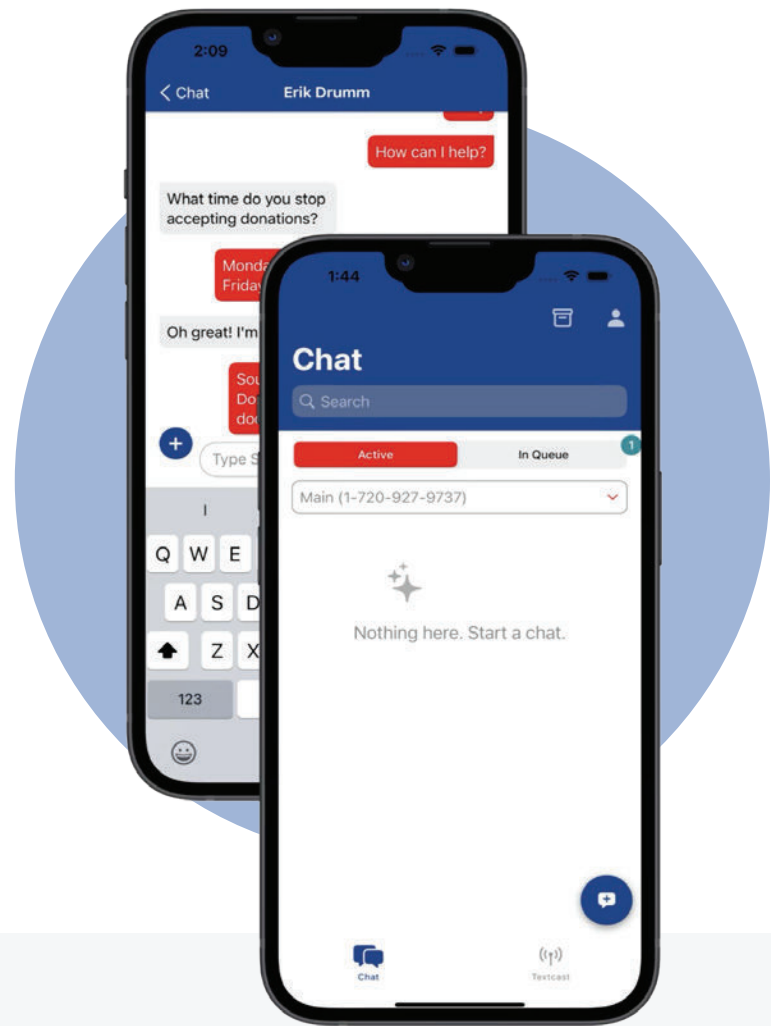




MyCloud Messenger iOS Mobile

QUICK START v1.0



Introduction

MyCloud Messenger is a text messaging platform supporting SMS and MMS that automates, streamlines, and personalizes communication between your business and your customers. This guide will walk you through the use of the MyCloud Messenger Mobile app.

Features

Chat - Respond to customer inquiries or begin a new 1:1 conversation

Textcast - Send targeted messages to different audiences based on their unique criteria

Logging In/Out

To login for the first time, simply launch the MyCloud Messenger Mobile app and tap **Sign In**. In the "Company" field, enter the workspace you use to login to your MyCloud Messenger account. Enter your email or username and password and tap **Continue** in the upper right. Once logged in, your credentials will be saved to your phone. Simply tap the face icon next to the password field to access your saved credentials.

To logout, tap the avatar in the upper right corner, select **Settings** and choose **Sign Out**.

Chat

1:1 chat with the MyCloud Messenger Mobile app enables personal communication between your business and your customers, community members, or employees right from the palm of your hand.

Chatbox

In the main chat screen you will see your active and queued chats. Tap **In Queue** to see your pending chats. Here, you can choose to preview or open the chat. By opening the chat, it will move to your active chats, and not be visible by other users. To respond to the active chat, tap **Active** and select the desired chat.

Starting a Chat

To start a new chat, tap the blue message bubble in the lower right corner. Then, tap the **+** icon to add a contact. Search for and select an existing contact or add a new contact by tapping the **+** in the upper right corner.

Chat Functions

Once in an active chat, you can easily send and receive messages as well as perform advanced actions by tapping the **+** to the left of the message area. This allows you to attach files, access templates you've created, transfer the chat to another user, return the chat to queue, or complete the conversation.

Textcast

Sending text notifications with the MyCloud Messenger Mobile app allows you to efficiently deliver important information to a wide audience, no matter where you are.

Tap **Textcast** in the lower navigation bar to view any draft or scheduled Textcasts. To create a new Textcast, tap the blue message bubble in the lower right corner. Give your Textcast a title, add your recipients, type your message, and tap **Send**.

Adding Recipients

To add recipients, tap the **+** and select the Tags to find the group of recipients that you want to reach. It is important to note that Textcast within the MyCloud Messenger Mobile app can only be sent to contacts that have Tags assigned to them. Adding individual, untagged contacts to a Textcast is not currently available within the mobile app and can only be done within the web application. As in our web application, you can choose to **Match All** (smaller, more targeted audience) or toggle off to **Match Any** (larger, more generalized audience). Once selected, the resulting contact count will show in the upper right corner. Tap **Select** to add the contacts.

Scheduling a Textcast

To schedule the message, toggle TimeText and choose the date and time you would like the message to go out. You will notice that **Send** changes to **Schedule** in the upper right corner.

Saving a Draft

To save a Textcast as a draft to complete and send/schedule later, tap **Done** in the upper left corner and select Save.

Scheduled and draft messages can be viewed, edited, or canceled by tapping on them from the main Textcast screen. While draft messages are stored locally, scheduled messages can be viewed and modified from the **Calendar** within the web application.