

# User Manual

Version: 300910

**SMS Made Easy**

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## 1 Introduction to CreateText.ie

Welcome to CreateText.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 CreateText.ie. It will answer any questions you have, and show you how to get the most from CreateText.ie. Our videos will also help you in this regard. All CreateText.ie support material is available in the Support section of CreateText.ie.

We think you will agree that CreateText.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](mailto: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 [www.createtext.ie](http://www.createtext.ie).

Enter your email address and the password supplied to you.

A screenshot of the login form. It contains two input fields: 'Email' and 'Password'. A red oval highlights both input fields. Below the fields is a green 'SIGN IN' button.

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

A screenshot of the login form. It contains two input fields: 'Email' and 'Password'. Below the fields is a green 'SIGN IN' button. A red oval highlights the 'SIGN IN' button.

### 3 Create Groups

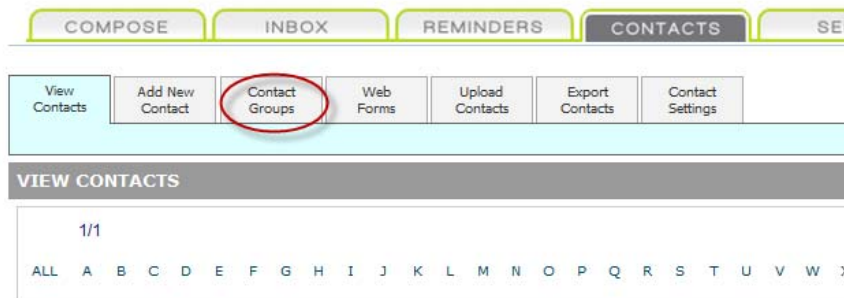
#### How do I create contact groups on CreateText.ie?

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

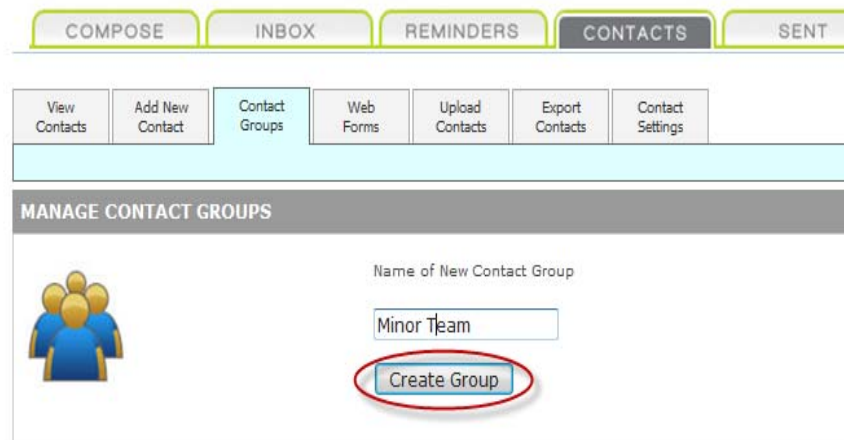
1. Click the **CONTACTS** tab.



2. Click **Contact Groups**.



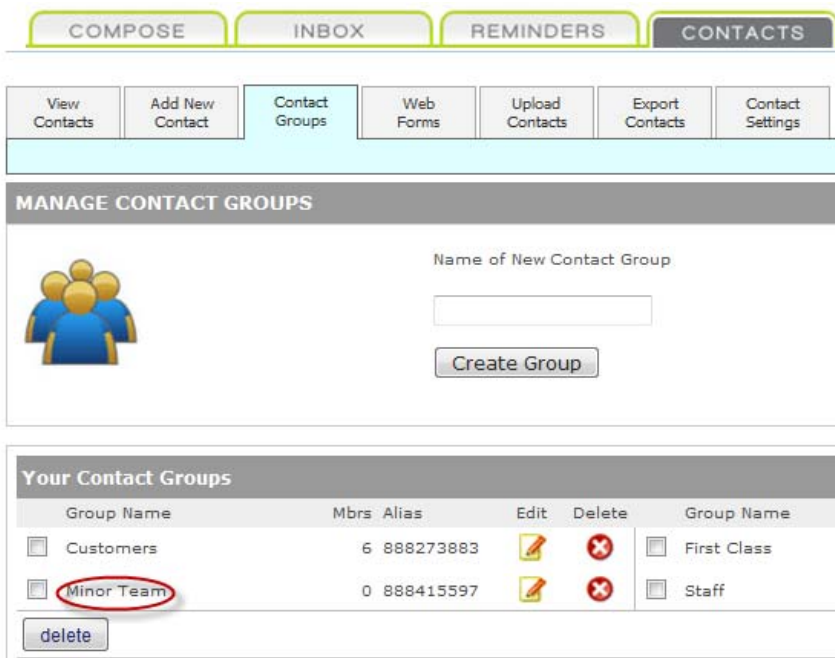
3. Enter the name of your new group.



- Click the **Create Group** button.



- The group **Minor Team** is now one of your listed groups.



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?

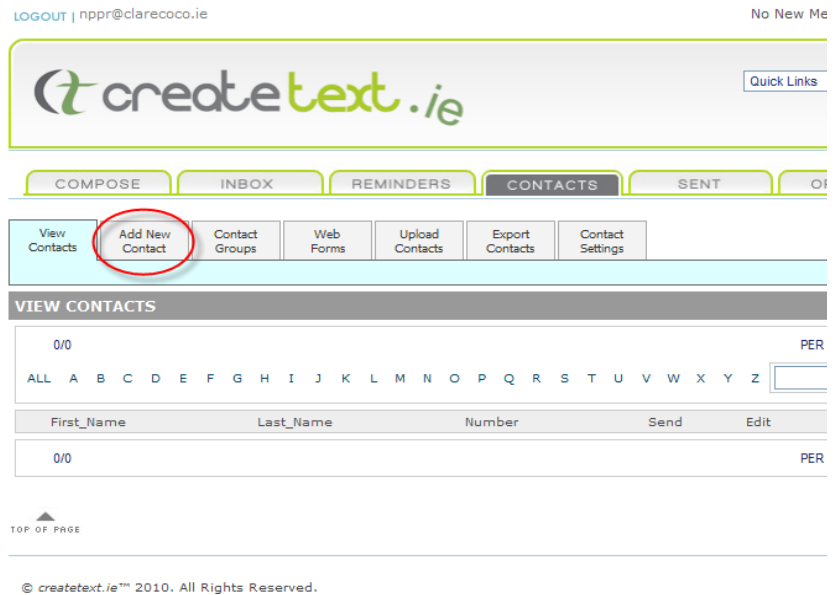
You can choose to upload contacts singly or upload them in larger groups from an Excel or csv file (See step 4.2) – whatever best suits your needs.

#### 4.1 Upload Single Contacts

1. Click the **CONTACTS** tab.



2. Click **Add New Contact**.



3. Enter the contact's details.

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



- 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**.

A screenshot of a web form for adding a contact. On the left is a blue person icon with a white plus sign. The form fields are: Number (0874569999), First\_Name (Bill), Last\_Name (Clinton), and Comment (President). Under 'Contact Groups:', there are two checkboxes: 'Customers' (unchecked) and 'Staff' (checked). A red circle highlights the 'Staff' checkbox. At the bottom are 'Back to Contacts' and 'Add Contact' buttons.

- Click the **Add Contact** button.

A second screenshot of the same contact form. In this view, the 'Add Contact' button at the bottom right is circled in red, indicating it should be clicked.

You have now added your contact to your CreateText account.

## 4.2 Upload Multiple Contacts from an Excel Sheet

- Prepare an Excel sheet with your list of contacts.

Prepare your list of contacts in an Excel sheet.

You can use the blank template available at [www.createtext.ie/support](http://www.createtext.ie/support) or an Excel 97-2003 worksheet you may have created already. Use at least three columns:

**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 Excel worksheet is complete, save it in a location that you can identify easily on your computer.

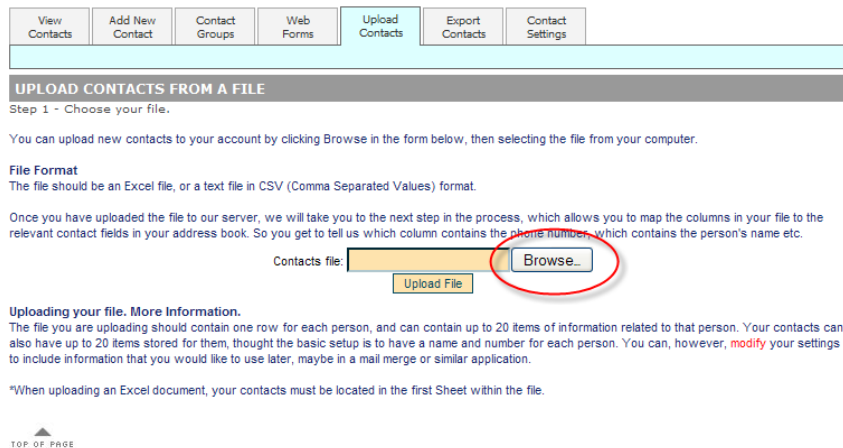
2. Click the **CONTACTS** tab



3. Click **Upload Contacts**



4. Click the **Browse** button to locate file.



- Click the **Upload File** button.

View Contacts
Add New Contact
Contact Groups
Web Forms
Upload Contacts
Export Contacts
Contact Settings

UPLOAD CONTACTS FROM A FILE

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.

**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 relevant contact fields in your address book. So you get to tell us which column contains the phone number, which contains the p

Contacts file:

**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, though the basic setup is to have a name and number for each person. You can, however, 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

- 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 w labels. You use the drop-down box to tell us which field is the person's name, which is their phone n

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 ▾
			<input type="button" value="continue &gt;&gt;"/>

▲  
TOP OF PAGE

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

COMPOSE INBOX REMINDERS **CONTACTS** SENT OPTION

Below is a table, showing the options you selected earlier, together with some sample rows from your upload file. Please ensure that the mapping shown is as required. If not, click the 'change' link at the bottom of the table. This will bring you back to the previous stage, where you can make the required changes.

First_Name	Test 2	Test 4	First_Name
Last_Name	Last Name 2	Last Name 4	Last_Name
Number	0866697950	872222527	Number
<a href="#">Change...</a>			

The contacts you are uploading can be added to an existing Contact Group, or you can create a new group for them. Please choose from these options:

- Don't add the new contacts to any group
- Add the new contacts to: Choose a Group
- Put them in a NEW group, called:

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- Click **Upload**.

COMPOSE INBOX REMINDERS **CONTACTS** SENT

Below is a table, showing the options you selected earlier, together with some sample rows from your upload file. Please ensure that the mapping shown is as required. If not, click the 'change' link at the bottom of the table. This will bring you back to the previous stage, where you can make the required changes.

First_Name	Test 2	Test 4	First_Name
Last_Name	Last Name 2	Last Name 4	Last_Name
Number	0866697950	872222527	Number
<a href="#">Change...</a>			

The contacts you are uploading can be added to an existing Contact Group, or you can create a new group for them. Please choose from these options:

- Don't add the new contacts to any group
- Add the new contacts to: Choose a Group
- Put them in a NEW group, called:

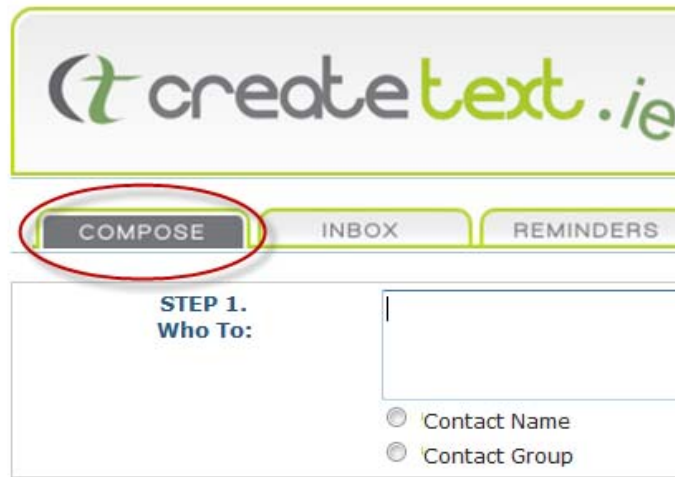
[TOP OF PAGE](#)

## 5 Send Messages

### 5.1 Send a 1-Way Message to a Single Contact

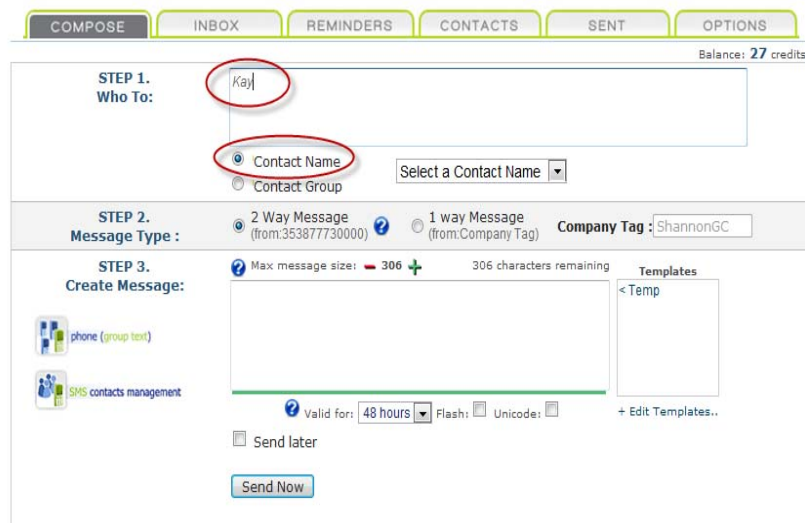
A 1-way message is a message that cannot be replied to. It carries your group/organisation/company tag or identification. Here, we show you how to send a 1-way message to a single contact.

1. Click the **COMPOSE** tab in CreateText.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.



- In the **STEP 2 Message Type:** panel, select **1 Way Message**.

- Enter a company tag – the name of your organisation. This can be up to 11 characters in length.

- In the **Step 3 Create Message:** panel, type the message you want to send.

- To send your message, click the **Send Now** button.

## 5.2 Send a 1-Way Message to a Group

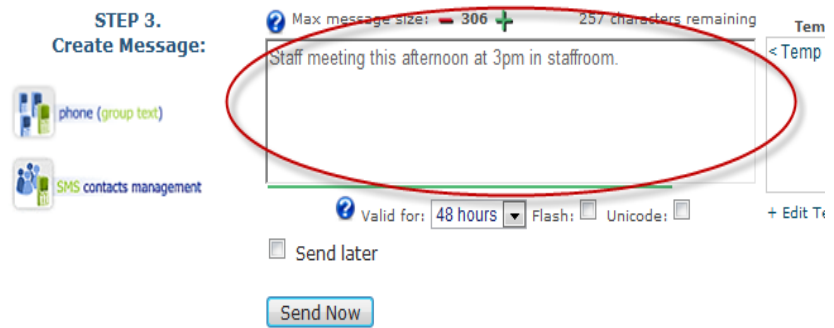
1. Select the **COMPOSE** tab in **CreateText.ie**. In the **STEP 1 Who To:** panel, select the **Contact Group** option.

2. Select the name of the group from the list.

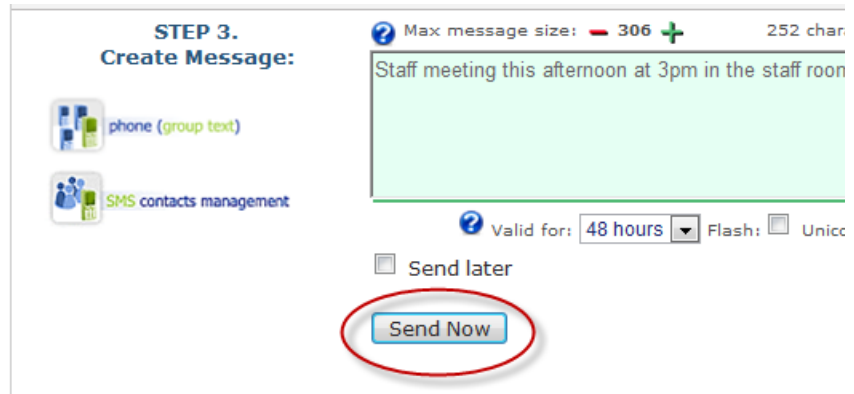
3. In **Step 2: Message Type**, click the 1-Way option.

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

- In **Step 3: Create Message**, type the message you want to send.



- To send your message now, click the **Send Now** button.



### 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 feedback, votes or opinions from your contacts. You will not be charged for their replies.

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





- Select the name of the group from the list.

**STEP 1. Who To:**

Contact Name

Contact Group

Select a Contact Group

- In **Step 2: Message Type**, click the 2-Way option.

**STEP 2. Message Type :**

2 Way Message (from:353877730000)

1 way Message (from:Company Tag)

- In **Step 3: Create Message**, type the message you want to send, making sure it's clear in the text who the message is from.

**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.

Valid for: 48 hours Flash: Unicode:

Send later

- To send your message now, click the **Send Now** button.

**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.

Valid for: 48 hours Flash: Unicode:

Send later

## 5.4 Send a 1-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

2. 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.

3. 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 1-Way option.

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

The screenshot shows the 'COMPOSE' tab with a balance of 20 credits. In Step 1, 'Who To:', the 'Contact Group' option is selected with 'Customers' in the dropdown. In Step 2, 'Message Type:', the '1 way Message (from:Sender Tag)' option is selected, and the 'Sender Tag' field contains 'Acme Ltd', which is circled in red.

6. In **Step 3: Create Message**, type the message you want to send.

The screenshot shows Step 3, 'Create Message:'. The message text 'Acme Ltd. will close for business August 25th.' is entered in the text area and circled in red. The 'Max message size' is 306 characters, with 260 characters remaining. A 'Send Now' button is visible at the bottom.

7. To send your message now to the groups you have selected, click the **Send Now** button.

The screenshot shows the 'Send Now' button circled in red at the bottom of the 'Create Message' section. Other options like 'Send later' and 'Valid for: 48 hours' are also visible.

### 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

The screenshot shows Step 1, 'Who To:'. The 'Contact Group' option is selected and circled in red, with 'Select a Contact Group' in the dropdown menu.

2. 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 screenshot shows the 'STEP 1. Who To:' section. There are two radio buttons: 'Contact Name' and 'Contact Group'. The 'Contact Group' option is selected. A dropdown menu is open, showing 'Select a Contact Group'. Below this, the 'STEP 2. Message Type:' section shows '2 Way Message (from:353877730000)' selected over '1 way Message (from:Company Tag)'. The 'STEP 3. Create Message:' section shows a character count: 'Max message size: 306 + 306 characters remainir'.

3. The group names you have selected will appear in the **Who To:** panel. You can add as many groups as you need to.

The screenshot shows the 'STEP 1. Who To:' panel. The text 'Staff(group),Customers(group),' is entered in the 'Who To:' field. Below, the 'Contact Group' dropdown is set to 'Customers'. The 'STEP 2. Message Type:' section shows '1 way Message (from:Sender Tag)' selected over '2 Way Message (from:353877730000)'. The 'Sender Tag' field is empty.

4. In **Step 2: Message Type**, click the 2-Way option.

The screenshot shows the 'STEP 2. Message Type:' section. The '2 Way Message (from:353877730000)' option is selected and circled in red. The '1 way Message (from:Sender Tag)' option is unselected. The 'STEP 1. Who To:' panel above shows the same group names as in the previous screenshot.

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

The screenshot shows the 'STEP 2. Message Type:' section. The '2 Way Message (from:353877730000)' option is selected. The 'Sender Tag' field is now populated with 'Acme Ltd' and is circled in red. The 'STEP 1. Who To:' panel above shows the same group names. A 'Balance: 20 credits' indicator is visible at the top right.

- In **Step 3: Create Message**, type the message you want to send.

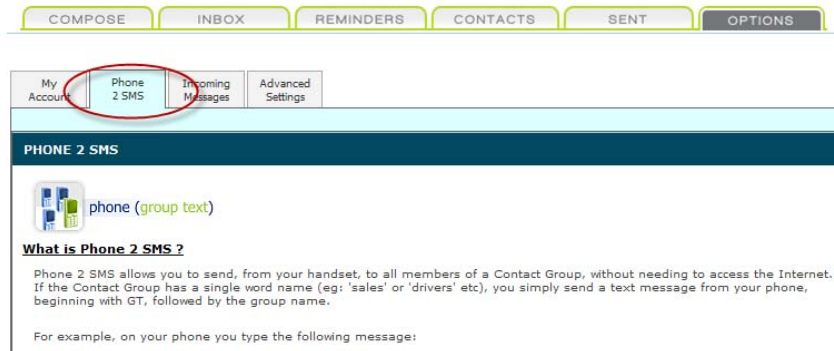
- To send your message now, click the **Send Now** button.

### 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 CreateText.ie – you need only do this once

## 5.5.1 Authorise Your Mobile Phone from Group Texting

1. In the **OPTIONS** tab on **CreateText.ie**, click **Phone 2 SMS**.



2. Enter your number in the **Phone Number to authorise** box and click the **Add** button.



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 **CreateText**.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.

1. Simply compose your message as normal. However, instead of clicking the **Send Now** button, select the **Send later** checkbox.

The screenshot shows the 'COMPOSE' tab in the CreateText.ie interface. It is divided into three steps:
 

- STEP 1. Who To:** Includes fields for 'Contact Name' and 'Contact Group'.
- STEP 2. Message Type:** Offers '2 Way Message' and '1 way Message' options. A 'Sender Tag' is set to 'Acton BV'. A 'Max message size' indicator shows 306 characters remaining.
- STEP 3. Create Message:** Contains a large text input area, a 'Valid for: 48 hours' dropdown, and a 'Templates' section. The 'Send later' checkbox is highlighted with a red circle, and the 'Send Now' button is visible below it.

2. On the calendar that appears, select the date and time you would like your message to be sent.

This screenshot shows the scheduling options for the message. The 'Send later' checkbox is circled in red. Below it, the date is set to 'Oct 1 2010' and the time to '14:30 (UTC)'. There are two radio button options: 'Send only once' (selected) and 'Send every 1 days'. A 'Send' button is located at the bottom.

3. Click the send button. Your message will be saved and then sent at the time and date you specified.

This screenshot is identical to the previous one, but the 'Send' button at the bottom is circled in red, indicating the final step of the scheduling process.

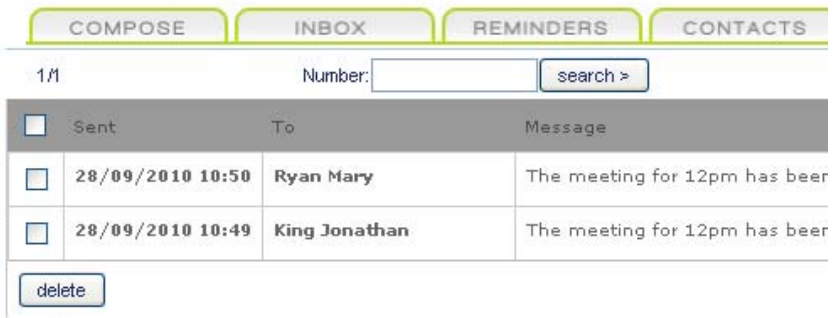
## 5.7 View Send Reports

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 CreateText.ie.



- 2 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.



- 3 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.





## 5.8 Create Templates

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

1. On the **COMPOSE** tab of CreateText.ie, go to **Step 3: Create Message:**

2. On the right of this panel, click **+Add Template.**

3. In the screen that appears, type in the name of your template in the **Template Name:** textbox.

4. Enter your template text in the **Template Text:** textbox.

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

- If you want to revert to the **COMPOSE** tab without saving any changes, click the **Cancel** button.

- 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.

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

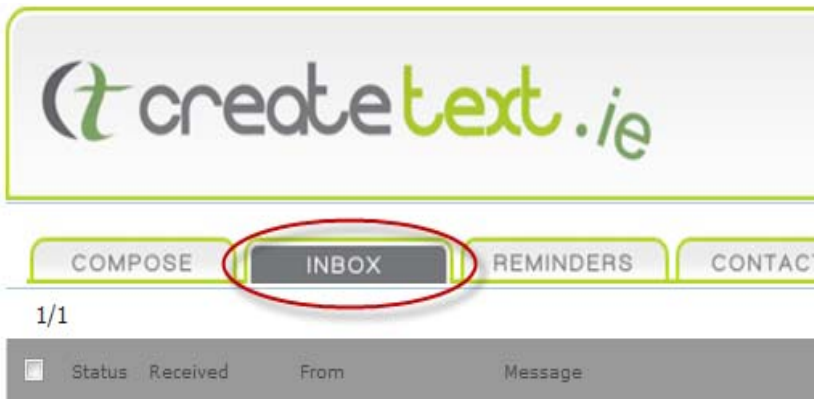
## 6 Receive Replies

### How do I see the replies I receive?

By default, all your replies will be sent to your online CreateText.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

- Once you have logged in to CreateText.ie, click the **INBOX** tab.



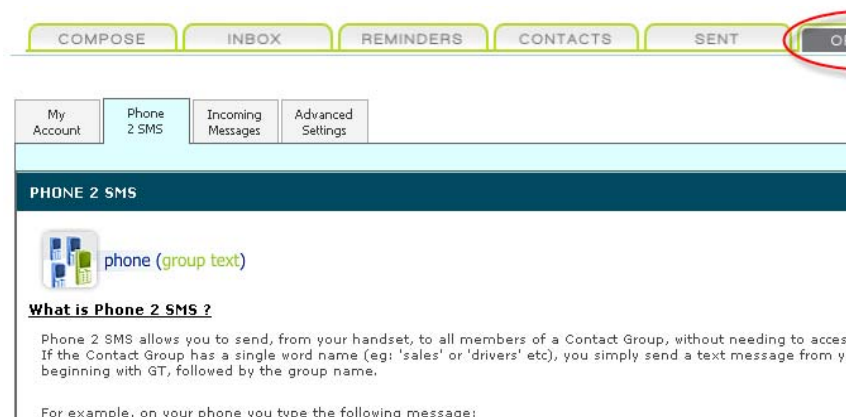
- All messages you receive are displayed here, most recent first. You can reply to messages, forward and delete them here too.



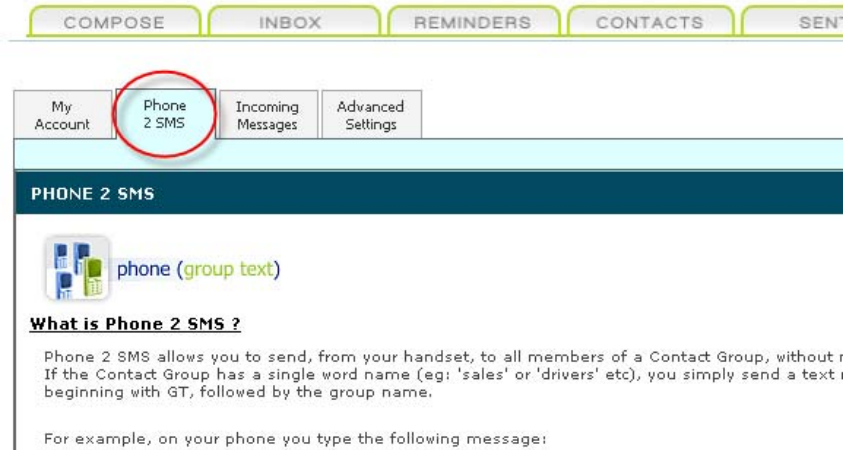
#### 6.2 Receive Replies on Your Mobile Phone

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.



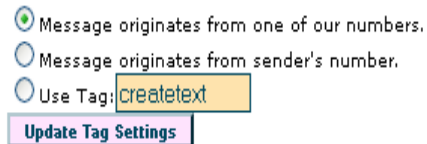
2. Click the **Phone 2 SMS** tab.



3. 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' for the message to appear to originate. If the Tag is set, the message is likely to be more intelligible to the recipient as they will not be able to reply directly to a message which has an alphanumeric tag. Also please note that an alphanumeric tag may be ignored by operators in some countries, such as the US.



4. 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 alphanumeric text or 'Tag' for the message to appear to originate. If the Tag is set, the message is likely to be more intelligible to the recipient as they will not be able to reply directly to a message which has an alphanumeric tag. Also please note that an alphanumeric tag may be ignored by operators in some countries, such as the US.



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

## 7 Manage Contact Information

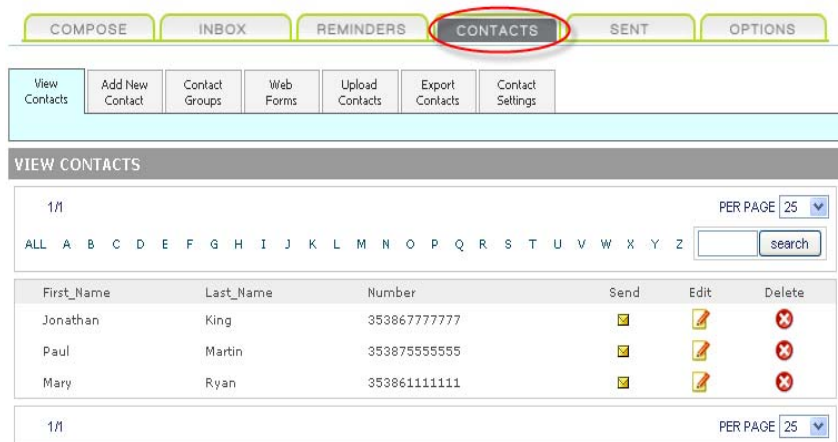
### In what ways can I tailor my contact information to suit my needs?

With **CreateText**.ie, you control your contact information.

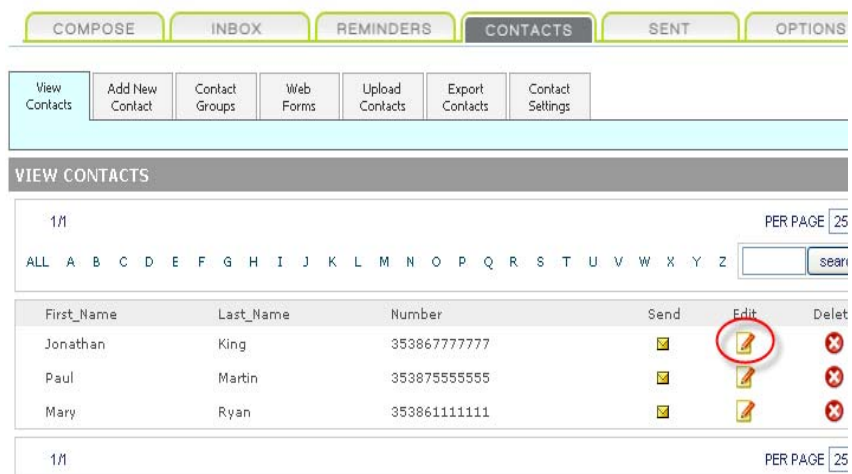
- You can at all times edit the information you hold on your contact, so that if they change phone number, for example, you can update the information speedily.
- You can include additional information fields so that you can gather even more useful information on your client, for example, their preferences,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

#### 7.1 Edit Contact Information

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



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



- On the **EDIT A CONTACT** panel that appears, make the necessary changes and click the **Update** button. Your changes are now saved.

EDIT A CONTACT

Display Name King Jonathan
✖

Number

First\_Name

Last\_Name

Comment

Contact Groups:  
 Customers  Staff

Back to Contacts
Update

In/Out	Date	Text
--------	------	------

## 7.2 Assign Contacts to Groups

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

COMPOSE
INBOX
REMINDERS
CONTACTS
SENT
OPTIONS

View Contacts
Add New Contact
Contact Groups
Web Forms
Upload Contacts
Export Contacts
Contact Settings

VIEW CONTACTS

1/1
PER PAGE 25

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

First_Name	Last_Name	Number	Send	Edit	Delete
Jonathan	King	35386777777	✉	✎	✖
Paul	Martin	35387555555	✉	✎	✖
Mary	Ryan	35386111111	✉	✎	✖

1/1
PER PAGE 25

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

COMPOSE
INBOX
REMINDERS
CONTACTS
SENT
OPTIONS

View Contacts
Add New Contact
Contact Groups
Web Forms
Upload Contacts
Export Contacts
Contact Settings

VIEW CONTACTS

1/1
PER PAGE 25

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

First_Name	Last_Name	Number	Send	Edit	Delete
Jonathan	King	35386777777	✉	✎	✖
Paul	Martin	35387555555	✉	✎	✖
Mary	Ryan	35386111111	✉	✎	✖

1/1
PER PAGE 25

- 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 CONTACT**



**Display Name** King Jonathan  
**Number** 35386777777  
**First\_Name** Jonathan  
**Last\_Name** King  
**Comment**  
**Contact Groups:**  
 Customers  **Minor Team**  Staff

Back to Contacts **Update**

---

In/Out      Date      Text

- Click the **Update** button to save your changes.

**EDIT A CONTACT**



**Display Name** King Jonathan  
**Number** 35386777777  
**First\_Name** Jonathan  
**Last\_Name** King  
**Comment**  
**Contact Groups:**  
 Customers  Minor Team  Staff

Back to Contacts **Update**

---

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.

[COMPOSE](#)   [INBOX](#)   [REMINDERS](#)   **[CONTACTS](#)**   [SENT](#)   [OPTIONS](#)

[View Contacts](#)   [Add New Contact](#)   [Contact Groups](#)   [Web Forms](#)   [Upload Contacts](#)   [Export Contacts](#)   [Contact Settings](#)

**VIEW CONTACTS**

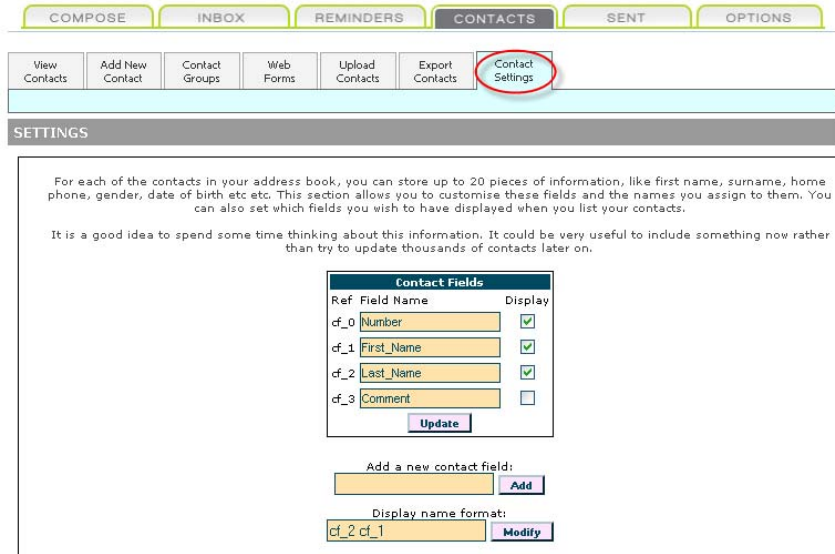
1/1      PER PAGE 25

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

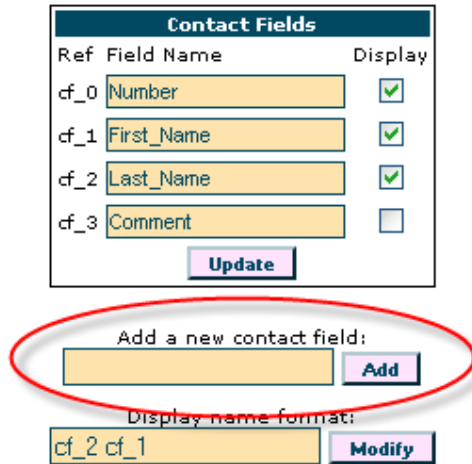
First_Name	Last_Name	Number	Send	Edit	Delete
Jonathan	King	35386777777			
Paul	Martin	35387555555			
Mary	Ryan	35386111111			

1/1      PER PAGE 25

2. Click the **Contact Settings** tab.



3. Enter the name of the new contact field you want to add and click the **Add** button. You can repeat this step until you have up to 20 contact fields.



### 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, **CreateText.ie** prevents you from accidentally uploading opted-out numbers from Excel or CSV files.

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



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

Ref	Field Name	Display
cf_0	Number	<input checked="" type="checkbox"/>
cf_1	First_Name	<input checked="" type="checkbox"/>
cf_2	Last_Name	<input checked="" type="checkbox"/>
cf_3	Comment	<input type="checkbox"/>

**Update**

Add a new contact field:

**Add**

Display name format:

cf\_2 cf\_1

**Modify**

- Choose **Advanced Settings** from the tabs that appear.

COMPOSE INBOX REMINDERS CONTACTS SENT OPTIONS

My Account Phone 2 SMS Incoming Messages Advanced Settings

**ADVANCED SETTINGS**

- Allow Duplicate Contacts** - If this box is checked, you can have multiple contacts sharing a phone number. For example, in schools, it is common for 2 or more siblings to share a common contact number (ie. a parent or guardian). If you do not specifically need this feature, it is recommended that you leave it off, as it will help avoid accidental duplication in your Address Book.
- Remove Opt Outs completely** - If this box is checked, contacts will be completely removed from your contact lists when they opt out from one of your Contact Groups. The default behaviour is to have this box checked.
- Mark all inbound messages as read** - If this box is checked, inbound messages to your account will be automatically flagged as read. This is usually used if you handle inbound messages by having them forwarded to your server or email account, and you don't want to have to read lots of old messages when you visit your Inbox online.
- Allow long (concatenated) messages** - While the maximum for an SMS text message is 160 characters (70 for unicode character set), it is possible for most phones to receive longer messages by joining together, or concatenating, several SMS messages. This option allows you to send messages longer than 160 characters in this way. Note, that this incurs a charge for each component part of the message. A message containing 180 characters, for example, costs 2 message credits to send. Select the maximum message length you want to be able to send from the list below. Note that the number of characters is not simply a multiple of 160, but a little less, due to the way concatenation works. 2 messages (306 chars)

**Update**

- To remove Opt Outs completely from your contacts list, ensure that the checkbox beside **Remove Opt Outs completely** is ticked and click the **Update** button.

COMPOSE INBOX REMINDERS CONTACTS SENT OPTIONS

My Account Phone 2 SMS Incoming Messages Advanced Settings

**ADVANCED SETTINGS**

- Allow Duplicate Contacts** - If this box is checked, you can have multiple contacts sharing a phone number. For example, in schools, it is common for 2 or more siblings to share a common contact number (ie. a parent or guardian). If you do not specifically need this feature, it is recommended that you leave it off, as it will help avoid accidental duplication in your Address Book.
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**Update**

## 7.5 Prevent Message Duplication

CreateText.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:

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



My Account | Phone 2 SMS | Incoming Messages | **Advanced Settings**

My Balance | [Low Balance Alerts](#) | [My Password](#) | [Account History](#)

### MY BALANCE

Balance: **13** credits

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	AntiguaBarbuda	1.53
Argentina	1.53	Armenia	1.53

- Choose **Advanced Settings** from the tabs that appear.



My Account | Phone 2 SMS | Incoming Messages | **Advanced Settings**

### ADVANCED SETTINGS

- Allow Duplicate Contacts** - If this box is checked, you can have multiple contacts sharing a phone number. For example, in schools, it is common for 2 or more siblings to share a common contact number. (ie, a parent/guardian). If you do not specifically need this feature, it is recommended that you leave it off, as it will result in accidental duplication in your Address Book.
- Remove Opt Outs completely** - If this box is checked, contacts will be completely removed from your account when they opt out from one of your Contact Groups. The default behaviour is to have this box checked.
- Mark all inbound messages as read** - 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 your email account, and you don't want to have to read lots of old messages when you visit your Inbox online.
- 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 by joining together, (concatenating), several SMS messages. This option allows you to send messages longer than 160 characters. Note, that this incurs a charge for each component part of the message. A message containing 180 characters, costs 2 message credits to send. Select the maximum message length you want to be able to send from the list below. Note that the number of characters is not simply a multiple of 160, but a little less, concatenation works.

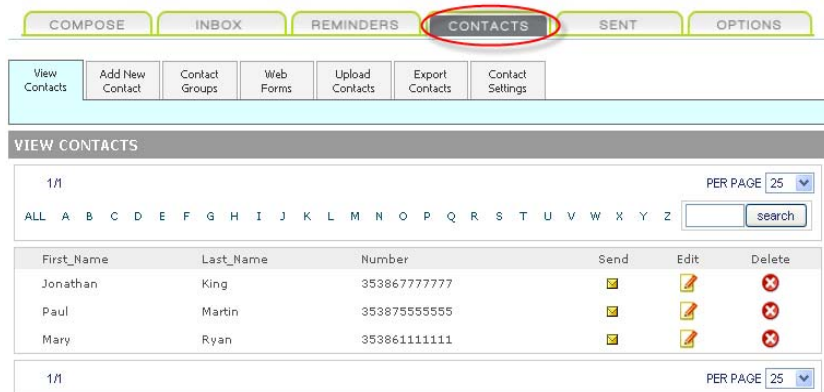
- To ensure that multiple contacts sharing one number receive messages only once, tick the **Allow Duplicate Contacts** checkbox and click the **Update** button.



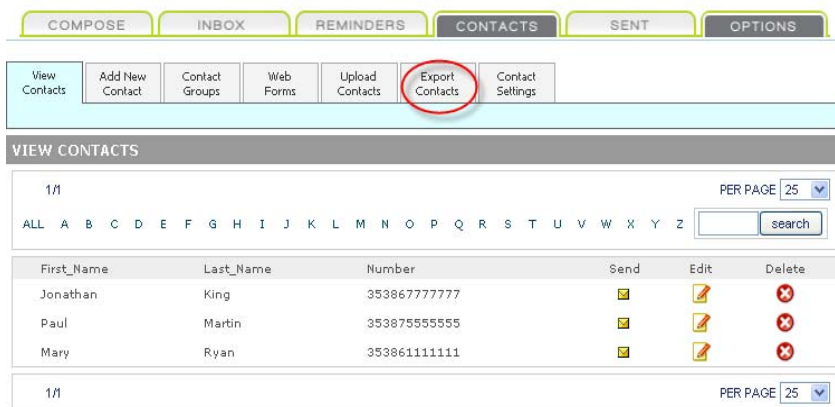
### 7.6 Export Contact Information

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

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



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

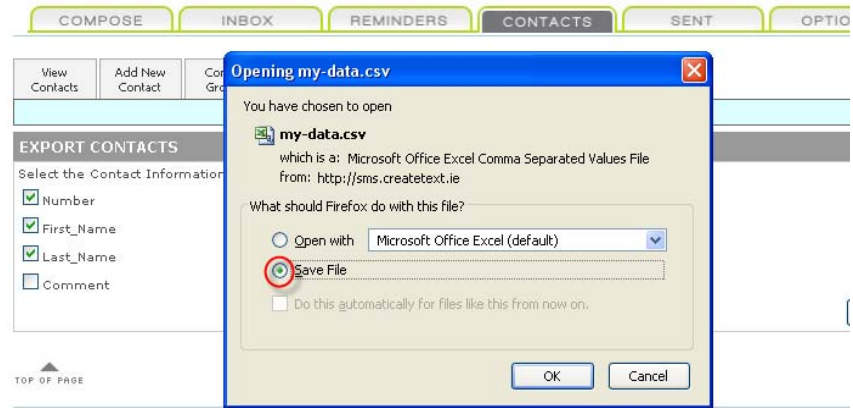


3. To the left of the screen, select the types of information you want to export.

4. To the right of the screen under the heading **Select which Contacts to export**, choose the contact group whose information you want to export.

5. Click the **export** button

6. Click the **Save** button on the 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.

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

COMPOSE INBOX REMINDERS CONTACTS SENT **OPTIONS**

My Account Phone 2 SMS Incoming Messages Advanced Settings

My Balance [Low Balance Alerts](#) [My Password](#) [Account History](#)

**MY BALANCE**

Balance: 13 credits

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	AntiguaBarbuda	1.53
Argentina	1.53	Armenia	1.53
Aruba	1.53	AscensionIsland	1.53

- Choose **My Account** from the tabs that appear.

COMPOSE INBOX REMINDERS CONTACTS

**My Account** Phone 2 SMS Incoming Messages Advanced Settings

My Balance [Low Balance Alerts](#) [My Password](#) [Account History](#)

**MY BALANCE**

Balance: 5269 credits

[BUY MORE MESSAGES](#)

Account Currency: Credits

- Click the **Buy More Messages** button.

My Account Phone 2 SMS Incoming Messages Advanced Settings

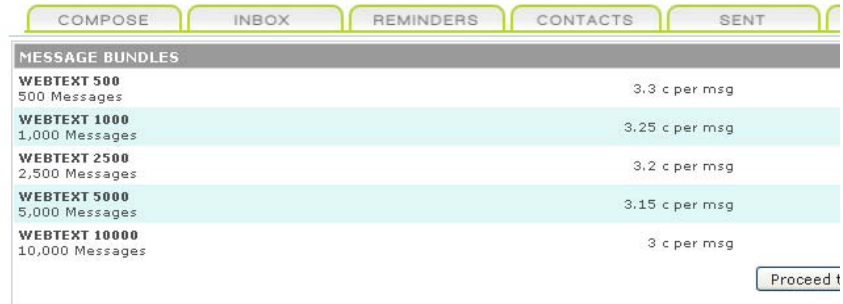
My Balance [Low Balance Alerts](#) [My Password](#) [Account History](#)

**MY BALANCE**

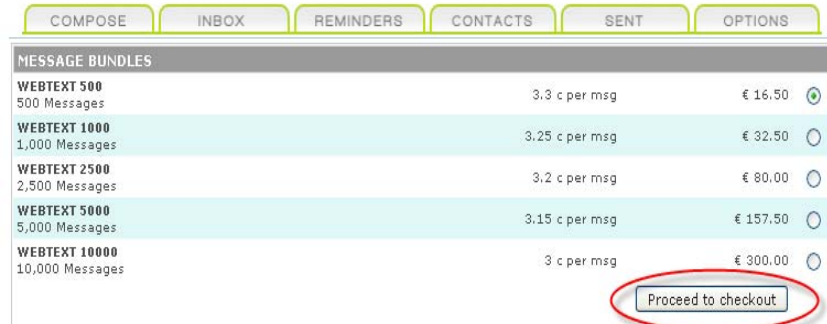
Balance: 5269 credits

[BUY MORE MESSAGES](#)

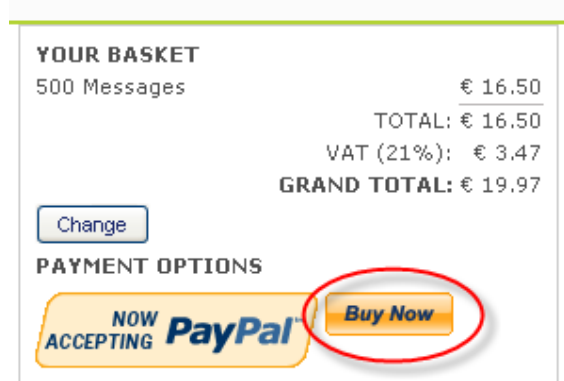
- On the panel that appears, select the number of credits you want to buy.



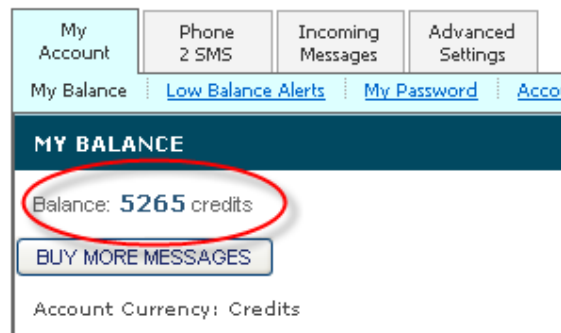
- Click the **Proceed to checkout** button and continue to the shopping cart.



- 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.



## 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.

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

Navigation bar: COMPOSE | INBOX | REMINDERS | CONTACTS | SENT | **OPTIONS**

My Account | Phone 2 SMS | Incoming Messages | Advanced Settings

My Balance | **Low Balance Alerts** | My Password | Account History

### MY BALANCE

Balance: 13 credits

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	AntiguaBarbuda	1.53
Argentina	1.53	Armenia	1.53
Aruba	1.53	AscensionIsland	1.53

- On the **OPTIONS** tab, click **My Account**.

Navigation bar: COMPOSE | INBOX | REMINDERS | CONTACTS

**My Account** | Phone 2 SMS | Incoming Messages | Advanced Settings

My Balance | **Low Balance Alerts** | My Password | Account History

### MY BALANCE

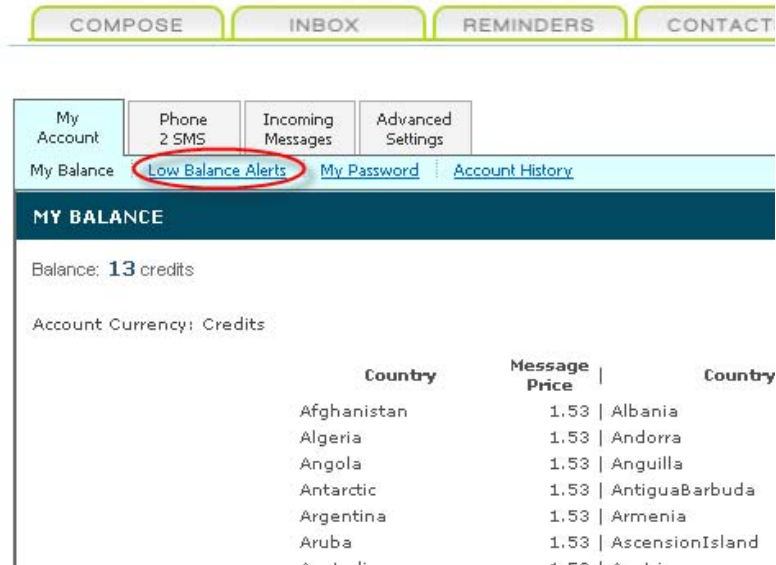
Balance: 13 credits

Account Currency: Credits

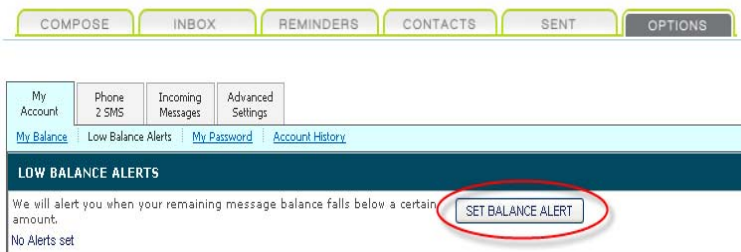
Country	Message Price	Country	Message Price
Afghanistan	1.53	Albania	1.53
Algeria	1.53	Andorra	1.53
Angola	1.53	Anguilla	1.53
Antarctic	1.53	AntiguaBarbuda	1.53
Argentina	1.53	Armenia	1.53
Aruba	1.53	AscensionIsland	1.53



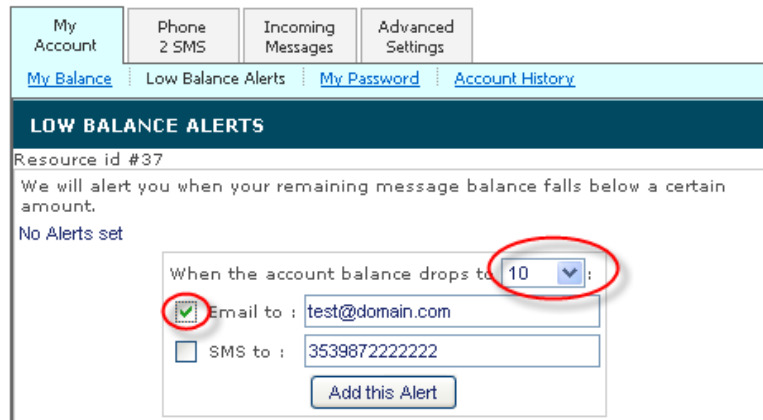
- On the My Account tab, click **Low Balance Alerts**.



- On the screen that appears, click the **SET BALANCE ALERT** button.



- 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.



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

My Account | Phone 2 SMS | Incoming Messages | Advanced Settings

[My Balance](#) | [Low Balance Alerts](#) | [My Password](#) | [Account History](#)

### LOW BALANCE ALERTS

Resource id #37

We will alert you when your remaining message balance falls below a certain amount.

No Alerts set

When the account balance drops to  :

Email to :

SMS to :

**Add this Alert**

You have now set up your low balance alert. You will receive 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.

COMPOSE | INBOX | REMINDERS | CONTACTS | SENT | **OPTIONS**

My Account | Phone 2 SMS | Incoming Messages | Advanced Settings

[My Balance](#) | [Low Balance Alerts](#) | [My Password](#) | [Account History](#)

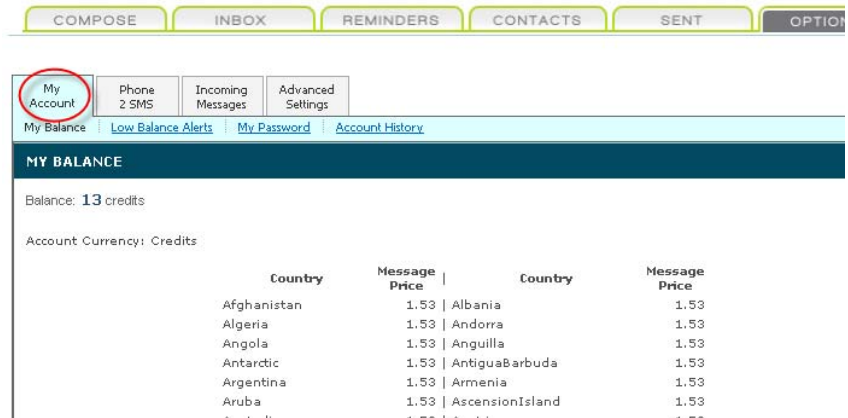
### MY BALANCE

Balance: 13 credits

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	AntiguaBarbuda	1.53
Argentina	1.53	Armenia	1.53
Aruba	1.53	AscensionIsland	1.53

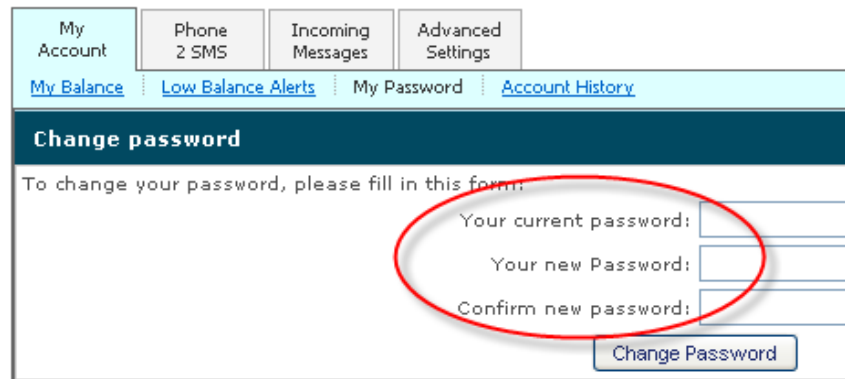
- On the OPTIONS tab, click **My Account**.



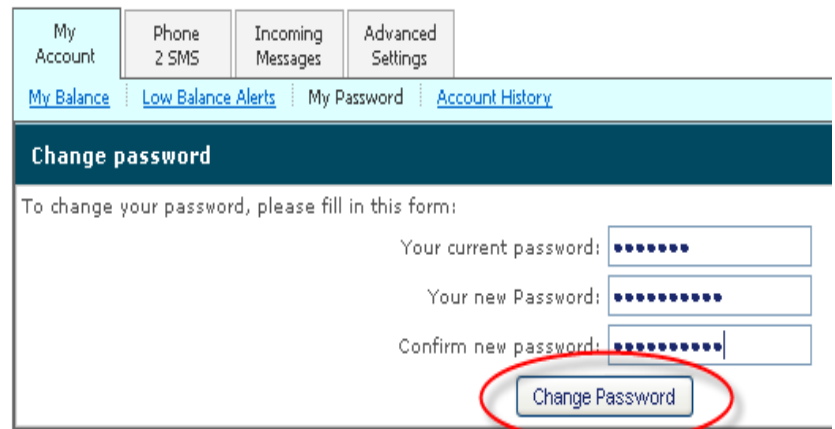
- On the My Account tab, click **My Password**.



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



- Click the **Change Password** button.

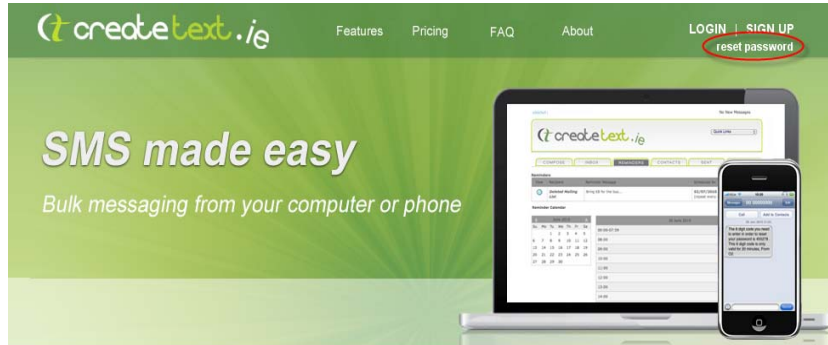


Your password has now been changed. Use your new password to access your CreateText.ie account from now on.

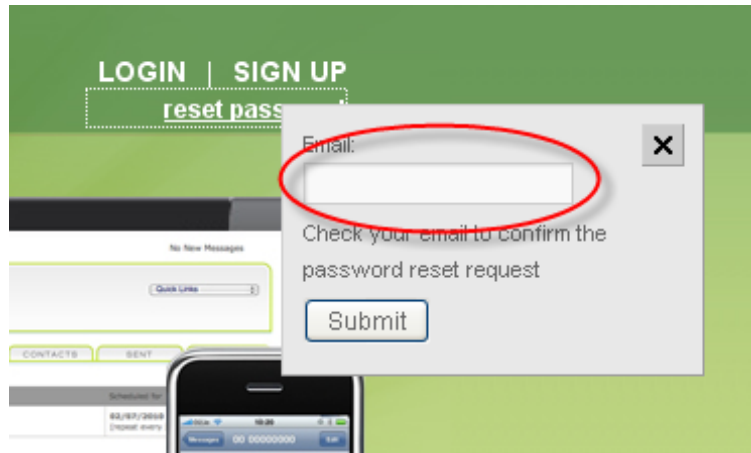
### 8.4 Reset Your Password

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

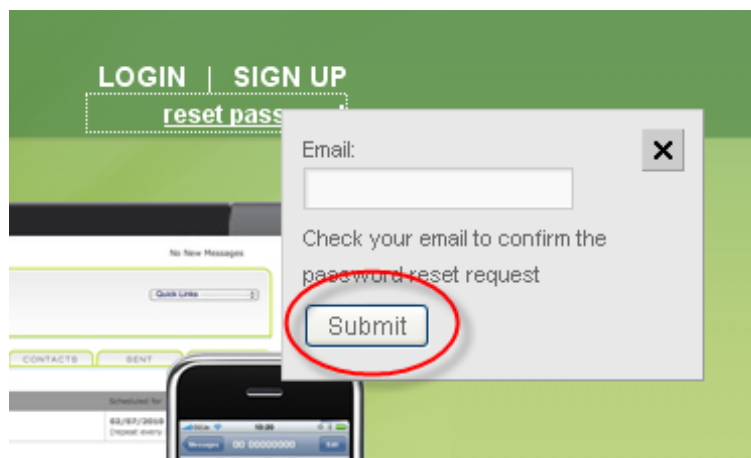
1. Once you are on the CreateText.ie homepage, click the **Reset Password** link located to the right of the top navigation.



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



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



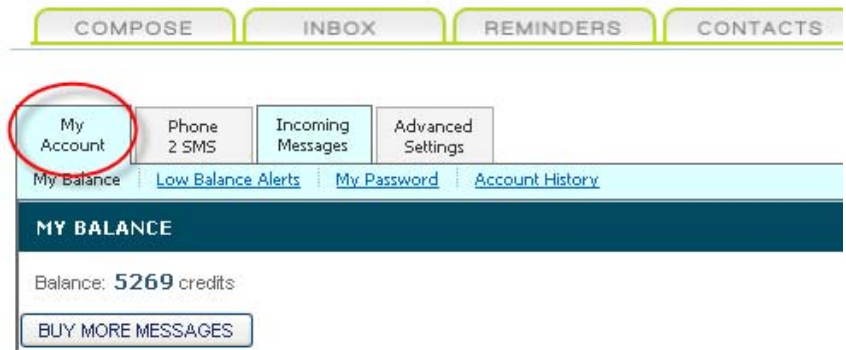
## 8.5 Credit Purchase History

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

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



2. On the OPTIONS tab, click **My Account**.



This document as well as other support material is also available for download from: [www.CreateText.ie/support](http://www.CreateText.ie/support)