### **What is bulk SMS?**

The term bulk SMS is used to describe the act of sending a text message to numerous recipients at once from the web. Bulk SMS platform like www.sharenet.io is a platform that enables you to reach your target group – customers, partners, members, staff, relations, friends, contractors, vendors, and the general public with a customized sender ID on a schedule date and time at a cheap rate.

### **How can I use your service?**

You must register before you can use our service. Registration shouldn't take you up to 2 minutes and it is FREE. Go to ['Register Free'](http://portal.nigerianbulksms.com/register/) to register. After registration, you have access to your Member Area and all our services.

### **How do I send bulk SMS?**

To send bulk SMS on our platform is easy. Login to your account and you will see on the dashboard sms directly under my net click on it and Type the phone numbers you want to send message to, enter your Sender ID, type your message and click ‘Send’. You are done!

### **What is Sender ID?**

A sender ID is a customised name you want the recipients to see when they receive your message. For example, you have received alerts from your bank with sender ID like ECOBANK, GTBank, DiamondBank, etc. Your Sender ID can be the name of your company, church or school. You can use any name but it should not be more than 11 characters.

### **How much is SMS credits?**

We have the best prices for Bulk SMS in Nigeria. Is competitive and pocket friendly

### **How and where can I buy SMS credits?**

When you have determined how much SMS credits you need, you can purchase SMS credits either by paying with your ATM card, ATM Card payment is the fastest because it is instant! Your account will be credited immediately ATM payment is made. You must login, go to "account" and click "Add funds to account" to make online payment.

### **Is the online ATM card payment secure?**

Yes. Our online ATM card payment is powered by Payant, Their ATM payment processing services are highly secured.

### **How long does it take to credit my account after payment?**

If you successfully purchase SMS credits online with your ATM card, your account will be loaded instantly.

### **I want to buy much SMS credits, how long will I use it? Do your SMS credits expire?**

Our SMS credits do not expire. If you have credit balance in your account, you can use it for as long as you wish.

### **How do I know my SMS Credit balance?**

Login to your account, at the top right side of the screen, closed to your email address, you will see your credit balance in Naira.

### **How many messages can I send at a time?**

You can send message to as many numbers as you can at any time if you have enough SMS credits to do so.

### **In what format should the bulk file be?**

The numbers must be in a text file. As long as the numbers are in a text file, and they are human readable, separated from one another either by a space, comma, dot, or any other character, our application can pick them out. Your numbers must be in the following format: 0803xxxxxxx or 234803xxxxxxx. Do not use the format like 803xxxxxxx or +234803xxxxxxx otherwise your message will not be delivered.

### **Why do I need to enter my GSM number before using your service?**

We need your mobile number to update you about your account and to send useful information to you through SMS.

### **I have forgotten my password. What can I do?**

At the login page, you will see a link with words ‘Forgot Password?’ Click the link to recover your password. If you are having challenge recovering your login details, quickly [contact us](http://www.bulksmsnigeria.net/contact-us)