
BLASTA_V2 BULK-SMS SYSTEM

USER MANUAL

Version 2.0



SIMPLIFYING LIFE

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BLASTA_V2 BULK SMS SYSTEM USER MANUAL

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



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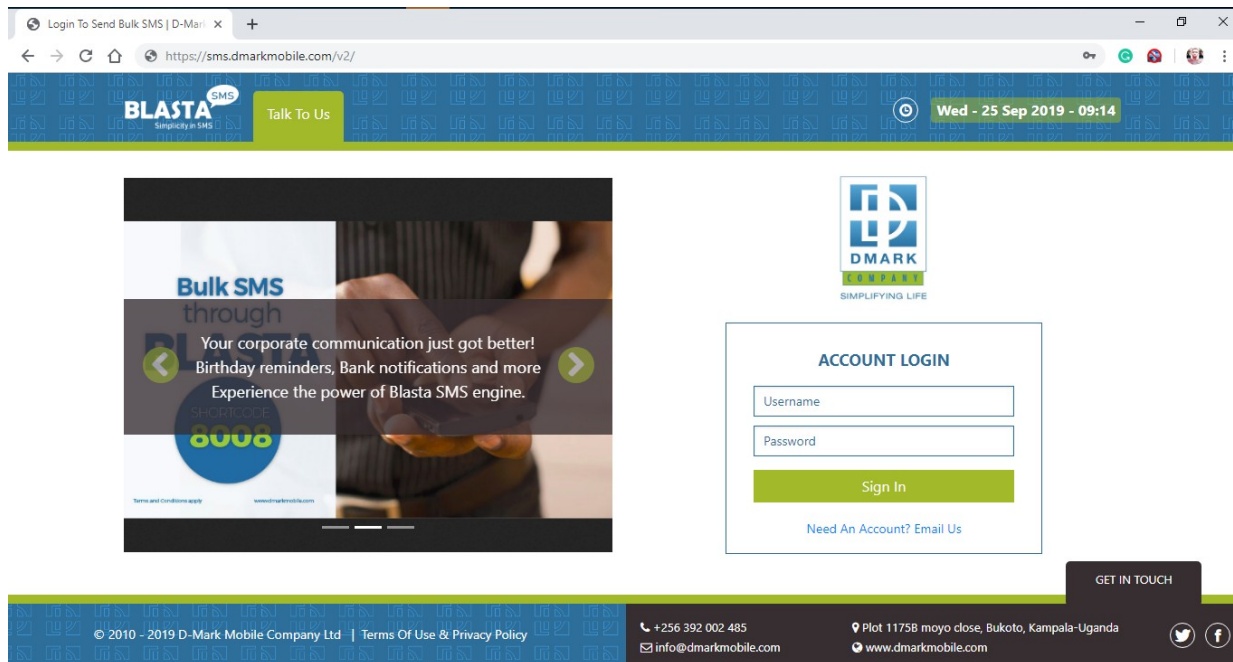


Figure 1 the Landing Page/ Login Page

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 info@dmarkmobile.com 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)

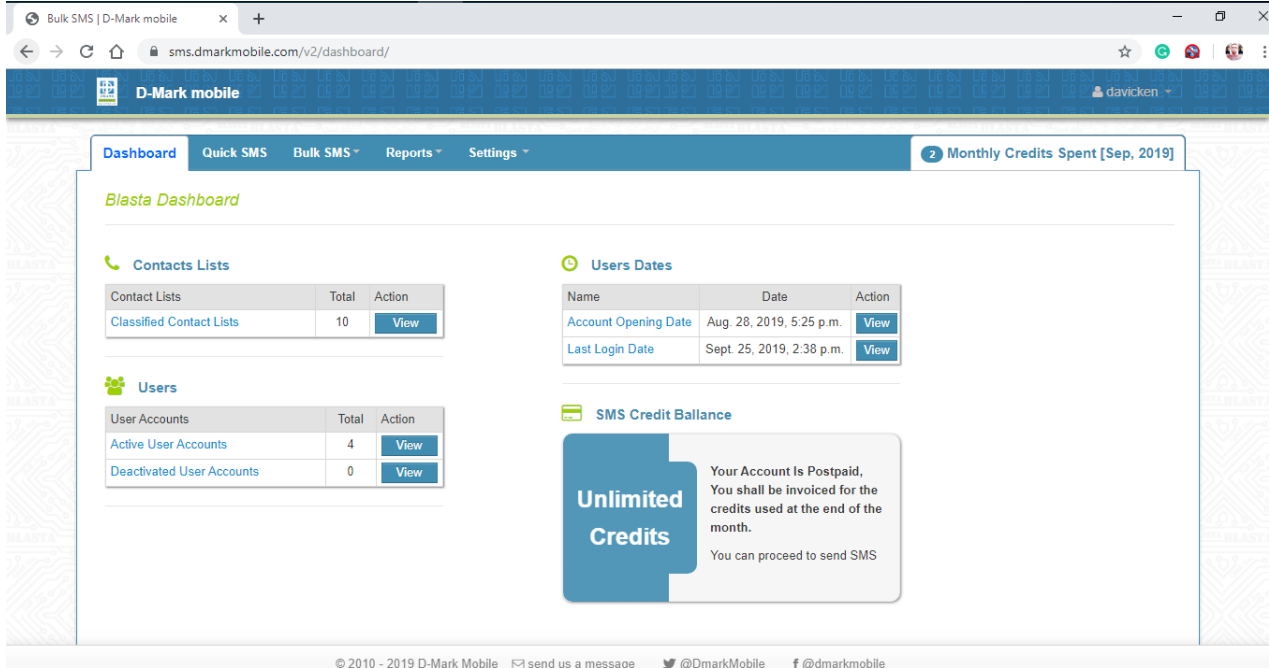
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THE DASHBOARD/HOMEPAGE TAB:

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:



The screenshot shows the 'Blasta Dashboard' for a postpaid organization admin. The dashboard includes the following sections:

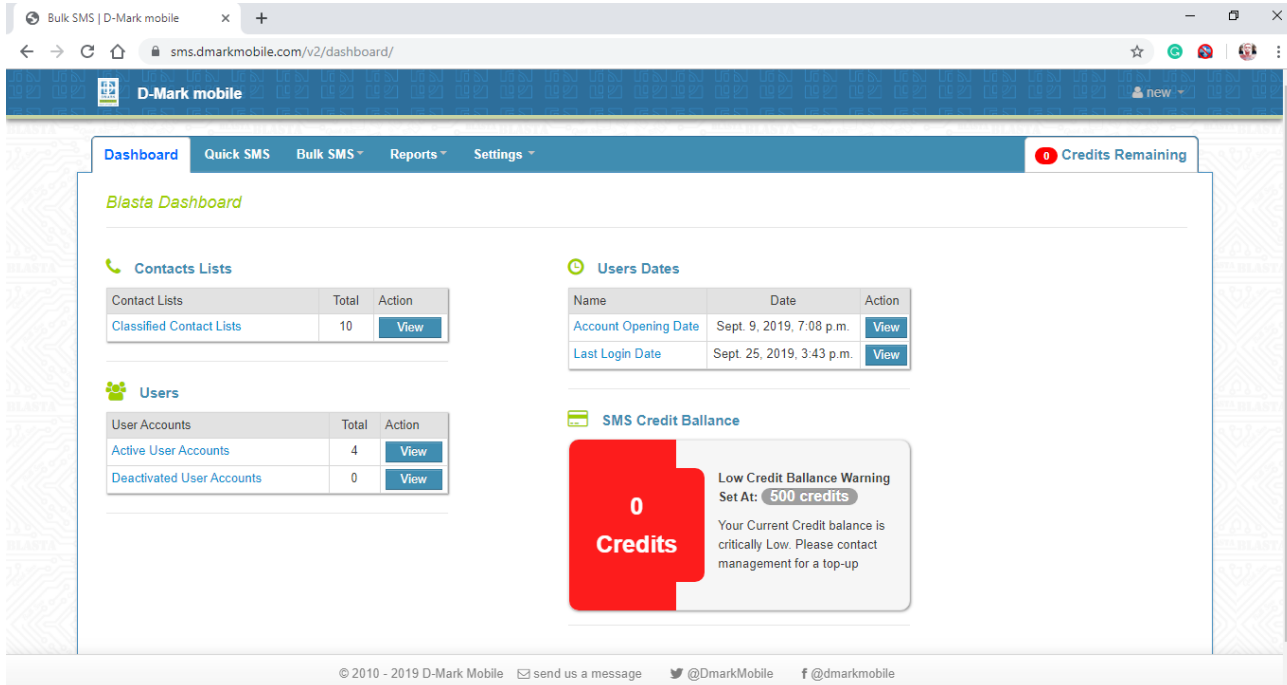
- Contacts Lists:** A table showing 'Classified Contact Lists' with a total of 10 and a 'View' button.
- Users:** A table showing 'Active User Accounts' (4) and 'Deactivated User Accounts' (0), both with 'View' buttons.
- Users Dates:** A table showing 'Account Opening Date' (Aug. 28, 2019, 5:25 p.m.) and 'Last Login Date' (Sept. 25, 2019, 2:38 p.m.), both with 'View' buttons.
- SMS Credit Balance:** A card titled 'Unlimited Credits' with the message: 'Your Account Is Postpaid, You shall be invoiced for the credits used at the end of the 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.

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:



The screenshot shows the Blasta Dashboard for a Prepaid Organization Admin. The dashboard includes several sections:

- Contacts Lists:** A table showing 'Classified Contact Lists' with a total of 10 and a 'View' button.
- Users:** A table showing 'Active User Accounts' (4) and 'Deactivated User Accounts' (0), both with 'View' buttons.
- Users Dates:** A table showing 'Account Opening Date' (Sept. 9, 2019, 7:08 p.m.) and 'Last Login Date' (Sept. 25, 2019, 3:43 p.m.), both with 'View' buttons.
- SMS Credit Balance:** A prominent red box displays '0 Credits'. A warning message states: 'Low Credit Balance Warning Set At: 500 credits. Your Current Credit balance is critically Low. Please contact management for a top-up'.

The dashboard also features a navigation menu with 'Quick SMS', 'Bulk SMS', 'Reports', and 'Settings', and a 'Credits Remaining' indicator in the top right corner.

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.

The Ordinary User of the Bulk SMS system:

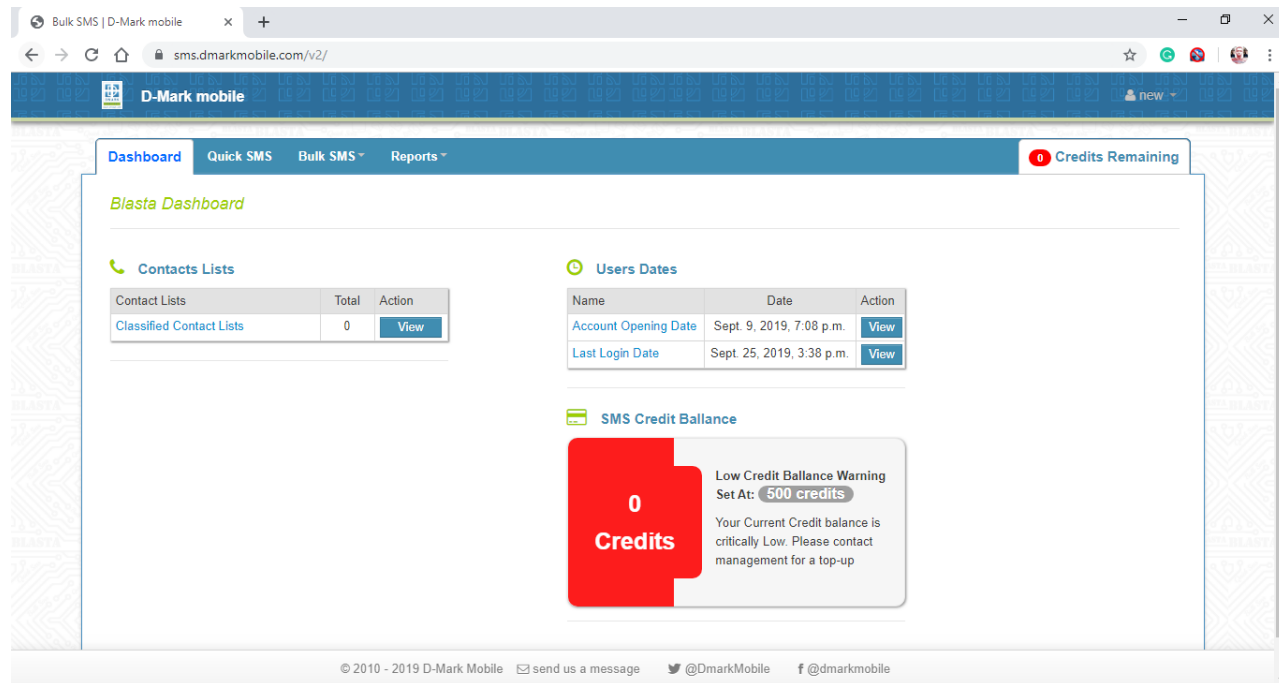


Figure 4 The Ordinary User of the system

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**.

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.

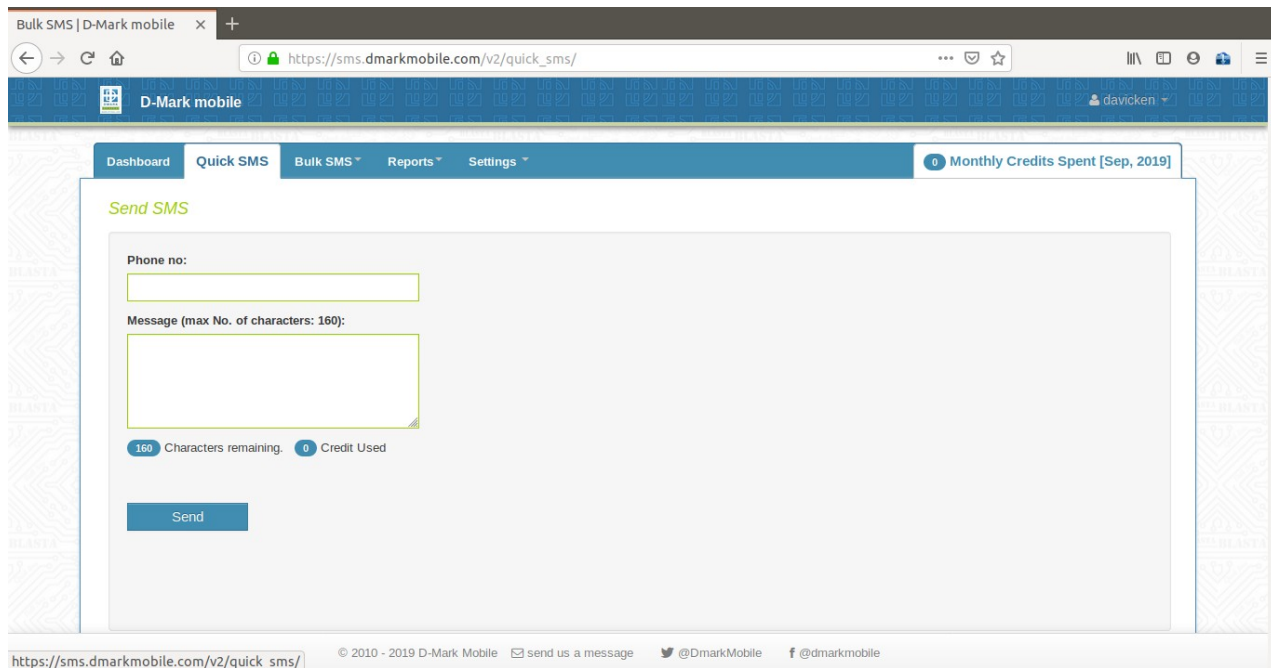


Figure 5 the Quick SMS tab

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)

	A	B	C	D	E	F	G	H	I	J
1	PHONE	NAME								
2	700441952	BRENDAH								
3	702209413	TUMUSIIME								
4	702864396	WASSWA								
5	702997436	NSENGA								
6	703349989	LILLIAN								
7	703737559	JULIET								
8	703834288	GRACE								
9	704189255	EVALINE								
10	706386142	FLORA								
11	711241287	LATIFA								
12	717318218	AISU								
13	752309019	WALTER								
14	752345293	AUGUSTINE								
15	752446625	EMMANUEL								
16	752503576	MOSES								
17	752558689	AIDAH								
18	752646312	LUGAIZI								
19	752813154	RACHEL								

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Figure 6 Sample excel file with contacts list for upload

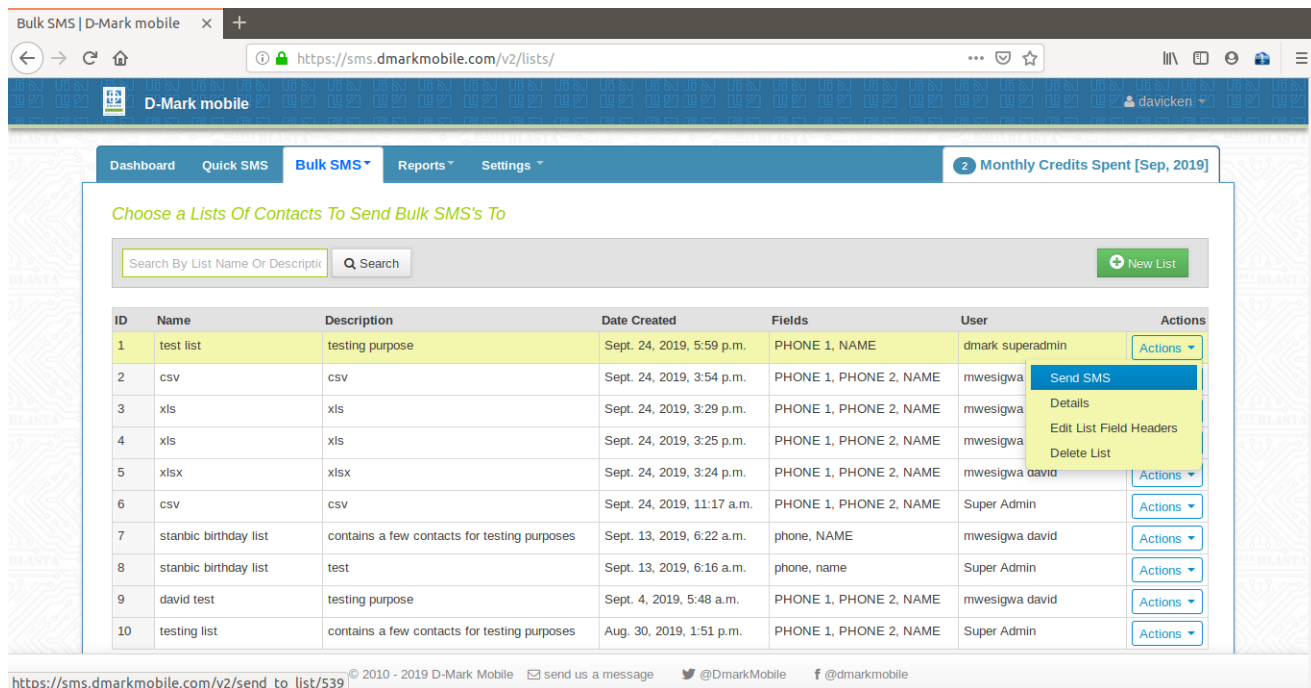


Figure 7 Classified contact lists

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.

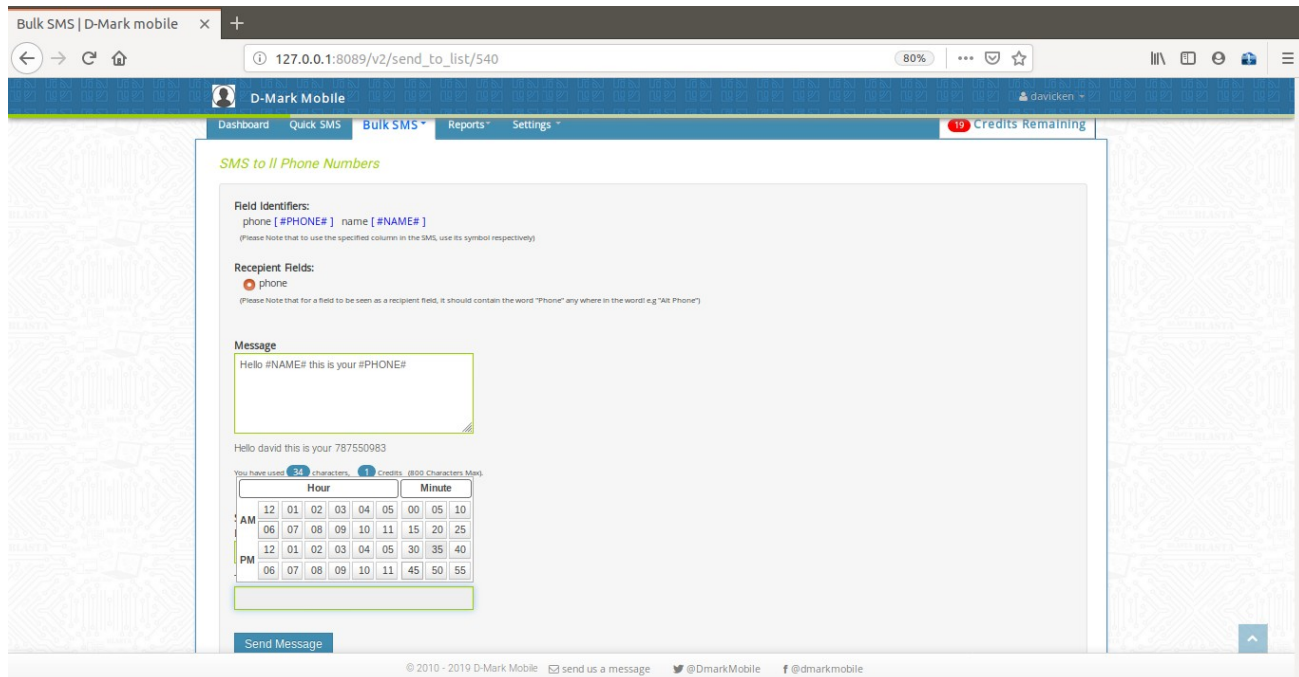


Figure 8 bulk SMS characters and credit count

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.

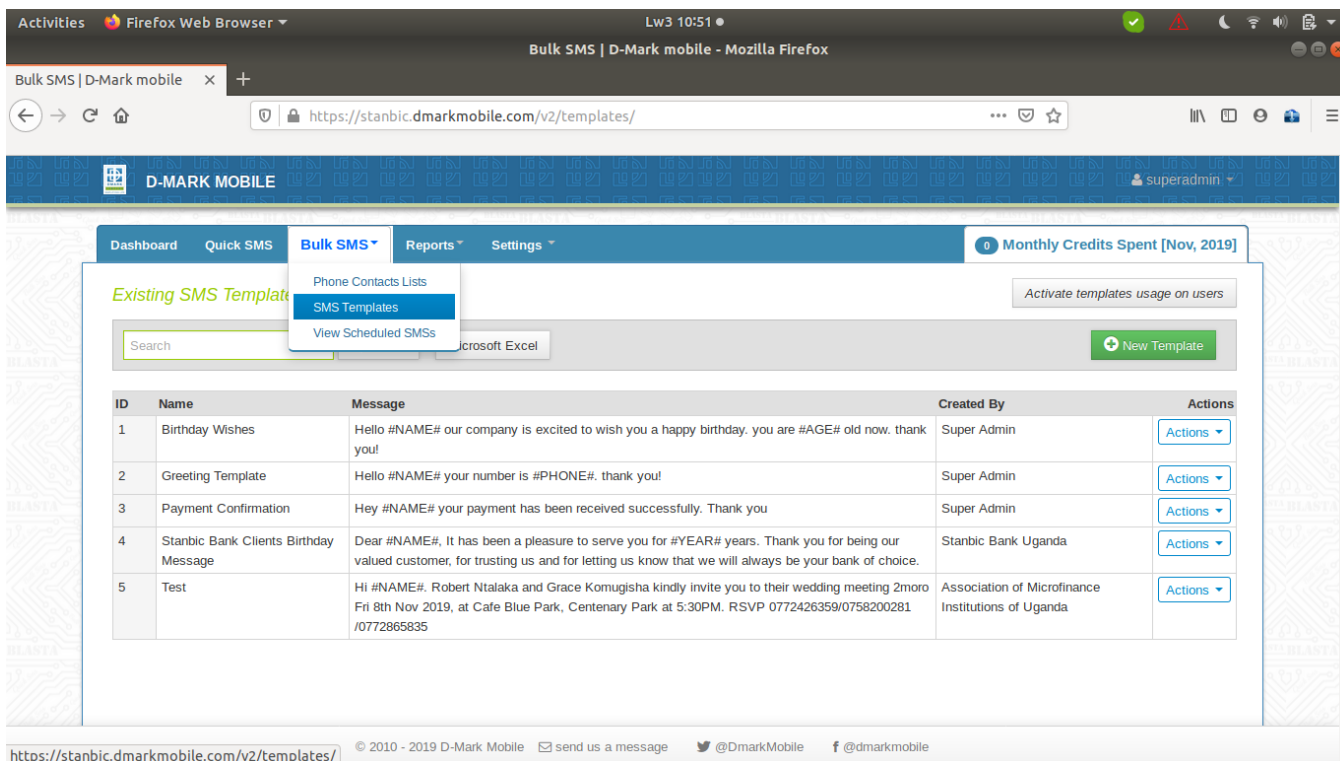
By default the first column of phone numbers is selected, but you can choose to deliver to any other recipients column. You will also visually see the character count and credit count increase as you type your text message. This helps to notify you about how much credits you are about to spend before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

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.



The screenshot shows the 'Bulk SMS' management interface. A dropdown menu is open under 'Bulk SMS', highlighting 'SMS Templates'. Below the menu is a search bar and a 'New Template' button. The main content area displays a table of existing SMS templates.

ID	Name	Message	Created By	Actions
1	Birthday Wishes	Hello #NAME# our company is excited to wish you a happy birthday. you are #AGE# old now. thank you!	Super Admin	Actions
2	Greeting Template	Hello #NAME# your number is #PHONE#. thank you!	Super Admin	Actions
3	Payment Confirmation	Hey #NAME# your payment has been received successfully. Thank you	Super Admin	Actions
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

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.

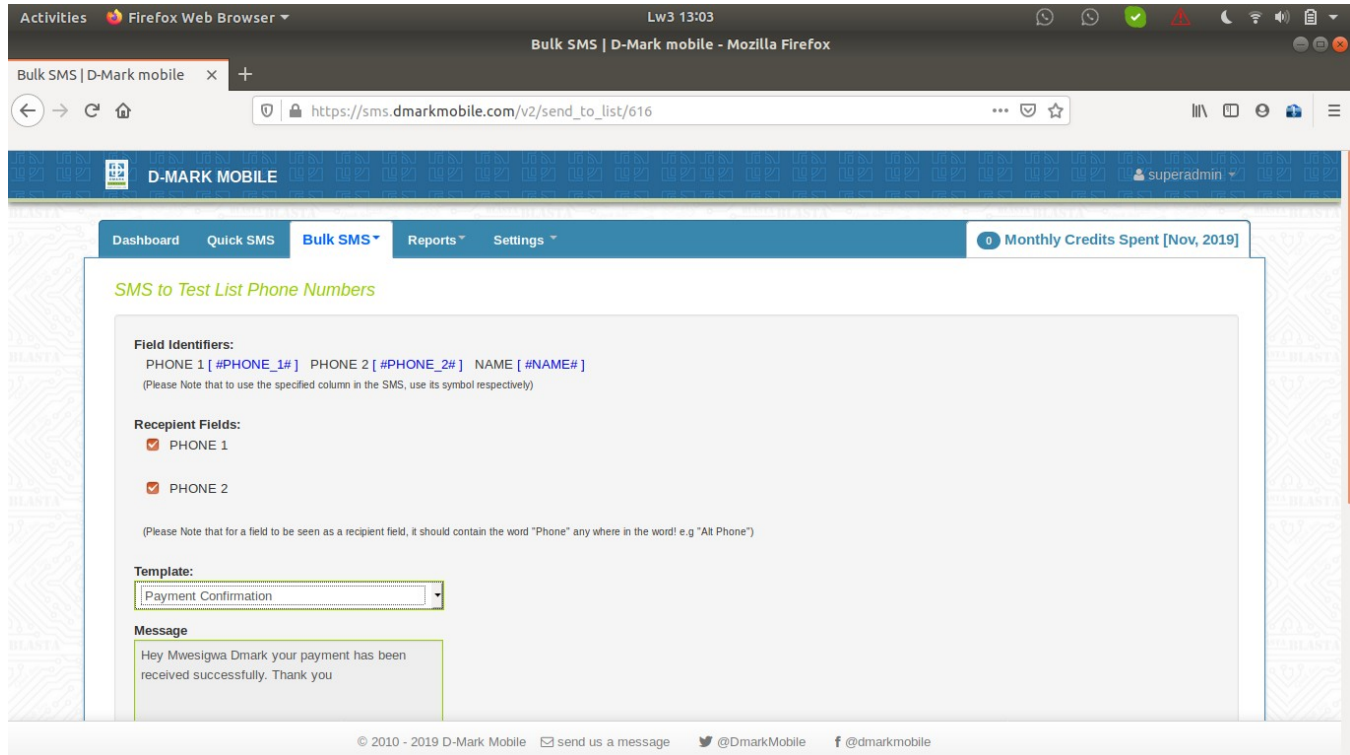


Figure 11: Selecting A Template To Send Bulk SMS To

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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The screenshot shows the 'Bulk SMS Log Summary' page in the D-Mark mobile web application. The page features a navigation menu with options like Dashboard, Quick SMS, Bulk SMS, Reports, and Settings. A dropdown menu is open under 'Reports', showing 'Quick & Bulk SMS Logs' and 'Credit Topup Logs'. Below the menu is a search bar with a 'Search' button and a 'Download As CSV' button. The main content is a table with 10 rows of SMS logs. Each row includes an ID, Sender, List, Date/Time, Message, Characters, Credits, Total SMSs, Delivered, Pending, and an Actions dropdown menu.

ID	Sender	List	Date/Time	Message	Characters	Credits	Total SMSs	Delivered	Pending	Actions
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
3	Super Admin		Sept. 23, 2019, 11:43 a.m.	hello testing africell sender id	32	1	1	1	0	Actions
4	mwesigwa david		Sept. 22, 2019, 4:49 p.m.	ho	2	1	1	1	0	Actions
5	Super Admin		Sept. 22, 2019, 4:28 p.m.	test no email	13	1	1	1	0	Actions
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
8	Super Admin		Sept. 22, 2019, 4:14 p.m.	test postpaid	13	1	1	1	0	Actions
9	Super Admin		Sept. 22, 2019, 4:01 p.m.	hello testing	13	1	1	1	0	Actions
10	Super Admin		Sept. 22, 2019, 9:06 a.m.	test	4	1	1	1	0	Actions

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.

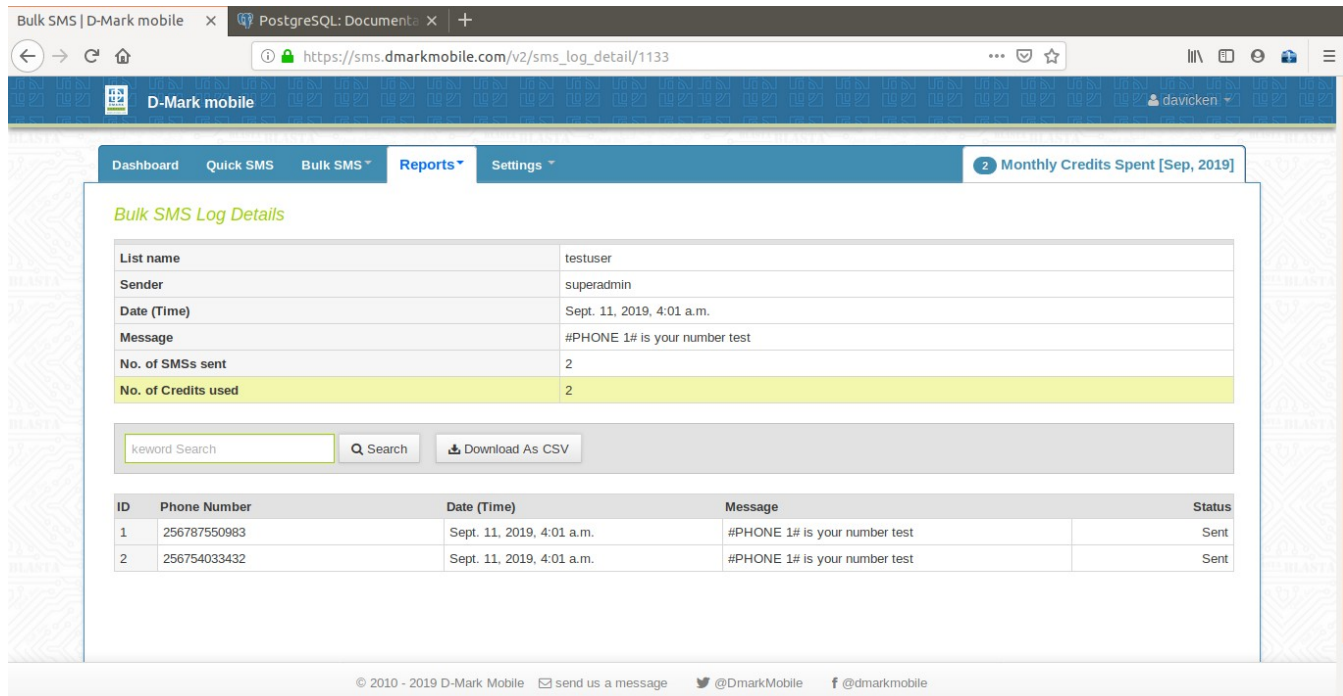


Figure 13 Quick & Bulk SMS logs details

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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The screenshot shows the 'Credit Topup Logs' page in the D-Mark mobile web application. The page has a navigation bar with 'Dashboard', 'Quick SMS', 'Bulk SMS', 'Reports', and 'Settings'. A dropdown menu is open under 'Reports', showing 'Quick & Bulk SMS Logs' and 'Credit Topup Logs'. Below the navigation, there is a search bar labeled 'Search by admin username' and a 'Search' button. To the right of the search bar is a 'Microsoft Excel' download button. The main content area contains a table with the following data:

ID	Assigned By	Assigned to	No. of Credits	Date Assigned
1	davicken	new	10	Sept. 25, 2019, 5:22 p.m.
2	davicken	new	2	Sept. 25, 2019, 5:21 p.m.

At the bottom of the page, there is a footer with the URL 'https://sms.dmarkmobile.com/v2/credit_topup/', copyright information '© 2010 - 2019 D-Mark Mobile', and social media links for 'send us a message', '@DmarkMobile', and '@dmarkmobile'.

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.

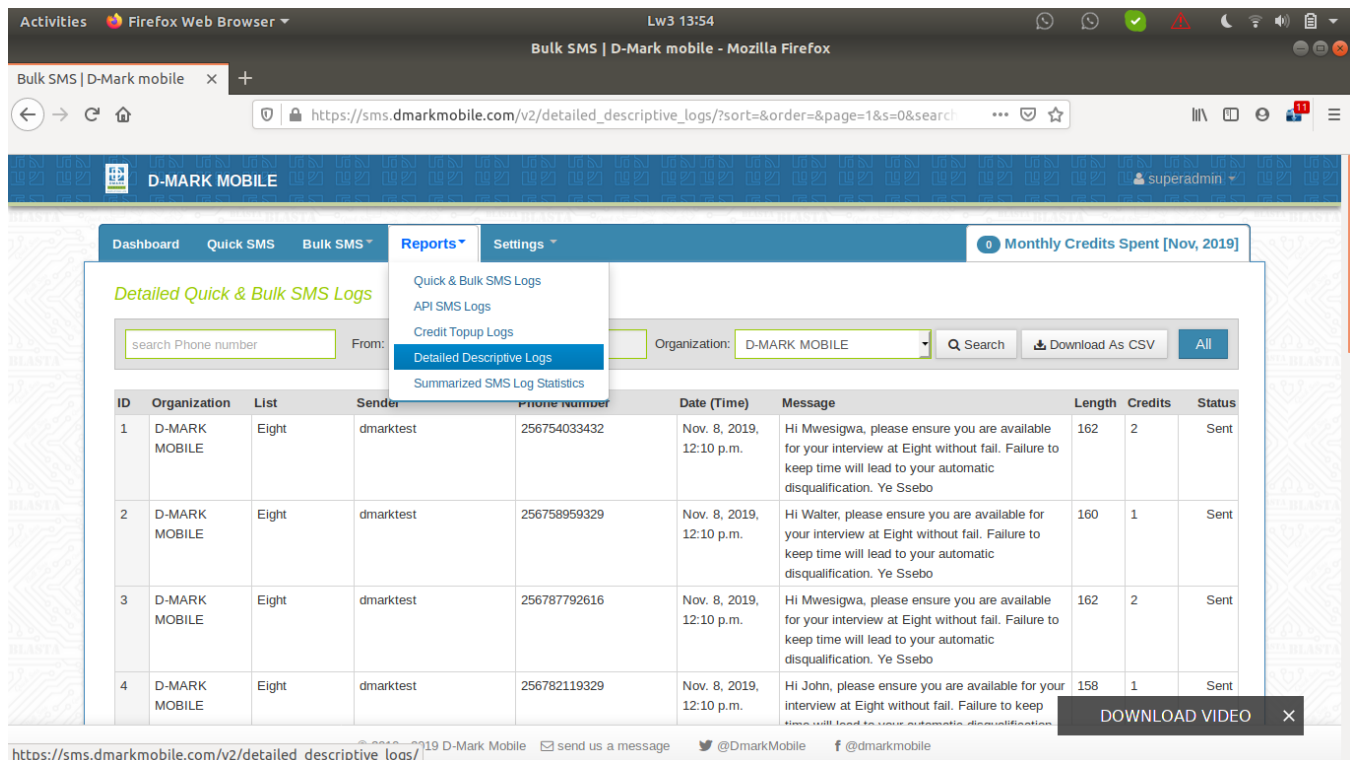


Figure 15: Detailed Descriptive Logs

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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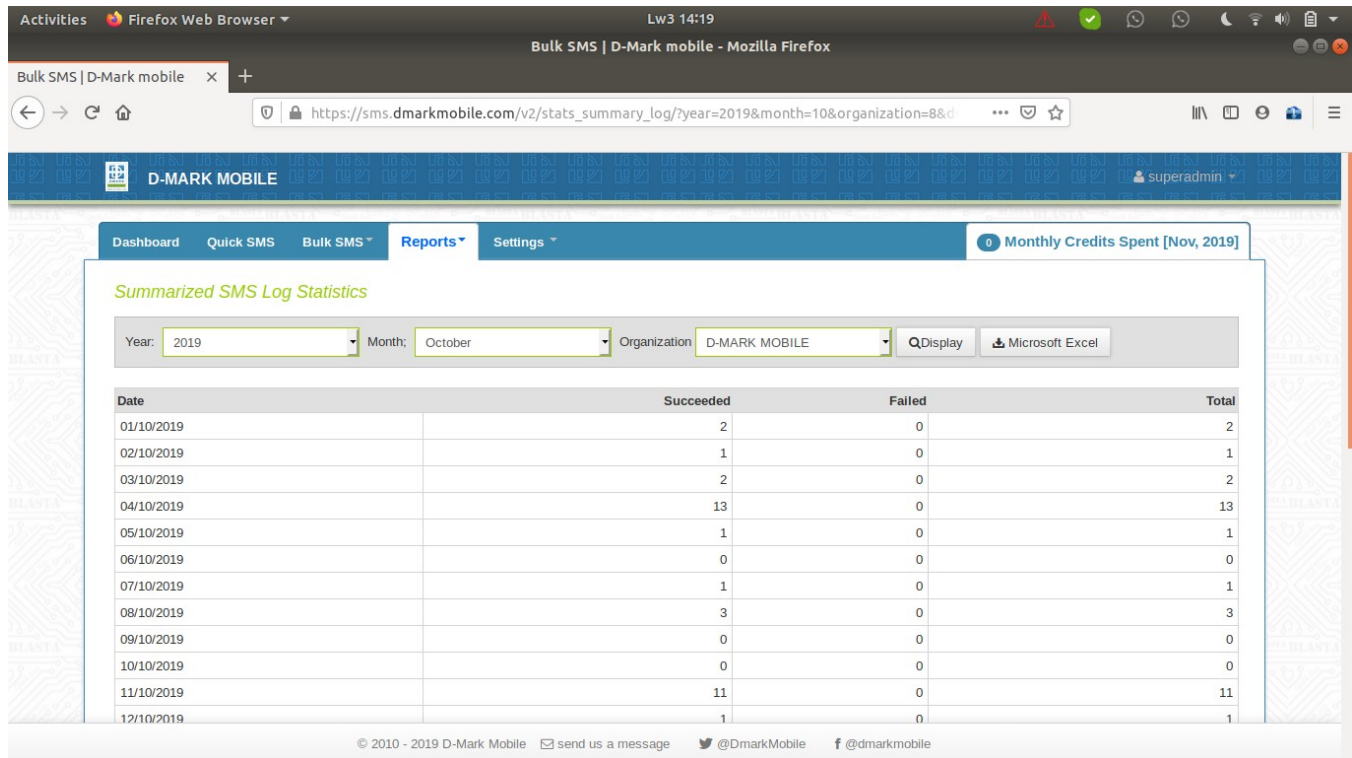


Figure 16: Summarized SMS Log Statistics

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.

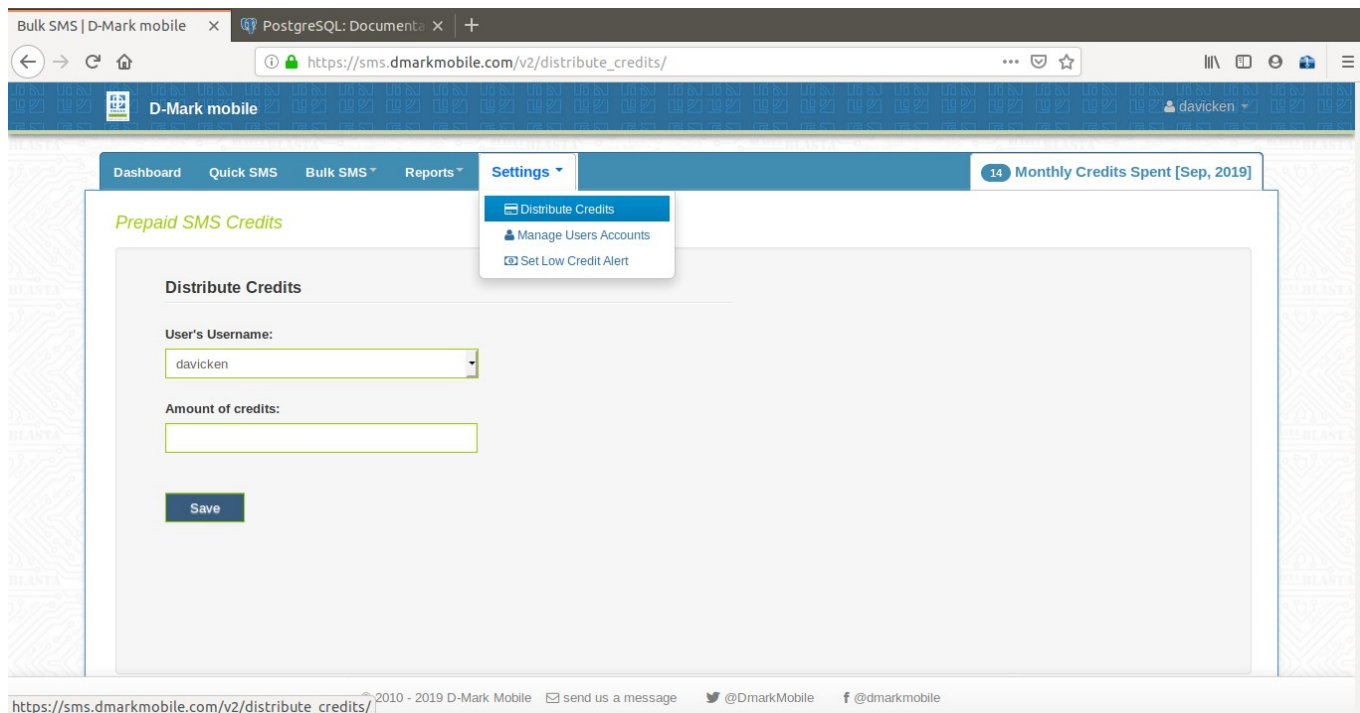


Figure 17 The Distribute Credits option

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.

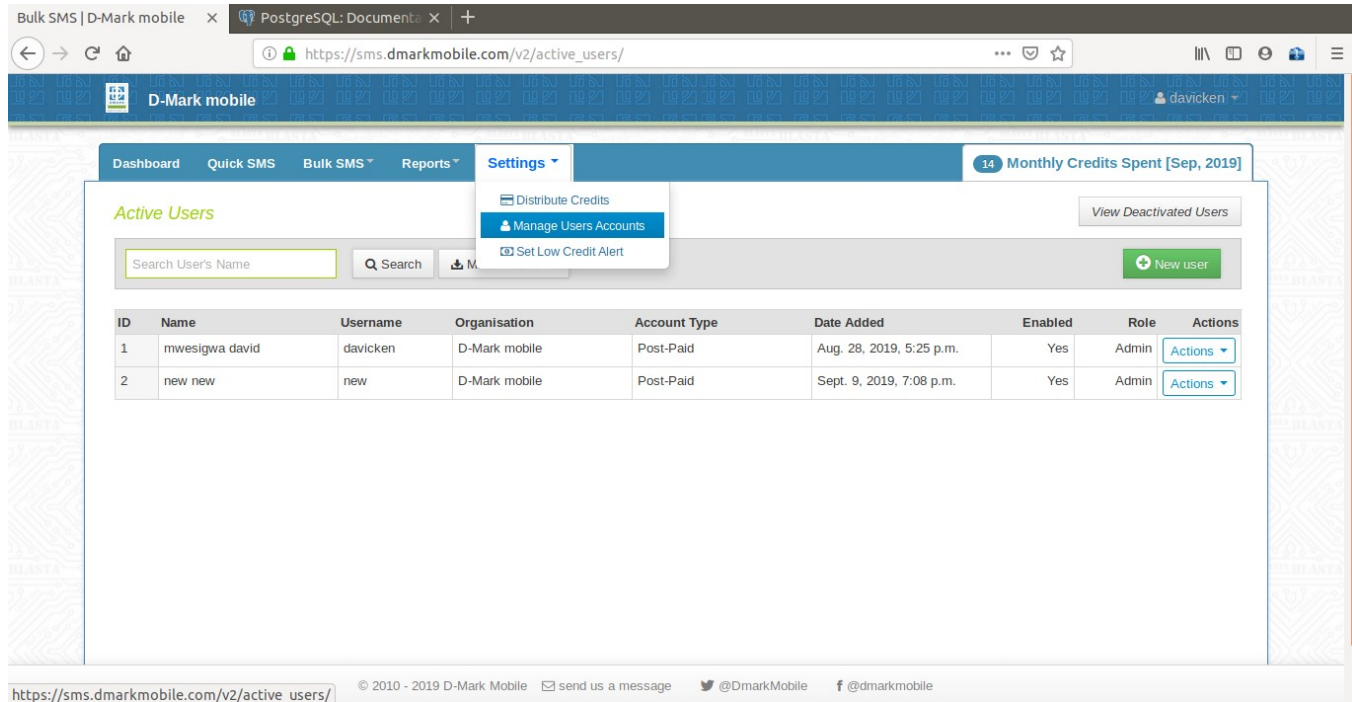


Figure 18 User Accounts Management

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.

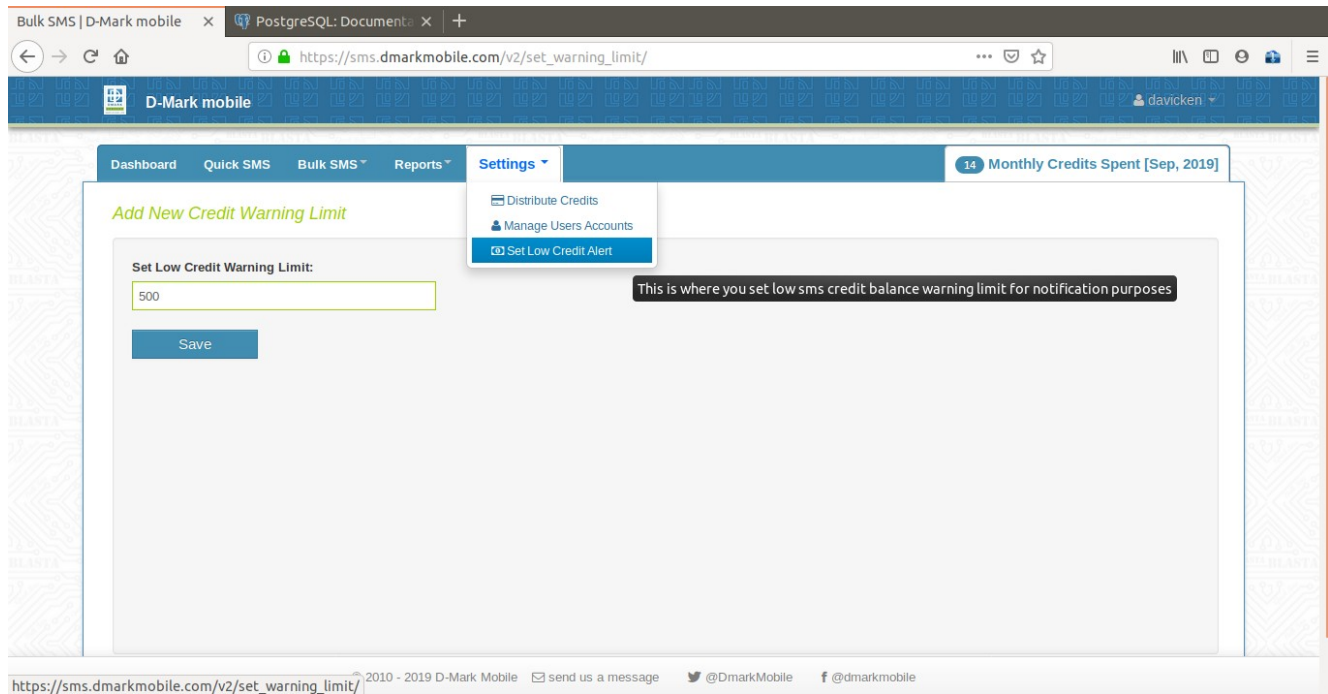


Figure 19 Low credit alert limit setting

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.