

How to Send an SMS Text Message

In this video, we will discuss How to Send an SMS Text Message.

Before you send an alert remember to complete all the sections in the grey bar across the top of your screen. You must first select a group, user type, message type, and escalation level before continuing. Double check that the number listed in the yellow bar matches the amount of users who will receive your alert!

To begin creating your Text Message Alert, start by entering a Message Subject. Your next step will be to enter the Message Body. If you would like to personalize your message you may select an Insert Name Option. You also have the option of using a Text Message Template. If you would like to learn more about how to create a template, please view our tutorial on templates.

As you type your message the system will provide a character count for you. The character count on text messages is set at 280. A text message alert with over 140 characters will be sent in two separate text messages to each contact, although for our system this will only count as one total message sent. If you choose to limit your text alert to 140 characters, then only one text message will be sent. Also, if the language preference has been set under the user's contact record, when this text message is sent, it will be translated into their language of choice. You can also choose to send out the text alert to social media by checking the appropriate boxes.

Finally, you can either send the message now or send the message later. If you choose to send it later simply click the button labeled "Send Message Later". Your page will refresh where you'll find a calendar, just enter the time and date of when you would like the message to be sent out and click "Add". By clicking Schedule Alert, you will save your alert to send at a later date.

Once you have sent your alert you will be automatically redirected to the results page where you can view the recipient list. If you need to view this information again in the future, simply click on "past alerts" under the "alerts" drop down menu on the navigation bar.

Thanks for watching! If you have more questions, please feel free to contact our Customer Success Team at support@highgroundsolutions.com.



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