My Account	Phone 2 SMS	Incoming Messages	Advanced Settings
My Balance	Low Balance	<u>Alerts</u> My P	Password Account History
Change p	assword		
To change	your passwor	d, please fill	l in this form:
			Your current password:
			Your new Password:
			Confirm new password:
			Change Password

Your password has now been changed. Use your new password to access your **Create***Text*.ie account from now on.

8.4 Reset Your Password

If you have forgotten your password, you can easily reset it from the CreatText.ie hompage.

 Once you are on the CreateText.ie hompage, click the Reset Password link located to the right of the top navigation.



2. An pop box will appear with the option option to enter your email address.



3 Click **Submit** to reset your existing password.





8.5 Credit Purchase History

Your purchase history is always available to you online at **Create***Text*.ie. You can download this information easily and conveniently.

1.	Once you have logged in to Create <i>Text</i> .ie, click the OPTIONS tab.	COMPOSE INBOX REMINDERS CONTACTS					
		My Account My Balance	Phone 2 SMS Low Balance	Incoming Messages Alerts My F	Advanced Settings Password Accou	int History	
		MY BALANCE					
		Balance: 52	69 credits MESSAGES]			
2.	On the OPTIONS tab, click My Account .	COMPOSE INBOX REMINDERS CONTACTS					
		My Account My Balance	Phone 2 SMS Low Balance	Incoming Messages Alerts <u>My Pa</u>	Advanced Settings ssword <u>Account</u>	<u>History</u>	
		MY BALANCE					
		Balance: 52 BUY MORE M	69 credits				

This document as well as other support material is also available for download from: www.CreateText.ie/support