



GRID Messaging

For Schools

User Guide

27 September 2010

NOTE :

This version will be commissioned on the evening of 6 October 2010. **GRID Messaging service will not be available from 8pm to 12 midnight on 6 October 2010. GRID Messaging service will be available from 7 October 2010.** GRID will migrate user information and data to this new version so there will be no loss of information (you can log in with your existing account number, username and password; all contact information, groups, inbox SMS and outbox SMS will be preserved).

Table of Contents

Getting Started	1
Logging In	1
Logging In through GRID Website	1
Account Numbers, Users and Administrator	2
Changing Password	2
Logging Out	2
Compose and Send SMS	3
Select Recipients	3
Compose SMS	5
Sending SMS Immediately	5
Sending Scheduled SMS	6
Inbox	7
Reading SMS	7
Displaying SMS on a Specific Date and Time	8
Replying Messages	8
Forwarding Messages	8
Exporting Inbox	8
Error messages in Inbox	8
Outbox	9
Messages in Outbox	9
Reading Messages	9
Displaying Messages on a Specific Date and Time	10
Re-send Messages	10
Forwarding Messages	10
Exporting Outbox	10
Outbox Summary	11
Messages in Outbox Summary	11
Reading Messages	11
Displaying Messages on a Specific Date and Time	12
Sorting messages in the Outbox Summary	12
Forwarding Messages	12
Exporting Outbox Summary	12
Pending SMS	13
Displaying Messages on a Specific Date and Time	14
Sort scheduled messages	14
Amend scheduled message	14
Contacts	15
Search for a Contact	16
Adding a New Contact	16
Related Contacts	18
Editing a Contact	20
Deleting a Contact	20
Groups	21
Search Group	21
Adding New Group	22
Editing a Group	23
Deleting a Group	23
gSMS Functions	24

Getting Started

Logging In

To log in to GRID Messaging:

1. Open your web browser.
2. Go to <http://gridmsg.grid.net.sg/GridMessaging/WebUI/Login.aspx>



Account Number:
User Name:
Password:

3. On the login page, key in your GRID Messaging account number, user name and password, then click "Login".
4. You will be directed to your inbox.

Account Number: This is the phone number assigned by GRID.
This phone number will be used to send SMS to the recipients. Recipients must reply to this phone number, and the reply SMS will be displayed in the Inbox.

User Name: Your user name. You could have multiple users per account.

Password: Password assigned. Each user has one password.

Logging In through GRID Website

Alternatively, you can also launch GRID Messaging through GRID website.

1. Open your web browser.
2. Go to GRID website <http://www.grid.net.sg>
3. From the left bar, choose "LOGIN to SMS for Schools"



4. On the login page, key in your account number, user name and password, then click "Login".
5. You will be directed to your inbox.

Account Numbers, Users and Administrator

Each school could have multiple account numbers, and each account number (phone number) could be associated to a specific class.

Each account number could have one or multiple users (each with their own password).

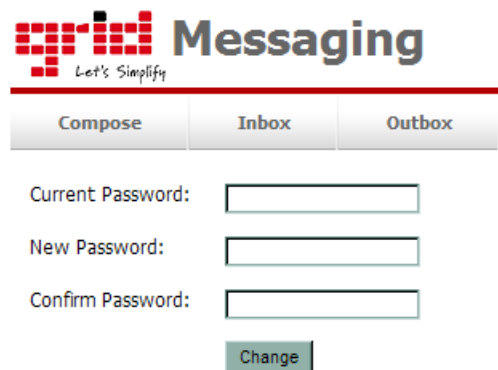
Each school will could have one or multiple administrator users. The administrator could log in to any account number in the same school, and could delete contacts from the common address book.

All users in the same school share one common address book. Users could view and edit the contacts in the address book, but only the administrator could delete contacts from the address book.

Changing Password

To change your password:

1. Select "Change Password" from GRID Messaging menu.



The screenshot shows the GRID Messaging interface. At the top left is the GRID logo with the tagline "Let's Simplify". To the right of the logo is the word "Messaging". Below the logo and title are three tabs: "Compose", "Inbox", and "Outbox". Underneath the tabs are three input fields labeled "Current Password:", "New Password:", and "Confirm Password:". Below the "Confirm Password:" field is a green button labeled "Change".

2. Key in your current password, then key in the new password twice.
3. Click "Change" to save the new password.
4. If you want to cancel this, simply go to other page without clicking "Change".

Logging Out

To log out of GRID Messaging, click "Logout".

Compose and Send SMS

From the GRID Messaging menu, choose "Compose".

You will be required to choose the recipients first.

Select Recipients

The recipients could be:

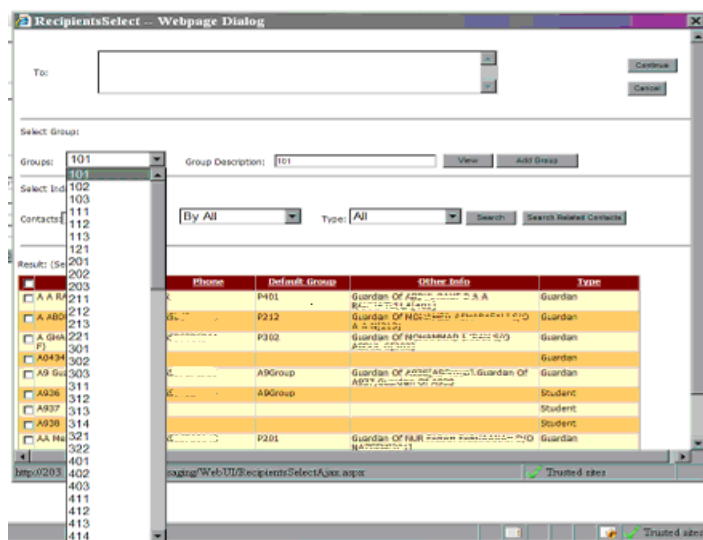
- a) a group or multiple groups, and
- b) an individual, or many individuals and
- c) a phone number, or many phone numbers

To Select Group(s)

- Click the drop down list 'Groups'
- Choose the desired group and click 'Add Group'

The selected group name will be displayed in the 'To:' box.
To send to multiple groups, repeat the above steps.

Tip: You can type the first alphabet of the group to quickly locate the group.



To Select Individual(s) in a Group

- Click the drop down list 'Groups'
- Choose the desired group
- All contacts in the group will be displayed. Click on the checkbox beside the desired individual(s), and click 'Add Contacts'.

The selected individual(s) will be displayed in the 'To:' box.

RecipientsSelect -- Webpage Dialog

To:

Continue
 Cancel

Select Group:

Groups: **Marketing** Group Description: View Add Group

Select Individual Contacts:

Contacts: By All Type: All Search Search Related Contacts

Result: (Search By Group)

<input type="checkbox"/>	Name	Phone	Default Group	Other Info	Type
<input type="checkbox"/>	test	656	Marketing		Staff
<input checked="" type="checkbox"/>	Chin	656	Marketing		Guardian
<input type="checkbox"/>	Phy	656			Student
<input type="checkbox"/>	Sarah	656			Student
<input checked="" type="checkbox"/>	Sharon	656			Student
<input type="checkbox"/>	Stella	656	Marketing		Student

Add Contacts

To Select Individual(s)

- key in the name (or phone number, or group name) in the box beside 'Contacts:';
- click 'Search'.

If you wish to search also any related person (eg Guardian and Students), then click 'Search Related Contacts'

- Click on the checkbox beside the desired individual(s), and click 'Add Contacts'.

If the individuals are in different pages, you have to 'Add Contacts' first before going to the next page (to add more individuals).

The selected individual(s) will be displayed in the 'To:' box.

To:

Continue
 Cancel

Select Group:

Groups: **Marketing** Group Description: View Add Group

Select Individual Contacts:

Contacts: **Jason** By All Type: All Search Search Related Contacts

Result: (Search By Contacts)

<input type="checkbox"/>	Name	Phone	Default Group	Other Info	Type
<input type="checkbox"/>	DHUA YI	413			Student
<input type="checkbox"/>	DHUA YI	P413		Guardian Of DHUA YI HUI JASOH[413]	Guardian
<input type="checkbox"/>	Jason	P101		Guardian Of Woon Wee Ann Malay[101]	Guardian
<input type="checkbox"/>	KHANG HUP	201			Student

Add Contacts

To Key in Phone number(s) or Names

You could also key in the recipient's names, groups, and phone numbers directly in the 'To:' field.

- You could key in the recipient's name (as stored in the address book).
- You have to key in '#' followed by the group's name (as stored in the address book).
- You could key in the phone numbers (separate each number with a comma).

For example :

To : 97181234, 90001234, Bernard Tan, #teachers, #allguardian

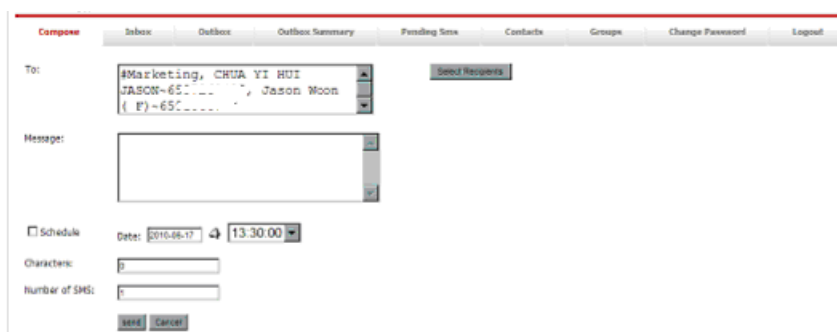
Click 'Continue' when you have selected all the desired Group(s) and Individual(s). You will be directed to the Compose page.

Compose SMS

Key in the message.

Please note that:

- You can send Chinese SMS.
- Some special characters (such as ~ ` ^ | \) will be replaced so that the SMS can be displayed by the phone.
- Special Characters [,], {, } will be replaced with < >.
- Maximum 768 English characters or 384 Chinese characters in one SMS.

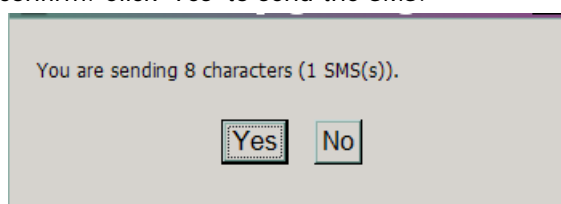


You can send the SMS immediately or send the SMS at a later date/time.

Sending SMS Immediately

To send SMS immediately, click 'Send'

You will be prompted to confirm. Click 'Yes' to send the SMS.



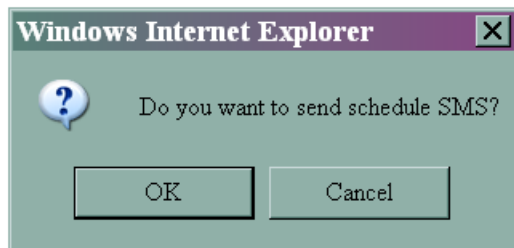
The SMS will be sent and you will be directed to the Outbox Summary page.

Sending Scheduled SMS

To send SMS at a later date/time of your choice:

- Click the calendar icon beside "Date"

You will be prompted to confirm if you are sending schedule SMS.



- Click OK, and a calendar will pop up for you to choose the date. Select the date to send the SMS and click 'Select'
- Select the desired time to send the SMS
- click 'Send'
- You will be prompted to confirm. Click 'Yes' to send the SMS.
- You will be directed to the Pending SMS page, and the scheduled SMS will be stored in the Pending SMS page. At the scheduled date/time, the SMS will be sent.

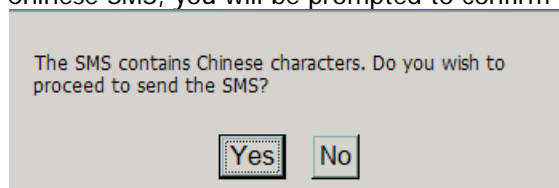
Additional Notes on the Compose SMS page:

Recipients:

- a) You can only send to Singapore mobile phone numbers.
- b) If the recipient list contains invalid number, an error message will be displayed in the Inbox and no SMS will be sent to invalid number.
- c) If the recipient is a group with some invalid numbers, SMS will be sent to all valid numbers. An error message will be displayed in the Inbox and no SMS will be sent to invalid number.
- d) Each SMS can only be sent to a maximum of **3000 recipients**. To prevent overloading the system, SMS with more than 200 recipients will be stored in the pending SMS page and sent out in batches.

Number of SMS:

- If you are sending English SMS, every 160 characters will be sent as 1 SMS.
 - If you are sending Chinese SMS, every 70 characters will be sent as 1 SMS.
- If you send Chinese SMS, you will be prompted to confirm again.



Inbox

To go to the Inbox page, choose "Inbox" from the GRID Messaging menu.

Phone	Sender	Default Group	Other Info	Time	Message
659	A936	Marketing		6/18/2010 1:28:50 PM	Ok

- Reply:** For you to reply to a selected SMS in the Inbox.
- Forward:** For you to forward a selected SMS in the Inbox.
- Start Date:** SMS received from the start date (to End Date) will be displayed (default today).
- End Date:** Default is blank (today).
- Filter:** To display SMS received between the Start Date/Time and End Date/Time.
- Export:** To export the SMS in the Inbox.
- Count:** The total number of SMS received between the Start Date/Time and End Date/Time in the inbox.
- Phone:** The phone number of the sender
- Sender:** The name of the sender. It will be displayed if the sender's phone number and name is in your address book.
- Default Group:** The default group of the sender. It will be displayed if the sender is in your address book and the default group is set.
- Other Info:** Related information about the sender. For example, if the sender is a guardian of a student, and the relationship has been established in your address book, this information will be displayed as 'Guardian of <Student name>[<default group>]'.
- Time:** Date and time the SMS was received.
- Message:** The actual content of the SMS from the sender. The complete message is displayed. SMS that is longer than 160 characters are automatically merged together.

Each page contains 20 SMS. To see other SMS, click the page number at the bottom of the page.

Reading SMS

SMS are shown in full on Inbox page. Please note that:

1. Chinese Characters can be displayed if your computer supports Chinese characters.
2. Most special characters could be displayed correctly if your computer supports it.
3. Special characters (such as inverted question mark, inverted exclamation, pound sign, yen sign) cannot be displayed correctly and will be always replaced with <space>.
4. Some special characters (such as ~ ` ^ | \) may NOT be displayed correctly.

Displaying SMS on a Specific Date and Time

By default, only today's SMS are shown.

To display SMS received other than today:

1. Click on the calendar icon beside "Start Date"
 - a. A calendar will pop up.
 - b. Choose the start date
 - c. Click Select
2. The default start time is 00:00:00. You can choose a different start time from the drop-down list beside the start time.
3. The default end date is blank (meaning today). You can choose a different end date by clicking the calendar icon beside "End Date".
4. The default end time is 00:00:00. You can choose a different end time from the drop-down list beside the end time.
5. Click "Filter".

All SMS received within the specified time frame will be displayed.

To remove "Start Time" filter (the same can be done for "End Time" filter):

1. Click on the calendar icon beside "Start Time".
2. On the calendar dialog box, click "Clear".
3. Click "Filter".

Replying Messages

To reply a message:

1. Tick the checkbox next to the message you want to reply (only 1 SMS at a time).
2. Click "Reply".
3. You will be directed to the Compose message page, with the "To" textbox filled with the sender's phone number. Key in your message and click Send to send the SMS.

Forwarding Messages

To forward a message:

1. Tick the checkbox next to the message you want to forward (only 1 SMS at a time).
2. Click "Forward".
3. You will be directed to the Select Recipient page. Select the desired recipient and click Continue.
4. You will be directed to the Compose page. Click Send to forward the SMS.

Exporting Inbox

To export your SMS to a Microsoft Excel file:

1. First set the "Start Time" and "End Time" filter as in the guide above, so that messages that you want are displayed.
2. Click "Export".
3. When prompted whether you want to save or open the file, choose save.
4. The default file name is "Inbox.xls". You can change it to other name before saving it on your computer.

Error messages in Inbox

You may see messages from your own Account (phone number) with no Sender information, and the message is "**Error occurred when sending message to group <group name>: invalid number of contact <contact name>**".

It happens when you send messages to a group, and in the group there are some contacts with **invalid mobile phone numbers**. Please update the mobile phone numbers of these contacts.

Outbox

To go to the Outbox page, choose "Outbox" from the GRID Messaging menu.

Sender	Phone	Name	Default Group	Other Info	Time	Message
cg	65'	A936	Marketing		6/18/2010 1:31:36 PM	testing

Messages in Outbox

- Resend:** For you to re-send one or more selected messages in the Outbox.
- Forward:** For you to forward a selected messages in the Outbox.
- Start Date:** Messages sent from the start date (to End Date) will be displayed (default today).
- End Date:** Default is blank (today).
- Filter:** To display messages sent between the Start Date/Time and End Date/Time.
- Export:** To export the messages in the Outbox.
- Count:** The total number of messages sent from 1st January of the current year. This will give you a fairly accurate estimate of the total number of messages sent. For exact number of messages sent, you have to refer to Grid's billing invoice. Administrator will see the message count for outbox sent by every one from this account, while user only can see his own outgoing message count from this account.
- Phone:** The phone number of the recipient.
- Sender:** The user who send the message.
- Name:** Name of the recipient. It will be displayed if the recipient is in your address book.
- Default Group:** The default group of the recipient. It will be displayed if the recipient is in your address book and the default group is assigned.
- Other Info:** Related information about the non-primary recipient. For example, if the recipient is a guardian of a student, and the relationship has been established in your address book, this information will be displayed as 'Guardian of <Student name>[<default group>]'.
- Time:** Data and time the messages are sent.
- Message:** The actual content of the messages sent.

Each page contains 20 SMS. To see other SMS, click the page number at the bottom of the page.

Reading Messages

Messages are shown in full on Outbox page.

Displaying Messages on a Specific Date and Time

By default, only today's messages are shown.

To display messages sent on other days (other than today):

1. Click on the calendar icon beside "Start Date"
 - a. A calendar will pop up
 - b. Choose the start date.
 - c. Click Select
2. The default start time is 00:00:00. You can choose a different start time from the drop-down list beside the start time.
3. The default end date is blank (meaning today). You can choose a different end date by clicking the calendar icon beside "End Date".
4. The default end time is 00:00:00. You can choose a different end time from the drop-down list beside the end time.
5. Click "Filter".

All messages sent within the specified time frame will be displayed.

To remove "Start Time" filter (the same can be done for "End Time" filter):

1. Click on the calendar icon beside "Start Time".
2. On the calendar dialog box, click "Clear".
3. Click "Filter".

All messages sent will be displayed.

Re-send Messages

To resend one or more messages:

1. Tick the checkbox next to the message you want to re-send. To re-send all the 20 messages in the Outbox, click the top left checkbox (beside 'Sender').
2. Click "Resend". Click "Ok" when you are prompted to confirm.
3. Selected messages will be resent.

Forwarding Messages

To forward a message:

1. Tick the checkbox next to the message you want to forward (only 1 SMS at a time).
2. Click "Forward".
3. You will be directed to the Select Recipient page. Select the desired recipient and click Continue.
4. You will be directed to the Compose page. Click Send to forward the SMS.

Exporting Outbox

To export your outgoing messages to a Microsoft Excel file:

1. First set the "Start Time" and "End Time" filter as in the guide above, so that messages that you want are displayed.
2. Click "Export".
3. When prompted whether you want to save or open the file, choose save.

The default file name is "Outbox.xls". You can change it to other name before saving it on your computer.

Outbox Summary

To go to the Outbox summary page, choose "Outbox Summary" from the GRID Messaging menu.

<input type="checkbox"/>	Sender	Number Of SMS	Recipient List	Time	Message
<input type="checkbox"/>	cg	6	#Marketing	6/18/2010 1:34:21 PM	Test group SMS
<input type="checkbox"/>	cg	1	☺	6/18/2010 1:31:36 PM	testing

Messages in Outbox Summary

Forward: For you to forward a selected message in the Outbox Summary.

Start Date: Summary of messages sent from the start date (to End Date) will be displayed (default today).

End Date: Default is blank (today).

Filter: To display Summary of messages sent between the Start Date/Time and End Date/Time.

Export: To export the messages in the Outbox Summary.

Sender: The user who send the messages.

Number of SMS: The total number of SMS sent.

If you send English SMS that is less than 160 characters to a group, then the number of SMS should equal the number of contacts in the group.

If it is less than the number of contacts in the group, it means that some contacts in the group have invalid mobile phone numbers. You will see an error SMS in your Inbox.

If you sent a message that is between 160 to 320 characters to a group, then the number of messages should be double the number of contacts in the group.

Recipient List: Name of the recipient or name of the group that this message is sent to. It will be displayed if the recipient or group is in your address book.

Time: Data and time the message was sent.

Message: The actual content of the message sent.

Each page contains 20 SMS. To see other SMS, click the page number at the bottom of the page.

Reading Messages

Messages are shown in full on Outbox Summary page.

Displaying Messages on a Specific Date and Time

By default, only today's messages are shown.

To display messages sent on other days (other than today):

1. Click on the calendar icon beside "Start Date"
 - a. A calendar will pop up
 - b. Choose the start date.
 - c. Click Select
2. The default start time is 00:00:00. You can choose a different start time from the drop-down list beside the start time.
3. The default end date is blank (meaning today). You can choose a different end date by clicking the calendar icon beside "End Date".
4. The default end time is 00:00:00. You can choose a different end time from the drop-down list beside the end time.
5. Click "Filter".

All messages sent (in summary) within the specified time frame will be displayed.

To remove "Start Time" filter (the same can be done for "End Time" filter):

1. Click on the calendar icon beside "Start Time".
2. On the calendar dialog box, click "Clear".
3. Click "Filter".

All messages sent (in summary) will be displayed.

Sorting messages in the Outbox Summary

You can sort the messages by clicking on the header row (Sender, Number of SMS, Recipient List, Time and Message).

Forwarding Messages

To forward a message:

1. Tick the checkbox next to the message you want to forward (only 1 SMS at a time).
2. Click "Forward".
3. You will be directed to the Select Recipient page. Select the desired recipient and click Continue.
4. You will be directed to the Compose page. Click Send to forward the SMS.

Exporting Outbox Summary

To export your outgoing messages summary to a Microsoft Excel file:

1. First set the "Start Time" and "End Time" filter as in the guide above, so that messages that you want are displayed.
2. Click "Export".
3. When prompted whether you want to save or open the file, choose save.

The default file name is "OutboxSummary.xls". You can change it to other name before saving it on your computer.

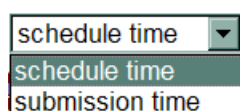
Pending SMS

To go to the Pending SMS page, choose "Pending SMS" from the GRID Messaging menu.

Sender	Submission Time	Schedule Time	Recipient List	Message	Status
cg	6/18/2010 1:36:16 PM	6/18/2010 1:45:00 PM	6597: ,6597 ,659: ,659: 97 ,6597 -----,6597: ,65	Test scheduled SMS	submitted

Edit: For you to edit a selected pending scheduled message. You may change the recipients, the message, or the scheduled pending date/time (to a future date/time or to send immediately).

Delete: For you to delete a schedule message.



You could filter by schedule time or submission time.

Start Date: Messages scheduled from the start date (to End Date) will be displayed (default today).

End Date: Default is blank (today).

Filter: To display pending messages scheduled between the Start Date/Time and End Date/Time.

Sender: The user who schedule/send the message.

Submission time: The submission time of the schedule message.

Schedule time: The scheduled time to send the message.

Recipient List: Name of the recipient(s) or name of the group(s) that this message will be sent to. It will be displayed if the recipient or group is in your address book.

Message: The actual content of the message.

Status: Submitted – SMS is received by the system and pending delivery
 Executing – SMS currently being sent
 Editing – scheduled SMS is currently being edited by user

Scheduled SMS that are sent successfully are removed from the Pending SMS page and stored in the Outbox and Outbox Summary.

Each page contains 20 messages. To see other messages, click the page number at the bottom of the page.

Displaying Messages on a Specific Date and Time

By default, only today's messages are shown.

To display messages submitted/scheduled on other days (other than today):

1. Click on the calendar icon beside "Start Date"
 - a. A calendar will pop up
 - b. Choose the start date.
 - c. Click Select
2. The default start time is 00:00:00. You can choose a different start time from the drop-down list beside the start time.
3. The default end date is blank (meaning today). You can choose a different end date by clicking the calendar icon beside "End Date".
4. The default end time is 00:00:00. You can choose a different end time from the drop-down list beside the end time.
5. Click "Filter".

All messages within the specified time frame will be displayed.

To remove "Start Time" filter (the same can be done for "End Time" filter):

1. Click on the calendar icon beside "Start Time".
2. On the calendar dialog box, click "Clear".
3. Click "Filter".

Sort scheduled messages

You can sort the pending messages by clicking on the header row.

Amend scheduled message

To amend a scheduled message:

1. Tick the checkbox next to the scheduled message you want to amend.
NOTE: You can only amend 1 scheduled message at a time.
2. Click "Edit/View".
3. After making the necessary amendments, click 'Send'.
The amended scheduled message will be stored in the Pending SMS page.

Contacts

You can manage your contacts by choosing "Contacts" from GRID Messaging menu.



Compose Inbox Outbox Outbox Summary Pending Sms **Contacts** Groups Change Password Logout

New Edit/View Delete By All Type: All Search

<input type="checkbox"/>	Name	Phone	Default Group	Other Info	Type
<input type="checkbox"/>	Es ... (M)	65	P101	Guardian Of Sam. ... [101]	Guardian
<input type="checkbox"/>	NG	65	211		Student
<input type="checkbox"/>	Ste...	65	312		Student
<input type="checkbox"/>	STELLA	65	411		Student
<input type="checkbox"/>	St-	65			Student
<input type="checkbox"/>	str				Student

« < 1 > »

New: To create a new contact.

Edit/View: To edit or view a selected contact.

Delete: To delete a selected contact.

: Text box for you to enter search criteria to search for a contact.

: Specify search criteria by All, Name, Phone or Default Group. Default is search ALL.

- By All
- By Name
- By Phone
- By Default Group

: Specify search criteria by Contact type. Default is search ALL.

- All
- Guardian
- Miscellaneous
- Staff
- Student

Search: Search contact (based on the input entered in the text box, and search criteria).

Name: Name of contact.

Phone: Phone number of contact.

Default Group: Default group of a contact.

Other Info: Other related information of a contact (this is generated by GRID Messaging, based on the contact's relationship with other contacts).

Type: Contact type – Student, Guardian, Staff or Miscellaneous.

Search for a Contact

To search for a contact:

1. Type the contact details (name, part of a name, phone number, part of a phone number, the group that the contact belongs to etc) in the empty text box.

Messaging
Let's Simplify

Compose Inbox Outbox Outbox Summary Pending Sms **Contacts** Groups

New Edit/View Delete By All Type: All Search

<input type="checkbox"/>	Name	Phone	Default Group	Other Info	Type
<input type="checkbox"/>	This contact % is a Student	6597			Student

« < 1 > »

2. Click "Search".

Adding a New Contact

1. Click the "New" button. You will be directed to New Contact page.

Name:

Phone:

Contact Type:

Assigned Types:

Other Types: Guardian, Miscellaneous, Staff, Student

Contact Group:

Assigned Groups:

Other Groups: 101, 102, 103, 111, 112

Default Group:

Related Contacts:

Name	Phone	Default Group	Delete	<input type="checkbox"/>
« < > »				

Relation: Add Related Contacts Edit Selected Contact

Save Cancel

2. Key in the contact's name. This is **MANDATORY**.
Please note that the following special characters are not allowed in the contact name:
 Comma: ,
 Vertical bar: |
 Semi colon: ;
3. Key in the contact's phone number. This is optional.
Please note that you can only send to Singapore mobile phone numbers.
4. Select a contact type from "Other Types", then click "<<". This is **MANDATORY**.
Please note that only a Guardian, Staff or Miscellaneous contact can have multiple contact types (eg 'Guardian' and 'Staff'; 'Guardian' and 'Miscellaneous'). Student cannot have multiple contact type.

To remove a contact type, click the contact type from "Assigned Types", then click ">>".
5. To add this contact to a group, select the group from "Other Groups", then click "<<". This is optional.

To remove this contact from a group, select the group from "Assigned Groups", then click ">>".
6. To assign a default group to this contact, select one of the groups in the drop-down list from 'Default Group'. This is optional. By default, the first group that you assign in step 5 will be assigned as the default group.
7. A student can have one or more related Guardian(s). A Guardian can have one or more related Student(s). This relationship can be created under the 'Related Contacts' – please refer to Related Contacts (next page) on how to create this relationship.
8. To save the new contact, click "Save".
9. If you do not wish to save the new contact, click "Cancel".

Please note that:

- a contact is unique if the contact name and phone number are unique.
- two contact names having the same phone number will be treated as 2 different contacts.

Related Contacts

A student can have one or more related Guardian(s). A Guardian can have one or more related Student(s).

From the New Contact or Edit Contact page, you could add or edit the related contact.

When you click "Add Related Contacts", you will be presented with all contacts of the relevant type (if the contact is student, you will see all guardians. If the contact is guardian, you will see all students).

Select Related Contact:

By All

<input type="checkbox"/>	Name	Phone	Default Group	Other Info	Type
<input type="checkbox"/>	A A	658	P	Guardian Of R.	Guardian
<input type="checkbox"/>	A A	659	P212	Guardian Of M. A.	Guardian
<input type="checkbox"/>	A	659	P3	Guardian Of AB:	Guardian
<input type="checkbox"/>	a				Guardian
<input type="checkbox"/>	A-A	659	P4	Guardian Of	Guardian
<input type="checkbox"/>	A0434 G				Guardian
<input type="checkbox"/>	A9	659		Guardian Of A936, A937, Guardian Of A938	Guardian
<input type="checkbox"/>	A915 G			Guardian Of A915	Guardian
<input type="checkbox"/>	A924 G			Guardian Of A924	Guardian
<input type="checkbox"/>	AA	659	P2	Guardian Of N...	Guardian

« < 1 | 2 | 3 | 4 | 5 | 6 ... > »

Create Contact:

Name:

Phone:

Contact Group:

Assigned Groups:

<< >>

Other Groups:

If the related contact is already available, you can search for the related contact.

Once the related contact is found, click the checkbox beside the Related Contacts, and click "Add Related Contacts".

You can create a new related contact:

- Key in the name of the related contact (this is **MANDATORY**)
- Key in the phone number (this is optional)
- Assign the group to the related contact (this is optional)
- Click 'Create'

You will see the new related contact displayed.

Click the checkbox beside the Related Contacts, and click "Add Related Contacts".

Contacts Available -- Webpage Dialog

Select Related Contact:

lim tt By All Search

<input type="checkbox"/>	Name	Phone	Default Group	Other Info	Type
<input type="checkbox"/>	lim tt				Guardian

<< 1 >>

Add Related Contacts Cancel

Create Contact:

Name:

Phone:

Contact Group:

Assigned Groups:

Other Groups: 101, 102, 103, 111, 112

Default Group: N/A

Create

Editing a Contact

To edit a contact:

1. Tick the checkbox next to the contact that you want to edit. (You can only edit 1 contact at a time)
2. Click the "Edit/View" button.
3. Make the necessary changes to the contact, and click "Save" to save the changes.

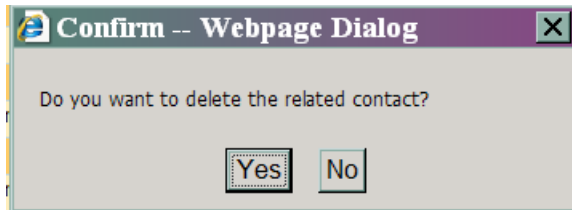
Deleting a Contact

Only Administrator can delete contact(s).

To delete contact(s):

1. Tick the checkbox next to the contact(s) that you want to delete.
Note : you can delete more than 1 contact.
2. Click the "Delete" button.
3. The selected contacts will be deleted.

If you delete a Student that has related Guardian, you will be prompted to delete the Guardian also.



Click 'Yes' if the Guardian should be deleted also.

- The Guardian will be **deleted** only if the Guardian has **only 1 related Student**.
- If the Guardian has other related students, the Guardian will not be deleted.

Groups

You can manage your group list by choosing "Groups" from GRID Messaging menu.



Compose Inbox Outbox Outbox Summary Pending Sms Contacts **Groups** Change Password Logout

New Edit/View Delete By All Search

<input type="checkbox"/>	Name	Desc
<input type="checkbox"/>	101	101
<input type="checkbox"/>	102	102
<input type="checkbox"/>	103	103
<input type="checkbox"/>	111	111
<input type="checkbox"/>	112	112
<input type="checkbox"/>	113	113
<input type="checkbox"/>	121	121
<input type="checkbox"/>	201	201
<input type="checkbox"/>	202	202
<input type="checkbox"/>	203	203
<input type="checkbox"/>	211	211
<input type="checkbox"/>	212	212
<input type="checkbox"/>	213	213
<input type="checkbox"/>	221	221
<input type="checkbox"/>	301	301
<input type="checkbox"/>	302	302
<input type="checkbox"/>	303	303
<input type="checkbox"/>	311	311
<input type="checkbox"/>	312	312
<input type="checkbox"/>	313	313

« < 1 | 2 | 3 | 4 | 5 > »

Search Group

To search group:

1. On the Group Management page, key in the group name/group description (or part of the group name/group description) in search keyword
2. Choose the search type (By All/By Name/By Desc)
3. Click the search button.

Adding New Group

To add a new group:

1. Click the "New" button. You will be directed to New Group page.

Messaging
Let's Simplify

Compose Inbox Outbox Outbox Summary Pending Sms Contacts Groups Change Password Logout

Name: Desc:

Group Members: Delete Members

Select Group:

Groups: Group Description: View Add Group

Select Individual Contacts:

Contacts: By Type: Search Search Related Contacts

Result: Search By Group

<input type="checkbox"/>	Name	Phone	Default Group	Other Info	Type
<input type="checkbox"/>	...	6597...			Student
<input type="checkbox"/>	...	6597...			Student

« < 1 > »

Add Members Please click Add members before you proceed to next page to add more contacts to the group created

2. Key in the group's name. This is **MANDATORY**. ONLY alphabets and numbers are allowed in group name. No space allowed. Maximum 20 characters.
3. Key in the group's description. This is optional.
4. To add all members of an existing group to this new group, choose a group from the "Groups" drop down list, then click "Add Group".
5. To add individual contact(s) to this new group, key in the search criteria in the text box besides 'Contacts' and click 'Search'.

Tick the checkbox besides the desired contact(s) and click "Add members".

6. To remove contact(s) from the group, select the contact(s) from "Group Members", and click "Delete Members".
7. To save the new group, click "Save".
8. To quit without saving any changes, click "Cancel".

Editing a Group

To edit a group:

1. Tick the checkbox next to the group to edit (you can only edit 1 group at a time).
2. Click the "Edit" button.
3. Edit the group as required.
4. Click "Save" to save the changes.
5. To quit without saving any changes, click "Cancel".

Deleting a Group

To delete group(s):

1. Tick the checkbox next to the group(s) that you want to delete (you can delete 1 or more groups).
2. Click the "Delete" button.
3. The selected group(s) will be deleted.

gSMS Functions

gSMS allows authorised user to send SMS to a group in the GRID Messaging through his/her GSM phone.

To use gSMS, you must:

- 1) subscribe to gSMS service. Please contact GRID's representative if you wish to subscribe.
- 2) register your GSM phone number(s) with GRID
- 3) ensure that the group(s) have been created in your GRID Messaging account. Group name can only have alphabets (a to z) and numbers (0 to 9) - no space, underscore, brackets etc are allowed.
- 4) send SMS from your GSM in the correct format (see the format described below)

The format to send gSMS from your GSM phone:

1. Compose the SMS in your GSM phone:
#<group name><space><message content>
2. Send the SMS to your GRID Messaging account

When your GRID Messaging account receives this SMS, it would broadcast the message content to the group.

For example, assuming:

- a) you have GRID Messaging account number 81401234
- b) you have subscribed to gSMS service
- c) your GSM phone number 96123456 has been registered with GRID
- d) you have created a group called AllStaff (perhaps all your staff phone numbers are in this AllStaff group) in your 81401234 GRID Messaging account

To send a gSMS to AllStaff group from your GSM phone 96123456, you have to compose a SMS on your GSM phone with the following format, and send to 81401234:

From: 96123456
To: 81401234
SMS: #AllStaff This is an emergency SMS. Please go to the meeting point 1 immediately.

All your staff will receive the following SMS:

From: 81401234
SMS: This is an emergency SMS. Please go to the meeting point 1 immediately.

End of Document