



text  
local

# How to make the most of Messenger +

Messenger + includes a number of features to help multi-user organisations configure and use their Textlocal account.

## Sub Users

Set up Sub Users for different departments, locations or individuals. Each Sub User consumes SMS credits from the parent account's credit balance.

In the parent account, go to **Settings > All Settings > Sub Users**.

Click **Create User**, add the new user's login and email address.

The new Sub User will shortly receive an automated email inviting them to set a password and activate their account.



**Sub Users**  
Allow Sub Users Access

Create user



## User Permissions

Set permissions for individuals, or create permission groups, to allow and restrict access to the specific platform features.

In the parent account, go to **Settings > All Settings > Sub Users**

To configure permissions for individuals, select **User Permissions**.

To create permissions for groups or teams select **Permission Groups**.

Here, you can **Create New Group**, or **Edit Group Permissions** for an existing group.

When your permission groups are configured, return to **Users**, and use the **Add to Group** button to add users the appropriate permission groups.

User Permissions 

Permission Groups

Create New Group



Edit Group Permissions 

Please select the permissions group to add this user to? 

User

425238

Permissions Group

Test Group

Cancel



Add to Group



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## Lockable templates

Lockable templates ensure that only approved content with permitted customisation can be sent by specified Sub-Users. Restricted users are not able to free-type their own message; they are able to select a message template and update the editable fields.

To restrict a user to lockable templates set their permissions to:

Support Access to the Support contact page	Yes					
Restricted Template Manager Manages the creation and editing of Restricted Templates	No	No	No	No	No	
Send Approval Moderator Moderate messages sent by restricted	No	No	No			Expand

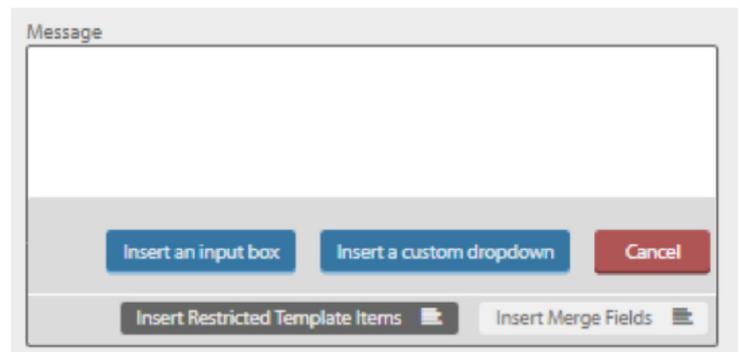
To create a locked template, go to **Send > Templates** and drafts.

Underneath the Send box on the right, click **Insert Restricted Template Items**.

You have two options here:

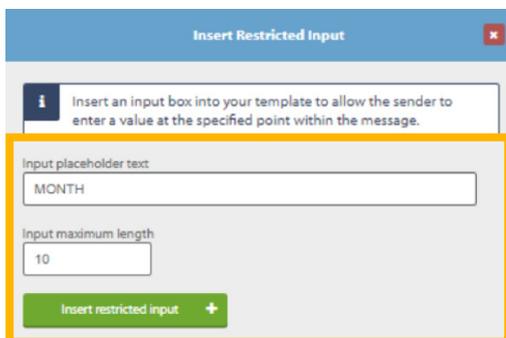
- Insert an input box
- insert a custom dropdown

You can also add merge fields to your locked template to increase personalisation.



## Insert an input box

An input box provides the user with a free text field, up to a maximum length.



**Give your placeholder text a name** (this placeholder will tell the restricted user what sort of information they should be adding here), and add the **maximum length** you want for this field.

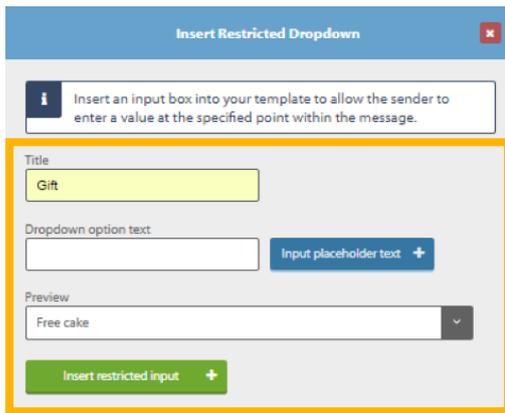




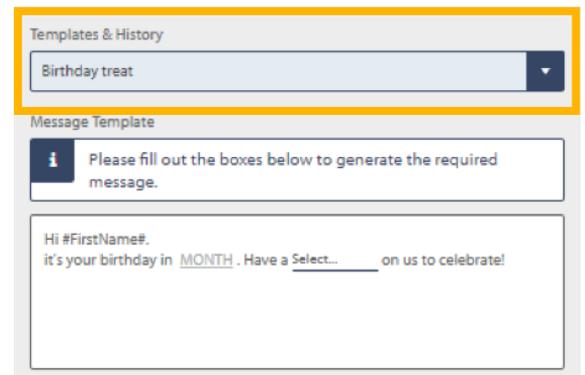
## Insert a custom dropdown

Custom drop downs give the user the option to add to their message from a pre-populated list of items.

Give your dropdown a name, and use **Input placeholder text** to add items to your drop down.



When your locked template is saved, restricted users select from their available templates and add in their allowed content.



## Send Approval

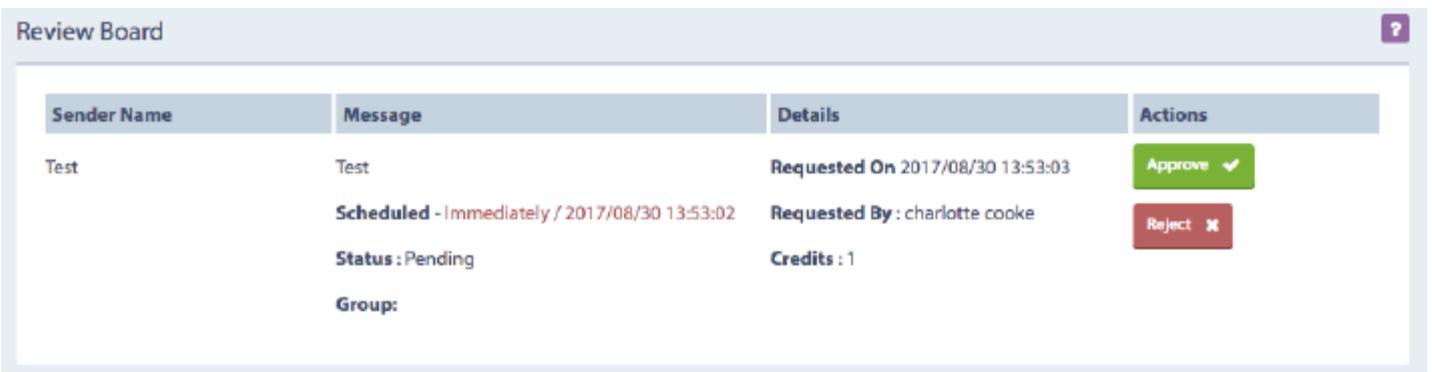
When Send Approval is added to your account (contact your Textlocal account manager to do this), use permissions to create Moderator and Restricted user roles.

When a **Restricted** user creates their message, they must click **Send (moderator approval required)** to send their SMS to the moderator queue. The moderator is notified that a new messaging is waiting for their approval.



**Send > Status** Board shows Restricted users the status of their messages.

**Send > Review** Board shows moderators messages waiting for them to view, approve or reject.



Sender Name	Message	Details	Actions
Test	Test	Requested On 2017/08/30 13:53:03 Scheduled - Immediately / 2017/08/30 13:53:02 Requested By : charlotte cooke Status : Pending Credits : 1 Group:	Approve ✓ Reject ✕

**Moderators** can also configure new message notifications, and templated rejection reasons in **Settings > Review Board**.

See the Send Approval user guide for more information on this feature.

