SendQuick ASP

Client API Portal Guide
Version 1.1 (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 Client API portal, the administrator needs to have a computer or laptop with Internet access and a web browser.

Once the administrator 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 URL provided by SendQuick in the browser's address bar.
4. The administrator will see a login page as shown in Figure 1. Enter the **username** and **password** as provided by the company administrator, as well as the **captcha**, and click **Login.**
5. Once the administrator has entered the correct username and password, as well as the correct captcha, the administrator will see the interface as shown in Figure 2 below.

3.0 Administrator Access

3.1 Administrator Login

The initial process for administrator login is explained in Section 2.0 above. Once successful, the interfaces are as shown in Figure 1 below. If the administrator has forgotten the password, one may click "**Forgot Password?**" to auto reset password (see Figure 2). The newly generated password will be emailed to the administrator.
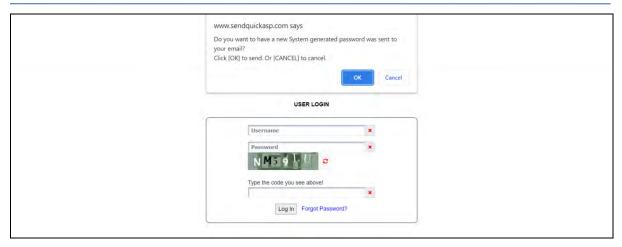

Figure 1: Administrator Login Page

Figure 2: Administrator Login Page – Forgot Password

3.2 Two Factor Authentication & SMS Quota Balance

As shown in Figure 3, the administrator may choose to check the top-left checkbox to activate 2 factor authentication (FA) by email for login. The account name, as well as the SMS quota balance for the account will be reflected at top-right corner of the web portal.
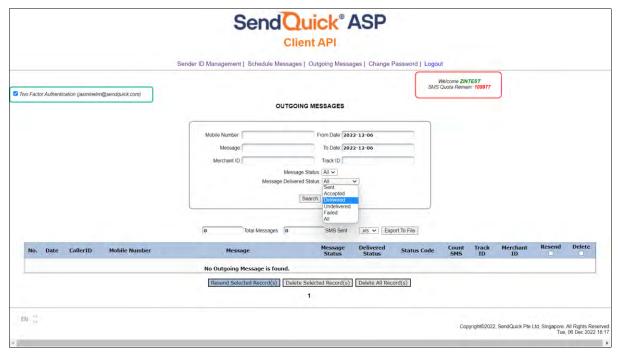

Figure 3: 2FA & SMS Quota Remain

3.3 SMS Report

It consists of the following types of SMS log reports:
- **Outgoing Messages**
- **Scheduled Messages**

3.3.1 Outgoing Messages

The **Outgoing Messages** (as shown in Figure 4) contains all outgoing SMS messages sent from this account.

The **Message 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 do so and <u>no</u> SMS credit was deducted.

The **Message Delivered Status** shows an acknowledgement of the sent messages directly from the teleco operators. It can show status of any of the following:
- **Sent / Accepted** − the telco operator has attempted to send the message to the recipient and is pending for further update.
- **Delivered** − the message has been delivered by the telco operator to the recipient.
- **Undelivered** − the telco operator is unable to deliver the message to the recipient.
- **Failed** − SendQuick ASP has failed to send to the telco, and <u>no</u> SMS credit is deducted.

The administrator may check the corresponding checkboxes of the SMS message records and click the **Resend Selected Record(s)** button at the bottom of the webpage to manually **Resend** the SMS messages if required.

One may choose to delete the records by checking the corresponding checkboxes and click the **Delete Selected Record(s)** button to remove them. If one decides to remove all, just click the **Delete All Record(s)** button will do. One may also search the messages by a range of dates, and **Export** to file via **CSV** or **XLS**.
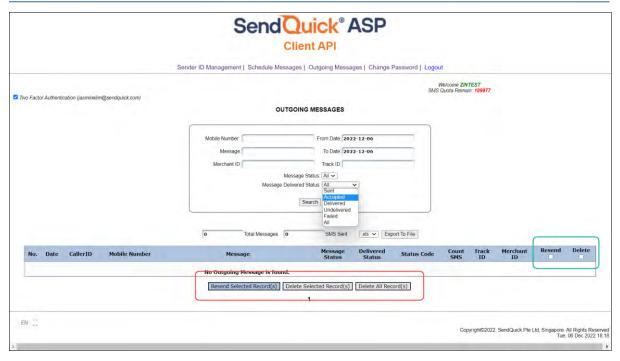
Figure 4: SMS Report – Outgoing Messages

3.3.2 Scheduled Messages

All SMS messages that are scheduled at a later stipulated date and time will be logged in **Scheduled Messages** (see Figure 5).

The administrator may choose to delete the messages here should one decide not to send out. One may select the messages by checking the corresponding checkboxes and click the **Delete Selected Record(s)** button to remove them. If one decides to remove all, just click the **Delete All Record(s)** button will do.

Figure 5: SMS Report - Scheduled Messages

3.4 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 Sender ID** and obtain approval from SendQuick before use (refer to Figures 6 & 7).
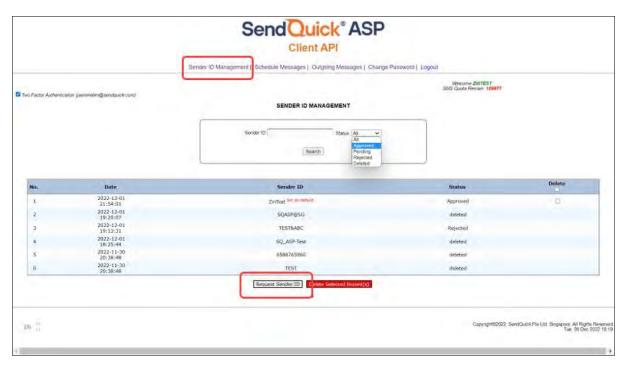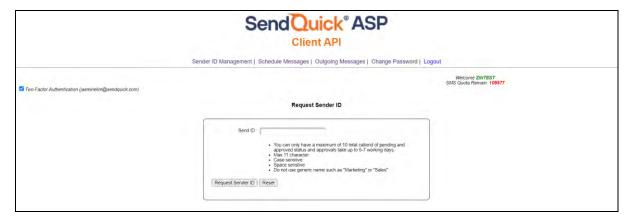

Figure 6: Sender ID Management

Figure 7: Sender ID Management – Request Sender ID

3.5 Change Password

The administrator may change **login password** (see Figure 8) if required. The **password** needs to be at least 12 characters with at least one:

- Upper Case
- Lower Case
- Number
- Special Character (e.g., !, @, #, $, % etc)

Figure 8: Change Password

3.6 Logout

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