Bulk SMS
User Manual

www.dhiraagu.com.mv

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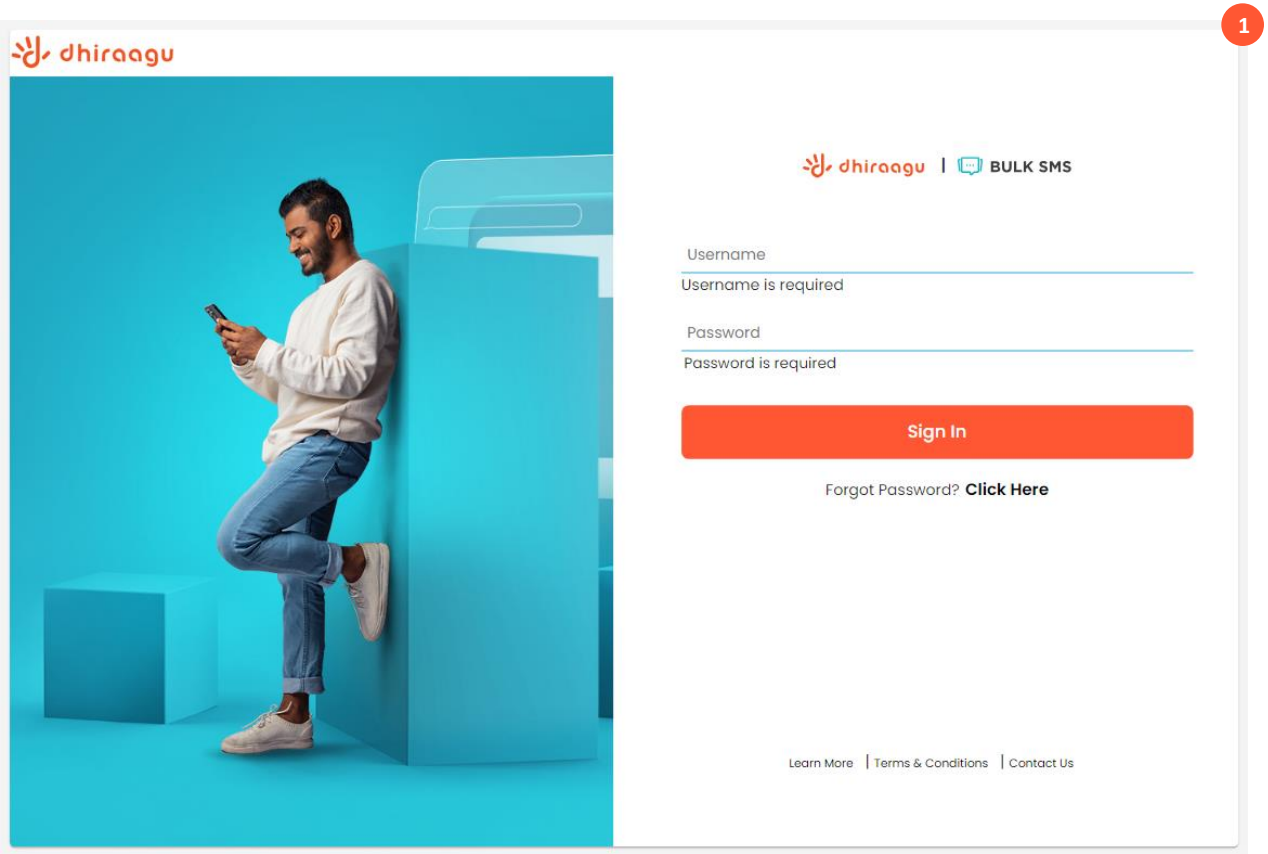
Login:

- Log into https://bulksms.dhiraagu.com.mv/

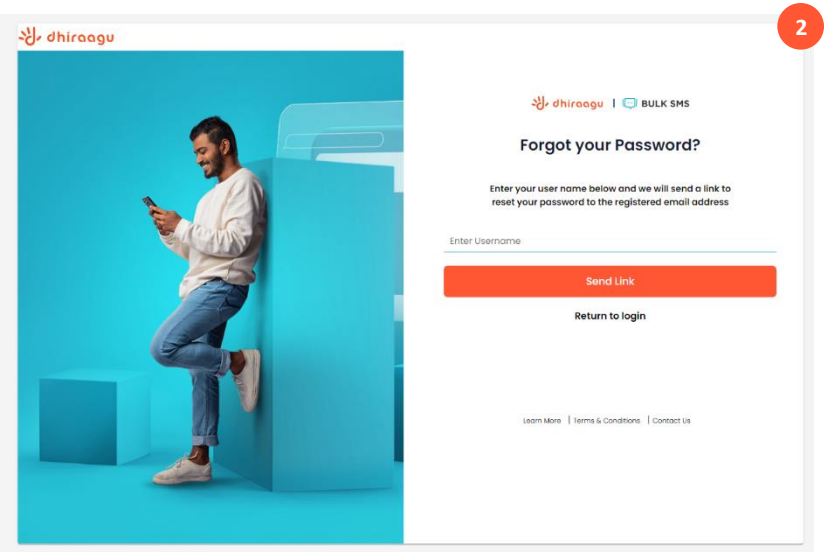


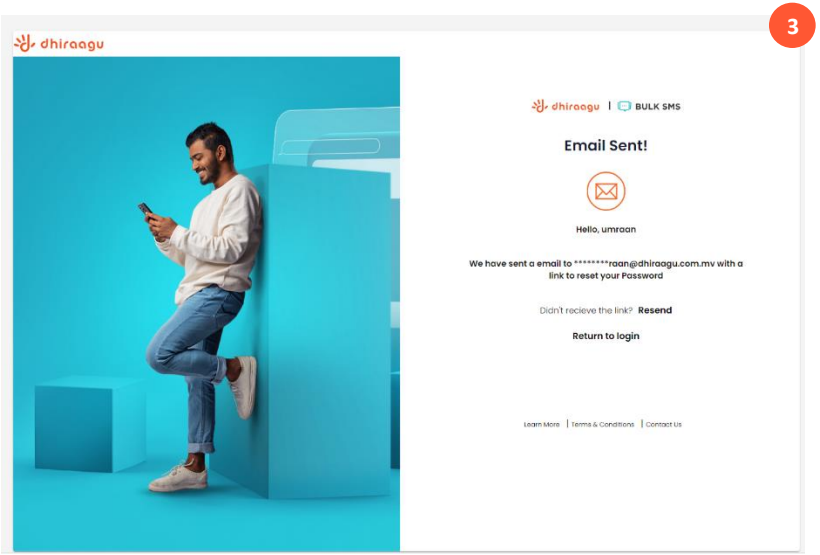
1 Enter Username and Password on Login Page.

ⓘ Password will be sent to the Mobile Number under which BulkSMS service is subscribed.

Forgot Password:

- Use the forgot password option to recover password

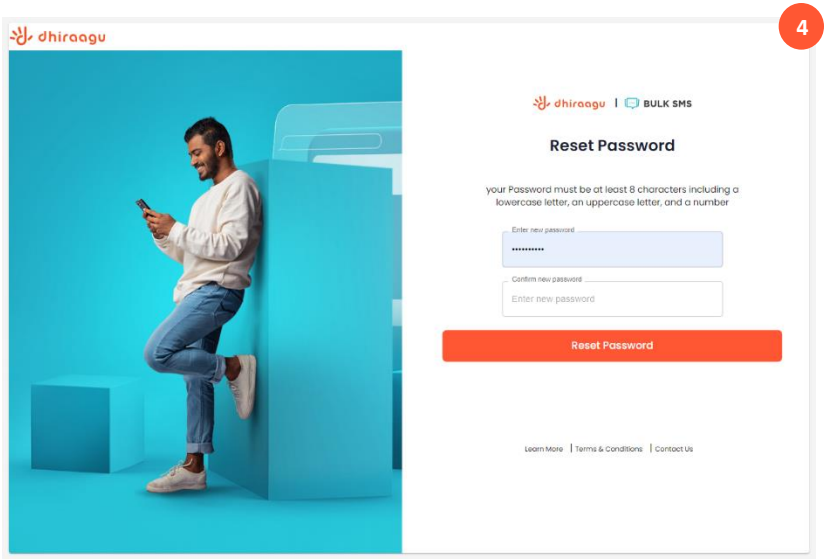




2 Enter registered username and click “Send Link”.

3 Password reset link will be emailed to the registered email address.

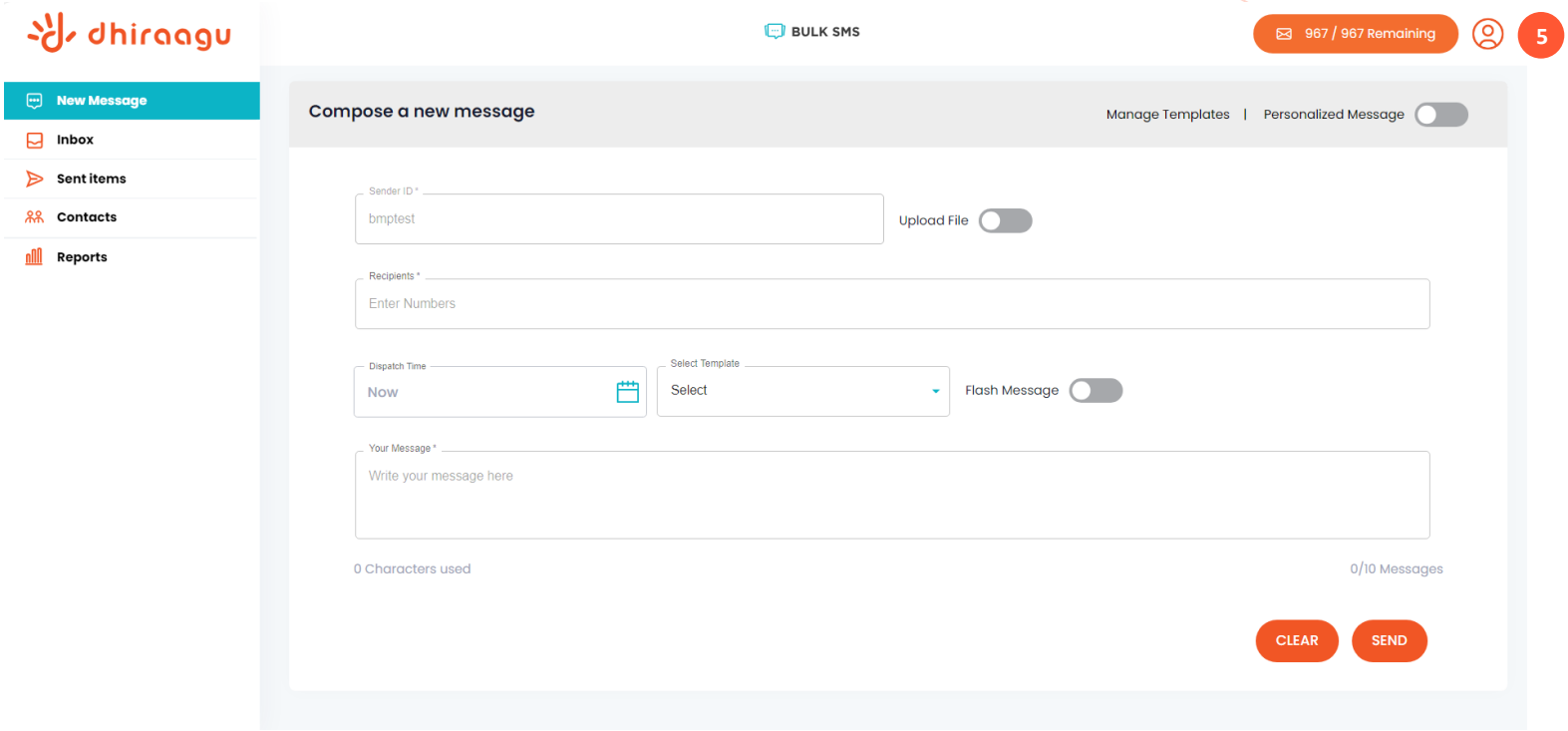
4 Enter New Password, Confirm New Password, & click “Reset Password”.



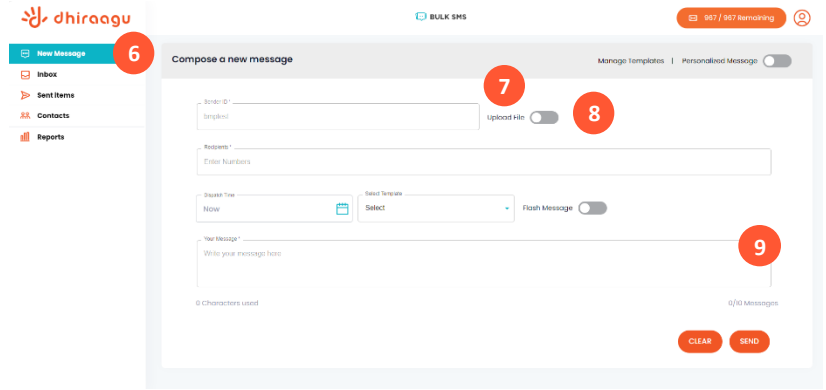
Landing Page:

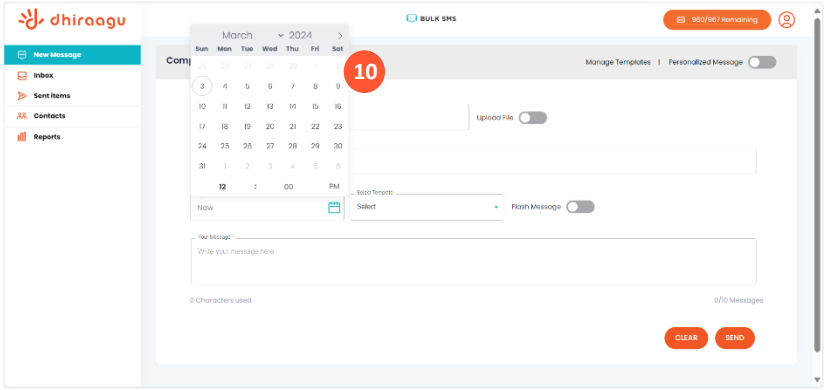
5 Login Landing Page: Compose Message

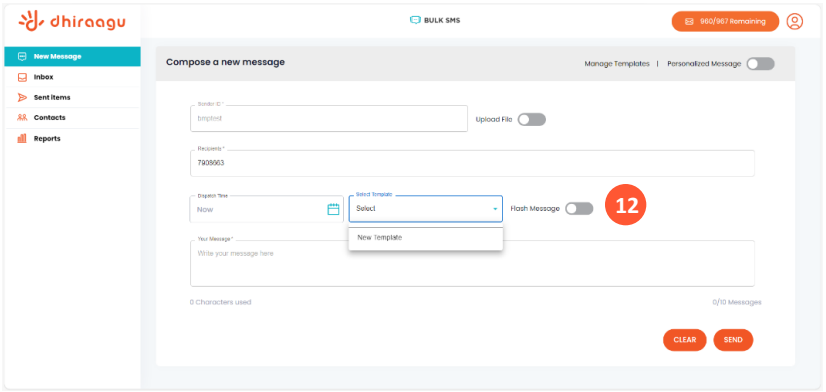
- The remaining balance from the total inclusive SMS allowance on top right-hand corner.
- ALWAYS verify that there is enough available SMS balance prior to sending SMS in bulk.

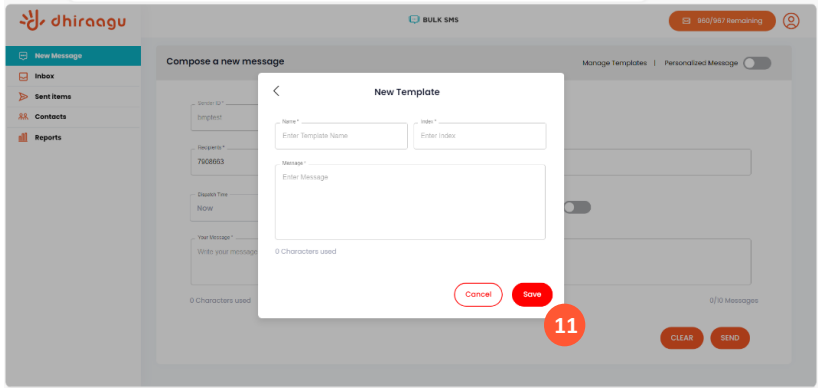


Compose Message:









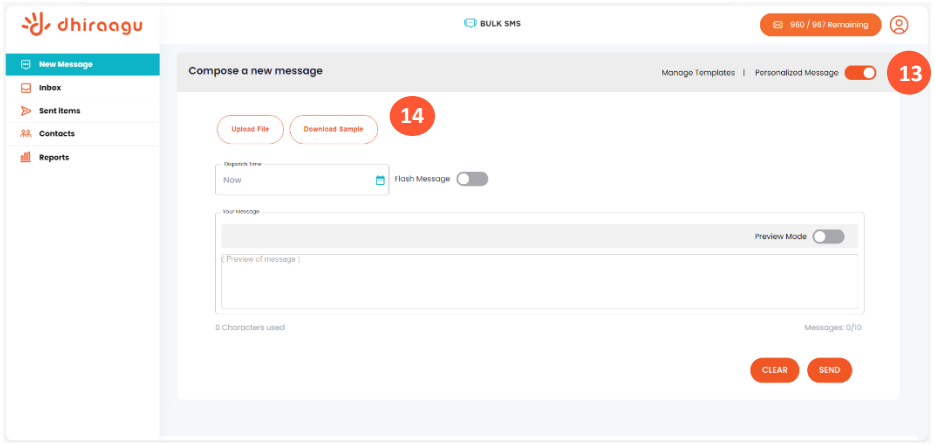
6. Send single SMS using the New Message tab after composing the message in the field provided.
7. Enter 7 Digit Dhiraagu Mobile number, search contact name or contact group saved in the field "Recipients".
8. Toggle "Upload File" and upload the list of contacts in Excel or CSV format. Sample file is available for download.
9. SMS input box supports up to 10 messages or 1600 Characters (long SMS) under GSM Encoding (English) [160 characters = 1 SMS).

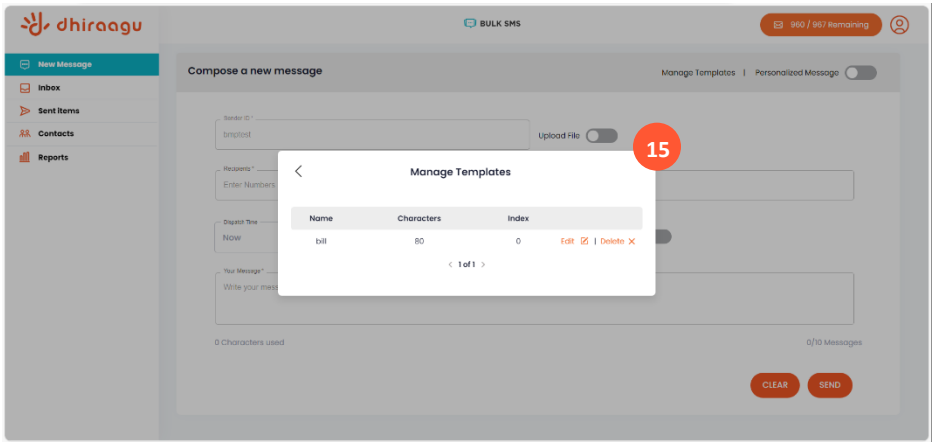
ⓘ Allows messaging in Dhivehi. Each Dhivehi (Thaana) letter is counted as 1 character and each vowel or diacritical signs (Fili) is also counted as 1 character separately.

ⓘ The characters used and total message or SMS count is updated as you insert the text on the SMS input box.

10. Click SEND to send it immediately **Or** Schedule a Date and Time to send the SMS.
11. Click "Select Template" dropdown and select an already created template or create templates to be saved under specific names and index with designated text.
12. Toggle "Flash Message" to enable flash messaging before sending out the message.

Compose Message:



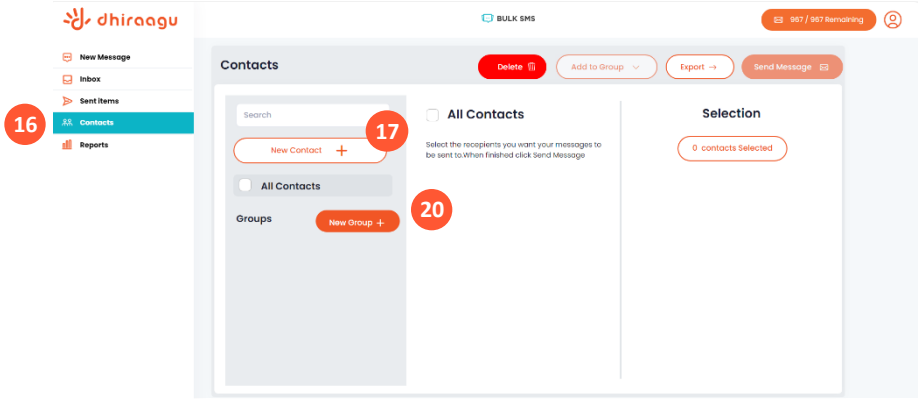


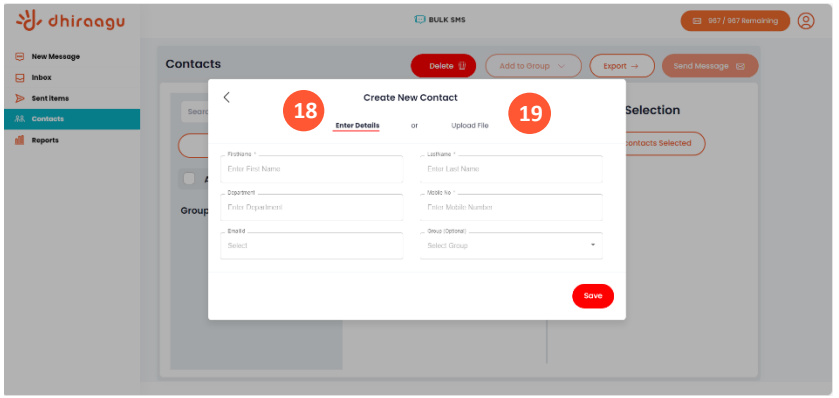
13 "Personalized message" toggle on the top right corner of the compose new message tab.

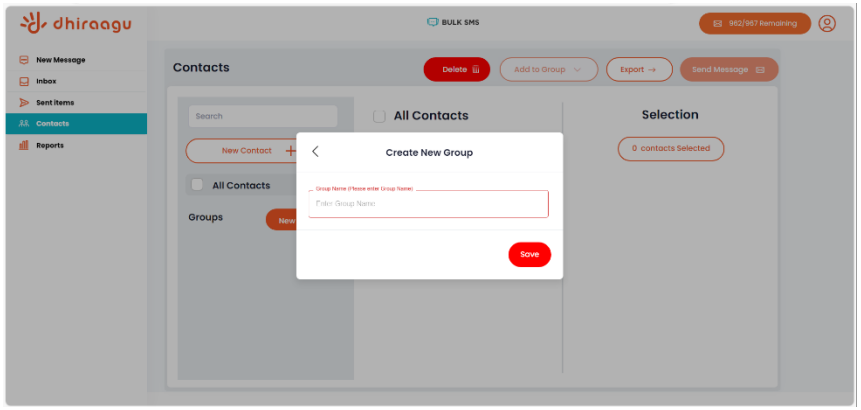
14 To assist the users, an excel file template can be downloaded by clicking the "Download Sample" option.

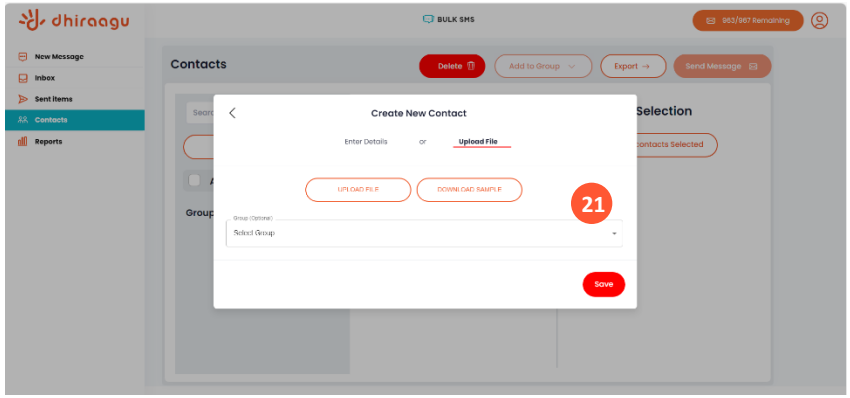
15 Click "Manage Templates" to view the templates already saved.

Contacts & Groups:









16 Click the Contacts tab on the left-hand side to view the Contacts already saved under your account.

17 Create new contacts under the contacts tap by clicking the option “New Contact”, which will prompt a tab to “Enter Details” or “Upload File”.

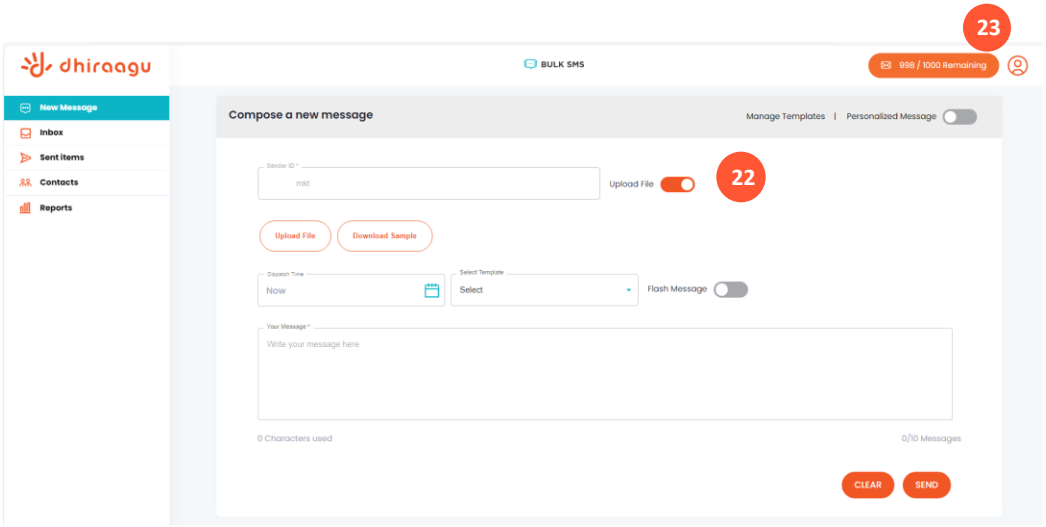
18 Click “Enter Details” and fill out the contact details and save. Allocate the contact to a Group if you have already created a Group.

19 Click “Upload File” and upload the file with all the contacts. “Download Sample” option is available which provides a downloadable template in xls format.

20 Click “New Group” and Enter Group Name and Index before saving to create a new group.

21 Click any Contact saved and use the dropdown “Add to Group” to move the contact to a group already created.

Upload File



22 Toggle "Upload File" and upload the file with all the contacts. "Download Sample" option is available which provides a downloadable template in xls format.

23 Verify that there is enough available SMS balance prior to bulk file upload.

ⓘ Ensure duplicates are removed from file to ensure multiple messages are not sent to same recipient.

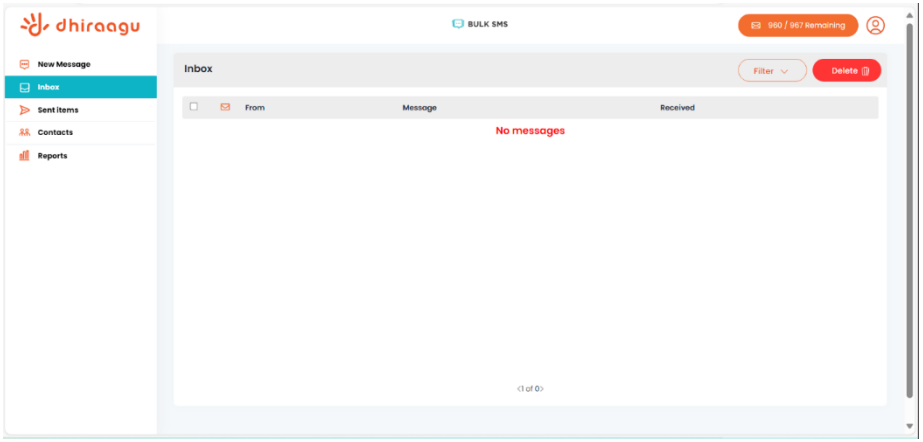
ⓘ Ensure number format is correct. 9609XXXXXX / 9607XXXXXX and length is 10 characters.

ⓘ Ensure maximum number of recipients in each file does not exceed 10,000 recipients.

ⓘ If the required recipients is more than 10K, please split and upload in batches one after other and schedule to start with 1 hour gap in between the bulk messages.

ⓘ Plan well ahead of time if you are sending for large list of recipients when uploading bulk file to schedule the messages as instructed above.

Inbox & Sent:



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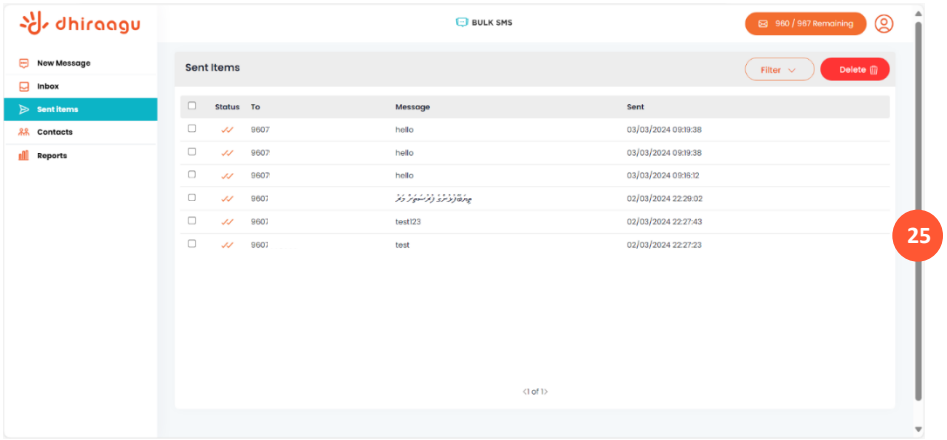

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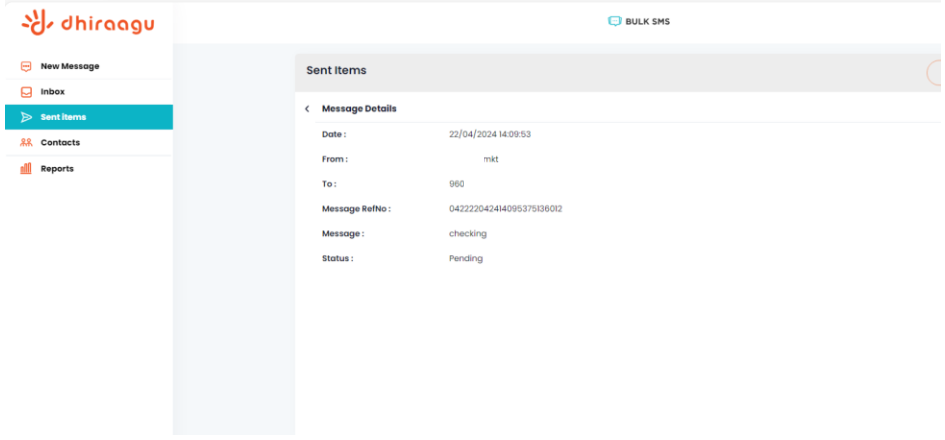
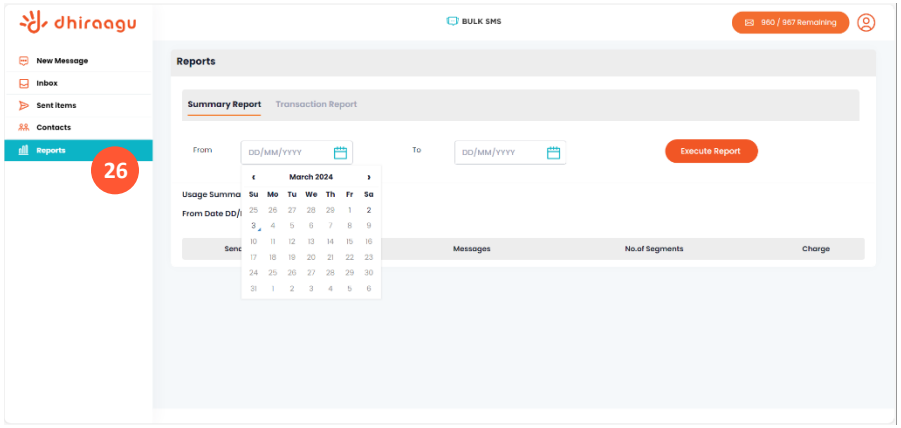


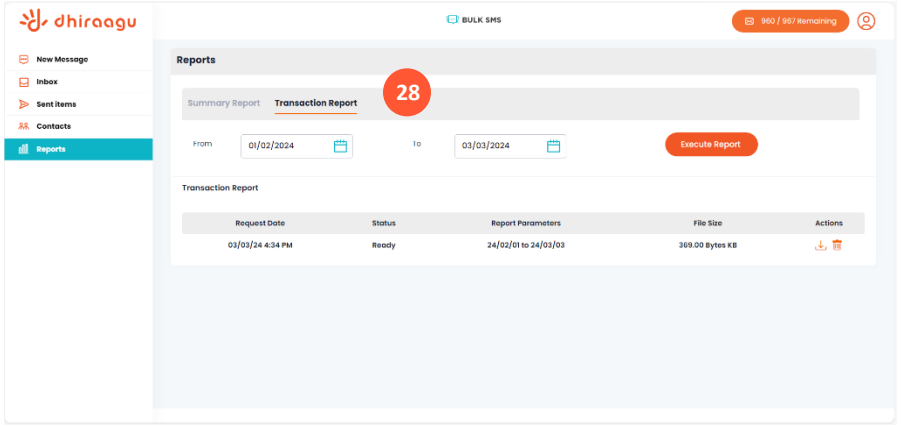
24 Inbox will show the messages received only to the BulkSMS accounts with a SMS Short Code.

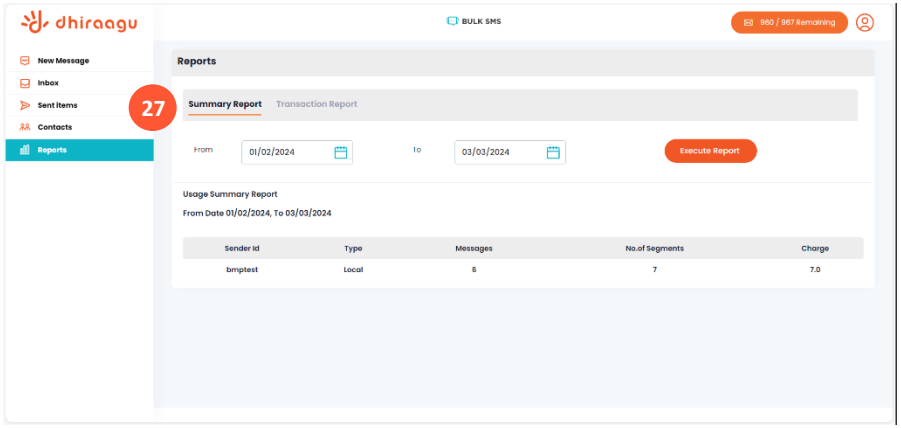
25 Sent Items will show the delivery status of the messages, and the delivery status will take some time to be updated. Hence, delivered status might appear even some time after the message has been delivered to the handset.

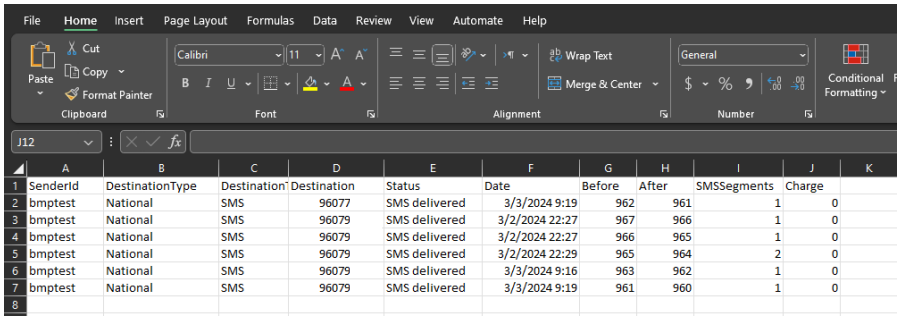
- Pending Status
- Delivered Status

Reports:







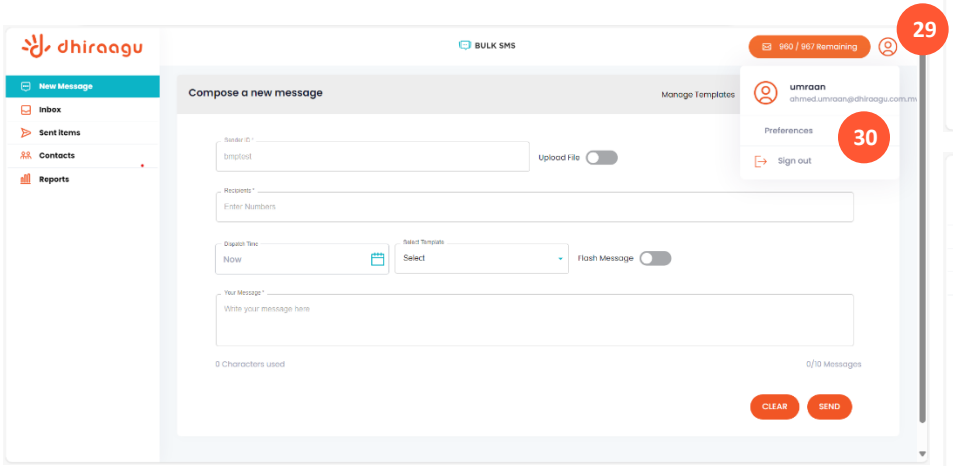


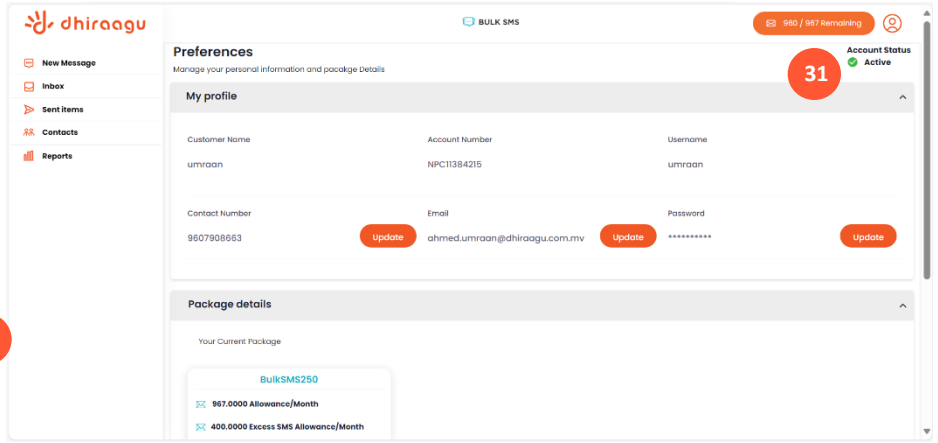
26 Click the reports tab on the left-hand to view three different type of reports which can be executed.

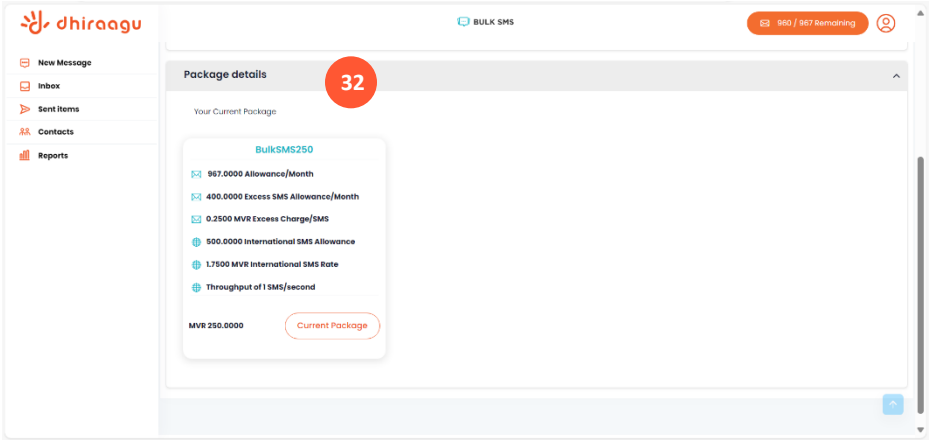
27 The Summary report can be executed by the users within a 31-day period of the same month. This report provides a summarized version of the messages sent with the destination type, count of messages and charges per each SMS.

28 The transactions report can be executed by the users for any period of date, which can then be downloaded in excel format. This detailed report provides Sender Id, destination type, destination, status, date, SMS segments (count of SMS in each message) and total charge.

Preferences:







29 Click the person icon on top right-hand corner which will show the option of “Preferences” and “Sign Out”.

30 Click the “Preferences” where the user can update the personal information on My Profile and view the subscribed package details.

31 Account Status is visible from the top right corner.

32 Package Details are visible from the bottom section below the My Profile.

Thank you