# How do I set up additional users/administrators?

Sam Pelton - 2025-05-15 - Comments (0) - General

Setting up additional users allows multiple people access to send messages from your account.
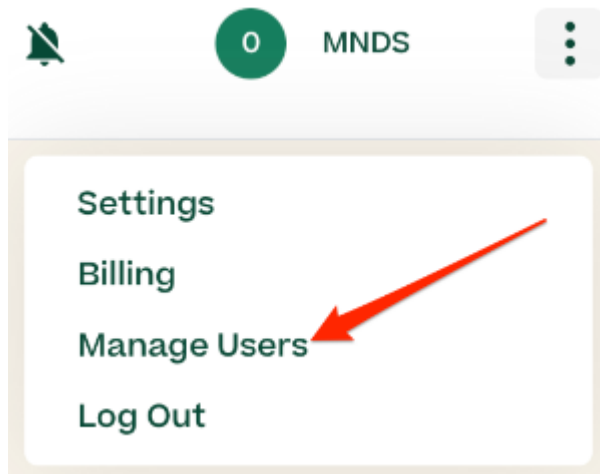
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## I. Setting Up Users

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 (click the "3 dots" icon in the top right corner of your screen when logged into your account).

2. Click the **"Add User"** button.



3. Fill out the fields to add your user.



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* – The user 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 aa user to be able to send messages to a specific group or groups. (More on groups [here](#).)

- *Permissions* – 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) - Agents will only have access to send messages to their assigned groups.

- *Can Send to All Subscribers* –This field allows you to designate whether or not you'd like a user to have access to send to *all* subscribers on the account at once.

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 message.