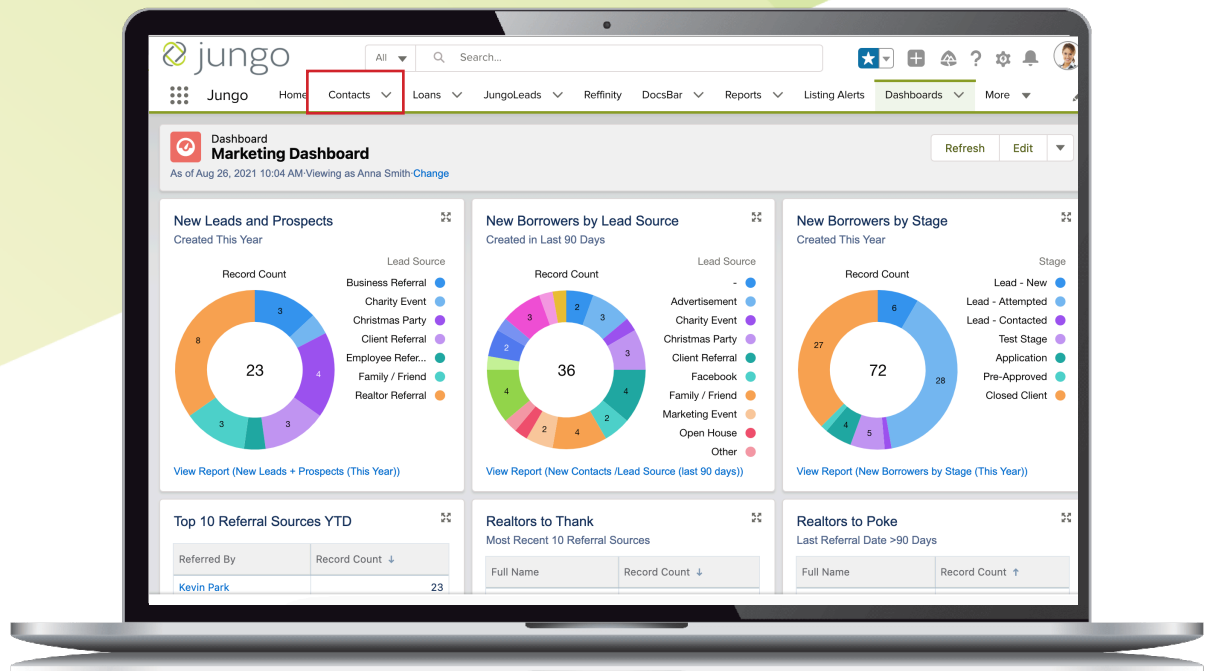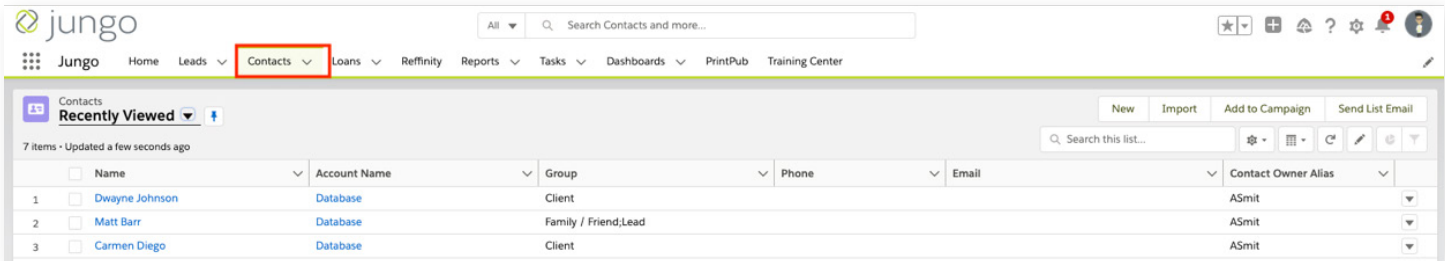# JUNGO SMS USER GUIDE 3

Send and Schedule a Mass SMS Message

With Jungo SMS, there are two ways to send a mass SMS: You can send a mass SMS to a List View of contacts within the Contacts Tab or to a report of contacts from the Mass SMS Tab.
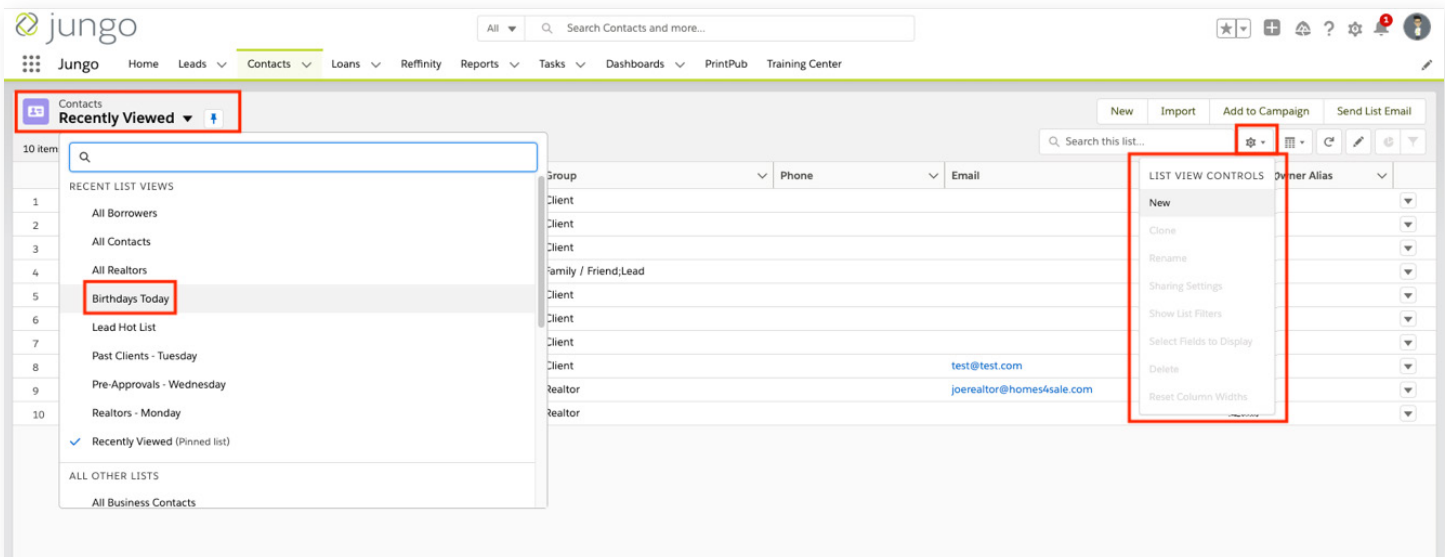
# Send a Mass SMS to a List View on the Contacts Tab

1. To send a mass SMS from the contacts tab, first navigate to the contact tab.

2. Select the list view that you would like to send the mass SMS to. As a reminder, there are several list views that already exist in your Jungo account, however you can always add to these lists or modify existing ones using your **List View Controls**.

3. Check the checkboxes next to each contact you'd like to include in the mass SMS message. In the upper right-hand corner, select **Send Mass SMS**.
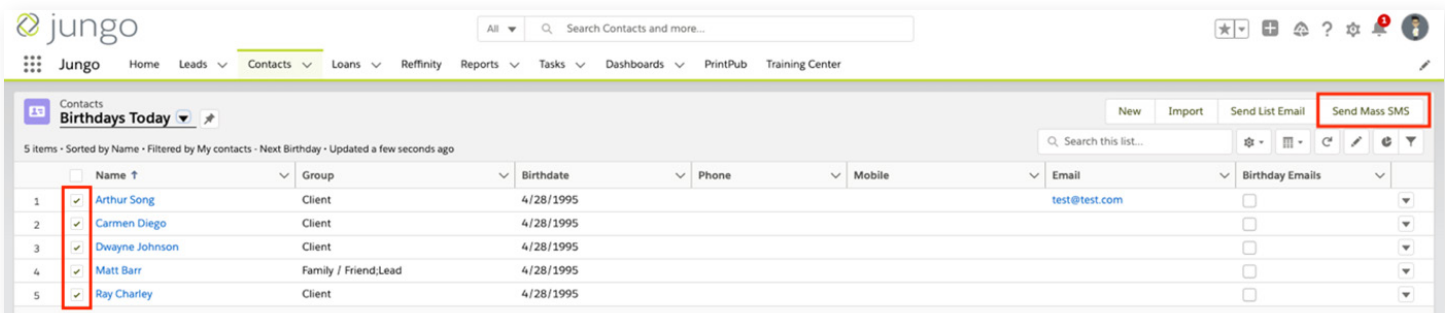
4. From the Mass SMS screen, you can either select an SMS Template previously created, or type a new message in the provided text box.

Reminder: Always ensure that you are adding the following opt-out verbiage to all Mass SMS messages: Please reply STOP if you no longer wish to receive text messages from this number.

Additionally, if you have added a signature to your SMS Settings, you will not need to add a signature to any templates as it will be automatically added to the bottom of all outbound SMS messages.

5. Select **Choose file** to upload an image saved to your computer.

6. Select the desired image. Please note that images can be no larger than 3MB.

7. Once the image is chosen, attach the image to the SMS message by selecting **Upload**.

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8. Finally, click **Send Mass SMS** to send this message and image to your selected **list view** of contacts!
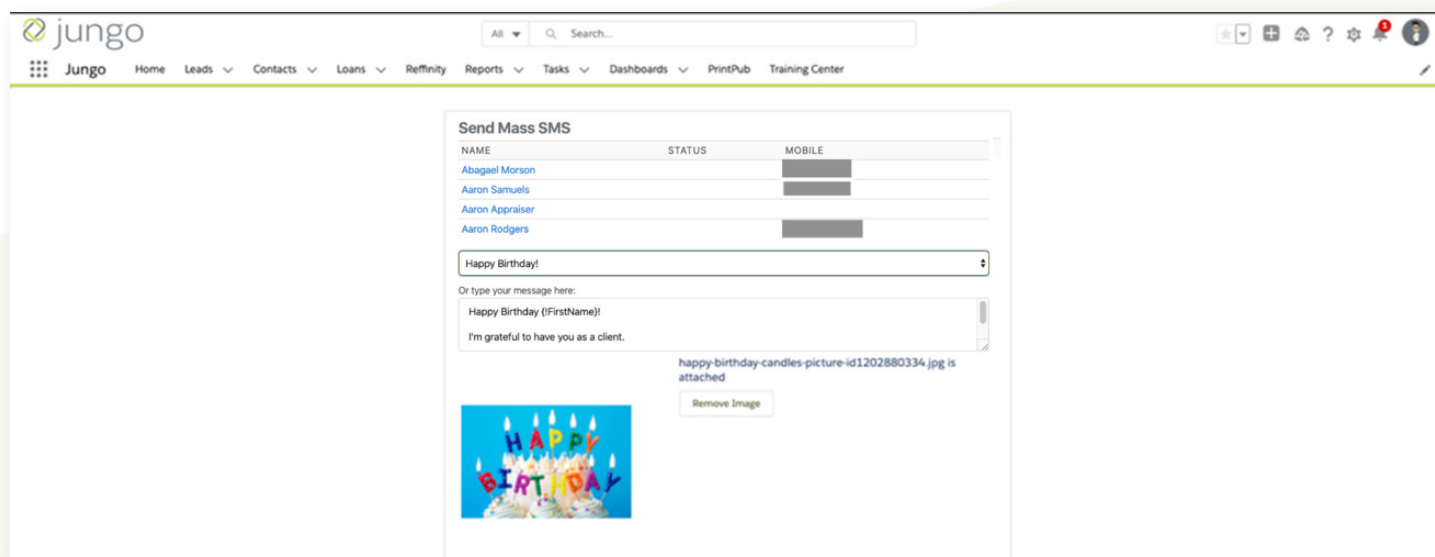
9. Once the mass SMS is sent you will see a green "**Success**" notification next to all contacts who you sent the mass SMS message to.
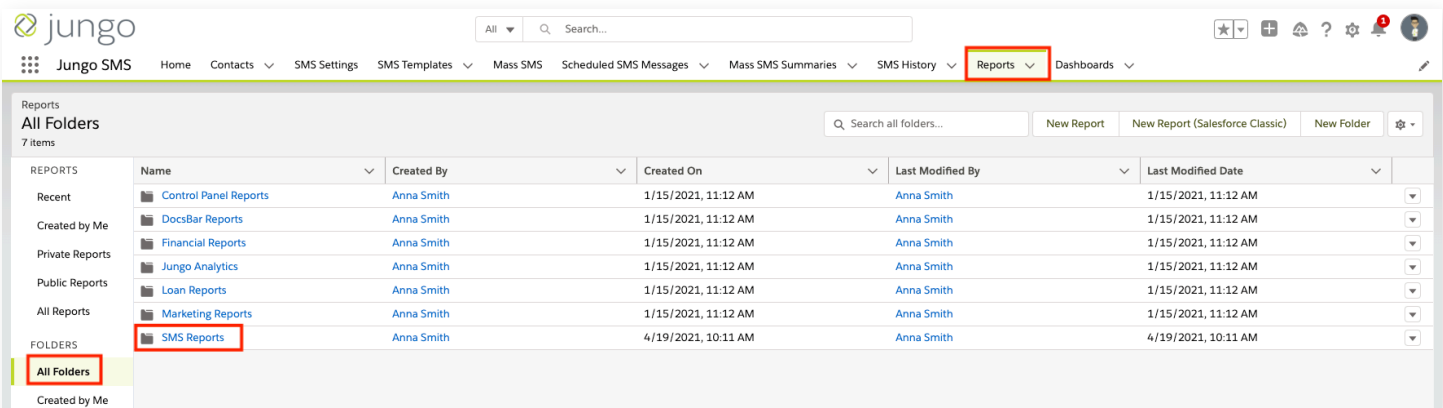
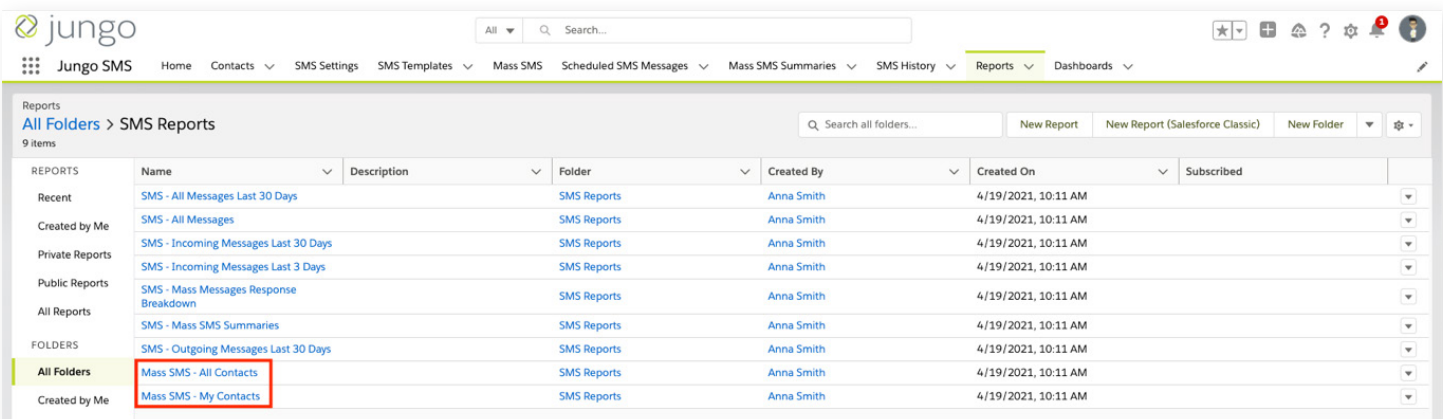# Send a Mass SMS to a Report on the Mass SMS Tab

1. Select the **App Launcher** in the upper left-hand corner and navigate to **Jungo SMS**.
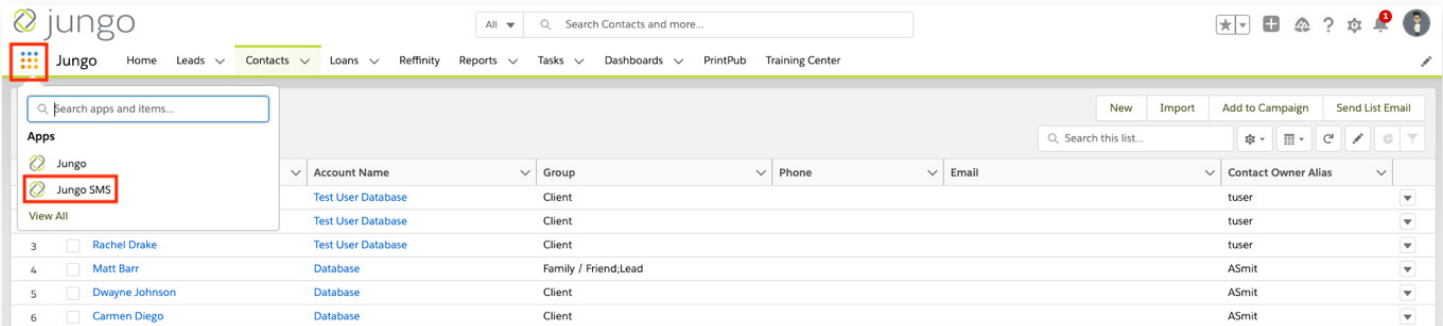
2. Navigate to the **Reports** tab. In the menu bar on the left-hand side select **All Folders, and SMS Reports**.

3. Within the **SMS Reports folder**, you'll find a few **Mass SMS reports** already created in your account.

4. Notice in this particular **Mass SMS – All Contacts** report we have included the Contact ID as a column header. Be sure to include this column header in any new Mass SMS reports going forward. This ensures that the SMS Message is sent to the correct contact.

Additionally, you'll also notice in the funnel icon in the upper right-hand corner, we have added a filter for "Mobile not equal to blank". Be sure to include this filer in any new Mass SMS reports going forward as well. This ensures that you won't receive any errors by attempting to send an SMS message to a contact without a mobile number.

5. Feel free to use the **Save As** function in the upper right-hand corner to create your own Mass SMS reports by cloning and adjusting the filters to your liking.

6. Navigate to the **Mass SMS** tab. Choose the report that you would like to send the mass SMS message to.

7. Next, select an **SMS Template** previously created, or type a new message in the provided text box.

8. Select **Choose file** to upload an image saved to your computer.

9. Select the desired image. Please note that images can be no larger than 3MB.
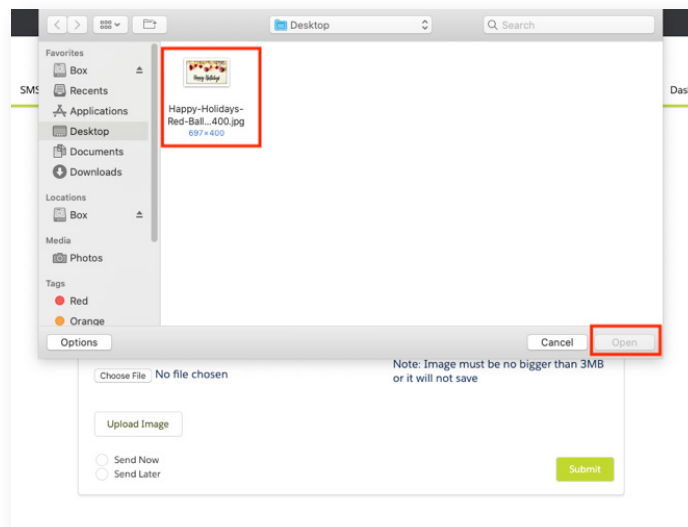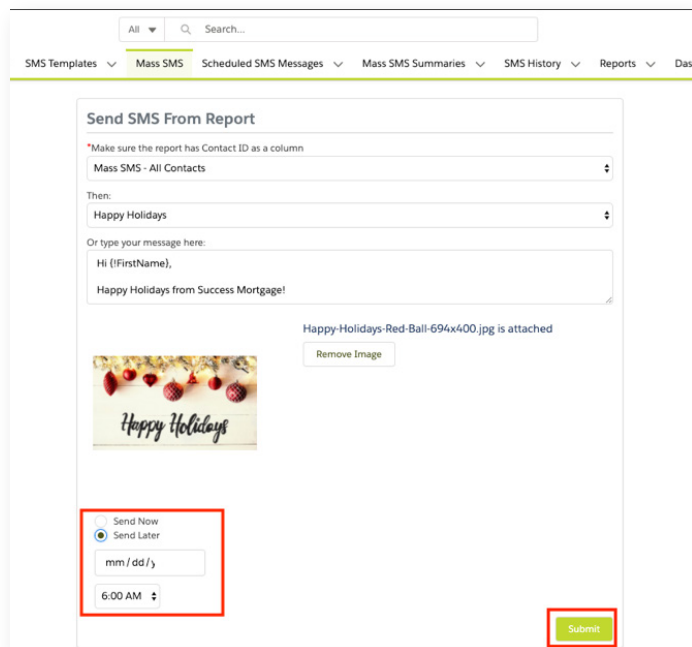
10. Once the image is chosen, attach the image to the SMS message by selecting **Upload**.
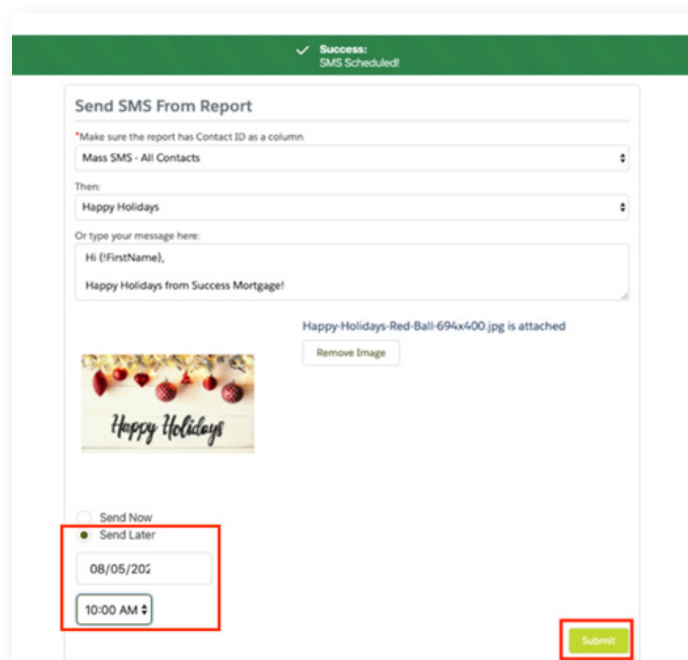
11. Finally, select to either send the Mass SMS message now, or schedule it to be sent at a later time. **Click Submit**, and the SMS message will be sent to all contacts in the selected report!
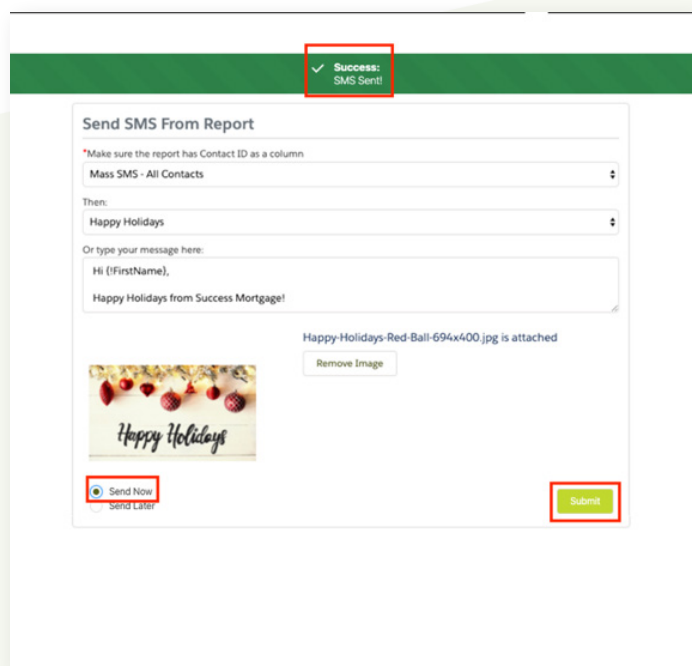

13. If you choose the **Send Later** option, you will receive the following message:

12. If you choose the **Send Now** option, you will receive the following success message:

Viewing Scheduled Mass SMS Messages

1. If you have previously scheduled a Mass SMS message to be sent at a later time, you can view these scheduled Mass SMS messages under the **Scheduled SMS Messages** tab.
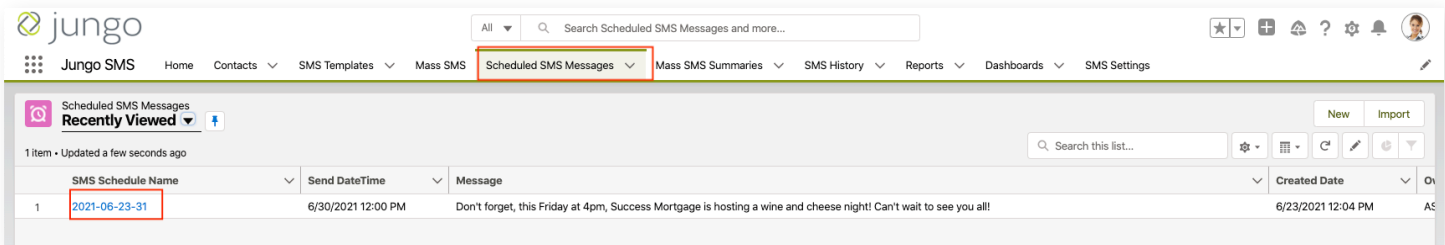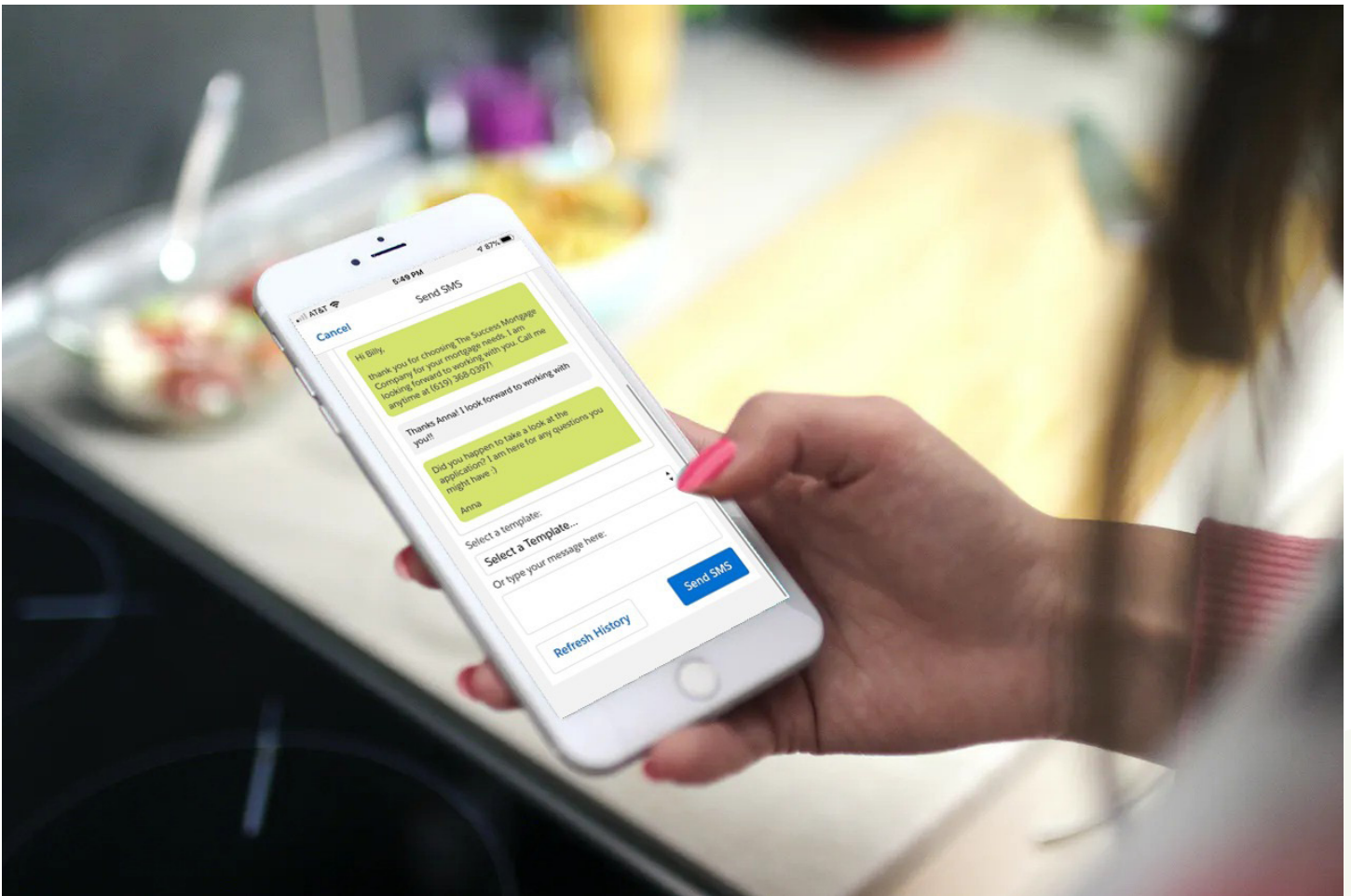

2. If you need to make Edits to a Scheduled SMS Message, click the **SMS Scheduled Name**, and then click the **Edit button**. From here you can change the scheduled date or time.
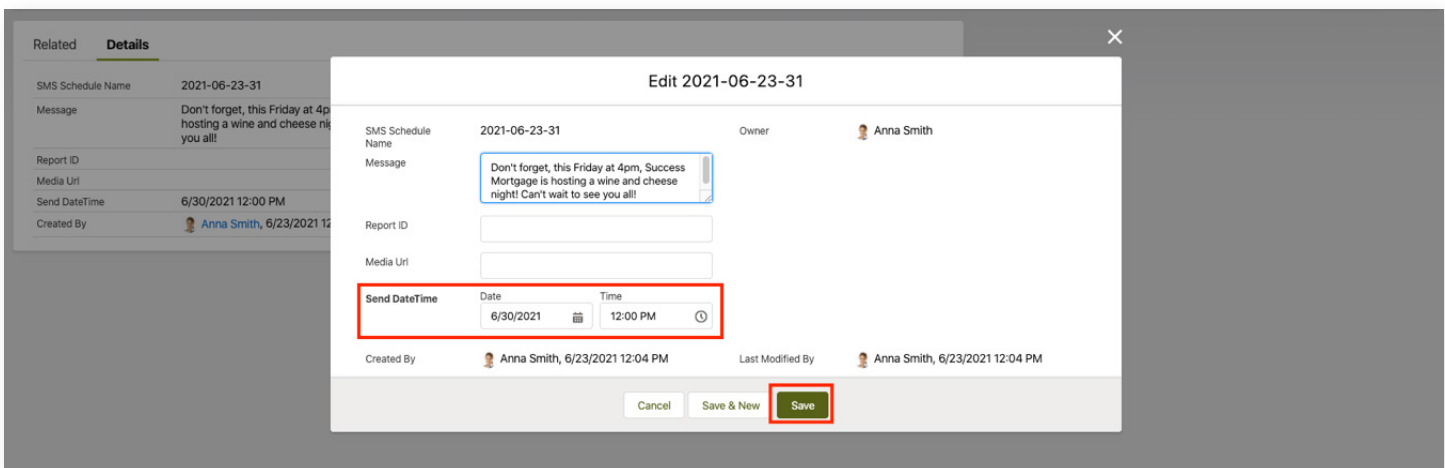
3. You can also cancel the Scheduled SMS Message all together by clicking **Delete**.
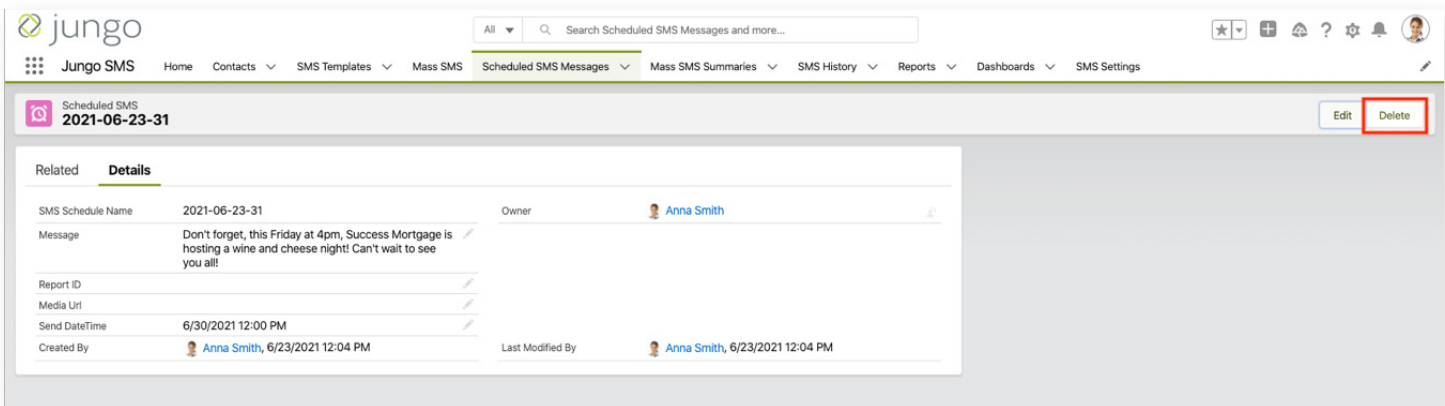
PLEASE NOTE: Your use will be subject to your SMS carrier's terms of permitted use. Please review and follow your SMS carrier's guidelines and best practices.

When sending any kind of mass or auto SMS messages, you must include "REPLY STOP TO OPT-OUT" at the end of the messages.

Also, just like when sending mass emails, don't use phrases such that would tag your email as "spam." Your SMS will also be tagged as spam and may be banned.

Jungo doesn't control these guidelines. Restrictions will apply across the US and Canada. We are not responsible for consequences of non-compliance with SMS carriers' requirements. We cannot provide for any refunds associated with SMS carrier decisions or changes in requirements or acceptable use.