# BLASTA\_V2 BULK-SMS SYSTEM

USER MANUAL

Version 2.0



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# **USER MANUAL**

# INTRODUCTION

As a value service provider of SMS solutions, Dark Mobile offers an SMS platform, BLASTA\_V2; a web-based interface that enables you to send text-based Short Messages in bulk to multiple mobile subscribers in real time.

BLASTA \_V2 has been tested extensively and it is an upgrade of the current BLASTA bulk SMS system being used by various NGOs and services institutions in Uganda to relay urgent messages to their multiple clients via SMS.

This User Manual contains all essential information for the user to make full use of the Blasta\_v2 bulk SMS system. This manual includes a description of the system functions and capabilities, contingencies and alternate modes of operation, and step-by-step procedures for system access and use.

### **Primary Business Functions.**

As a user, you will have the capability to send individualized Quick & Bulk text Messages to multiple recipients through a web interface on your browser. You will be able to checkout reports/logs on both Bulk and Quick SMS sent and the amount of SMS credits spent.

# **DESCRIPTION OF SYSTEM FUNCTIONS**

### THE LOGIN PAGE:

Blasta\_v2 can be accessed via the Internet in a web browser (Internet explorer, Firefox, safari or Google chrome) through a specific URL that links to the login Page and you will get authenticated using an assigned Username and Password.

URL: <u>https://sms.dmarkmobile.com/v2/</u>

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Figure 1 the Landing Page/ Login Page

#### More actions on the login page

While on the login page there are a number of actions as mentioned here below;

Send a message to D-mark's support email <u>info@dmarkmobile.com</u> by clicking **Talk To Us** link on the navigation bar.

Login into the system by filling in the correct **Username** and **Password** assigned to you by the administrator.

If you don't have an account you can click the Need An Account? Email Us link at the bottom of the login form.

View the **terms of use and privacy policy** for the bulk SMS system by clicking **terms of use & privacy policy** link on the footer.

Get in touch with D-Mark mobile management through the phone contacts, email, location address and social media. (Facebook & Twitter)

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### THE DASHBOARD/HOMEPAGE TAB:

The content displayed on the dashboard will differ according to three factors;

- The **category of organization** the user logged in, is attached to. i.e. Prepaid or postpaid organization
- The **role of the user** logged in. i.e. Organization Admin or Ordinary User
- The **low credit warning limit** set under the settings tab. This determines the color display on the SMS Credit Balance card on the dashboard. Blue for enough credits , Orange for warning on decreasing credit account balance, Red for critically low credit account balance

#### **Postpaid Organization Admin:**

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Deactivated User Accounts	0	View			Your Account Is Postpa	id,	
				Unlimited	You shall be invoiced to credits used at the end	or the of the	
				Credits	month.		
					You can proceed to send	SMS	

Figure 2 Postpaid Organization Admin

This user has no limits on the amount of credits he/she can use or distribute to ordinary users under the organization. He will be invoiced for the credits spent at the end of the month.

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Also the amount of credits currently used within a month shall be displayed at the top-right corner of every page for notification purposes. The credit count shall be cleared to zero at the start of every new month for a fresh monthly count.

#### **Prepaid Organization Admin:**

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Blasta Dashboard							
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Figure 3 Prepaid Organization Admin

This type of admin has restrictions on the amount of credits he/she can spend by the current SMS credit balance. The admin should first seek for a credit top-up from management at D-Mark Company before being able to send SMS or distribute SMS credit to other users.

The admin can **distribute credits** to ordinary users under his organization from his credits account. He/she can also send both **quick & bulk SMS** and **deduct credits** from any of the users under the same organization.

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#### The Ordinary User of the Bulk SMS system:

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		Last Login Date	Sept. 25, 2019, 3:38 p.m.	View	
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		Credits	critically Low. Please con management for a top-up	o de la constante de la consta	

Figure 4 The Ordinary User of the system

This user needs SMS credit top-up from either the organization admin or the Super-admin at D-Mark, in order to be able to send both Quick and Bulk SMS. His/her current SMS credit balance is displayed at the top right corner of every page when logged in for notification purposes. The credit balance reduces every time an SMS is sent out according to the character count of the message body. Every **160 characters** in an SMS cost **1 credit**.

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### THE QUICK SMS TAB

Under this tab you shall be able to send a quick SMS to a specific number by filling in the quick SMS form. The message input is limited to 160 characters and there is a visual count down soon as you start typing the text.

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160 Charact	ers remaining. 0 Credit Used	
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		100 A

Figure 5 the Quick SMS tab

After clicking the send button, there will appear an alert, notifying you that **"The message has been sent, pending delivery".** in case you have sufficient credits

In case of insufficient credit balance, an error message alert will appear notifying you that "**failed! You do not** have sufficient SMS credits to send SMS, contact management for credit top-up".

You will receive an **E-mail alert** about low credit balance, in case the remaining credit after SMS sending Is below the set **Low Credit Warning Limit**:

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### THE BULK SMS TAB:

Under this tab, you will be able to manage and manipulate Phone Contacts Lists, send Bulk SMS, schedule Bulk SMS for later delivery and also edit or remove scheduled SMS.

You will be able to upload contacts lists from your Excel files created on your local machine. File formats supported for upload are;

- 1. The .csv file (CSV(Comma delimited) for windows OS & Text CSV(.csv) for ubuntu OS)
- 2. The .xls file (Excel 97-2003 Workbook for windows OS & Microsoft Excel 97-2003(.xls) for Ubuntu OS)
- 3. The .xlsx file (Microsoft Excel 5.0/95 Workbook for windows OS & Microsoft Excel 2007-2013 XML(.xlsx) for Ubuntu OS )

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#### Figure 6 Sample excel file with contacts list for upload

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3	xls	xls	Sept. 24, 2019, 3:29 p.m.	PHONE 1, PHONE 2, NAME	mwesigwa Details	
4	xls	xls	Sept. 24, 2019, 3:25 p.m.	PHONE 1, PHONE 2, NAME	mwesigwa	eld Headers
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8	stanbic birthday list	test	Sept. 13, 2019, 6:16 a.m.	phone, name	Super Admin	Actions -
	david test	testing purpose	Sept. 4, 2019, 5:48 a.m.	PHONE 1, PHONE 2, NAME	mwesigwa david	Actions -
9						

#### **Figure 7 Classified contact lists**

This is the place where you will view all your uploaded lists and you will choose a list to send bulk SMS to. At any time, you can add, delete, or edit a contact in the existing list.

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#### Figure 8 bulk SMS characters and credit count

In case you have two or more columns of phone numbers in a list, you can check the check boxes on the recipients field you want to deliver to. i.e. either PHONE\_1 or PHONE\_2 or both columns of phone numbers.

The data is hash keys e.g. #NAME#, #PHONE# , #AGE# and more are used to query data from respective columns, depending on your column identifiers in the excel file.

By default the first column of phone numbers is selected, but you can choose to deliver to any other recipients column. You will also visually see the character count and credit count increase as you type your text message. This helps to notify you about how much credits you are about to spend before sending out the bulk SMS.

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#### Figure 9 management of scheduled SMS

You can edit the time your scheduled SMS is supposed to be delivered or totally remove the scheduled message.

#### SMS TEMPLATES:

You will be able to create SMS templates with different identifiers like #NAME#, #PHONE# targeting specific type of contact lists that would be used by users. The Template can be manipulated to fit specific lists that users under the organization should send to. This can be a way to limit too much credits wastage due to lengthy grammar that could be typed by the user.

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BLASTA	3	Payment Confirmation	Hey #NAME# your payment has been received successfully. Thank you	Super Admin	Actions -	STA BLASTA
	4	Stanbic Bank Clients Birthday Message	Dear #NAME#, It has been a pleasure to serve you for #YEAR# years. Thank you for being our valued customer, for trusting us and for letting us know that we will always be your bank of choice.	Stanbic Bank Uganda	Actions 🔻	
	5	Test	Hi #NAME#, Robert Ntalaka and Grace Komugisha kindly invite you to their wedding meeting 2moro Fri 8th Nov 2019, at Cafe Blue Park, Centenary Park at 5:30PM. RSVP 0772426359/0758200281 /0772865835	Association of Microfinance Institutions of Uganda	Actions 🔻	
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Figure 10: Creating and activating SMS Templates usage

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After a desired template is created, you can **activate templates usage on users**. This activation can be done when you click *Activate Templates Usage on Users* button on the top right corner of the page that links to the **settings tab** under **Manage Users Accounts.** You will be able to **Activate Templates Usage** or **Deactivate Templates Usage** against a user account.

Soon as the user becomes a templates user, he/she will not be able to type a customized personal message apart from selecting from the templates one that suits a list of contacts to be sent to.

This templates usage restriction is when you are sending BULK SMS . And you will only send messages dictated by the available templates. The administrator can deactivate templates usage whenever it is necessary.

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Figure 11: Selecting A Template To Send Bulk SMS To

Under the Templates drop-down form field, select the appropriate message template name to send SMS to and the message will populate the text field form with the templates content. This text will be limited from editing.

#### THE REPORTS TAB :

This is where you will access the logs for both Quick and Bulk SMS sent at different timestamps, dates by different users(for the admin).

As and admin, you will also be able to view the logs on credit top-ups to different users by the admins. You will also be able to view credit deduction/removal report under the same tab. You will be able to filter the logs by date and credited user's username

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1	Super Admin			Sept. 25, 2019, 10:50 a.m.	hi test			7 1	. 1	1	0	Actions -	
2	Super Admin			Sept. 25, 2019, 9:57 a.m.	test delivery			13 1	. 1	1	0	Actions -	
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6	Super Admin			Sept. 22, 2019, 4:18 p.m.	dd			2 1	. 1	1	0	Actions -	
7	Super Admin			Sept. 22, 2019, 4:16 p.m.	hii test			8 1	. 1	1	0	Actions -	
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Figure 12 Quick & Bulk SMS logs

All quick and bulk SMS sent shall be logged and displayed here, with details about the time they were sent, credits spent and sender. You will be able to filter by date or sender and download them as an excel file.

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Figure 13 Quick & Bulk SMS logs details

On the logs details page, you shall see all individual SMS sent to specific phone numbers and have an option of downloading them into an excel file on your local machine.

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ID	Assigned By	Assigned to	No. of Credits	Date Assigned				
1	davicken davicken	new	2	Sept. 25, 2019, 5:22 p.m. Sept. 25, 2019, 5:21 p.m.				

Figure 14 Credit top-up logs

Whenever an admin distributes or deducts credits from users under his organization, logs are created for management purposes. You will access them here and be able to download them to your local machine in an excel format.

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https://sms.dmarkmobile.com/v2/detailed\_descriptive\_logs/

Figure 15: Detailed Descriptive Logs

These logs contain all the details about each individual SMS sent to a specific phone number with a delivery status that corresponds.

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Figure 16: Summarized SMS Log Statistics

This log has Statistical data that can be useful for accounts and management purposes. It contains the amount of messages that were sent successfully, the ones that failed and the total per month.

Data filtering is made by selecting year and month from the filter form.

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Prepaid SMS Credits	Distribute Credits     Manage Users Accounts		
Distribute Credits	Set Low Credit Alert		
User's Username:			
Amount of credits:			
Save			

Figure 17 The Distribute Credits option

As an admin, you have the ability to distribute credits to users under your organization, in order for them to be able to send SMS. You will select the user's username and the amount of credit to distribute to them.

If you are a prepaid account admin, you will get a deduction of the credits distributed from your SMS credit balance. The user that was credited will have an increase in the credits account balance.

And if you are a postpaid account admin, you will get an increment in the monthly credits spent. Also the user that was credited will have an increase in the credits account balance.

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ID	Name	Username	Organisation	Account Type	Date Added	Enabled	Role	Actions
1	mwesigwa david	davicken	D-Mark mobile	Post-Paid	Aug. 28, 2019, 5:25 p.m.	Yes	Admin	Actions 🔻
2	new new	new	D-Mark mobile	Post-Paid	Sept. 9, 2019, 7:08 p.m.	Yes	Admin	Actions •

Figure 18 User Accounts Management

As an admin you will be able to create new users, update their details, deactivate and activate them at any point in time, under Manage Users Accounts.

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Figure 19 Low credit alert limit setting

For notification purposes, you will set a low credit alert limit, below which you shall be notified and sent an email about low SMS credit balance. This works for all low level users and only prepaid account admins.

- **Visually:** The color of the credits remaining badge at the top right corner of every page shall turn orange as a warning in case the credit balance goes below the set limit. The color will turn red as a critically low balance notification once the credit balance goes below half of the set credit warning limit.
- **E-mail:** An email shall always be sent to the user that sends an SMS and the credit balance goes below the set low credit alert limit each time. This is all for notification purposes.

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