SendQuick® ASP

SendQuick ASP

Administrator Guide
Version 1.3 (1 June 2023)

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1.0 Introduction

1.1 About SendQuick

SendQuick™ develops and offers **enterprise mobile messaging solutions** to facilitate and improve business workflow and communication. Our solutions are widely used in areas such as IT alerts & notifications, secure remote access via multi-factor authentication, emergency & broadcast messaging, business process automation and system availability monitoring.

In addition to functionality, our solutions have also been developed with other key features in mind such as **security** and **confidentiality** of company information, and **ease in mitigating disruption** during unplanned system downtime. Our solutions are available in the form of server-grade On-premises Appliance, Virtual Machine (VM) or Cloud-based.

1.2 About SendQuick ASP

SendQuick ASP is an easy-to-use SMS messaging solution leveraging **cloud technology** to disseminate information via a web browser or API. SendQuick ASP supports 1-way broadcast or 2-way SMS service (with optional upgrade) to allow companies to meet their SMS messaging services requirements.

SendQuick's cloud SMS is best used to automate workflow processes, such as sending out reminders and marketing messages to increase customer interaction and provide a seamless text messaging experience for consumers.

For 2-way SMS, there are a few items to note:
- Messages sent with alphanumeric Sender ID cannot be replied with 2-way SMS.
- To reply using 2-way SMS directly, the Sender ID need to be set to the SIM card number supplied.
- The ability to see the alphanumeric Sender ID is telco network dependent and may not be applicable to all countries and subject to availability. (Currently, Singapore telcos support Sender ID function)

If you wish to use the Sender ID (in alphanumeric) and want to get reply from users (incoming SMS), you can put the instructions on the SMS text. One example is given below:

'Dear customer, your appointment is confirmed at 10am on Monday. To reply, please SMS Yes to 81234567. Thank you.'

The service requires pre-activation by the SendQuick System Administrator before it can be configured further by the company administrator to allow end-users to use.

2.0 Initial Preparation

Before accessing the SendQuick ASP service, the user needs to have a computer/laptop with Internet access and a web browser.

Once the user is ready, perform the following steps to access the service:
1. Use a computer/laptop that has access to the Internet.
2. Open the web browser.
3. Type in the following URL in the browser's address bar.

   http://www.sendquickasp.com/corporate/index.html

4. The user will see a login page as shown in Figure 1. Enter the **username** and **password** as provided by SendQuick System Administrator, as well as the **captcha** shown on the login screen and click **Login.** The user can click on "Forgot Password" to generate a new password to be sent to the email address of your company administrator.

Figure 1: Administrator Login Page

5. Once the company administrator has entered the correct username and password, as well as the correct captcha, the administrator will be prompted to check his/her email for the two-factor login code.
6. Key in the two-factor login code provided in the email on the Two Factor Verification page as shown in Figure 2.
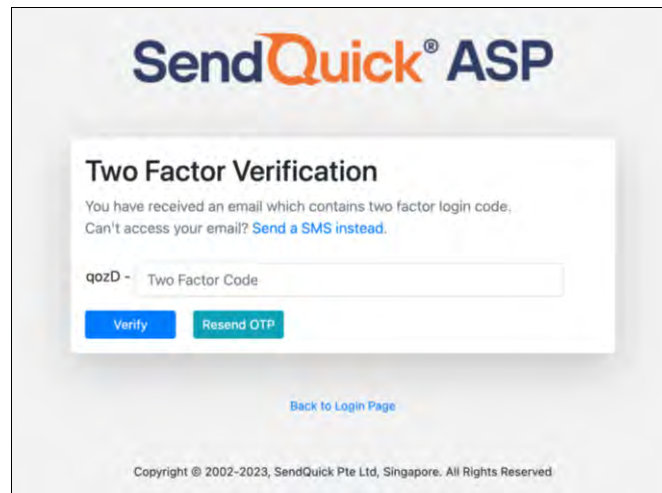
Figure 2: Two-factor verification (enter code from email)

7. To send the two-factor login code to SMS instead, on the page click on "Send a SMS instead" link.

8. Key in the two-factor login code provided in the SMS on the Two Factor Verification page as in Figure 3. Similarly, if you would like to receive the two-factor login code via email instead, click on the "Send an Email instead" link.
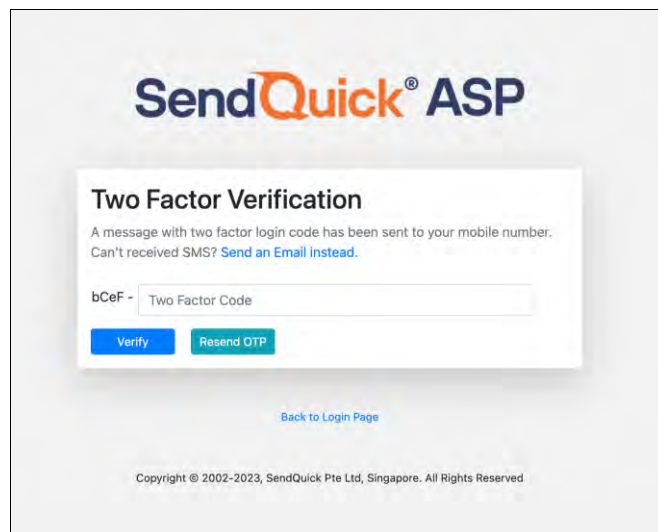

Figure 3: Two-factor verification (enter code from SMS)

9. Upon successful login, the user will be directed to the SendQuick ASP Administrator User Interface dashboard.

> **Note:** Get assistance from the system administrator if the user does not have the URL address for the SendQuick ASP service.

3.0 Administrator Access
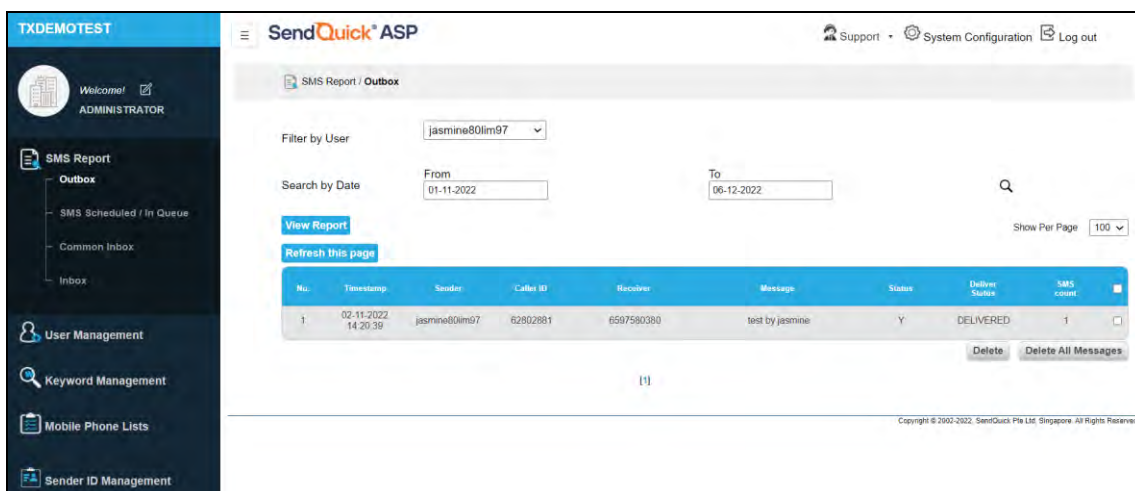
3.1 Administrator Login

The initial process for administrator login is explained in **Section 2.0 Initial Preparation**. By default, there will be a two-factor authentication during login that will send the one-time-password code either to email or SMS. To turn off this two-factor authentication step please refer to Section **3.8.3 Two-Factor Authentication for Login**.

3.2 SMS Report

This section is where the logs of messages can be found. It consists of the following types of SMS log reports:

- **Outbox**
- **SMS Scheduled / In Queue**
- **Common Inbox**
- **Inbox**

Figure 4: SMS Report – Outbox

3.2.1 SMS Report – Outbox

The **Outbox** (see Figure 4) contains all outgoing SMS messages that has been sent by all the users of the corporate account.

The **Status** shows the outcome of the outgoing messages.

- If it is **Y**, it means that SendQuick ASP has already successfully sent out the message from the gateway to the telco operator and SMS credit will be deducted regardless of the **Delivered Status.**
- If it is **F**, it means that SendQuick ASP has failed to send out the message and **no** SMS credit was deducted.

The **Delivered Status** shows an acknowledgement of the sent messages directly from the telco operators. It can show status of any of the following:

- **Delivered** – the message has been delivered by the telco operator to the recipient.
- **Sent (Pending Status)** – the telco operator has attempted to send the message to the recipient and is pending for further update.
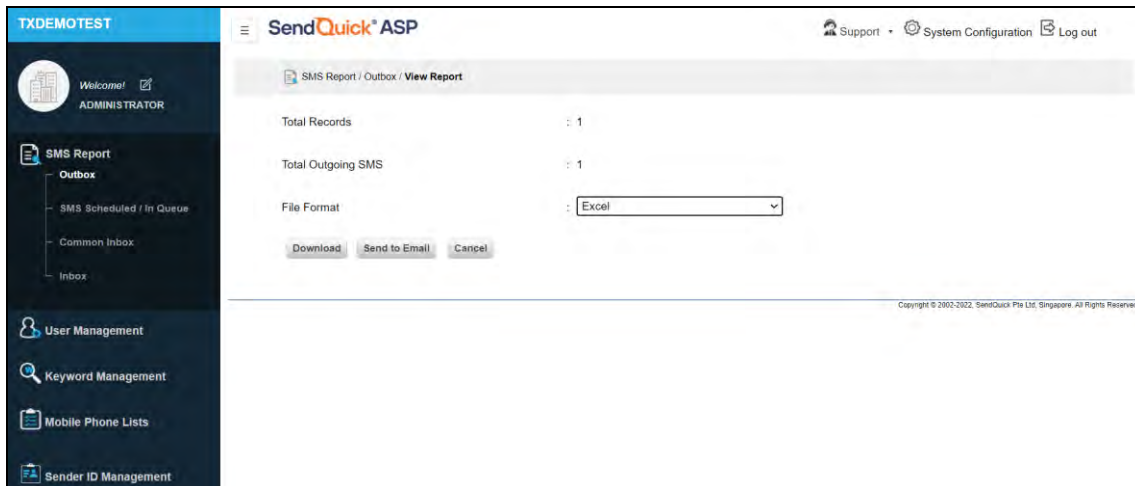- **Undelivered** – the telco operator is unable to deliver the message to the recipient.

Figure 5: SMS Report – Outbox – View Report

The Administrator can also search the messages by a range of dates, and **View Report** (see Figure 5) to **Download** as **Excel** or **Send to Email** (see Figure 6) to have the report sent to an email address. The Administrator may select messages to delete by checking the corresponding checkboxes and click **Delete** or choose to **Delete All Messages**. These SMS messages will be automatically deleted on the corresponding users' accounts.
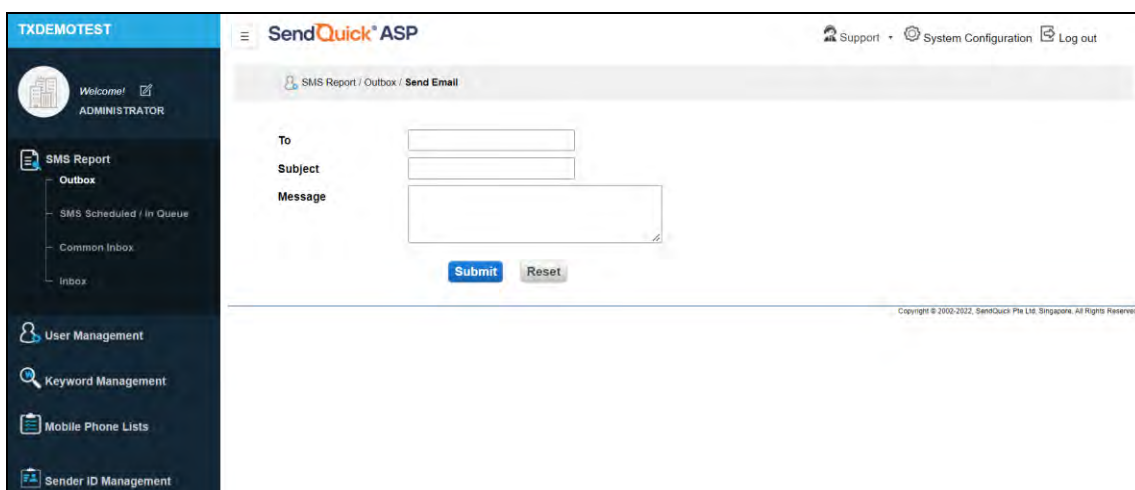
Figure 6: SMS Report – Outbox – View Report - Send Email

3.2.2 SMS Report – SMS Scheduled / In Queue

All SMS messages (by all the users in the same corporate account) that are still in the queue for sending, as well as those scheduled at a later stipulated date and time will be logged in **SMS Scheduled / In Queue** (see Figure 7) before it is sent. Once sent, the entries will no longer be found here but logged in Outbox (see **3.2.1 SMS Report – Outbox**) instead.
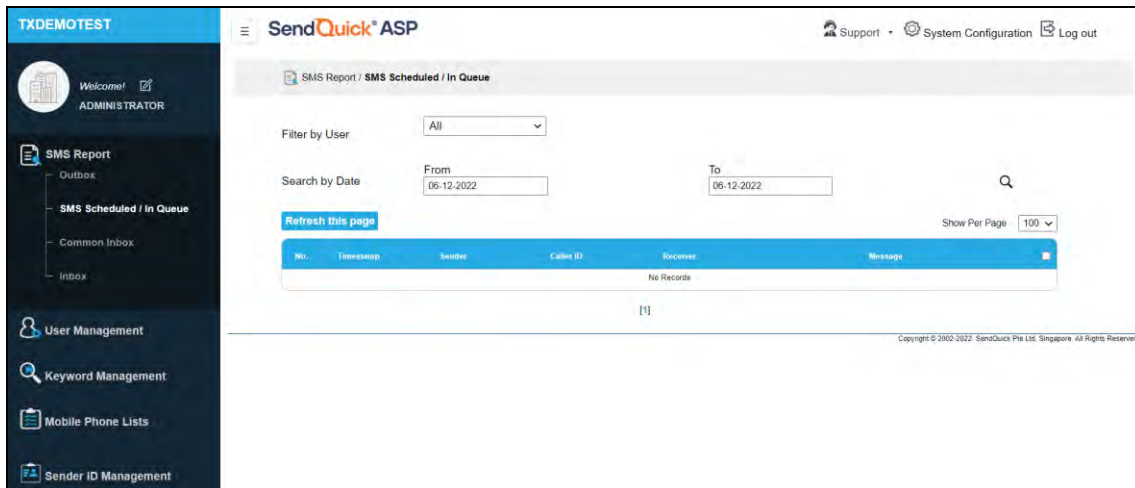

Figure 7: SMS Report – SMS Scheduled in Queue

The Administrator may choose to delete the messages that are still in the Queue to prevent messages from being sent out. Select the messages by checking the corresponding checkboxes and click the **Delete** button to remove them. To delete all messages at once, click the **Delete All Messages** option.

3.2.3 SMS Report – Common Inbox

This will only be applicable if you are subscribed to the 2-way messaging service. Any incoming SMS that does not have any matching keyword (i.e., the first word of the incoming SMS message) designated to any of the users of the corporate account will be captured in **Common Inbox** (see Figure 8) that will be common to all.
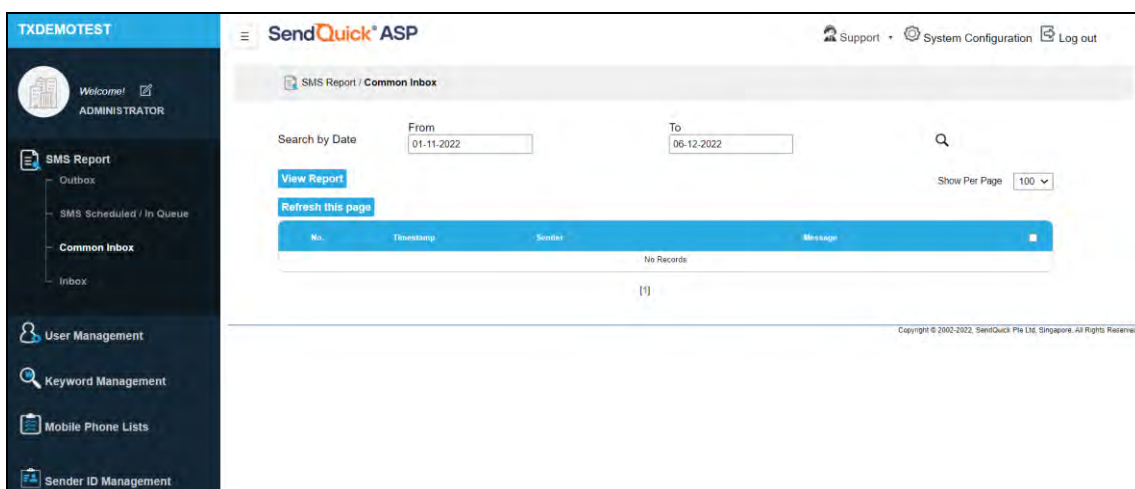
Figure 8: SMS Report – Common Inbox

In other words, the SMS messages log here will be visible to all the users and the administrator under the same corporate account. The administrator has the option to **View Report** (see Figure 9) and to **Download** as **Excel** file or **Send to Email** (see Figure 10) to send report to your specified email address with subject and message.
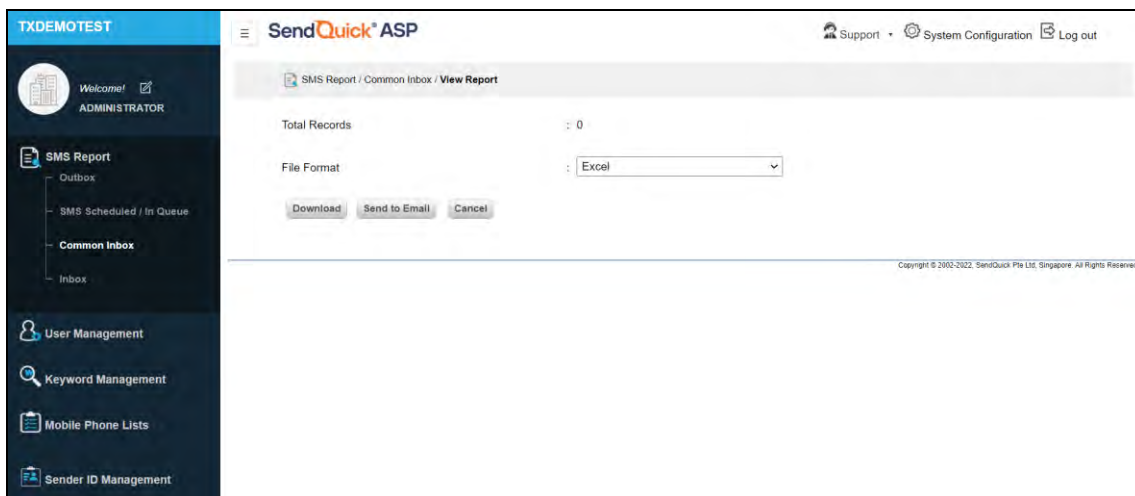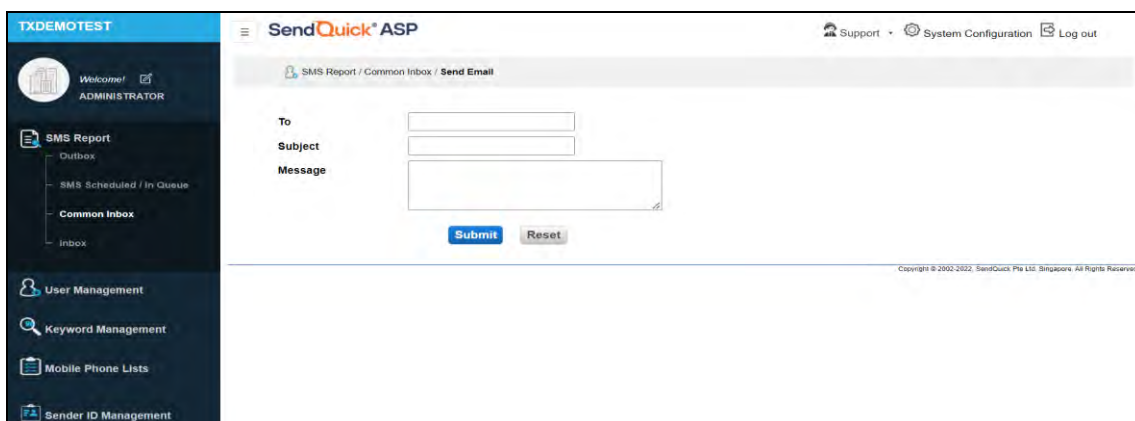

Figure 9: SMS Report – Common Inbox – View Report

Figure 10: SMS Report – Common Inbox – Send Email

3.2.4 SMS Report – Inbox

This will only be applicable if you are subscribed to the 2-way messaging service. The incoming SMS will be routed via a hosted 3G/4G modem with SIM card.

The **Inbox** (see Figure 11) logs the incoming SMS messages that have matching keywords for all users under the same corporate account. Any incoming SMS that has matching **Keyword** (i.e., the first word of the incoming SMS message) designated to the user will be captured here in the Inbox.
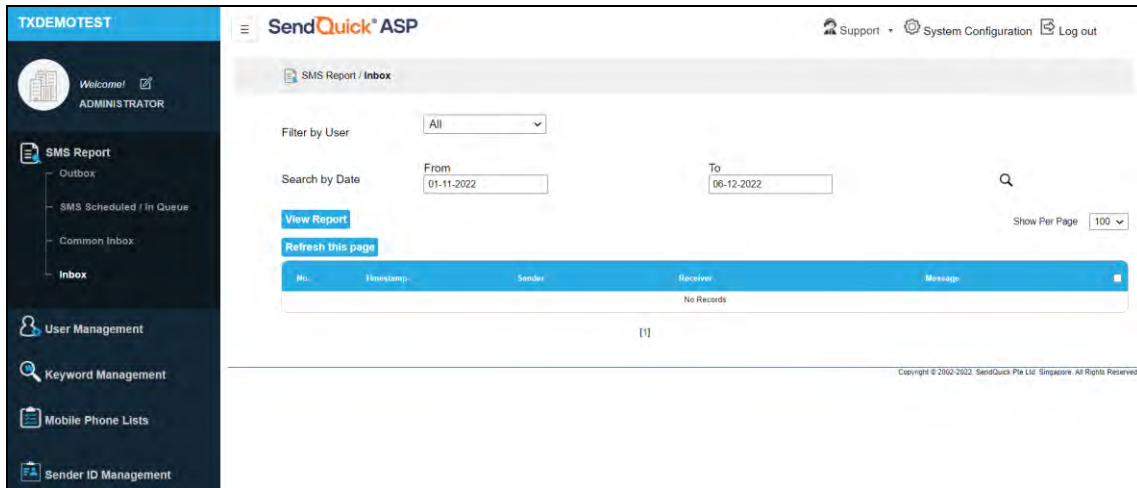
Figure 11: SMS Report - Inbox

This keyword designated for each individual end-user can be specified by the Administrator by editing the user **Profile** under Section **3.3 User** Management. The administrator can **View Report** (see Figure 12) to **Download** as **Excel** or **Send to Email** (see Figure 13) to send report to your specified email address with subject and message.
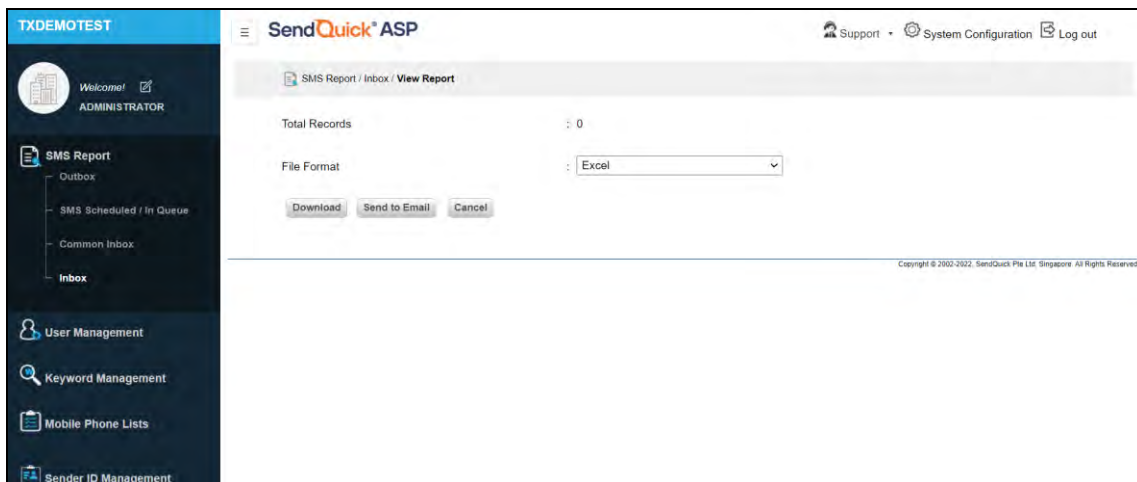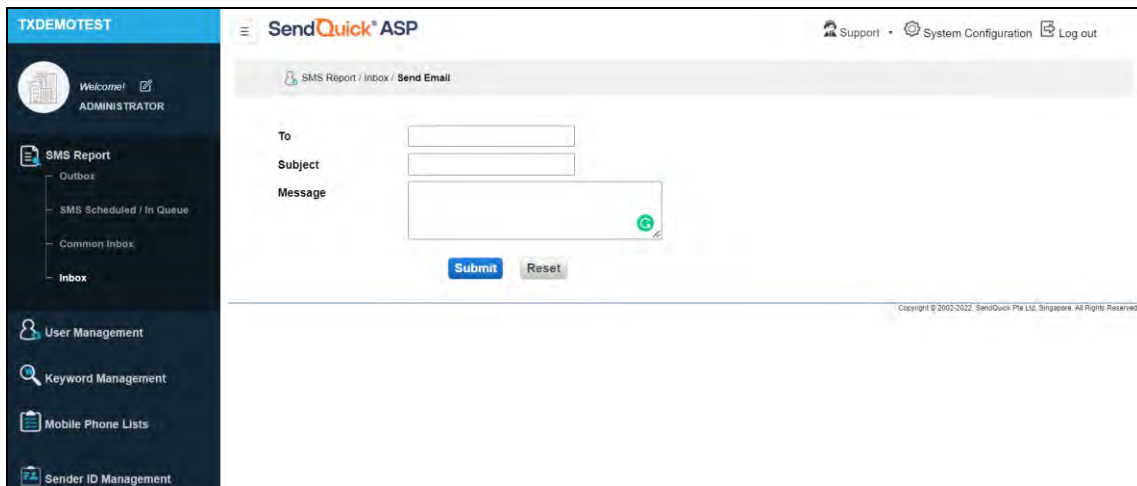

Figure 12: SMS Report – Inbox – View Report

Figure 13: SMS Report – Inbox – Send Email

3.3 User Management

The Administrator can view the **SMS Quota Balance** for allocation at the top-left of the User Management page (see Figure 14), and request for **Top-up** with the System Administrator (contact SendQuick) should there be low/insufficient SMS balance for the corporate account.
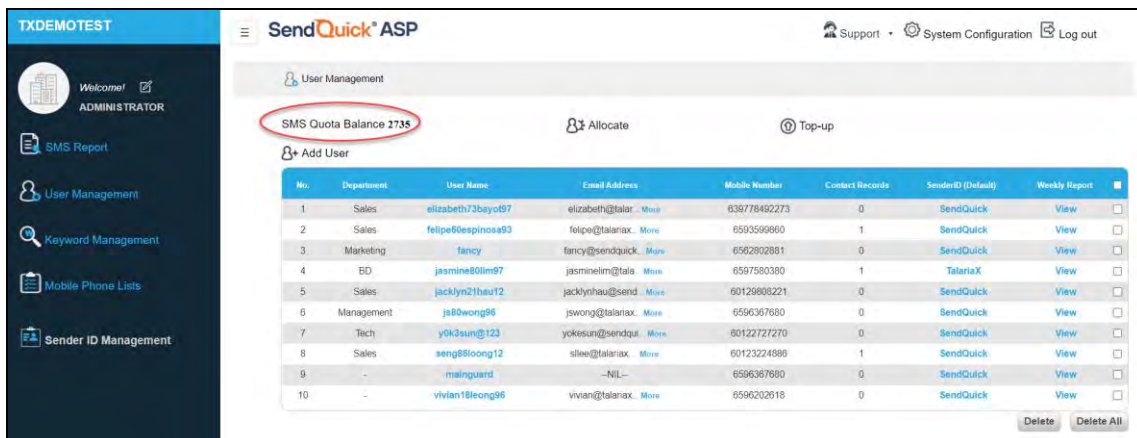
Figure 14: User Management

The administrator can **Allocate** a SMS Top-up to each of the users (see Figure 15) hence controlling the SMS usage of each user, and indirectly the cost incurred by the company.
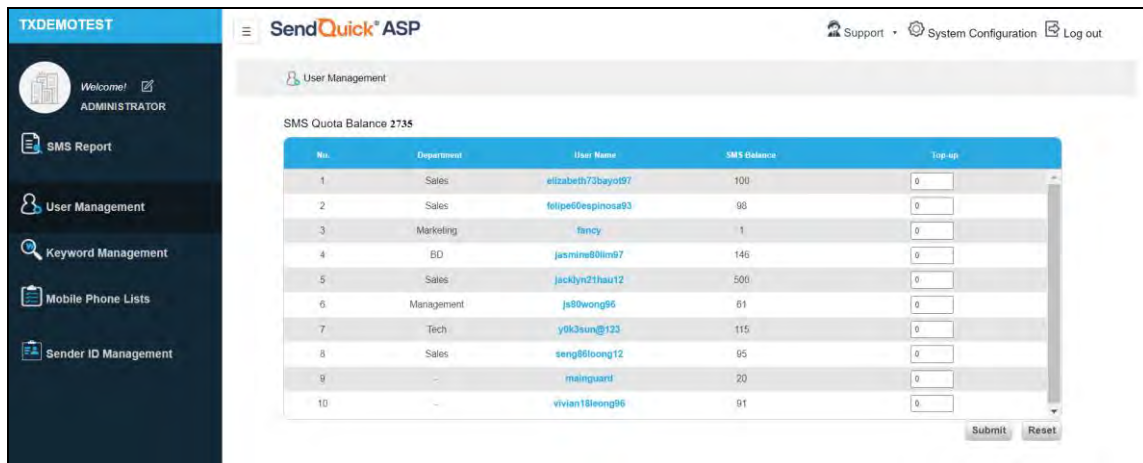
Figure 15: User Management - Allocate

The administrator can click the **Sender ID (Default)** of each of the users to edit the **Sender ID** and **Access Right to Edit**. As the Administrator, you can also **View Weekly Report** (see Figure 16) for each User Name and browse through the SMS Usage of the week, with a breakdown on daily basis. The administrator can also view the SMS quota left for the selected user.

Figure 16: User Management – View Weekly Report

The administrator may click **Add User** (see Figure 17) or the **User Name** to edit the user account details (except for the "User Name"). **SMS Quota** and **Access Right to Edit** the **Sender ID** shall be determined by the administrator. The options to enable/disable **Auto-reply Message** to incoming message(s) directed to the user and to **Forward** the incoming messages to the user via **SMS**, **Email** or **Both** are managed by the administrator. To complete the creation, the administrator may click **Reset** to revert back to what was originally recorded or **Submit** to add the user.
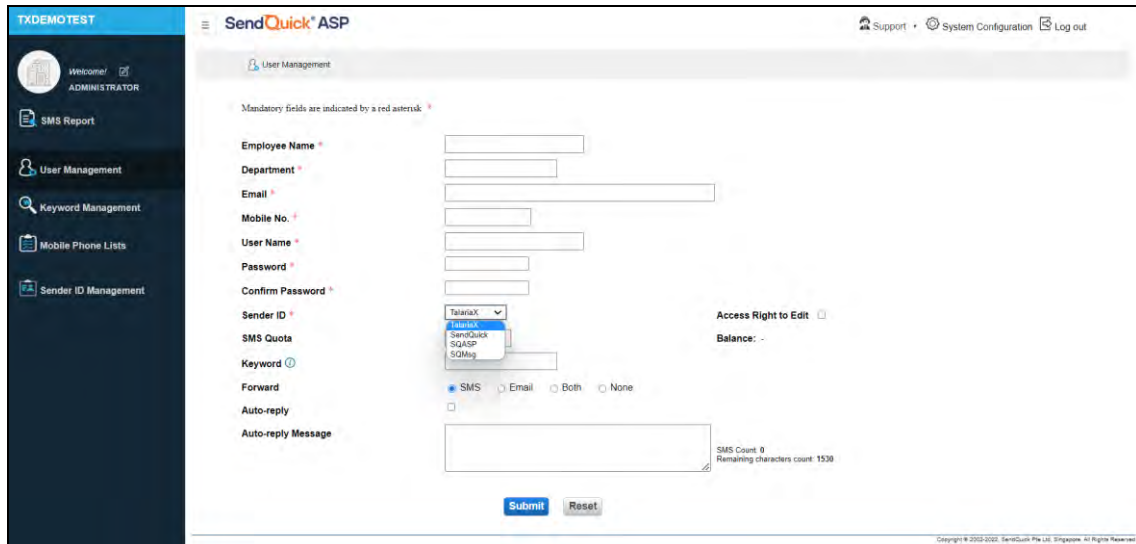
Figure 17: User Management – Add User

3.4 Keyword Management

To allow the recipients to have the choice not to or to continue receiving SMSes from the users, they may send SMS back with the **Unsubscribe or Subscribe Keywords** created by the administrator (see Figure 18 and Figure 20).

These keywords are case insensitive and applicable across all users of the same account. The administrator may **Enable** or **Disable** SMS **Auto-Reply Status** (see Figure 19 and Figure 21) as acknowledgement to the recipients' requests. These mobile numbers will be captured in the **Mobile Phone Lists** (refer to **Section 3.5 Mobile Phone Lists**).
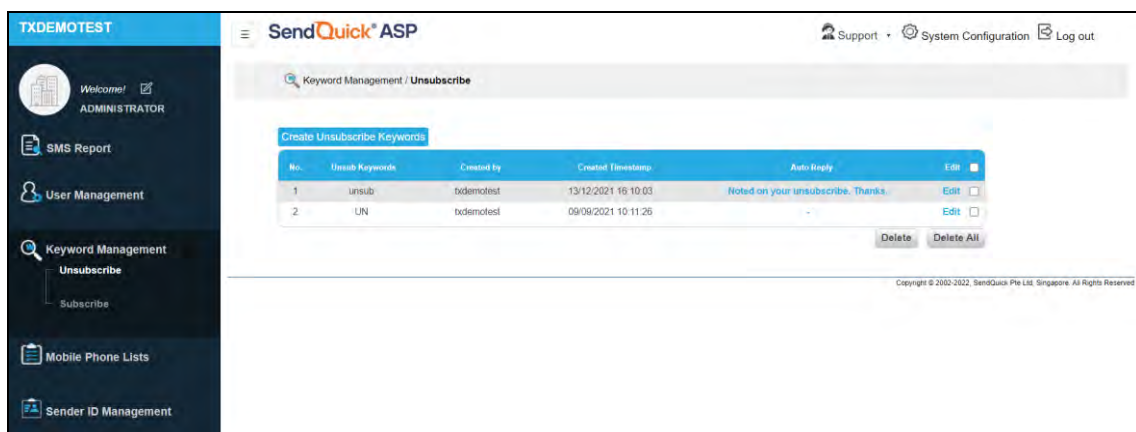
Figure 18: Keyword Management – Unsubscribe
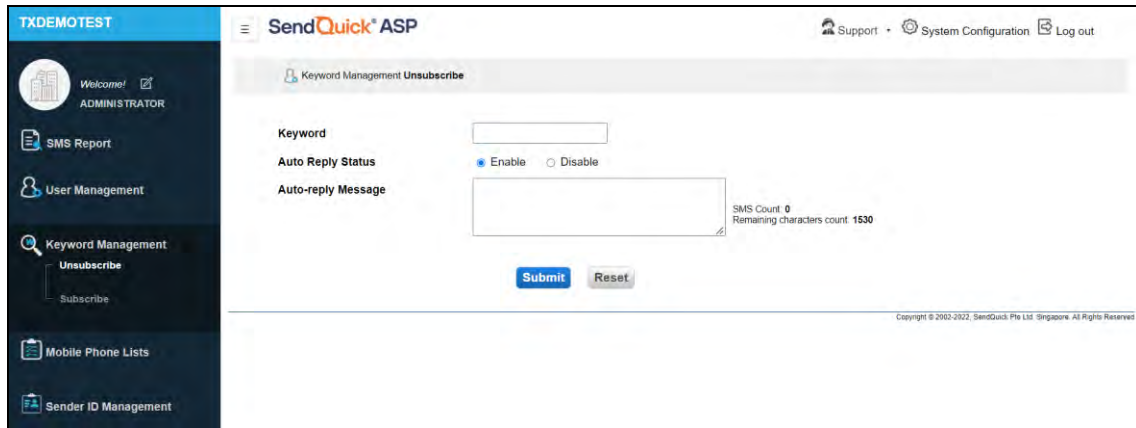
Figure 19: Keyword Management – Create Unsubscribe Keywords
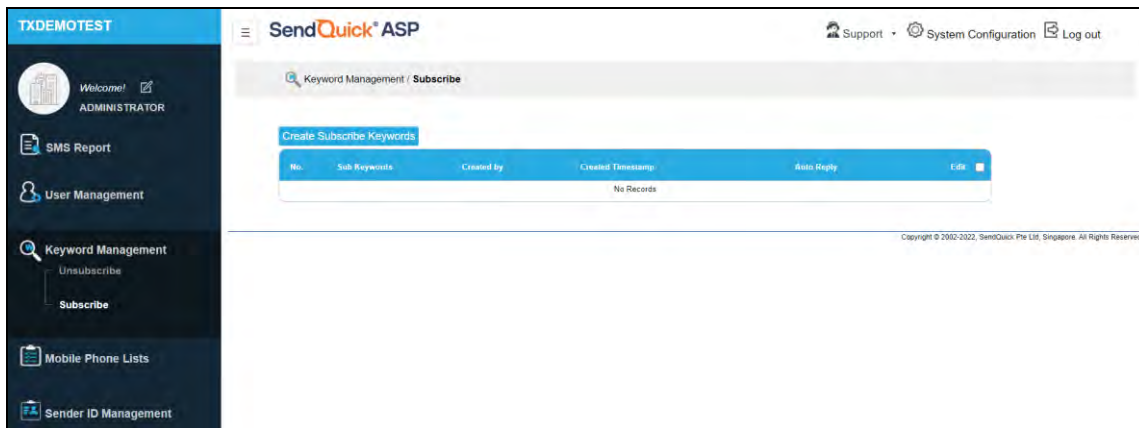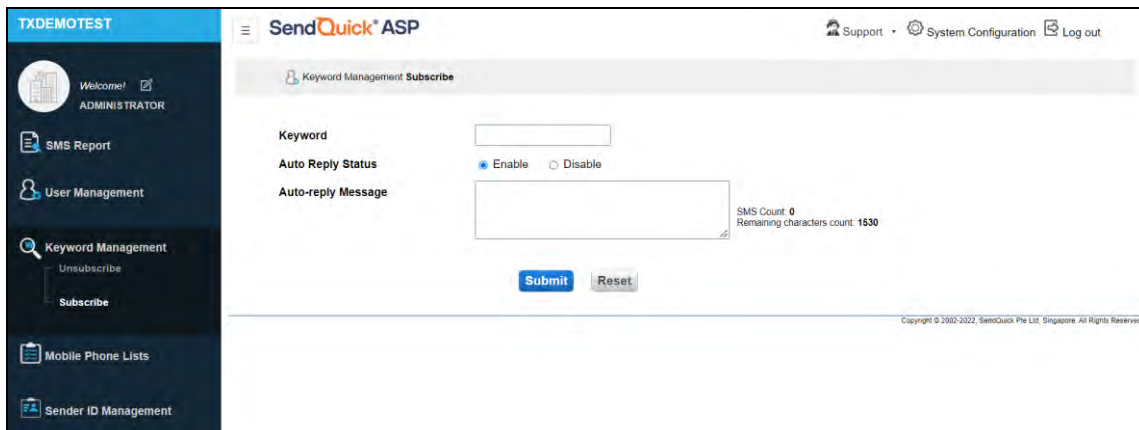

Figure 20: Keyword Management - Subscribe

Figure 21: Keyword Management – Create Subscribe Keywords

3.5 Mobile Phone Lists

The administrator may **Add "Unsubscribe" or "Subscribe"** mobile numbers to the respective lists, which will be applied across all users of the same corporate account in any of the following ways:

- **Manually** – one Mobile Number at a time.
- **by File Upload –** batch upload of mobile numbers at a time.
- by incoming SMS with the Unsubscribe or Subscribe keywords.

The administrator may **Export** these numbers to **XLS/CSV file** for record-keeping.
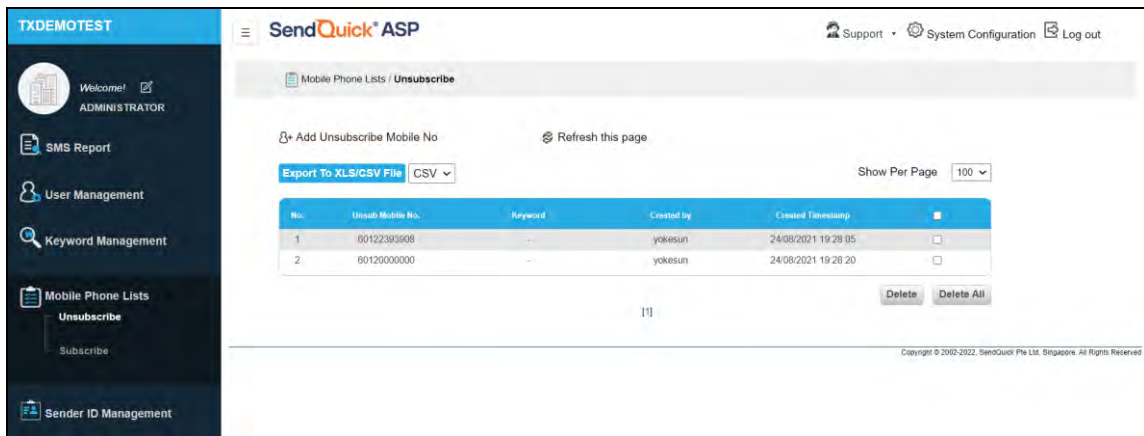
Figure 22: Mobile Phone Lists – Unsubscribe
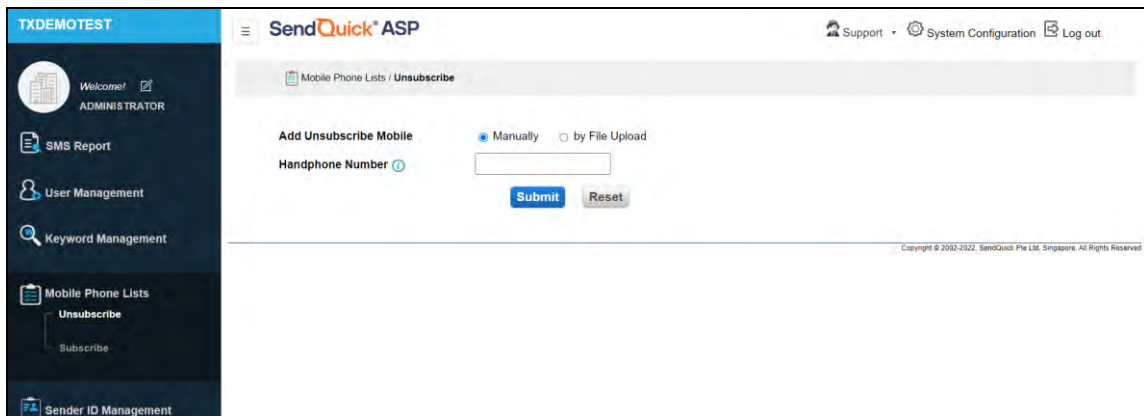
Figure 23: Mobile Phone Lists – Unsubscribe - Add Unsubscribe Mobile Number Manually
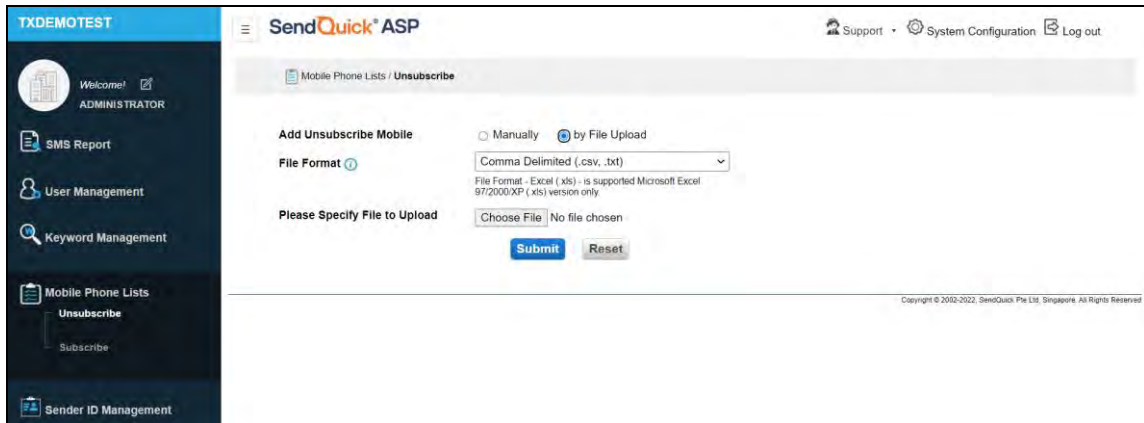
Figure 24: Mobile Phone Lists – Unsubscribe - Add Unsubscribe Mobile Number by File Upload
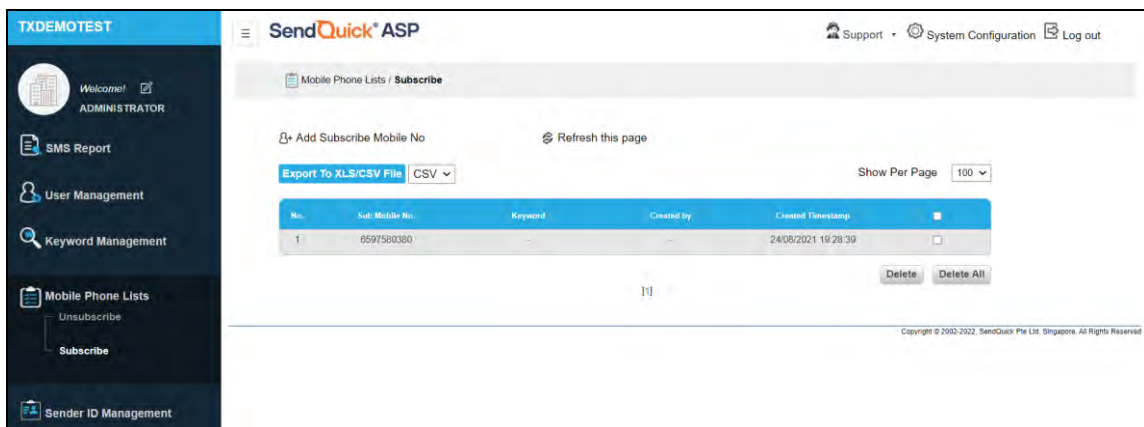

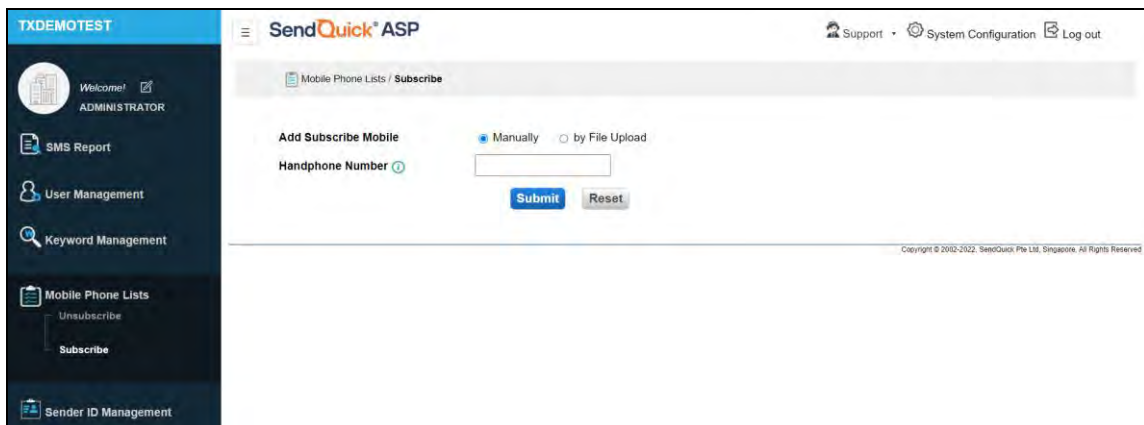*Figure 25: Mobile Phone Lists – Subscribe*

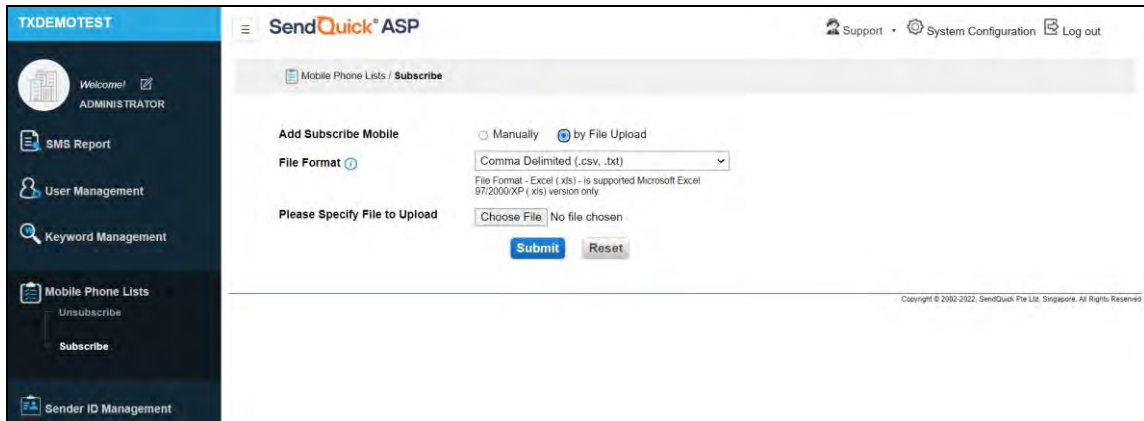*Figure 26: Mobile Phone Lists – Subscribe - Add Subscribe Mobile Number Manually*

Figure 27: Mobile Phone Lists – Subscribe - Add Subscribe Mobile Number by File Upload

3.6 Sender ID Management

Sender ID is the name that appears in the SMS "from" field when the recipient receives the SMS. It is mandatory to **Request New Sender ID**(s) and obtain the approval from SendQuick before use.
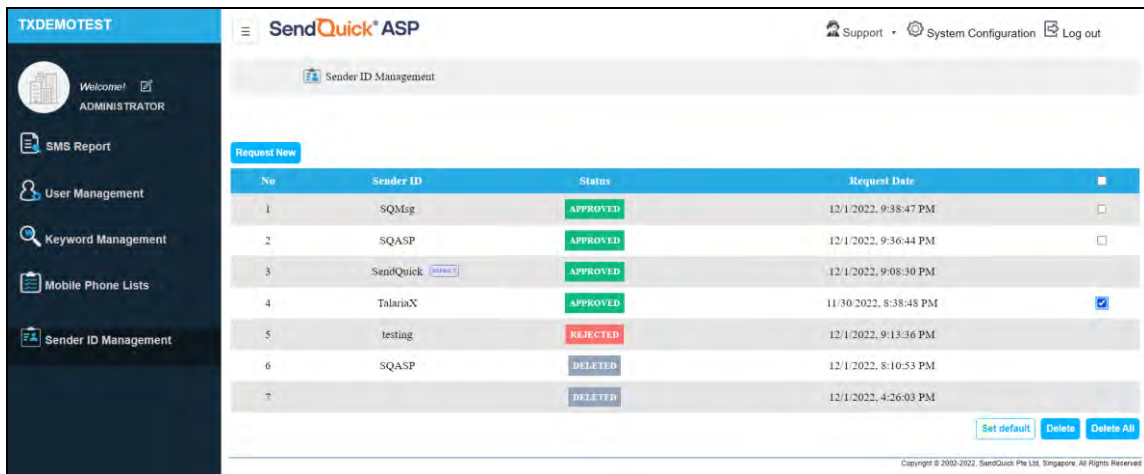

Figure 28: Sender ID Management

The administrator may check the corresponding checkbox of the approved Sender ID and click **Set Default**, **Delete** or simply just **Delete All**.
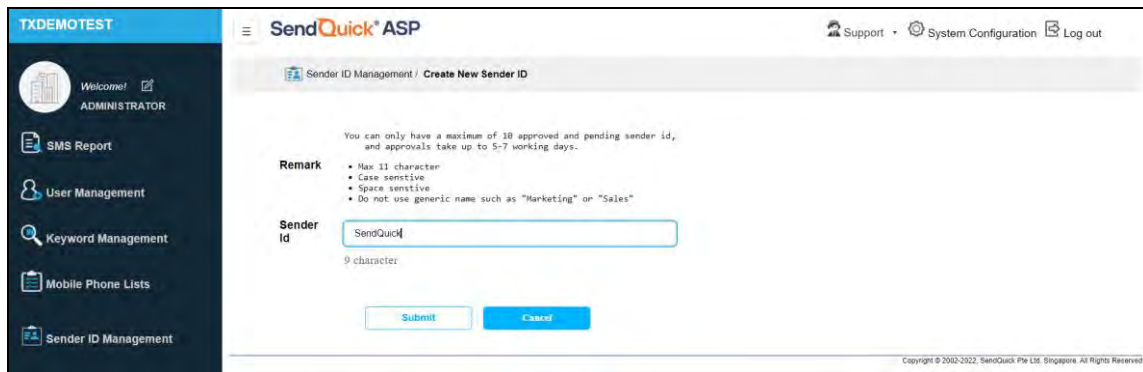
Figure 29: Sender ID Management – Create New Sender ID

3.7 Support

The administrator may click **Support** for the following:
- **Help assistant** to guide the administrator on the admin interface,
- **Knowledge base** for video tutorial on the use of the service, and
- **Contact us** to reach out to SendQuick for additional support.

3.8 System Configuration

Click on the "System Configuration" icon on the top right of the dashboard. The following options (see Figure 30) are made available to be configured.
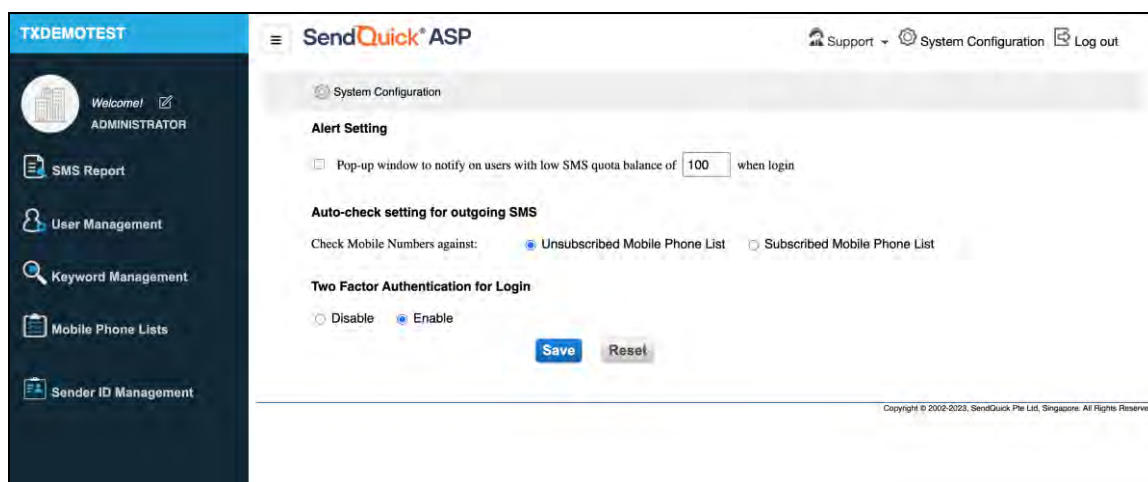

Figure 30: System Configuration

3.8.1 Alert Setting

The administrator may enable/disable a **Pop-up window to notify the administrator on the users with low SMS quota balance** (threshold of the quota before triggering alert can be set) in the **Alert Setting** of the **System Configuration**.

3.8.2 Auto-check setting for outgoing SMS

The administrator may also configure all **outgoing SMS** messages to **Auto-check Mobile Numbers against** the **Unsubscribe Mobile Phone List** / **Subscribe Mobile Phone List** prior to send-out by the users of the same corporate account.

In other words, unsubscribed numbers will not receive the SMSes eventually even though the users might have included them when broadcasting messages. This is because the system will automatically filter them out when **Unsubscribe Mobile Phone List** is chosen (default setting by system administrator, SendQuick) by the administrator to be checked against when sending the messages.

Likewise, only subscribed numbers will receive the SMSes eventually from the list of numbers the users have included when broadcasting messages. This is because the system will automatically select the ones that match when **Subscribed Mobile Phone List** is chosen by the administrator to be checked against when sending the messages.

3.8.3 Two-Factor Authentication for Login

Enable or Disable the two-factor authentication during login.

3.9 Profile

There is a **Profile** for the administrator by clicking the pencil icon at the left navigator. It allows the administrator to change **Password** and Company Logo.
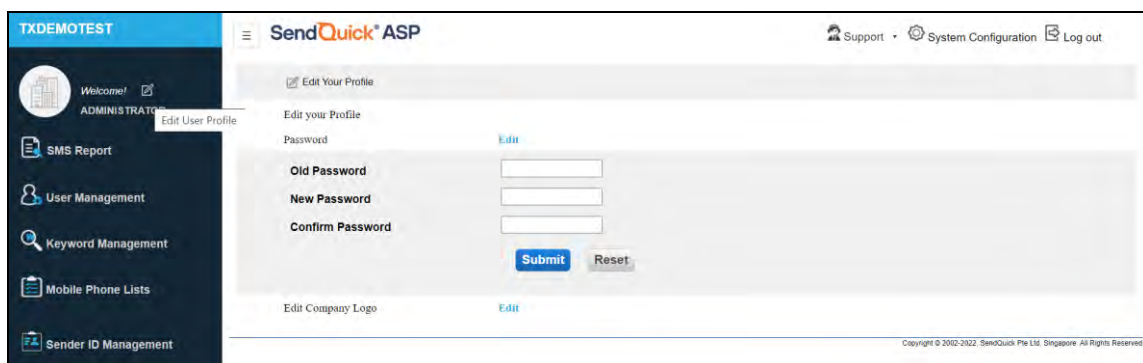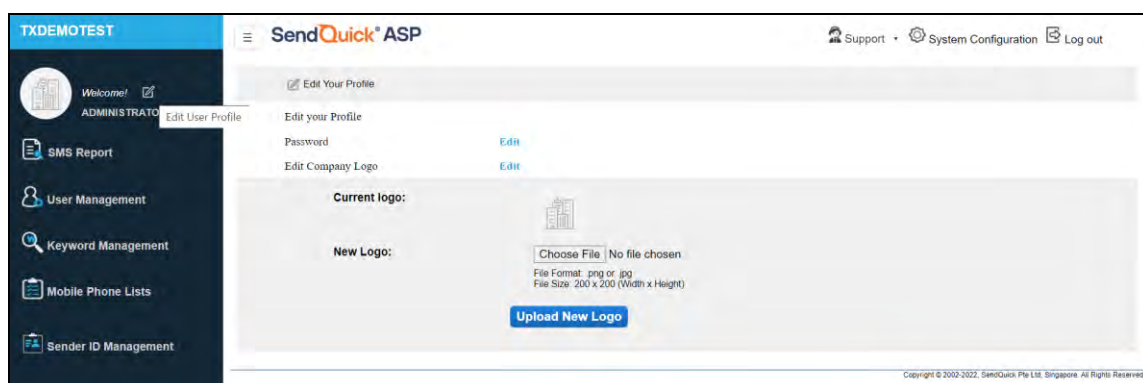

Figure 31: Edit Your Profile – Password

Figure 32: Edit Your Profile – Edit Company Logo

3.10 Logout

To logout, the administrator may click **Log out** to exit from the web portal.