



txttools Essentials

This manual contains the essentials for using txttools. A requirement before being able to use this guide is having access to a username and password for txttools. If you do not have log-in details, you can either contact your institution's administrator or contact the txttools support team by phone: 0113 234 2111 or by email: support@txttools.co.uk

Logging in

Open your web-browser (e.g. Internet Explorer or Mozilla Firefox) and then navigate to www.txttools.co.uk

When viewing this page, you should see boxes to input your username and password at the top right hand corner of the page. The username **is not** case sensitive, however the password **is** case sensitive. Please enter your username and password with care, ensuring that the password is correct, and press enter.

Signature

You can attach a signature to the end of your messages in much the same way you can to an email. Once logged in, the navigation icons are listed across the top of the page. Near the right hand side is one labelled 'Templates'. Click this to create/amend any templates; selecting 'Edit Signature' from the menu bar will take you to the page where the signature can be amended. Once the signature has been set, you can edit it by clicking directly on your signature as displayed at the foot of the templates page (or by clicking 'Edit Signature' again).

A signature can be appended to the end of any message you send out by selecting the appropriate option from the Compose page. Signatures have no maximum length, but are added to the total character length of a message in addition to your message content. We recommend you use a signature to tell your recipients who you are and what your keyword is.

Sending messages

This is done on the Compose page. Click on 'Compose' at the top of the screen to prepare and to send out the text:

- The top section of this page is where you select the recipient(s) of the text. You have the option to send to a group or an individual. Select whether you want to send to a group or an individual and then click on the relevant contact/group you wish to send to. It is possible to send to multiple contacts by holding shift or control on your keyboard and selecting the contacts you want to send to.
- The middle section of this page is where you input the text message that you wish to send; you have two options here:
 - 1) Select a pre-made template in the template drop-down list (labelled '...select message template'); make sure to select the most appropriate one to your message. You should have prepared one but if there is no relevant message, you can use the second option.

2) Write your own message in the large message box available below the template drop-down list. Make sure the message does not exceed 160 characters or each recipient will receive 2 texts.

After selecting the message you have the choice whether to add a signature.

- Scroll to the bottom of the page, make sure 'Send now' is selected and then click the Send button. If you want to double check everything is set up correctly in the text, then click the Preview button. If everything is satisfactory then click the Send button that appears on the new page.

Checking messages have been sent

After the message has been sent, locate the notepad icon at the top of the page marked 'Sent' and click on this link. On this page, click anywhere on the relevant message (the message content, date or recipient) and this will bring up the status of the message that has been sent. On the right hand side of each recipient it will show a status symbol in a small coloured circle. If you see:

- a decent number of green circles with a tick inside then everything is fine.
- a large number of red circles with a cross then get in contact with support.
- a large amount of empty green circles then check again later.

Keywords

You should have access to a dedicated long number or, in some cases, access to a shortcode. The long number is shared across your institution, however the shortcode is shared across our application. In order to direct messages to the correct account, your account will have a keyword attached to it. A keyword is a short string of characters that needs to be written at the start of a message sent to your dedicated number – this then forwards the reply to your account. For a keyword to work it **must** be followed by a space as that is the defining character of a keyword; if it is directly followed by punctuation, it will not work. Keywords are **not** case sensitive.

An example of using a keyword: the dedicated number is 07123456789 and the keyword is EMA, then a message is sent to 07123456789 with the message content as follows:

ema please can I get more money.

This message would then appear in the inbox.

Inbox

When the Inbox is opened, the messages are listed with the most recently received at the top, and you can see information including who the message is from (you will see the contact's name if it is stored in the address book) and when the message was delivered.

Clicking on a message will display the details in full – including the complete message text. When you have clicked on a message, it will be marked as 'read' (an open envelope symbol). You can mark messages as 'unread' if you choose to, which can be useful for shared accounts so that your colleagues can easily see which messages are new. When a message is opened you will also see other options for that particular message: from this details screen you can select the appropriate buttons to delete the message from the inbox or reply to it.

If you experience any problems using txttools you can contact our support team by phone: 0113 234 2111, by email: support@txttools.co.uk or by clicking the 'Live Help!' button at the top right corner of your page.