



SMS Help Guide

Sending Broadcast SMS using the Web Dashboard

SENDING YOUR SMS BROADCAST

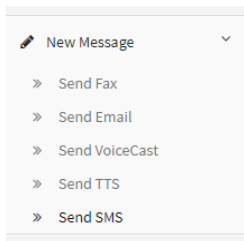
Step 1: Log into www.tnz.com.au

Log in using your supplied Username and Password.
Your username is typically your email address.

If you have forgotten your password, you can reset it here: [Forgot My Password](#)

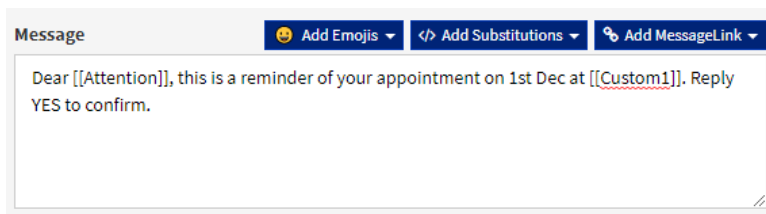
Step 2: Find the Send SMS wizard

Select Send SMS from the left side menu, then select the green Send SMS option:

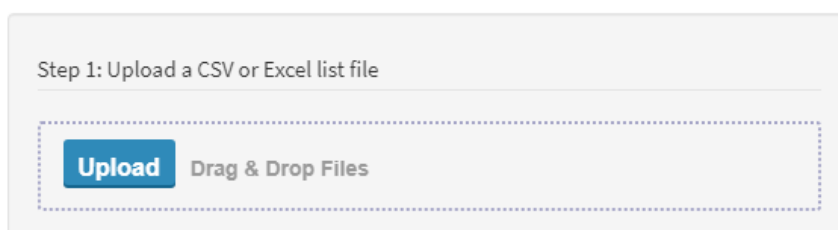


Step 3: Complete the Send SMS wizard

- 1) Enter your text message into the **Message** text box



- 2) Click the blue **Upload a list** button to import your spreadsheet of mobile numbers



- 3) Optionally enter a **Reference**, e.g. "My SMS Broadcast to Customers"

Step 4: Advanced Options - *Optional*

Reference	Send at Date/Time	
My SMS Broadcast to Customers	2020-06-05	01:30 PM

4) Check the **Confirmation** box and click **Submit**

Step 4: Track your broadcast's progress and results

The **View Messages | Messages Sent** menu displays progress in real-time. Clicking on a message will display additional details on the broadcast, including individual results, the message sent, and more.

Using the **View Messages | SMS Received** menu, you can view replies to your broadcast and send quick responses.

SETTING UP YOUR SPREADSHEET OF MOBILE NUMBERS

Before sending your broadcast, review your spreadsheet of mobile number contacts to ensure the data is accurate and tidy.

Spreadsheets can be uploaded in CSV, XLS and XLSX formats.

Number formatting to send SMS to a national number:

→ [Mobile Network][Mobile Number]

displayed as 0433334444

Number formatting to send SMS to an international number:

→ [Country Code][Mobile Network][Mobile Number]

displayed as 006421333444

Formatting of Australian and New Zealand mobile numbers is flexible (0422223333, 422223333, 6142223333, 042-2223333, +6142223333 are acceptable).

Formatting of international mobile numbers must include the leading + or 00 before the country code (+447777555444 and 00447777555444).