

ADS NYANZA SMS PLATFORM USER MANUAL

INTRODUCTION

The platform is a tool for communication to relevant people or groups with a view to share information mainly on health. The communication is basically done through sms(Short message service).

Some arrears have less or no internet coverage, this makes it difficult to access basic health information to the people. With the sms platform this information can be easily accessed.

Main Menu

The screenshot shows the main menu of the ADS NYANZA SMS Platform. The interface includes a top navigation bar with links for Contacts, BroadCast, Responses, Queries (highlighted), and Settings. Below the navigation bar, the Sms Balance is displayed as 14344. A search bar is located above the main table. The table has columns for #, Datetime, Sender, Name, Message, Reply, Needs Response, Customer Response, and Reply Sent. The table contains three rows of data, each with an 'Edit' link. Callouts point to the Menu, Sms Balance, Search area, and Information area.

Menu

Sms Balance

Search area

Information area

#	Datetime	Sender	Name	Message	Reply	Needs Response	Customer Response	Reply Sent
Edit	4/15/2019 4:54:59 PM	+254798955464		ntv	Thank you for making an inquiry with us. Our health experts will get back to you shortly. Lovely time. Keep it at 20394.	✓		
Edit	4/15/2019 4:02:18 PM	+254728694039		Dog	Thank you for making an inquiry with us. Our health experts will get back to you shortly. Lovely time. Keep it at 20394.	✓		
Edit	4/14/2019 10:23:56 PM	+254724352125	Wycliffe Okeyo Kidera	130	Exercise, before or during your periods helps the body to relax. Send 131 to 20394 to continue			
					It may take a while to get use to periods. But			

Contacts

- Click on the contacts in the menu.
- This will display contacts as below.

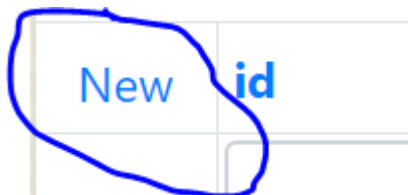
Drag a column header here to group by that column

Enter text to search...

New	id	Name	Phone	Language	Email	Gender	Age	County	Organization	Sub County
Edit	50	consulate sijeyo	+254701938700	EN		female	60	Kisumu	ADS NYANZA	Seme
Edit	49	Tobias Aulo	+254716173441	EN		Male	40	HomaBay		
Edit	48	Hillary Omondi	+254791694302	EN		Male	29	Siaya		
Edit	47	Abdi Odhiambo Kitewega	+254720982464	EN		Male	26	Homabay	ADS NYANZA	Mbita
		Mara								

Add Contacts

- Click on new on the left top side of the list



- The form below will appear

Edit Form ✕

Name: *

Phone: *

Language: ▼

Email:

Gender: ▼ **Age:**

County: * ▼ **Organization:** ▼

Sub County: ▼

[Update](#) [Cancel](#)

- Fill all the details and click on update.

Editing contacts

Search for the contact to edit and click on the edit link on the left. A form like one below will appear.

Edit Form ✕

Name: *	<input type="text" value="Paul Mbugua Njoroge"/>		
Phone: *	<input type="text" value="+254710563359"/>		
Language:	<div>EN ▼</div>		
Email:	<input type="text"/>		
Gender:	<div>male ▼</div>	Age:	<input type="text" value="24"/>
County: *	<div>hom ▼</div>	Organization:	<div>ADS ▼</div>
Sub County:	<div>Mbit ▼</div>		

[Update](#) [Cancel](#)

Edit the relevant information and update.

Auto Registration

Relevant groups, individuals can self-register themselves by sending a registration sms to short code **20394**

The format for the registration is as follows

Reg,[Full name],[Gender],Age[County],[Sub-county],[Organization]

Example

Reg,Paul M Ochieng,Male,23,Homabay,Mbita,ADS

Export Contacts

On the list of contact, filter as desired and click on *xls* or *xlsx* at the top to export the items to excel

Upload Contacts

XLS

XLSX

Drag a column header here to group by that column

Enter text to search

New	id	Name	Phone	Language	Email	Gender	Age	County	Organizati

Broadcast

This module is used to send smses to individual or group contacts

- Click on Broadcast>Broadcast to open a list of already sent broadcasts.

New	Date	Time	Send To	County	Organization	Sub County	Phone	Text	Sent	Sent By	Scheduled	Schedule Date	Schedule Time
Edit	4/12/2019	10:20 AM	Telephone				+254716173441	test	✓				
Edit	4/11/2019	12:23 PM	Organization		ADS NYANZA			Test message, Please ignore	✓				
Edit	4/11/2019	12:23 PM	Organization		VIAGENCO			Test message please ignore	✓				
Edit	4/11/2019	12:22 PM	SubCounty			Mbita		Test message, Please	✓				

- On top left, click on new to create a new broadcast.

Send broadcast

To everyone

- To send an sms to everyone on the contacts select *Everyone* on the send To dropdown
- Enter the Text and click send.

To a telephone Number

- To send an sms to a telephone number select *Telephone* on the send To dropdown
- Enter the phone number in the phone field, separated by commas (,).
- Enter the Text and click send.

To an organization

- To send an sms to a contacts from a particular organization select *organization* on the send To dropdown
- Select the organization in the organization field

- Enter the Text and click send.

To county contacts

- To send an sms to a contacts from a particular county select *county* on the send To dropdown
- Select the county in the county field
- Enter the Text and click send.

To sub-county

- To send an sms to a contacts from a particular Sub-county select *Sub-County* on the send To dropdown
- Select the Sub-county in the Sub-county field
- Enter the Text and click send.

Schedule Broad cast

- To schedule broad cast to be sent on a later date,
- Check on *scheduled*.
- Enter *Schedule date*.
- Enter *Schedule time*.
- Click on send.

Sent Sms

This shows a list of all sent sms, to show this list

- Click on Broadcast > Sent sms

Drag a column header here to group by that column					
Enter text to search...					
<input type="checkbox"/>	Datetime	Phone	Message	Scheduled	Time Sent
<input type="checkbox"/>	4/15/2019 4:55:00 PM	+254726724399	You have some messages that need your response.	False	4/15/2019 4:55:00 PM
<input type="checkbox"/>	4/15/2019 4:54:59 PM	+254798955464	Thank you for making an inquiry with us. Our health experts will get back to you shortly. Lovely time. Keep it at 20394.	False	4/15/2019 4:54:59 PM
<input type="checkbox"/>	4/15/2019 4:02:20 PM	+254726724399	You have some messages that need your response.	False	4/15/2019 4:02:20 PM

Responses

This is used to setup automatic responses to incoming messages.

Click on responses to open the response list.

XLS

XLSX


Enter text to search...

New	Code	Language	Reply Message
Edit Delete	Afya	EN	Thank you For your interest
Edit Delete	Afya	KIS	Karibu
Edit Delete	105	EN	The size of breast differs between girls: small, big, flat and hanging. All breasts shapes are normal and beautiful. Send106 to 20394 to continue
Edit Delete	106	EN	Hair begins to grow under the arms. Hair also appears round the pubic area called pubic hair. Send 107 to 20394 to continue
Edit Delete	107	EN	Having breasts does not mean you are ready for sex. Send 108 to 20394 to continue
Edit Delete	108	EN	One of the changes girls face is that their reproductive system becomes active in preparation of becoming pregnant. The lips of the vagina grow bigger and may change shape slightly. Send 109 to 20394 to continue

Add a response

- Click on the new link on the left top of the list.
- The following form will appear.

Edit Form



Code: *

Language: *

▼

Reply Message:

[Update](#)
[Cancel](#)

- Enter the code, language and Reply message.
- Click on update.

Edit a response

- To edit a response, click on the edit link to the left of the response to edit.

- Edit the details as required then click on update.

Queries/Incoming sms

This is the entry point for all smses to the platform

Click on Queries on the menu to see the list.

This will show the date, telephone of the sender name of the sender if in our contacts, the message received.

If the message has an automatic response, then this will be sent back to the contact, if it does not have an automatic response, a message will be sent to relevant agent for further response.

A custom response can be created by editing the message custom response.

Settings

Here we setup several aspect regarding the platform

Counties

- Click on settings > Organizations
- For adding/editing counties

New	County
	<input type="text"/>
Edit Delete	Homabay
Edit Delete	Siaya
Edit Delete	Kisumu

- To add a new county, click on the new link
- On the opened form enter the County name and update.

Sub counties

- Click on settings > Sub counties

Sub County	County
	Homabay
	Homabay
	Homabay
	Homabay
	Homabay
	Homabay
	Homabay
	Homabay
	Kisumu

- To add a new Sub county, click on the new link
- On the form that appear, enter the Sub county name
- Select the corresponding County
- Click on update.

Organizations

- Click on settings > Organizations

Organization Name

- To add an organization, click on the new link.
- Enter the name on the form that appear.
- Click on update.

Languages

- Click on settings > Language

- To add new Language, click on new link.
- Enter the language code and language name.
- Click on update.

Other settings

- Click on settings > Language

#	Language	Auto Response	No Response alerts No	Alert Message	Wrong Reg Message	Registration Success Message
Edit	EN	Thank you for making an inquiry with us. Our health experts will get back to you shortly. Lovely time. Keep it at 20394.	+254726724399	You have some messages that need your response.	Wrong registration details, Please send registration in the following format. Reg,[Full name], [Gender],Age[County],[Sub-county], [Organization] Eg. Reg,Paul M Ochieng,Male,23,Homabay,Mbita,ADS Register,Paul M Ochieng,Male,23,Homabay,Mbita,ADS	Thank you for registration.

- Language –this is for default response language
- Auto Response – this is the response to queries that does not have auto response.
- No Response alerts No – Incase of queries with no auto response this is the number to be notified of such queries. Enter numbers separated by comma.
- Alert Message – the message to be sent incase of a query without auto response.
- Wrong Reg Message – Incase of wrong registration message this is the response to the contact.
- Registration success Message – Response on successful registration.