

Can I send a message by texting in?

Sam Pelton - 2025-06-20 - Comments (0) - Sending Messages

Sometimes you need to send a message out, but you can't get to a computer, or you can't get somewhere that has internet access. Mobile Text Alerts has a convenient feature that allows you to send out a text message to your subscription list by sending a text in to the system.

Setting up additional users allows multiple people access to send messages from your account, and also enables the functionality to trigger a message to your subscriber list via texting in.

Table of contents:

I. Setting Up Users

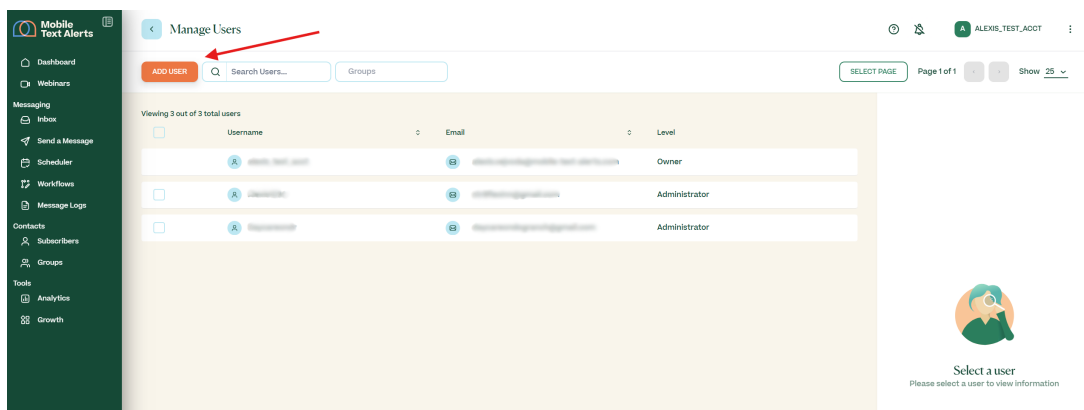
II. Explanation of User Fields

III. How Users Can Send a Message by Texting In

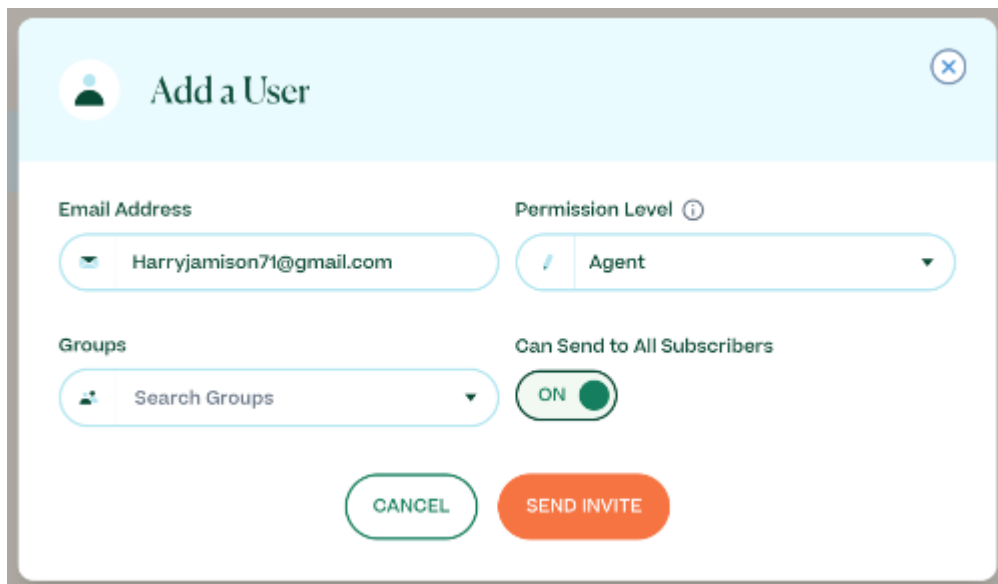
I. Setting Up Users

Setting up user profiles is quick and easy. Here are a few simple steps.

- 1) Go to your [Manage Users](#) page in your online Platform.
- 2) Click the “Add User” button.



- 3) Fill out the fields to add your user/administrator.



The screenshot shows a web interface for adding a new user. The form is titled "Add a User" and includes the following fields and controls:

- Email Address:** A text input field containing "Harryjamison71@gmail.com".
- Permission Level:** A dropdown menu with "Agent" selected.
- Groups:** A dropdown menu with "Search Groups" selected.
- Can Send to All Subscribers:** A toggle switch currently set to "ON".
- Buttons:** "CANCEL" and "SEND INVITE" buttons at the bottom.

4) Click "Send Invite" and the system will email them a link to set up their user profile.

5) Once they've clicked the link in their invite email and created their account, their profile will appear in the "users" list within your Platform.

II. Explanation of User Fields

- *Email Address* – The administrator will be able to log in with either their username or their email address in their login credentials.
- *Groups* – This field allows you to assign a user to be able to send messages to a specific group or groups.
- *Permission Level* – Permissions are as follows:
 - Administrator (Level 3) - Administrators have full access to the account, including billing.
 - Manager (Level 2) - Managers will have full access to send messages to all subscriber, but will not be able to view or make changes to billing information.
 - Agent (Level 1) - Users will only have access to send messages to their assigned groups.
- *Can Send to All Subscribers* - If you don't want your users to be able to send messages to all subscribers, you can toggle this option "off."

Some other fields you'll see when editing a user's profile include:

- *Username* – This is the username that users can input on the login page in order to access the account and send messages. (Users can also use their email address as username when logging in.)

- *Phone Number* - If you or another user enters a phone number in this field, this will enable that number to send messages from your account by texting in to 229-299-8227. (More on that below.)

III. How Users Can Send a Message by Texting In

Once a user is set up on the Platform, it is easy to send a text message to your group by texting in to the system. Here's how:

- 1) Use one of the phone numbers that are listed for the user profiles on the [Manage Users](#) page.
- 2) Set up a text message in the following format: (GroupName) (Message)
 - For example, if your group's name is "Staff" and you want to send the message "This is a test," you will set up your message like this: **Staff This is a test**
 - Note: Your group's name must be only one word in order for this feature to work properly.
 - Note: You are only able to send a message to one group at a time.
- 3) If you are a "Administrator" or "Manager" level (Level 1 or Level 2), you can send a message to everyone on your account by using "All" instead of a group name
 - For example: "All This is a test" (no quotes) will send the message "This is a test" to all the numbers on your account.
- 4) Send your message to the phone number 229-299-8227, and everyone in your group will be sent the intended text blast.