

MyCloud Messenger

Product Manual

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Table of Contents

Introduction	4
Features	4
Logging In	4
Adding Users	5
Adding Contacts	6
Adding a single contact	6
Bulk importing contacts	7
Managing Contacts	8
Sending Messages	9
Single contact	9
Many contacts - Textcast	10
Timetext	12
Scheduled	12
Series	13
Reminders	14
Calendar	15
Groups and Pathways	16
Groups	16
Pathways	17
Keywords	18
Building Operations	18
Keyword Assignment	19
Links	20

Table of Contents (continued)

Settings	20
Adding your logo	20
Auto-replies	20
Notifications	21
Text consent	21
iOS Mobile Application	21
Mobile Application Use & Functionality	21
Mobile Application Access	22

Introduction

MyCloud Messenger is a text messaging platform that automates, streamlines, and personalizes text communication between your business and your customers. This guide will walk you through the simple steps to get your new MyCloud Messenger account up and running. Self-help is built into the platform for quick tips on how to easily administer and perform common actions. For a more detailed guide, please reference the full product manual.

Features

- **Textcast** - Send targeted messages to different audiences based on their unique criteria
- **Timetext**
 - Scheduled - Schedule texts to an individual or a group of recipients
 - Reminders - Automate text reminders for customers relating to a predetermined date/time
 - Interval - Leverage drip campaigns to communicate messaging over a period of time
- **Inbound Text Routing** - Intelligently route inbound text communication to automated responses or queues for 1/1 interaction
- **Keywords** - Trigger an action or set of actions when a contact texts in specific word
- **Live agent interaction** - Have 1/1 conversations with customers to increase customer engagement and satisfaction
- **Open API** - Text-enable software applications to enhance your current workflows and simplify customer communication

Logging In

To login, simply navigate to your company's custom URL or go to <https://portal.mycloudmessenger.com/login> in your favorite browser and enter the account credentials provided to you.

If you have forgotten your password, click the forgotten password link below the login button. Then, enter the email address associated with your user account and follow the reset instructions contained in the system-generated email.

A screenshot of the MyCloud Messenger login interface. It features the MyCloud Messenger logo at the top. Below the logo are three input fields: "WORKSPACE" with a placeholder "Your Workspace", "USERNAME/EMAIL" with a placeholder "Your Username", and "PASSWORD" with a placeholder of nine dots and an eye icon for toggling visibility. A dark blue "Login" button is positioned below the password field. At the bottom, there is a link that says "Forgot your username or password?".

MyCloud
MESSENGER

WORKSPACE
Your Workspace

USERNAME/EMAIL
Your Username

PASSWORD

Login

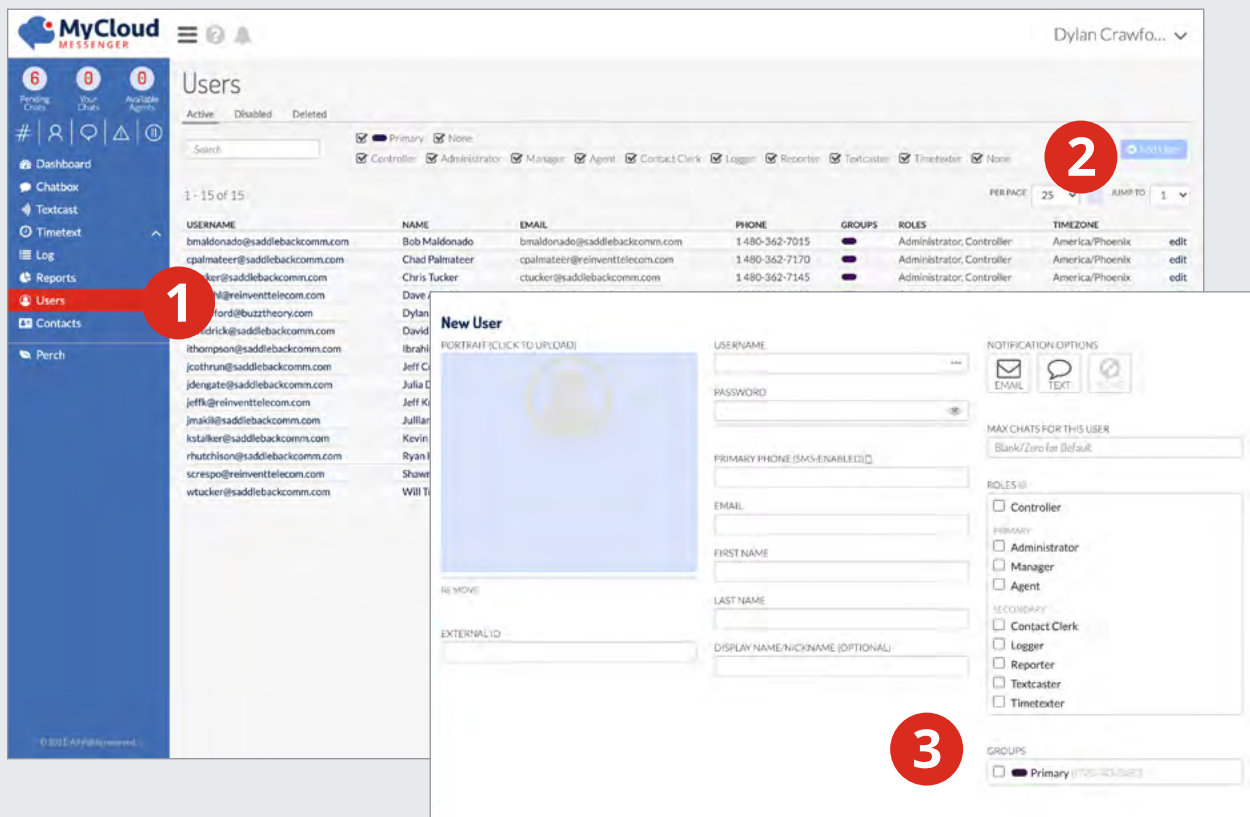
Forgot your username or password?

Adding Users

One of the first things you may want to do is add users to your account. Because MyCloud Messenger charges you only for what you use, build as many users as you need.

To create a user:

1. Click Users in the left-hand menu
 2. Select Add User in the upper right corner of the user screen
 3. Add the user information, assign roles, give group access, and select Save
- *For a description of available roles, click the (?) next to Roles.



Note: you can easily edit your active users to make changes on the fly, send a password reset email, or even temporarily disable or delete them completely.

Adding Contacts

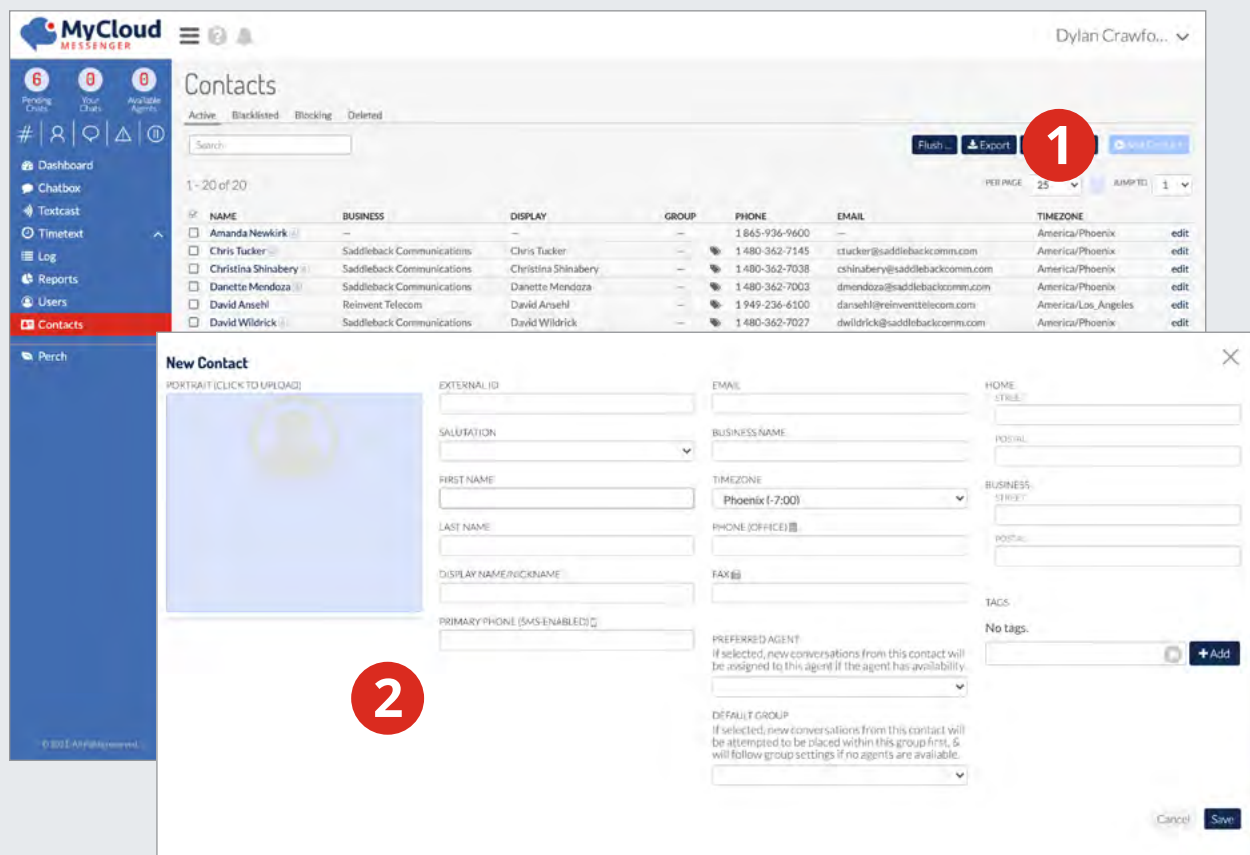
Since your engagement is built around your contacts themselves, knowing how to add and segment contacts is key. Contacts can be found in the left-hand menu.

Adding a single contact

To add a contact:

1. Click the Add Contact button
2. Enter the contact details such as name, phone number, and email address
*Primary phone number is required. Adding tags to a contact will allow you to send targeted messages

For example, you may want to send a promotion to all of your gym customers that have the gold membership. For this, you might choose to add both a 'gold' and 'member' tag. This will allow you to send messages to all members when needed, as well as to only those with a gold membership.



The screenshot shows the MyCloud Messenger interface. On the left is a sidebar with navigation options: Dashboard, Chatbox, Textcast, Timetext, Log, Reports, Users, and Contacts (highlighted in red). The main area displays the 'Contacts' page with a search bar and a table of contacts. A red circle with the number '1' highlights the '+ Add Contact' button in the top right of the contacts list.

Below the contacts list, the 'New Contact' form is open. A red circle with the number '2' highlights the 'Add' button at the bottom right of the form. The form includes fields for:

- Portrait (click to upload)
- External ID
- Salutation
- First Name
- Last Name
- Display Name/Nickname
- Primary Phone (SMS-enabled)
- Email
- Business Name
- Timezone (set to Phoenix (-7:00))
- Phone (Office)
- Fax
- Home Street
- Postal
- Business Street
- Postal
- Tags (No tags selected)
- Preferred Agent
- Default Group

Bulk importing contacts

To mass import your contacts:

1. Export them from their current location and save the file as a .csv
2. From the Contacts screen, select Bulk Import
3. Choose the .csv file you have saved
4. Map the field names in your list to the field names in MyCloud Messenger, and click Import

*You can import tags by adding a tags column. Multiple tags should be separated by a pipe bar "|" typically located above the Enter key

Contact Bulk Import

You can upload a CSV of your contacts for a quick start. Use the template provided to organize & gather your data.

We will attempt to find existing contacts by phone number or email address, but please be aware that doing an import more than once can easily produce duplicates.

***To import tags:** Enter any number of tags in a single column; separate multiple tags with the "bar" or "pipe" character: | To remove tags from an existing contact (untag): Enter any number of tags in a single column, separated as the Tags, then select "Untag" for that column.

Import Steps: Queued, Processing, Saving, Tagging, Untagging, Completed

NOTE: This feature expects to be served a UTF-8 encoded CSV. Other formats may process, but will likely have errors.

SUPPORTED FIELDS

- First Name
- Last Name
- Company Name
- Display Name
- Primary Phone Number
- Email Address
- Home Street Address
- Home Postal
- Group
- Tags*
- Untag
- Any Custom Contact Field

UPLOAD CSV FILE

Choose File Reinvent - IT N...11-22-2021.csv

12.2 kB

Lead Type	First Name	Last Name	Email	Company	Work Country	Work Street Address	Work Address 2	Work City	Work State / Province	Work Zip / Postal Code	Unmatched Scanned Badge Text	2. Notes	4. Is there a business need?
LeadCapture	Noah	Grife	noah.grife@kenected.io	Kenected LLC	USA	201 S Capitol Ave		Indianapolis	Indiana	46225		No answer provided	No answer provided
LeadCapture	Tobias	Levi	tobias@myitcrewmy.com	My IT Crew	USA	544 Park Avenue	Suite 331	Brooklyn	New York	11205		No answer provided	No answer provided
LeadCapture	Michael	Boback	mboback@singlepointglobal.com	SinglePoint Global	USA	21720 Red Rum Drive, STE 122		Ashburn	Virginia	20147		Astris	No answer provided
LeadCapture	Jason	Hahn	jhahn@comsolbx.com	Computer Solutions	USA	14410 Wurzbach Parkway Suite 175		San Antonio	Texas	78216		No answer provided	No answer provided
LeadCapture	Carl	Goodfriend	carlg@provinet.com	ProviNET Solutions	CIO	7084682000	18645 West Creek Drive	Tinley Park	Illinois	60477		No answer provided	No answer provided

... plus more [62 total] (max 5 rows shown)

Please review the information and select what columns will be imported as what data. It is of the utmost importance that you select the fields correctly. Any mismatch will create contacts with bad and misplaced data. This is especially true of the Primary Phone Number field, as this is used to identify existing records and is integral to the system. Please also be sure to indicate if your file contains a header row.

Note: if importing a subsequent list, MyCloud Messenger will scrub the file for duplicate phone numbers and emails addresses. As with any import, be mindful as duplicates can still happen.

Log		
This log auto-updates.		
IMPORT	STATUS	LOG
Tue, 15 Mar 2022, 3:52 pm	Completed	<div>Hide Log</div> <div>Starting Contact Import: 2022-03-15 22:52:13 Loading 68 contacts... Processing 7 contacts... Processed 0 new contacts and 7 updated/restored contacts. Saving processed contacts... Tagging contacts... Untagging contacts... Done: 2022-03-15 22:52:13</div>

You can view the status and logs of every import processed within the Bulk Import screen.

Managing Contacts

Contacts can be one of four statuses: Active, Blacklisted, Blocking, and Deleted.

- **Active** - contacts you can send messages to and receive messages from
- **Blacklisted** - contacts whose inbound messages will be ignored (i.e. spammers)
- **Blocking** - contacts who have replied STOP to opt-out of your messages
- **Deleted** - contacts that are currently inactive (you can restore at any time)

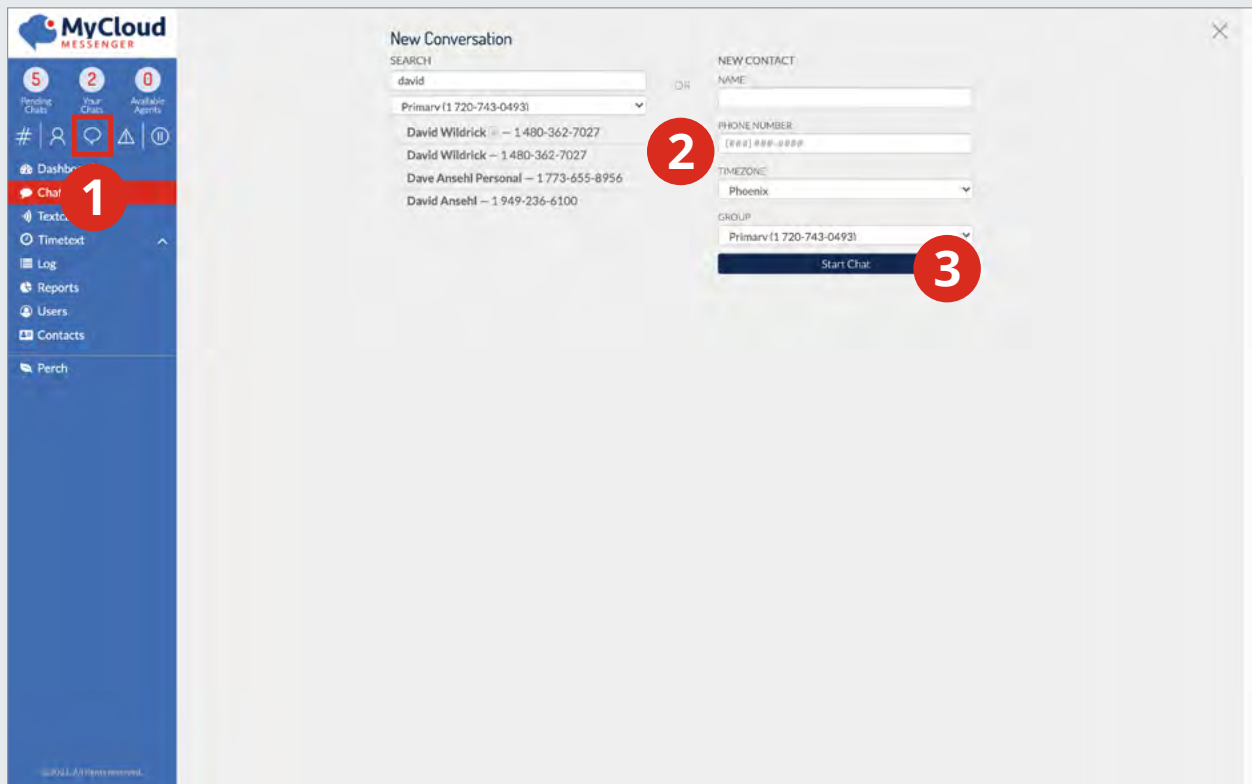
Sending Messages

As a business you may want to send a text out to every customer you have, a subset of customers, or perhaps simply begin a conversation with a single customer. MyCloud Messenger has you covered for every scenario.

Single contact

Sending a single message:

1. Select the New Message button at the top of the left-hand menu
2. Search for a contact or enter new contact information and choose the number to send from
3. Click Start Chat



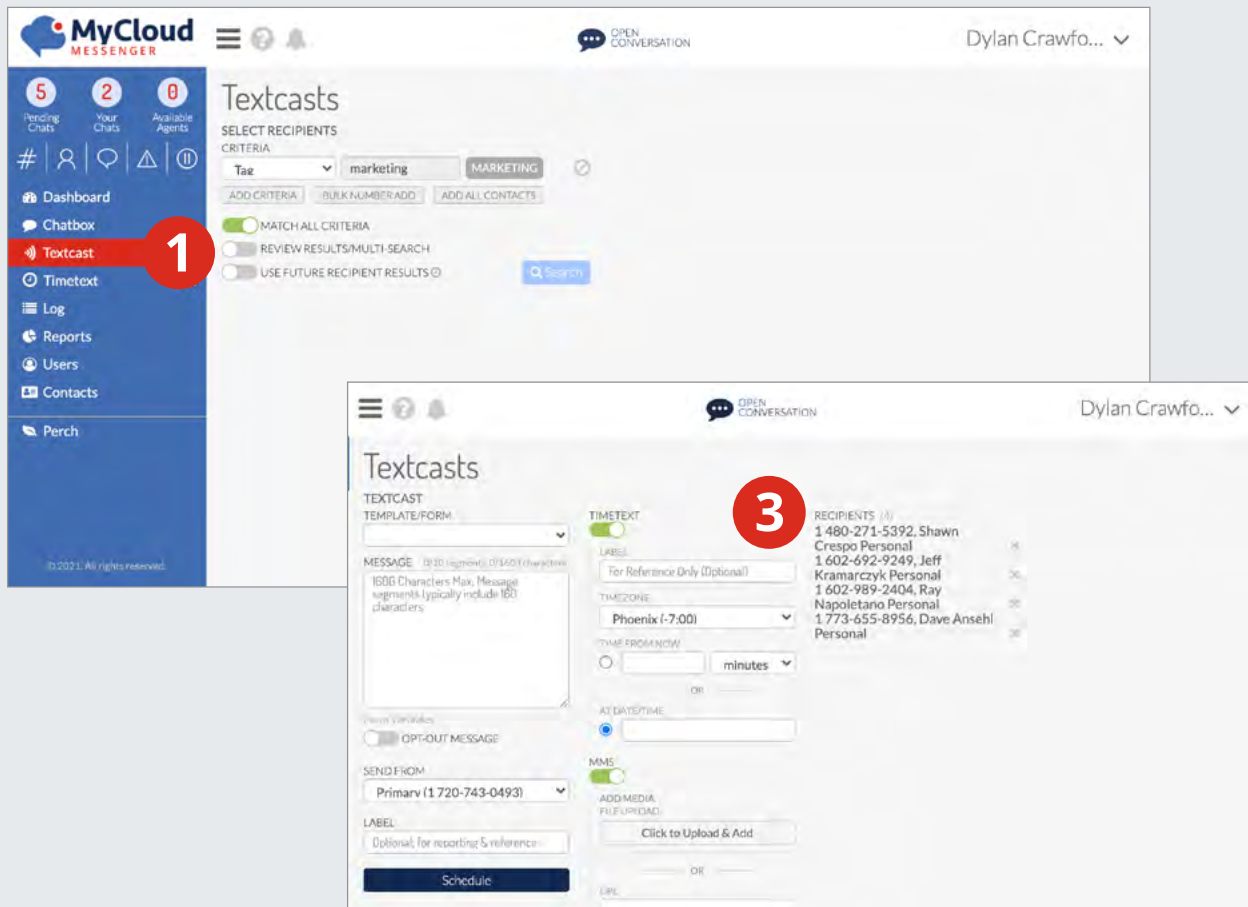
A new chat window will pop up where you can send and receive messages with your contact.

Many contacts - Textcast

You can send a message to your contact list or to only those contacts that match certain criteria in just a few easy steps. This allows you to effectively market new products, upcoming promotions, or provide relevant business notifications.

To send a Textcast:

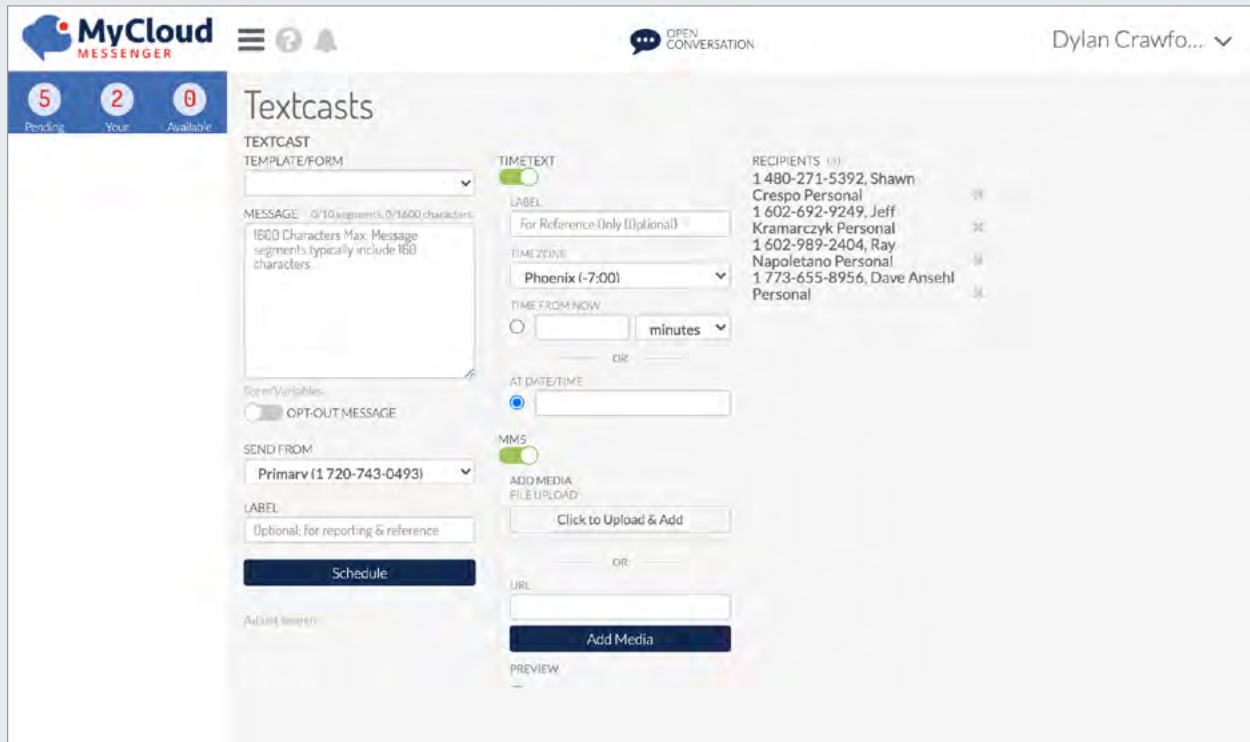
1. Select Textcast from the left-hand menu
 2. Select the criteria your contacts should match (most commonly tags)
 3. Select Search to populate the list of recipients
 4. Enter the message you would like to send and click Send
- *The toggle to match all criteria will either expand your results or allow you to target a smaller audience.



The first screenshot shows the MyCloud Messenger interface. On the left-hand menu, the 'Textcast' option is highlighted with a red circle and the number 1. The main content area shows the 'Textcasts' page with a 'SELECT RECIPIENTS' section. The 'CRITERIA' section has a 'Tag' dropdown set to 'marketing' and a 'MARKETING' button. There are also buttons for 'ADD CRITERIA', 'BULK NUMBER ADD', and 'ADD ALL CONTACTS'. A 'MATCH ALL CRITERIA' toggle is checked. Below it are options for 'REVIEW RESULTS/MULTI-SEARCH' and 'USE FUTURE RECIPIENT RESULTS'. A 'Search' button is at the bottom right.

The second screenshot shows the 'Textcast' form. The 'TEXTCAST' section has a 'TEMPLATE/FORM' dropdown. The 'MESSAGE' field is labeled '1600 Characters Max, Message segments typically include 160 characters'. The 'SEND FROM' dropdown is set to 'Primarv (1 720-743-0493)'. The 'LABEL' field is labeled 'Optional, for reporting & reference'. A 'Schedule' button is at the bottom. The 'TIMETEXT' section has a 'TIMETEXT' toggle checked, a 'LABEL' field, a 'TIMEZONE' dropdown set to 'Phoenix (-7:00)', and a 'TIME FROM NOW' section with a 'minutes' dropdown. The 'MMS' section has an 'MMS' toggle checked and an 'ADD MEDIA (FILE/URL)' button. A 'Click to Upload & Add' button is also present. The 'RECIPIENTS' list on the right shows several contacts with their phone numbers and names.

To personalize your message, click Form Variables below the message box. This will allow you to inject the contact's name or other contact details into the message. If you would like to schedule the message to be sent later, simply click the Timetext toggle and select when you would like the message to be sent.



The screenshot shows the 'Textcasts' interface in the MyCloud Messenger application. The top navigation bar includes the MyCloud Messenger logo, a menu icon, a help icon, a notification bell, and an 'OPEN CONVERSATION' button. The user's name 'Dylan Crawford' is displayed on the right.

On the left, there are three status indicators: '5 Pending', '2 Your', and '0 Available'. The main section is titled 'Textcasts' and contains several form fields and toggles:

- TEXTCAST**: A dropdown menu for 'TEMPLATE/FORM'.
- MESSAGE**: A text area with a character count '0/10 segments, 0/1600 characters' and a note: '1600 Characters Max. Message segments typically include 160 characters.'
- Form Variables**: A section with an 'OPT-OUT MESSAGE' toggle.
- SEND FROM**: A dropdown menu showing 'Primarv (1 720-743-0493)'.
- LABEL**: A text field with the value 'Optional: for reporting & reference'.
- Schedule**: A blue button.
- Timetext**: A toggle switch that is currently turned on.
- Label**: A text field with the value 'For Reference Only (Optional)'.
- Time Zone**: A dropdown menu showing 'Phoenix (-7:00)'.
- Time From Now**: A section with a radio button and a 'minutes' dropdown.
- OR**: A separator.
- At Date/Time**: A section with a radio button and a text field.
- MMS**: A toggle switch that is currently turned on.
- ADD MEDIA FILE UPLOAD**: A section with a 'Click to Upload & Add' button.
- OR**: A separator.
- URL**: A text field.
- Add Media**: A blue button.
- PREVIEW**: A section with a placeholder for the message preview.

On the right side, there is a list of 'RECIPIENTS (3)' with their phone numbers and names: '1 480-271-5392, Shawn Crespo Personal', '1 602-692-9249, Jeff Kramarczyk Personal', and '1 602-989-2404, Ray Napoletano Personal'. Each entry has a small 'x' icon next to it.

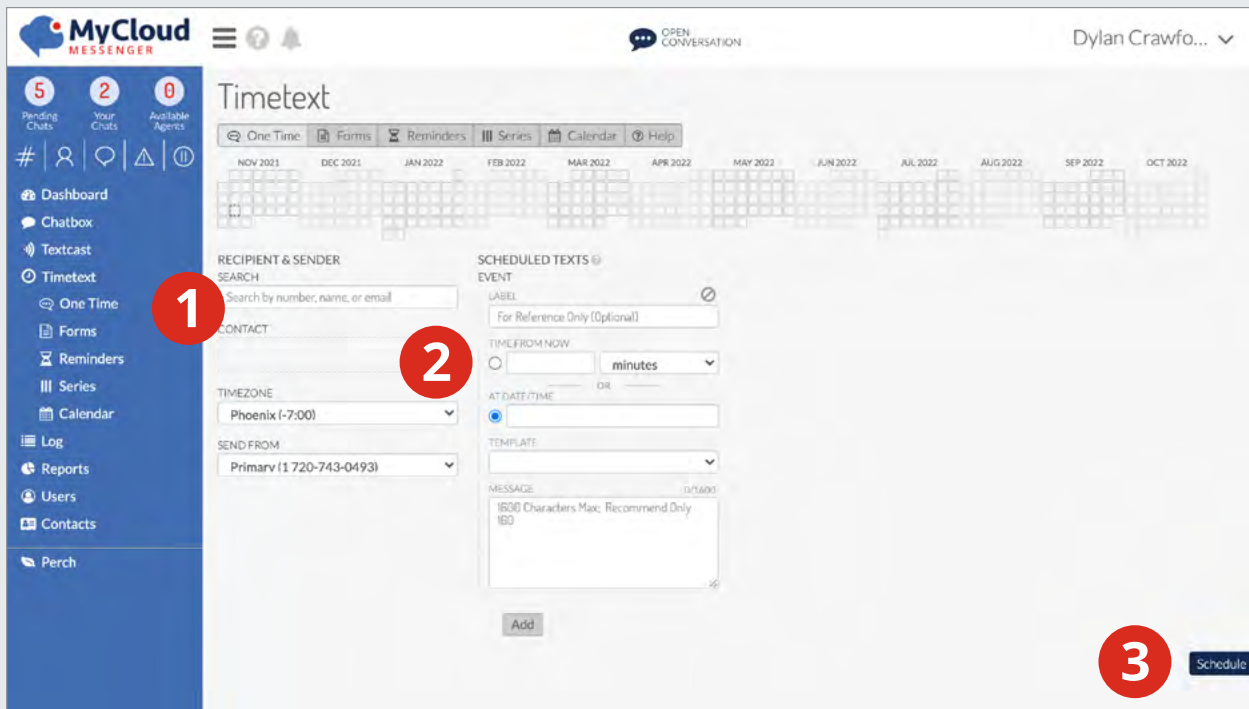
Timetext

MyCloud Messenger allows you to automate many of your workflows from basic scheduling to automating text campaigns or intelligent text reminders.

Scheduled

To create a scheduled text:

1. Select One Time under Timetext in the left-hand menu
2. Search for the contact you would like to send to, select when you would like the text to be sent, and craft your message
3. Click Schedule



The screenshot shows the MyCloud Messenger interface. On the left is a blue sidebar menu with icons and labels: Pending Chats (5), Your Chats (2), Available Agents (0), Dashboard, Chatbox, Textcast, Timetext, One Time, Forms, Reminders, Series, Calendar, Log, Reports, Users, Contacts, and Perch. The main area is titled 'Timetext' and features a calendar grid at the top. Below the calendar are two main sections: 'RECIPIENT & SENDER' and 'SCHEDULED TEXTS @'. The 'RECIPIENT & SENDER' section includes a 'SEARCH' field (labeled 1), a 'CONTACT' dropdown (labeled 2), a 'TIMEZONE' dropdown set to 'Phoenix (-7:00)', and a 'SEND FROM' dropdown set to 'Primarv (1 720-743-0493)'. The 'SCHEDULED TEXTS @' section includes an 'EVENT' label, a 'TIMEFROM NOW' dropdown set to 'minutes', an 'AT DATE/TIME' dropdown, a 'TEMPLATE' dropdown, and a 'MESSAGE' text area with a character limit of 1600. At the bottom right is a 'Schedule' button (labeled 3).

Note: you can schedule multiple messages to the same recipient simply by adding an event before clicking the Schedule button.

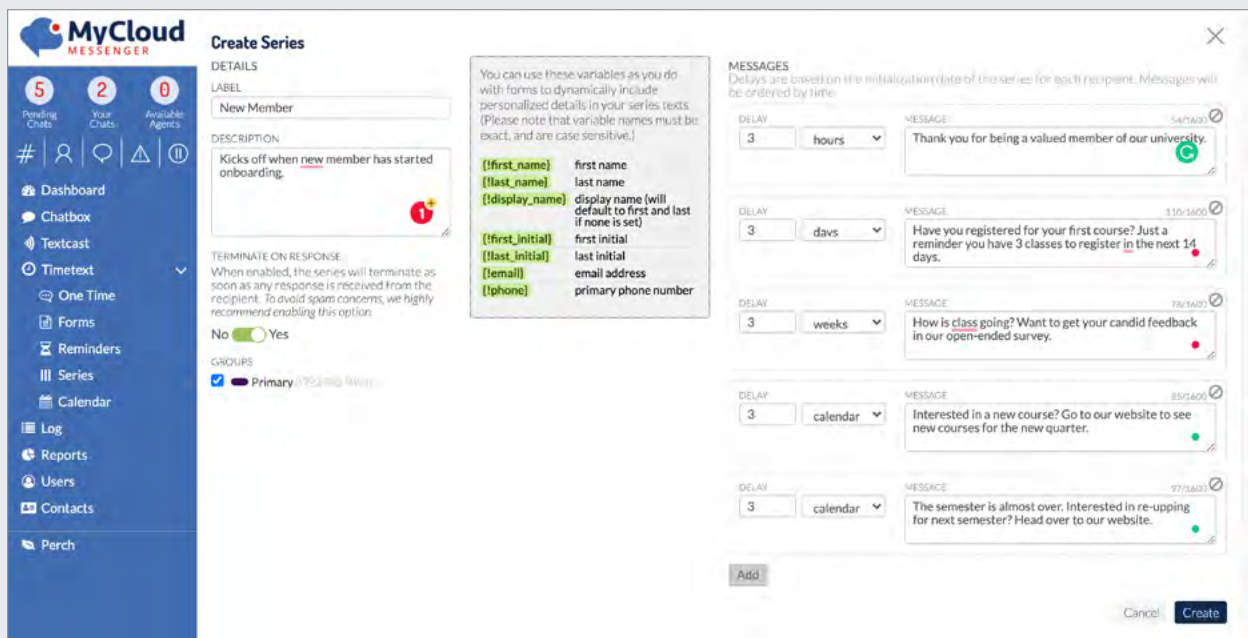
Series

Series can be used to build informational campaigns, nurture leads, or provide an enhanced onboarding experience to your employees or customers.

First, you'll want to create a series which can be found under the Admin Menu located in the upper right-hand corner and select Create Series.

Creating a new Series:

1. Give it a name
2. Provide a brief description
3. Add your messages
 - *Each message should be assigned a delay which determines when the message will be sent in relation to when a recipient was subscribed to the Series.



Create Series

DETAILS

LABEL
New Member

DESCRIPTION
Kicks off when new member has started onboarding.

TERMINATE ON RESPONSE
When enabled, the series will terminate as soon as any response is received from the recipient. To avoid spam concerns, we highly recommend enabling this option.
No ☐ Yes ☒

GROUPS
☒ Primary

MESSAGES
Delays are based on the initialization date of the series for each recipient. Messages will be ordered by time.

DELAY: 3 hours MESSAGE: Thank you for being a valued member of our university.

DELAY: 3 days MESSAGE: Have you registered for your first course? Just a reminder you have 3 classes to register in the next 14 days.

DELAY: 3 weeks MESSAGE: How is class going? Want to get your candid feedback in our open-ended survey.

DELAY: 3 calendar MESSAGE: Interested in a new course? Go to our website to see new courses for the new quarter.

DELAY: 3 calendar MESSAGE: The semester is almost over. Interested in re-upping for next semester? Head over to our website.

Add

Cancel Create

Variables List:
 {first_name} first name
 {last_name} last name
 {display_name} display name (will default to first and last if none is set)
 {first_initial} first initial
 {last_initial} last initial
 {email} email address
 {phone} primary phone number

Note: you can also personalize each message by selecting from the variables list to inject things like the contact's first name.

Subscribing contacts:

1. Select Series under the Timetext menu in the left-hand menu
2. Search for contacts matching your desired criteria
3. Choose the series, and click Send
 - *contacts can also be automatically subscribed through a Keyword operation.

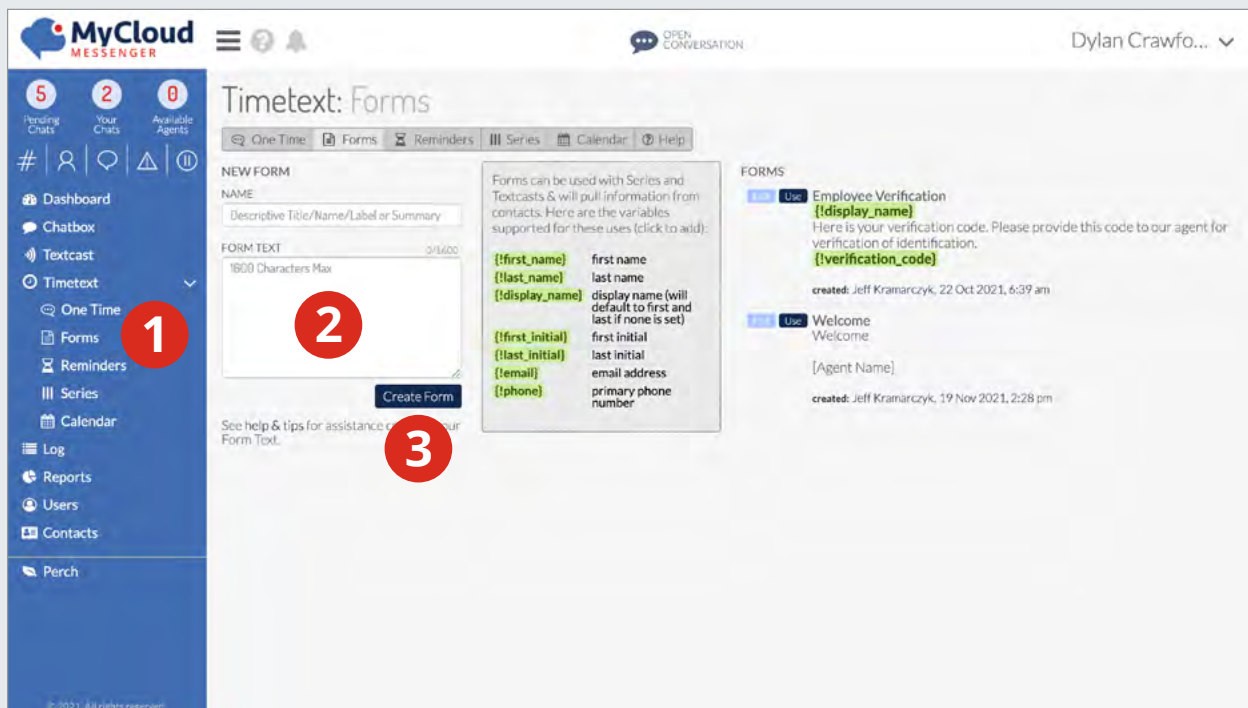
Reminders

Reminders can be used to send a text notification prior to an upcoming appointment, bill due date, or scheduled delivery date. This can help assure things like on-time payments and accurate appointment schedules.

To schedule automated reminders you must first create a form. Think of a form as the body of the reminder, where you can add placeholders for variables like date, time, location, and more.

To create a new form:

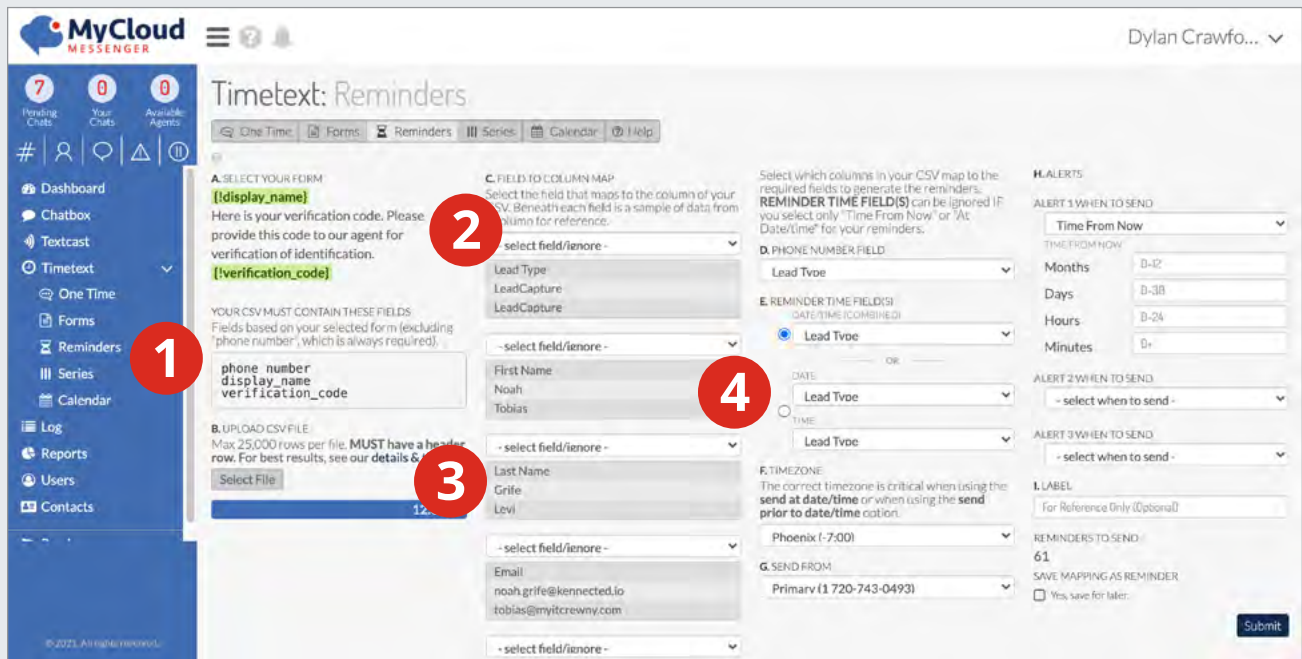
1. Select Forms under Timetext in the left-hand menu
2. Give the form a name and craft its messaging
3. Click Create Form



Note: almost any variable field can be added by inserting {!field_name} into the message. These variables must exist in the file used for import in the next step.

To schedule your reminders:

1. Select Reminders
2. Choose the form
3. Upload the .csv file containing the reminder information
4. Map the fields and choose when to schedule each message
5. Click Submit



The screenshot shows the 'Reminders' configuration page in the MyCloud Messenger interface. The page is titled 'Timetext: Reminders' and includes a sidebar with navigation options like Dashboard, Chatbox, Textcast, Timetext, One Time, Forms, Reminders, Series, and Calendar. The main content area is divided into several sections:

- A. SELECT YOUR FORM:** A dropdown menu showing '[display_name]' and '[verification_code]'.
- B. UPLOAD CSV FILE:** A section for uploading a CSV file, with a 'Select File' button and a note about file size and headers.
- C. FIELD TO COLUMN MAP:** A table mapping CSV columns to form fields. The table has columns for 'Field' and 'Column'. The 'Field' column lists 'Lead Type', 'Lead Capture', and 'Lead Capture'. The 'Column' column lists 'First Name', 'Last Name', 'Email', and 'Phone Number'.
- D. PHONE NUMBER FIELD:** A dropdown menu showing 'Lead Tvoe'.
- E. REMINDER TIME FIELD(S):** A section for selecting time fields, with a dropdown menu showing 'Lead Tvoe'.
- F. TIMEZONE:** A dropdown menu showing 'Phoenix (-7:00)'.
- G. SEND FROM:** A dropdown menu showing 'Primary (1 720-743-0493)'.
- H. ALERTS:** A section for configuring alerts, with a dropdown menu showing 'Time From Now'.
- I. LABEL:** A text input field for a label.
- REMINERS TO SEND:** A text input field showing '61'.
- SAVE MAPPING AS REMINDER:** A checkbox labeled 'Yes, save for later'.

Numbered callouts are placed over the interface:

- 1:** Points to the 'Reminders' option in the sidebar.
- 2:** Points to the 'SELECT YOUR FORM' dropdown.
- 3:** Points to the 'UPLOAD CSV FILE' section.
- 4:** Points to the 'FIELD TO COLUMN MAP' table.

Calendar

Once you have scheduled messages to be sent out using any of the above options, you will be able to view, edit, or abort by viewing the calendar. Here, you will see how many of each type are scheduled on any given day. Clicking on one will allow you to view and modify if needed.

Groups and Pathways

In MyCloud Messenger, groups allow you to queue inbound messages that are handled by a specific team. Pathways enable you to route inbound text messages to those groups for live agent interaction or simply send automated responses.

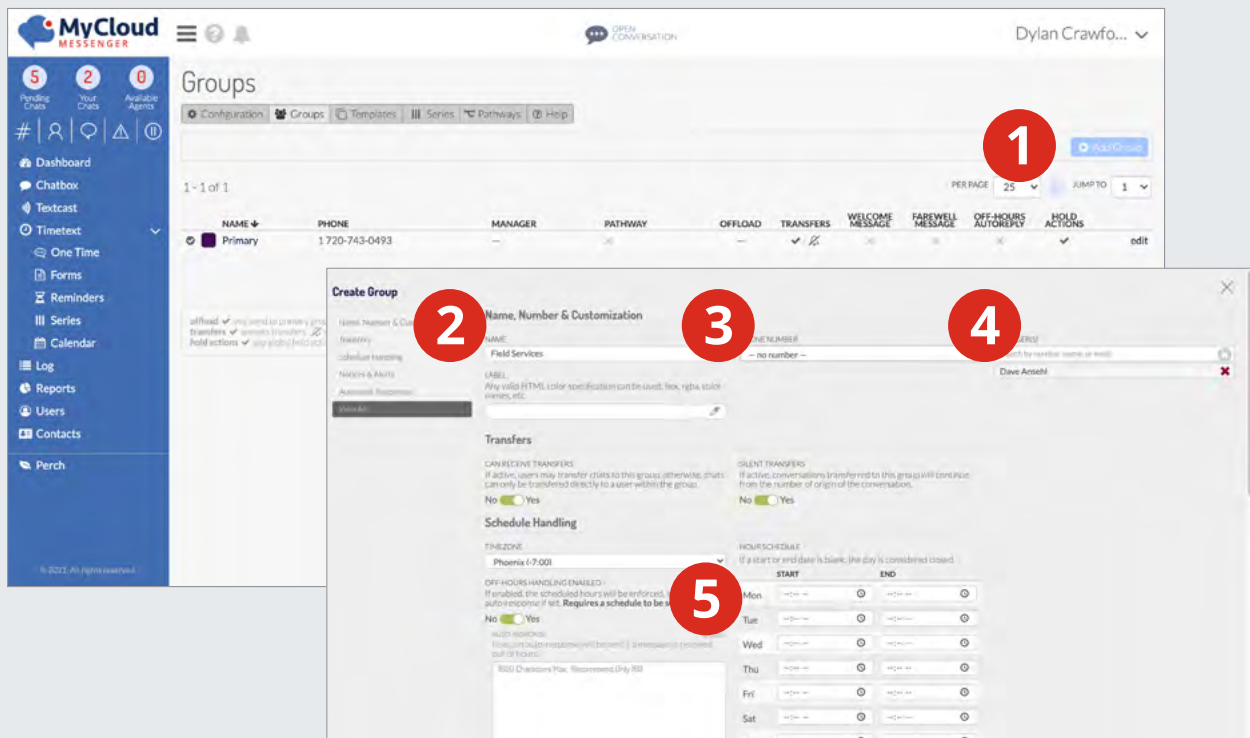
Groups

Your MyCloud Messenger account has a single, pre-built primary group. This allows you to send and receive messages from day one. You can add groups based on things like department, topic, or campaign.

First navigate to Groups under the Admin Menu in the upper right-hand menu.

To add a group:

1. Click Add Group
2. Give the new group a name
3. Assign a new number (optional),
4. Add a manager (optional)
5. Configure group settings and click Save



Note: you will need to add the group(s) to the users desired by editing each user and selecting the correct group(s).

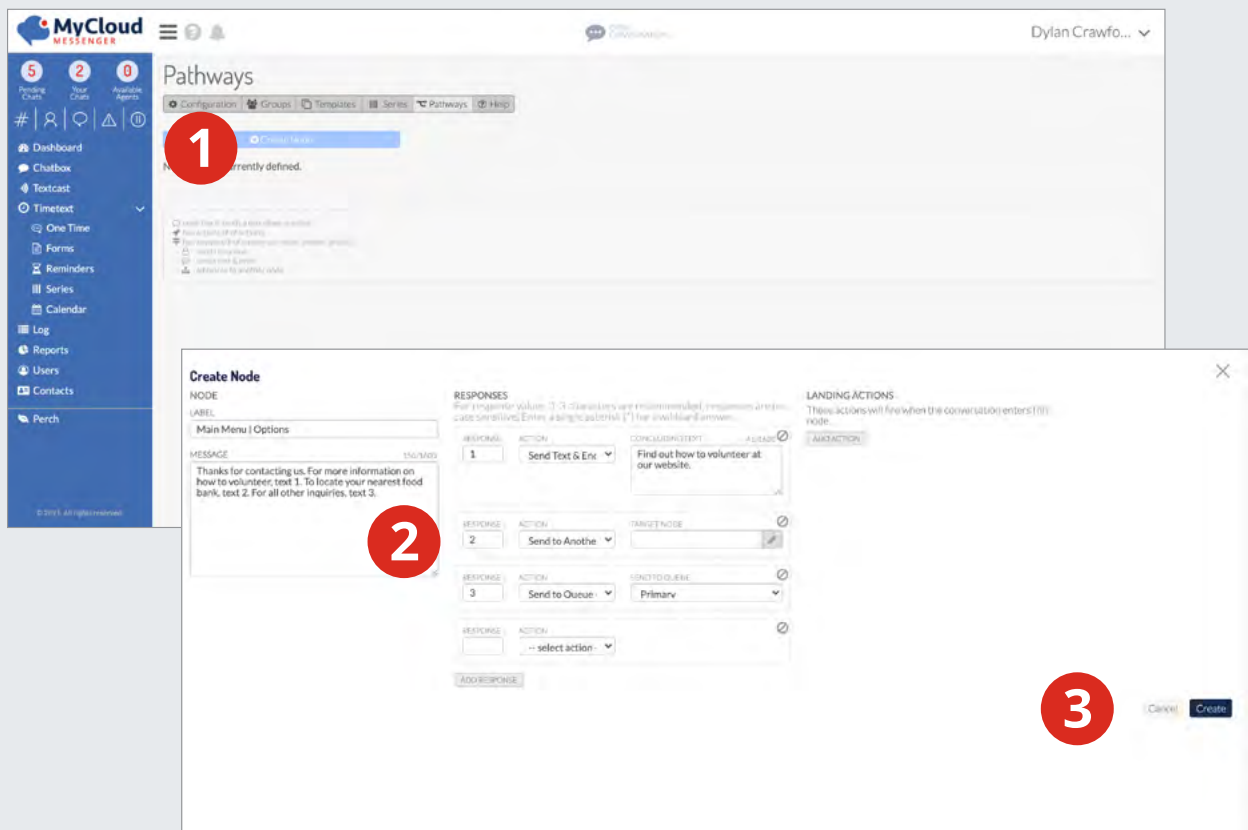
Pathways

Pathways within MyCloud Messenger allow you to automate inbound text interactions. This allows you to effectively provide information, queue chats up for a live agent, or simply terminate the interaction with a message.

You will build your pathway by creating nodes. Each pathway must contain at least one. First, choose Pathways from the Admin Menu in the upper right-hand corner.

To add a node:

1. Click Create Node
2. Enter a name, automated message, and add the acceptable responses/actions for each
3. Click Save



The screenshot shows the MyCloud Messenger interface with the 'Pathways' section selected. A 'Create Node' modal is open, displaying the following fields and options:

- Node Label:** Main Menu | Options
- Message:** Thanks for contacting us. For more information on how to volunteer, text 1. To locate your nearest food bank, text 2. For all other inquiries, text 3.
- Responses:**
 - Response 1: Send Text & End
 - Response 2: Send to Another
 - Response 3: Send to Queue
 - Response 4: -- select action --
- Landing Actions:**
 - Action 1: Find out how to volunteer at our website.
 - Action 2: -- select action --
 - Action 3: -- select action --
 - Action 4: -- select action --

Red circles 1, 2, and 3 are overlaid on the 'Create Node' button, the 'Message' field, and the 'Create' button respectively.

Note: If creating multiple nodes, it is best to work backwards, creating your final node first. Assigning the new pathway within a group's settings will determine when a contact will interact with it.

Keywords

Your MyCloud Messenger account allows you to create an unlimited number of keywords; each configured to perform an action or set of actions when texted. Keyword management can be found under the Admin menu in the upper right-hand corner.

Building Operations

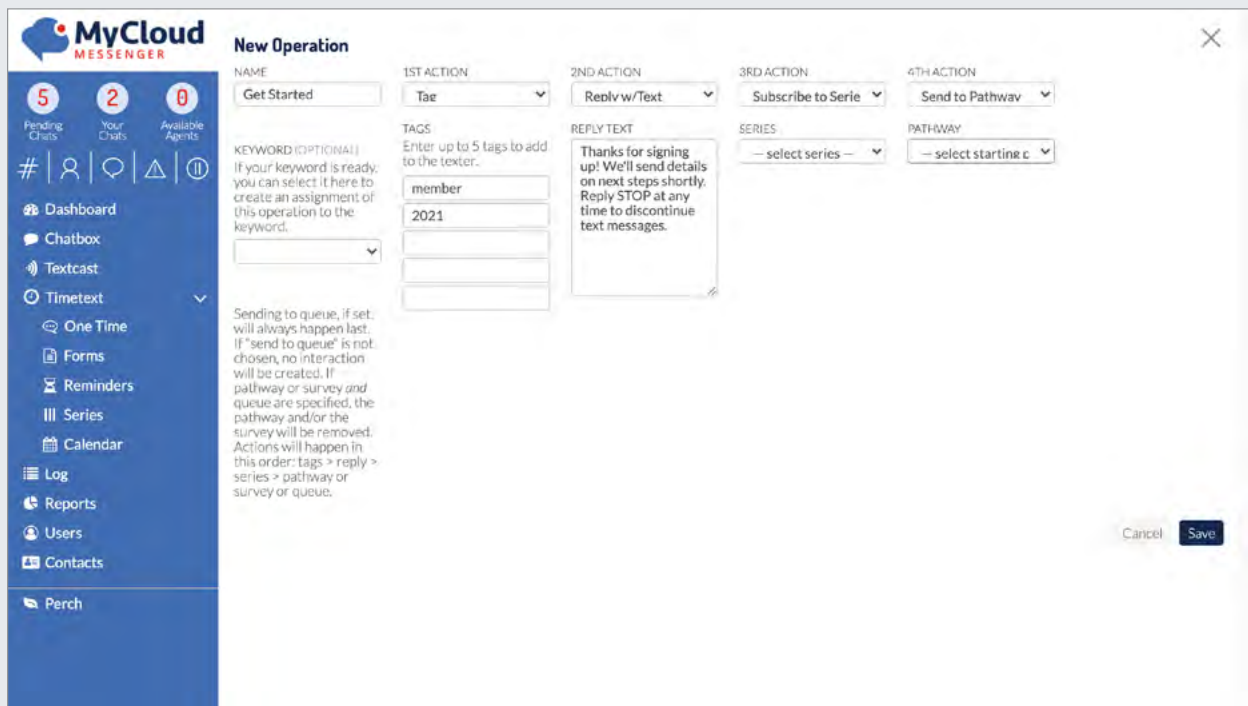
First, you will want to build an operation which is an action or multiple actions set to happen when a keyword is texted. These actions can be:

- **Tag** - this will tag a contact with up to 5 preset tags automatically
- **Reply w/text** - sets an auto-reply text to be sent
- **Send to queue** - sends the contact into a specific queue to chat with an agent
- **Subscribe to series** - subscribes a contact to a specified drip campaign
- **Send to pathway** - routes a contact to an automated pathway to provide automated information or drop into a queue to chat with an agent
- **Initiate survey** - this launches a preset survey with the contact

To add a new Operation:

1. Click Add Operation from the Keyword management screen in the Admin Menu
2. Give the operation a name
3. Assign it to a Keyword if one already exists
4. Configure the actions you would like to take place

Below is a simple example, where a keyword is sent in, the contact is tagged, sent a response, and subscribed to an informational Series.



New Operation

NAME:

1ST ACTION:

2ND ACTION:

3RD ACTION:

4TH ACTION:

KEYWORD (OPTIONAL):

TAGS:

REPLY TEXT:

SERIES:

PATHWAY:

Cancel Save

Note: 'send to queue', 'send to pathway', and 'initiate survey' actions cannot be combined in the same operation.

If you have already established a keyword, you can easily select it directly from the operation. When you're all set, click Save.

Keyword Assignment

To add a Keyword, enter it into the field at the top of the keyword screen and click Add Keyword. Then, under Assignments, click Add Assignment, match it up to the desired Operation, and click Save.

Note: you can have multiple keywords assigned to the same operation.

Links

MyCloud Messenger links allow you to easily create a shortened link that points to a web address of your choice. Once in place, you can easily track clicks allowing you to understand not just deliverability but engagement. Links can be found under the Admin menu in the upper right-hand corner.

To create a new link, simply enter a name for your link, add the web address you would like the MyCloud Messenger link to point to, and click Create. After a link has been generated, you can easily copy it for use anywhere, or select and add it when creating a new Textcast.

Settings

As an admin user, you can easily configure your account or group settings by navigating to the admin menu in the upper right-hand menu and choosing settings or groups respectively. Let's take a quick look at a few important settings.

Adding your logo

Under account settings, you can easily add your logo to instantly make your instance feel more personal. To do this, under Branding & Customization select a logo file under from your desktop and click Save. Your logo will appear on your custom login page as well as in the top left corner within the MyCloud Messenger application. You can also modify the left navigation bar color.

Auto-replies

Auto responses can be configured within your Primary or any additional group by editing that group's settings. There are a few options available to customize your customer interaction.

- **Off-hours** - send an automated response if the text comes in outside of business hours
- **Welcome** - send an automated welcome message when a text comes into the group
- **Farewell** - send an automated farewell message when an interaction within that group is ended
- **Unavailable** - send an automated response if all agents assigned to the group are logged out or unavailable

Notifications

Notifications can be configured to send emails and/or text messages if chats are neglected or even every time a new interaction is started.

- **Neglected chats** - can be configured at the group level to notify users after a certain period of time that there is an unattended chat. Notifications follow the user's preferences set in their profile.
- **New interactions** - can be configured only at the account level and will send a text OR email any time a new interaction is started in any group with any individual.

Text consent

Inbound text consent allows you to establish an opt-in workflow where new contacts can agree to receive messages from your company. It adds a layer of compliance and protection to those who need it.

You can configure a global text consent policy and workflow within your account settings and customize messaging within each group if you have multiple campaigns active. You can also configure certain groups to be exempt from the global text consent configuration. To set it up, simply toggle it on, click 'Populate for Me' adjust messaging to your liking and click Save.

iOS Mobile Application

MyCloud Messenger has gone mobile with the MyCloud Messenger mobile app for Apple iOS. This free mobile app is available for download in the App Store and for use by all active MyCloud Messenger users.

Mobile Application Use & Functionality

The MyCloud Messenger mobile app gives users access to the most common functions and features of the MyCloud Messenger platform, allowing them to manage communications from anywhere, anytime. The core features available within the mobile app include:

Chat

Allows users to send and respond to one-on-one conversations.

Textcast

Allows users to send targeted messages to different audiences based on their unique criteria using the assigned contact tags within the platform.

Mobile Application Access

For those who already have an active MyCloud Messenger account, you can download the mobile app by searching for “MyCloud Messenger” in the app store on your iOS device. Once downloaded, users can access their accounts using the same credentials used to access the platform online.



DOWNLOAD
The MyCloud Messenger
iOS Mobile App