SMS for Strata Master

Rockend SMS has designed and developed an integrated way of sending SMS through Strata Master.

SMS messaging from Strata Master can be sent two ways:-

1. Sending SMS message from the Strata Master Contact Screen
2. Sending Bulk SMS messages from the message icon

☑ STRATA MASTER SMS SET-UP CHECKLIST

1. ☐ Updating your Strata Master Settings *[page 2]*
2. ☐ Sending SMS from Strata Master *[page 3]*
3. ☐ Reporting on SMS *[page 4]*

> ⓘ **Important Note for users of Rockend SMS**
>
> When signing up with Rockend SMS 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 and clicking on the forgotten password link under the login area.

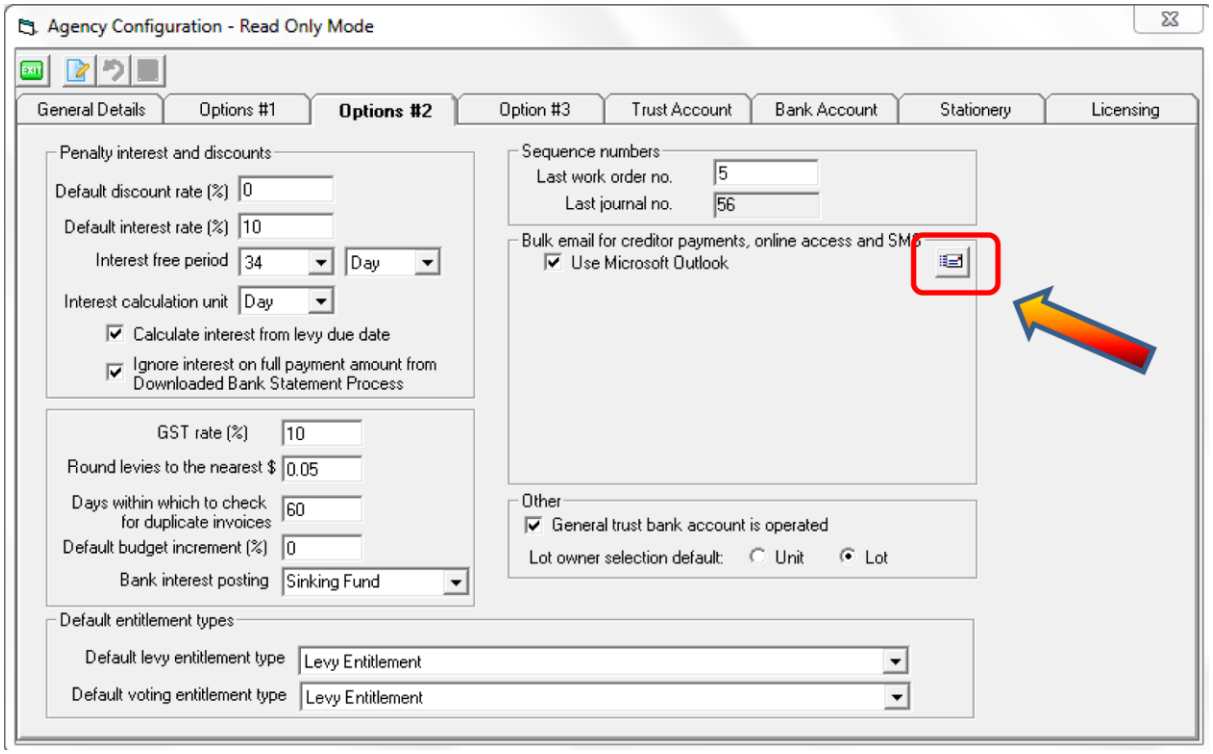
1 UPDATING YOUR STRATA MASTER SETTINGS

Once Rockend SMS account is active a test message must be sent before STRATA Master will allow messaging to be used.

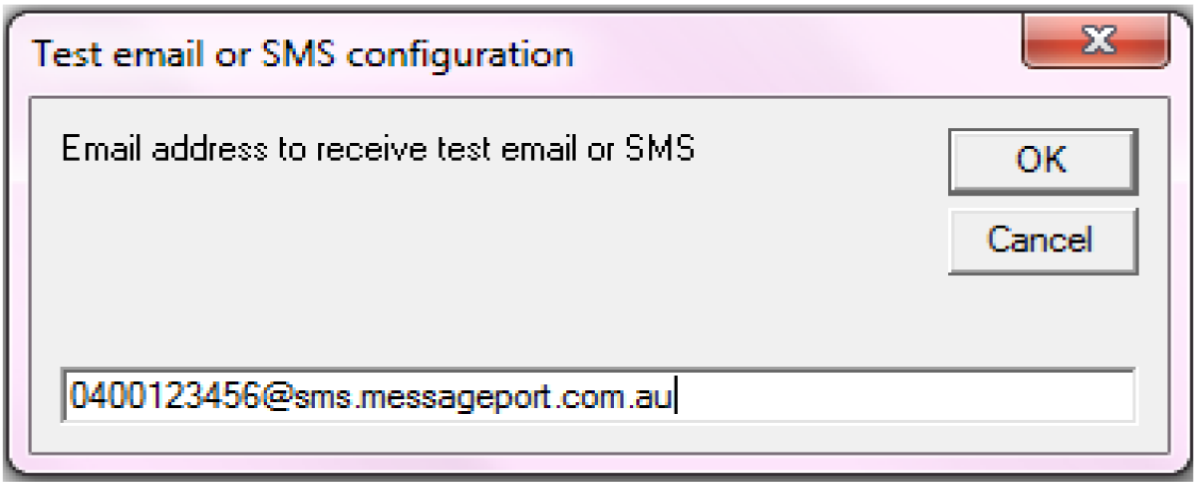
1. Your system administrator, or a user with the required security access must first open ***Agency Configuration***, go to:

Configure > Agency *- go to Option #2*
You will need to test the SMS service first

2. To test the SMS service click on the email icon and enter the mobile number to send the test message to followed by **sms.messageport.com.au**
   For example: 04XXXXXXXX@sms.messageport.com.au



Agency Configuration Screen in Strata Master



Test email or SMS configuration Screen in Strata Master

3. Once you have received the test message, go to Options #3 in your ***Agency Configuration*** and check the box to confirm that the SMS service has been tested and is operating.

Agency Configuration Screen in Strata Master

4. Set-up is complete.

2 SENDING SMS FROM STRATA MASTER

SMS messaging from Strata Master can be done in two ways:-

a. Sending SMS message from the Strata Master Contact Screen
b. Sending Bulk SMS messages from the message icon

2.1 SENDING SMS MESSAGE FROM THE CONTACT SCREEN

One off SMS messages can be sent from any contact screen in STRATA Master.

Click the mobile phone icon (to the right of the email icon) and a test message screen will be displayed. By default, this message is recorded in the Owners Corporation diary as a closed entry, and the management fee is recovered (if configured).

> ⓘ **Please Note:**
>
> *160 Charter Limit* apply to message sent via Strata Master
> If character limit is exceeded it will cut off the message after 160 characters

2.2 SENDING BULK SMS MESSAGE FROM THE MESSAGE ICON

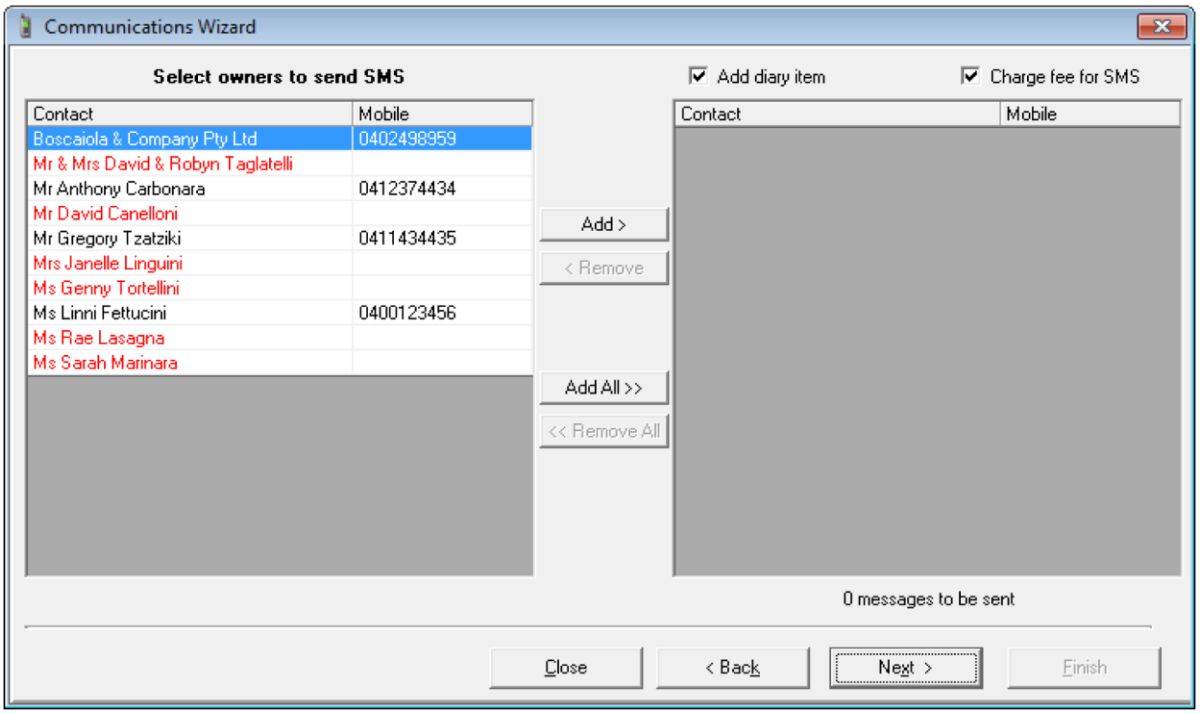
To send a message to all contacts within an Owners Corporation this can be done by clicking on the ***Messaging Icon*** on the toolbar, or by selecting;

> ***View > Messaging*** *from the drop down menu*
>
> You will need to test the SMS service first

The contact groups available to send a Bulk SMS to are:

- Owners
- Tenants
- Agents
- Residents
- Executive

Once a group of contacts has been selected to message, the screen will display all valid mobile numbers in **black** and any invalid numbers in **red**.



If a contact has been includes in the Bulk SMS which does not have a valid mobile number, the contact must first be updated with a valid number. When you reopen the Communication Wizard it allows STRATA Master to revalidate the numbers.

Once contacts have been selected, the total number of messages to be sent will be displayed on the screen. By default, this message is recorded in the Owners Corporation diary as a closed entry, and the management fee is recovered (if configured).

3 REPORTING ON SMS MESSAGES

By default, all messages sent from STRATA Master will create an automatic closed entry in the Owners Corporation diary.

The details recorded are:

- Date and time of message being sent
- The user who sent the message
- Contact/s who received the message
- The text included in the message

To create this report select;

Reports > Daily Notes