

# SMS for Clarke

RockendSMS providing the ability to send and record messages directly from your Clarke software.

## CLARKE SMS SET-UP CHECKLIST

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1.  Update settings in Clarke *[page 2]*
2.  Set-up reply options *[page 3]*

### Important Note for users of RockendSMS

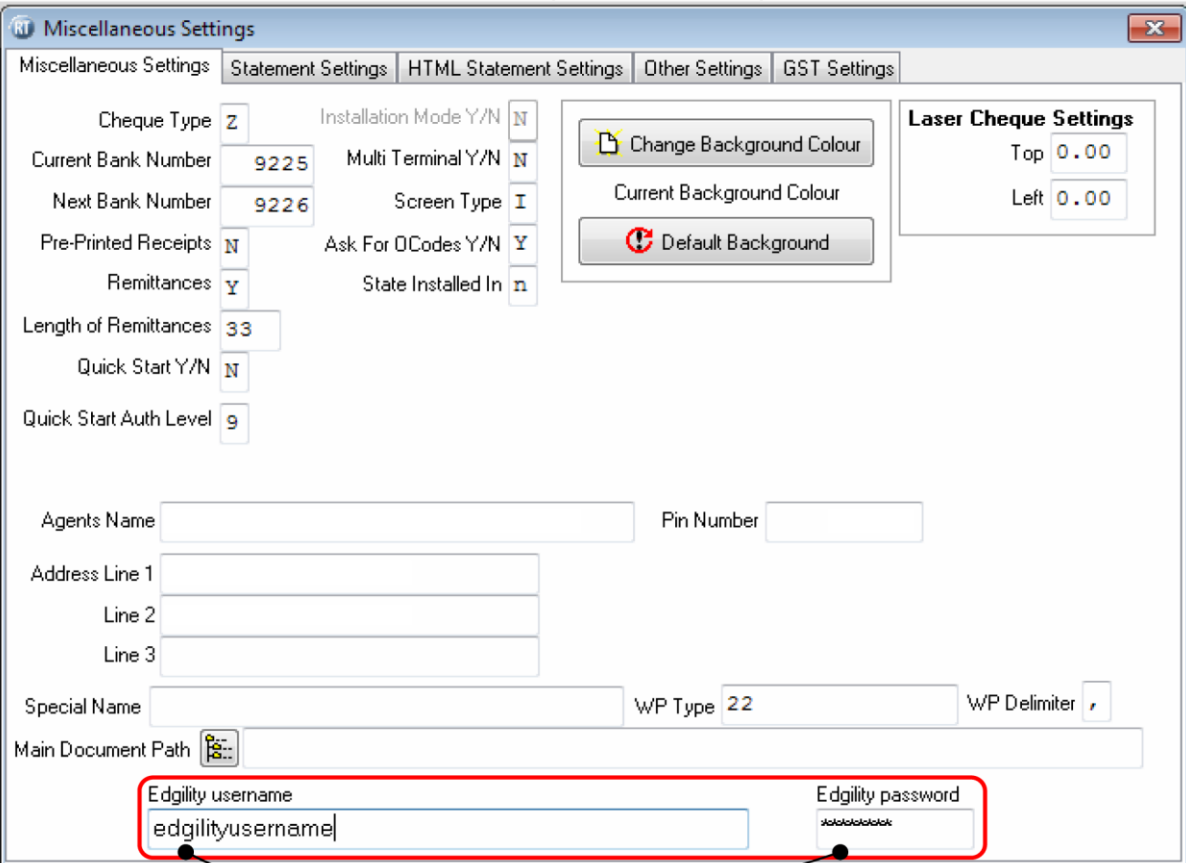
When signing up with RockendSMS you would have received a welcome email containing your username (email) and password. If you have forgotten your password it can easily be reset by visiting [www.rockendsms.com.au](http://www.rockendsms.com.au) and clicking on the forgotten password link under the login area.

## 1 UPDATING SETTINGS IN CLARKE

Once your RockendSMS account has been set-up, you will need your username (your email) and password to update the following settings. Open Rent Trust and go to:

**Miscellaneous > Misc Changes > Mics Settings**

Please enter your RockendSMS username and password in the Edgility username and Edgility Password fields. Press F10 on your keyboard to save the settings.



Miscellaneous Settings Screen in Clarke

## 2 SET-UP REPLY OPTIONS

To set-up reply options for SMS in Clarke go to:

### **Security > Operator Passwords**

Look up your **User Details** – Press F2 on your username or press PgDn (Page Down) until you get to your details.

#### **ⓘ Please Note:**

You must have individual usernames and passwords set-up in the system **you cannot use Quick Start.**

*(To turn off Quick Start, go to Miscellaneous > Misc Changes > Misc Changes and set Quick Start to N for NO, email Clarke support to request information on setting up usernames and passwords for users if required)*

Under SMS Details, enter in your mobile phone number to allow recipients to reply back directly to your mobile phone. You may type in plain text, e.g. PROPMANAGER (up to 11 letters). This text will appear as the sender in the recipient's mobile, but they will not be able to reply back.

Alternatively Tick "Reply back to email address registered with Edgility when sending SMS" to have any replies from recipients emailed back to your registered email address on your RockendSMS account with Edgility.

The screenshot shows the 'Operator Passwords' window with the following details:

- Operator:** Name: HARLEY; Password: \*\*\*\*; Confirm Password: \*\*\*\*; Authority Level: 9; Portfolio Code: [empty]
- Email & SMS Settings:** User Email: useremail@agency.com.au;  Use as Reply To address when sending emails
- SMS Details:** [empty field];  Reply back to email address registered with Edgility when sending SMS
- HubOnline:** Name: [empty]; Agency ID: 0; Password: [empty]
- Miscellaneous:**  Authorised for Direct Debit Entry

Operator Password Screen in RockendSMS Online