Web SMS User Guide
Table of Contents

1: Introduction .................................................................................................................. 3

2: Getting Started .............................................................................................................. 4
  2.1: Logging On ................................................................................................................ 4

3: Sending SMS Messages ................................................................................................. 5
  3.1: Basics ....................................................................................................................... 5
  3.2: Send SMS Message - Options ................................................................................ 5
    3.2.1: Sender Information ............................................................................................. 5
    3.2.2: Schedule SMS Messages .................................................................................. 6
    3.2.3: Send Long SMS Messages ............................................................................... 6

4: SMS Delivery Reporting ............................................................................................... 7
  4.1: Sent Messages - Summary ..................................................................................... 7
  4.2: Sent Messages - Itemised ....................................................................................... 7

5: SMS Contacts and Groups ............................................................................................ 8
  5.1: SMS Contacts ......................................................................................................... 8
  5.2: SMS Groups ........................................................................................................... 9

6: Settings ......................................................................................................................... 10
  6.1: Set Sender ID .......................................................................................................... 10
  6.2: Alerts & Updates ..................................................................................................... 11
  6.3: Change Password ................................................................................................... 11

7: Account Details ............................................................................................................ 12

8: Top-Up .......................................................................................................................... 13
1: Introduction

This document provides instructions for using the Cosmic SMS - Web SMS service, for sending SMS text messages to UK and International mobile numbers.

The Web SMS service is a versatile, easy to use, business orientated messaging system, designed to fit the requirements of all types of organisations, large and small.

Send text messages to any number of mobile numbers - up to many thousands at a time. Create SMS recipient groups and/or copy and paste your mobile numbers at the point of sending a SMS message, send your messages immediately or schedule for later delivery.

Whether you need to manage a high volume SMS marketing campaign, enhance company-wide communication, provide information to a customer base, send individual text messages or reach friends and family abroad, our Web SMS messaging service provides a reliable and uncomplicated solution.

Web SMS main features:

- SMS delivery to more than 150 countries and 350 mobile networks.
- Send SMS messages up to 612 characters long.
- Create SMS groups.
- Schedule SMS messages for future delivery.
- Set SMS message sender ID.
- Detailed online SMS delivery reporting.

This document has been written to provide a detailed description of the Web SMS functionality and instructions for using the service. However, if you have any queries or need any additional information, please do not hesitate to contact Cosmic SMS Customer Support – see below for details.

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Tel: +44 (0) 20 7183 9065
Email: support@cosmicsms.com
SMS: Text-in number for Sales/Support enquiries - +44 (0) 7537 400 500
2: Getting Started

2.1: Logging On
Using the account id and password provided upon registration, logon to the Web SMS service from the Cosmic SMS website, located at https://www.cosmicsms.com. You are then presented with the Control Panel from which you can access all your available SMS service options.
3: Sending SMS Messages

To start sending SMS messages select the **New Message** option from your control panel or top main menu.

![New Message](image)

3.1: Basics

At its simplest, sending a SMS message involves typing your message in the **Your Message** box, selecting the contacts and groups to receive the message and/or typing or pasting the recipient mobile number(s) in the **Mobile Numbers** box and then clicking on the **Send** button to submit the message for immediate delivery.

Note: Any duplicate mobile numbers detected in the submitted message are automatically removed.

3.2: Send SMS Message - Options

There are a number of options that can be set on a message by message basis for setting sender identity, enabling long SMS messages and to schedule messages for later delivery.

3.2.1: Sender Information

Select a sender id for your outgoing SMS message. This is the text and/or digits that will appear as the message sender on the recipient’s mobile handset.


**Tip:** To receive text replies back to an actual mobile, set the sender id on outgoing messages to the number of the mobile nominated to receive the replies.

You can set-up any number of sender id’s via your **Settings**. These then appear in a drop down list which you can select from when sending a message.

### 3.2.2: Schedule SMS Messages

By default, SMS messages are submitted for immediate delivery. To schedule SMS messages to be delivered at any point in the future, set your preferred delivery date and time in the **Sender Information** box as shown above. SMS messages submitted for later delivery will automatically be sent at the date and time specified.

Select the **Scheduled Messages** option to view and manage scheduled SMS message deliveries.

### 3.2.3: Send Long SMS Messages

The cost per SMS message is based on standard length message of up to 160 characters. The Cosmic SMS service supports messages up to a maximum length of 612 characters (4 x 153 characters). For long SMS messages, each 153 character segment equates to the cost of a standard 160 character message.

**Note:** Each part of a long message contains 153 readable characters. The remaining (non-visible) 7 characters contain information that the receiving handset uses to reconstruct the message parts in the correct order and display as a single message.
4: SMS Delivery Reporting

Message submission details, along with the final delivery status and time are recorded and can be viewed online in either a summary or itemised format.

4.1: Sent Messages - Summary

The summary view of sent messages displays delivery status by batch. A ‘batch’ is an SMS message sent to 1 or more recipients and as shown below, this enables an ‘at a glance’ overview of the number of recipients, a delivery status breakdown and total cost for each batch message sent. The default report view is to display batch messages sent in the current month, but a date range can also be entered to filter this view further and checking the Generate CSV Report box additionally generates a downloadable spread sheet report of the current view.

![Sent Messages - Summary](image)

4.2: Sent Messages - Itemised

The itemized view of sent messages displays the delivery status of each message, one per line. The default view when you enter this page displays messages sent in the current month, but this view can be filtered with a combination of search options by mobile number, contact name, batch id and start/end date. Additionally, checking the Generate CSV Report box will generate a downloadable spread sheet report of the current view.
5: SMS Contacts and Groups

Contacts can be added and organised into groups. Existing groups and contacts are then displayed on the New Message page (see section 3) where they can be selected as recipients, individually or in combination.

5.1: SMS Contacts

To view and/or delete SMS contacts select the Contacts/View Contacts menu option.

Check the boxes against selected contacts and click on Delete Selected to remove.
To modify individual contact details, click on the underlined **Full Name**. This displays the page below where you can change contact details and add/remove group membership for the selected contact.

![Modify Contact](image)

**5.2: SMS Groups**

To view and/or delete SMS groups select the **Groups/View Groups** menu option.

![View Groups](image)

Check the boxes against selected contacts and click on **Delete Selected** to remove. Deleting a group will not delete the contacts that belonged to the removed group. To modify an individual group’s details, click on the underlined **Full Name**. This opens the **Modify Group** page where you can change the group details and add/remove contacts from the selected group.
6: Settings

Select **Settings** to display the page below where you can create new sender id’s for messages, set-up an email alert for when your credit is running low, select to receive message confirmations and system updates and change your login password.

6.1: Set Sender ID

You can maintain a list of sender id’s. These then appear in a drop down box for selection when composing a message on the **New Message** page.

Valid format: Numbers only – maximum length 15 digits. Letters and/or numbers – maximum length 11 characters [a-z] [A-Z] [0-9], no spaces.

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6.2: Alerts & Updates

Minimum Balance Alert – When your SMS credit reaches or goes below the amount you enter here you will receive an alert via email. Additional SMS credit can then be added 24/7 via the Purchase menu option.

Receive Email Receipts – Check this box to receive VAT receipts for SMS credit top-ups.

Receive Email Updates – Check this box to receive service updates, news and other information we may occasionally send to improve your experience with using the service.

6.3: Change Password

Changing your password is straightforward – enter a new password, confirm and then Save Password. Changing the password does not terminate the current session. However, the new password will be required the next time you login.
7: Account Details

Select **Account Details** to view and update your contact and address details which is initially populated with the information provided upon registration.
8: Top-Up

You can top-up your SMS account anytime by logging on and selecting Top-Up to go to the page shown below. The billing name and address details are populated automatically from information entered on your Account Details page, but you can edit the information below if necessary to match the registered address of the credit/debit card being used for payment. Select Continue to proceed with your top-up. Credit is added automatically as soon your online purchase has completed.

![SMS Top-Up Form](image)