



MessagePro Office Administrator Guide

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1 ABOUT YOUR MESSAGEPRO OFFICE ADMINISTRATOR ACCOUNT

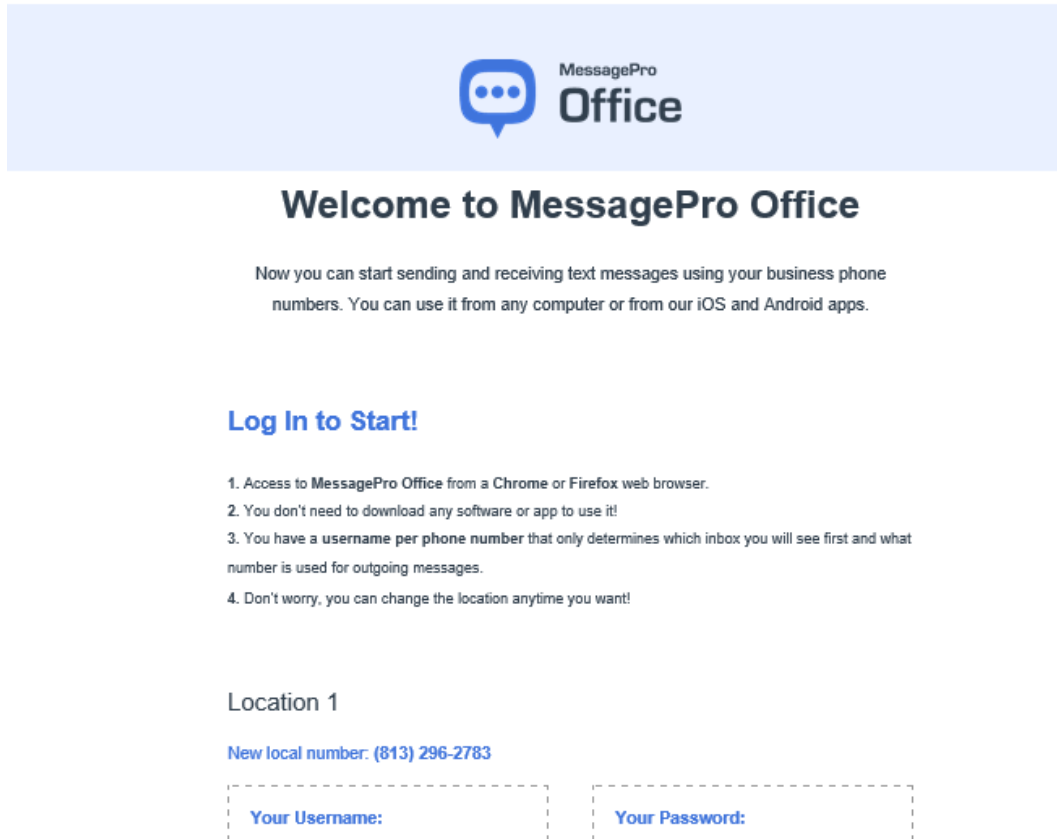
Congratulations on signing up for MessagePro Office! As the ASMINISTRATOR, you are responsible for the setup and ongoing management of the numbers, users, and messages on your account. Also, you have access to all the functions of a USER, plus additional features that are only available to Administrators. Instructions for all the user functions can be found in the USER GUIDE. This manual covers all functions that are ONLY available to Administrators.

- The web-based version of MessagePro Office is only supported in Chrome and Firefox. Proper functionality cannot be guaranteed if you use any other browser.
- The mobile version of MessagePro Office is available for iOS and Android
- You must have your MessagePro Office username and password available

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2 THE WELCOME TO MESSAGEPRO OFFICE EMAIL

You should have received an E-mail like the example shown below from customerservice@messagepro.com when you signed up for the MessagePro Office service. This message contains the administrator login credentials for your account (see “Logging in to MessagePro”).



The Account Summary includes information about your account.

Account Summary

Here it is the information provided for your organization account:

- **Account Name:** GoSolo Technologies
- **Account Number:** 2148838
- **Account Owner:**
 - Zary
 - 17274755541
 - zary@mesapro.com

Take MessagePro Office with You Everywhere You Go!

Download the official app on your
smartphone and take your business
wherever you go.



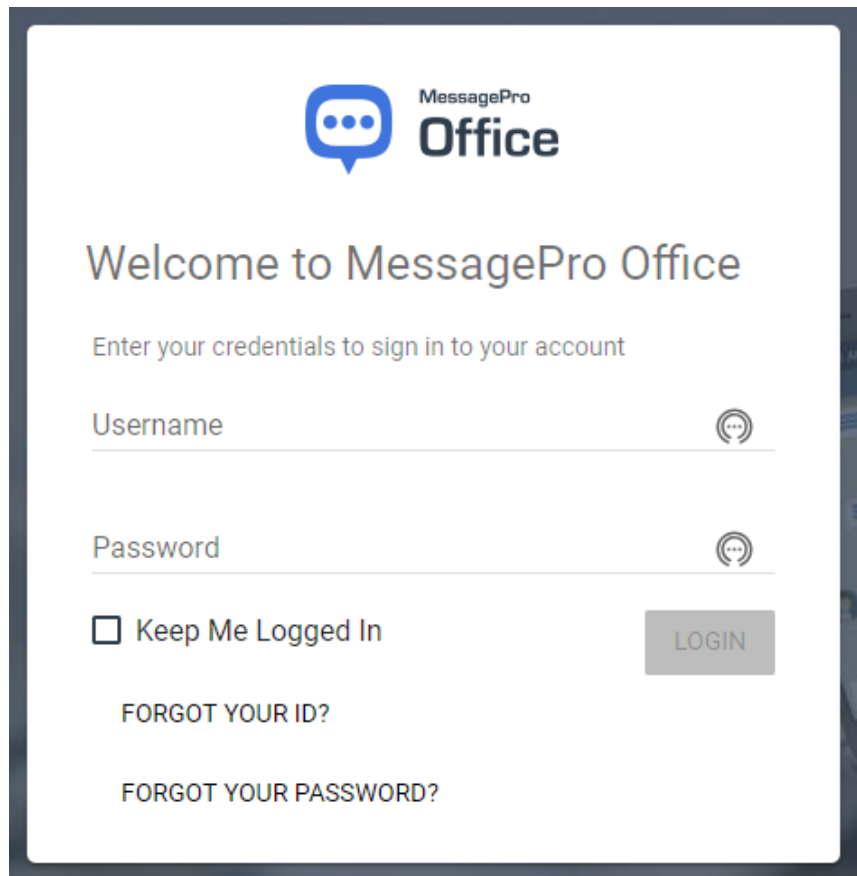
3 LOGGING IN TO MESSAGEPRO OFFICE

Log in to your MessagePro Office account using the administrator credentials provided. On your Chrome or Firefox browser go to www.messagepro.com. Click on the LOGIN button on the top menu options and select MessagePro Office. You can also go directly to the Login Page at <https://office.messagepro.com/app/#>



HOME PRODUCTS SOLUTIONS PRICING SUPPORT ABOUT US **LOGIN** 

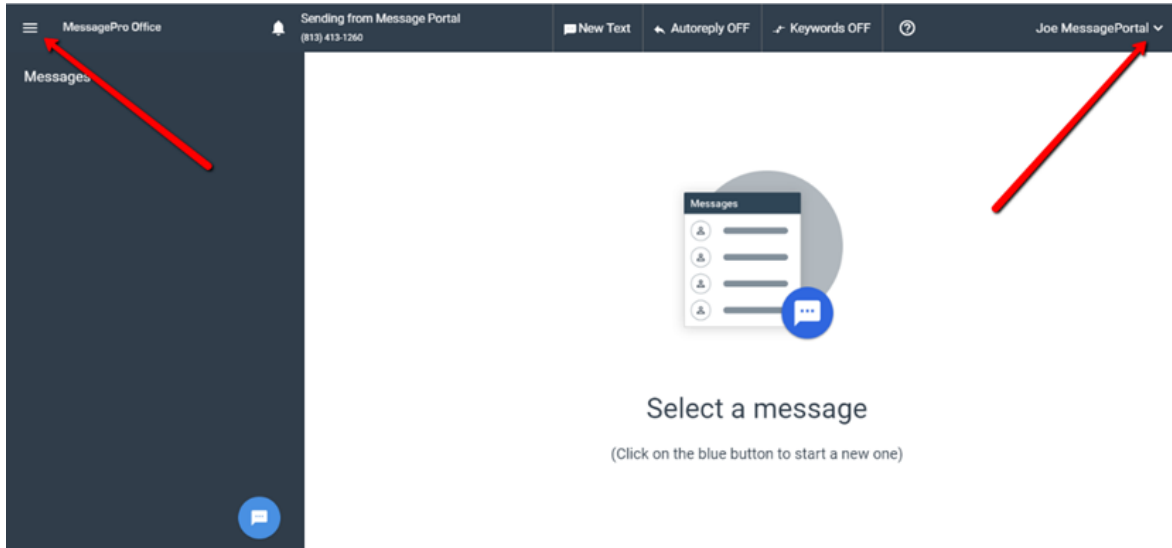
Enter your **Username** and **Password** then select **LOGIN**



The screenshot shows the login interface for MessagePro Office. At the top, there is the MessagePro Office logo. Below the logo, the text "Welcome to MessagePro Office" is displayed. Underneath, it says "Enter your credentials to sign in to your account". There are two input fields: "Username" and "Password", each with a circular icon containing three dots to its right. Below the "Password" field is a checkbox labeled "Keep Me Logged In". To the right of the checkbox is a grey button labeled "LOGIN". At the bottom, there are two links: "FORGOT YOUR ID?" and "FORGOT YOUR PASSWORD?".

4 GETTING FAMILIAR WITH MESSAGEPRO OFFICE

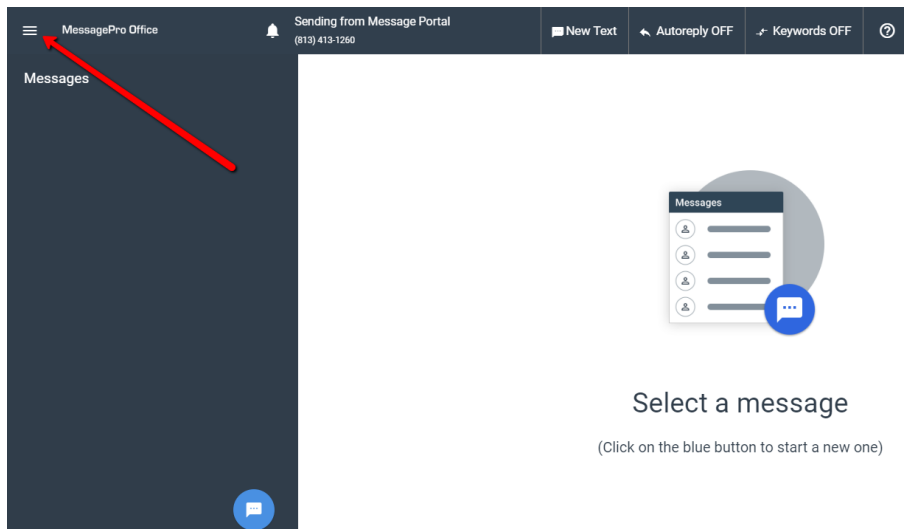
Once you are logged in, the following screen will appear.



There are two menus available from this screen. There is a “Hamburger Menu” in the upper left corner, and the “Account Admin Menu” under your user name in the upper right corner.

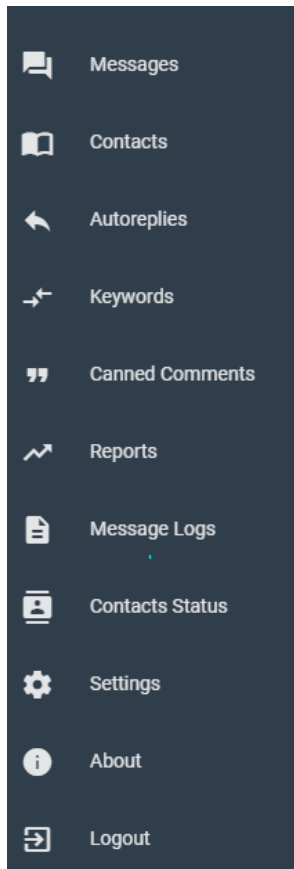
4.1 THE HAMBURGER MENU

The **Hamburger Menu** icon is at the top left of your screen.



By clicking on the **Hamburger Menu**, the following options appear:

This **Menu** will allow you to manage all aspects of your MessagePro Office account.



You can:

Access your messages.

Add/Delete/Edit contacts.

Create **Autoreplies** to incoming messages based on time-of-day and day-of-week, or **Keywords** that are texted to your MessagePro Office account.

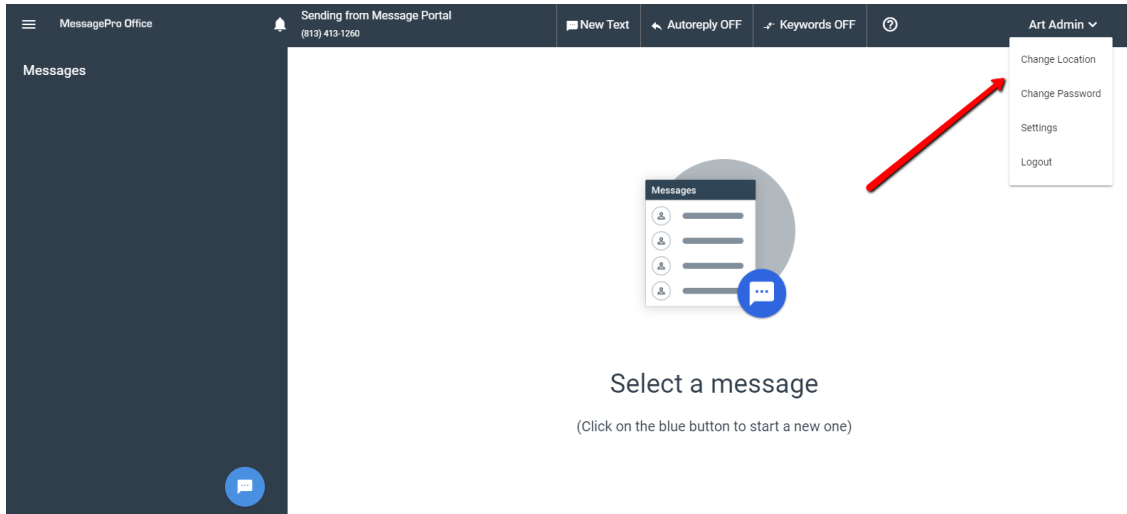
Create **Canned Comments** to help you and your employees respond efficiently to frequently asked questions.

Check **Contact Status** to make sure that all the contacts in your system have valid, textable, phone numbers.

Reports, Message Logs, and Settings are only available to Administrators. Those functions are explained in this manual. Explanations of all other functions can be found in the USER MANUAL.

4.2 THE ACCOUNT ADMIN MENU

The **Account Admin Menu** icon is at the top right of your screen.

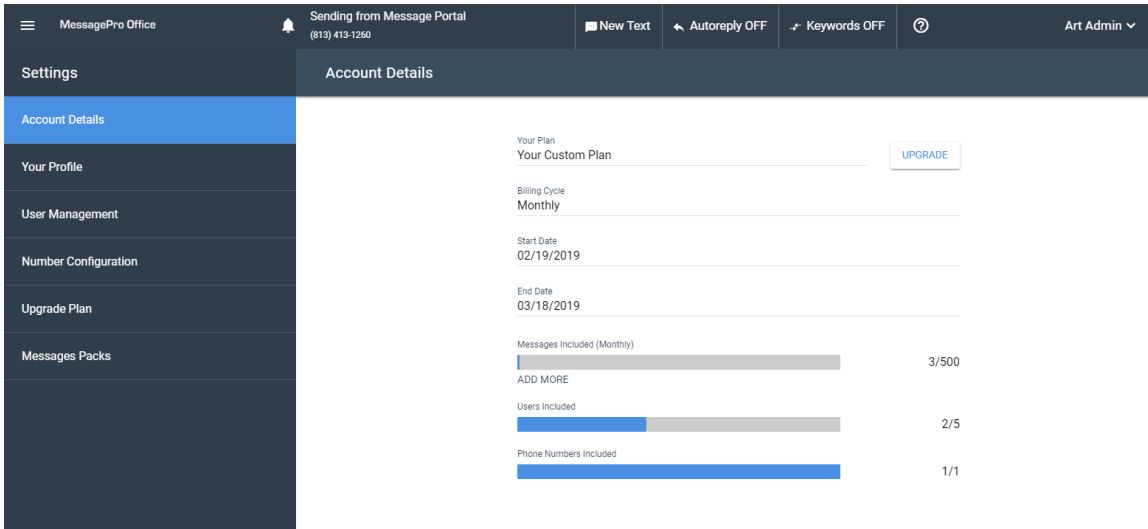


Settings is only available to Administrators. Those functions are explained in this manual. Change Location and Change Password functions are available to all users. Explanations of those functions can be found in the USER MANUAL.

5 SETTINGS

Settings is available under both the Hamburger Menu and the Account Admin Menu. Clicking the **Settings** option from either menu will bring you to this screen with **Account Details** highlighted.

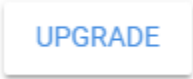
5.1 ACCOUNT DETAILS



The screenshot displays the 'Account Details' section of the MessagePro Office interface. On the left is a sidebar menu with options: Settings, Account Details (highlighted), Your Profile, User Management, Number Configuration, Upgrade Plan, and Messages Packs. The main content area shows the following details:

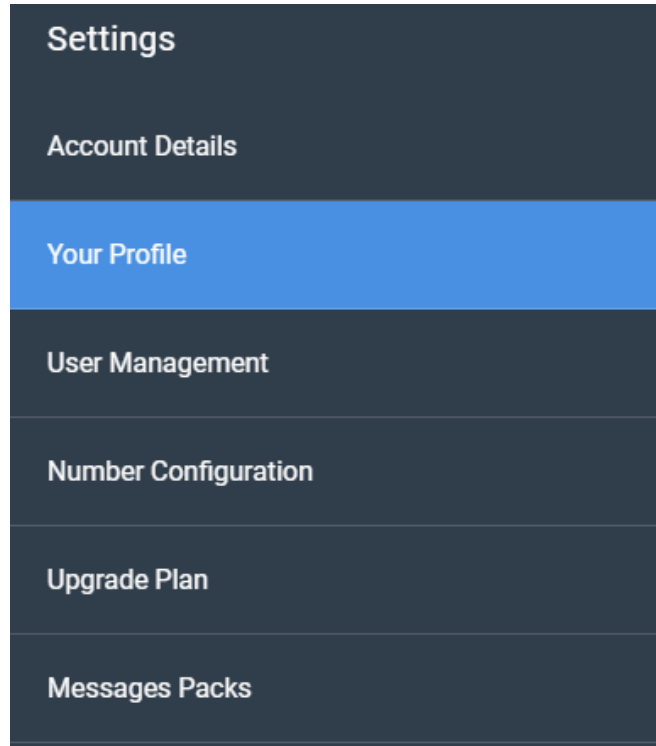
- Your Plan:** Your Custom Plan (with an **UPGRADE** button)
- Billing Cycle:** Monthly
- Start Date:** 02/19/2019
- End Date:** 03/18/2019
- Messages Included (Monthly):** A progress bar showing 3/500 usage, with an **ADD MORE** link.
- Users Included:** A progress bar showing 2/5 usage.
- Phone Numbers Included:** A progress bar showing 1/1 usage.

This screen is for information only. There is no editable information on this

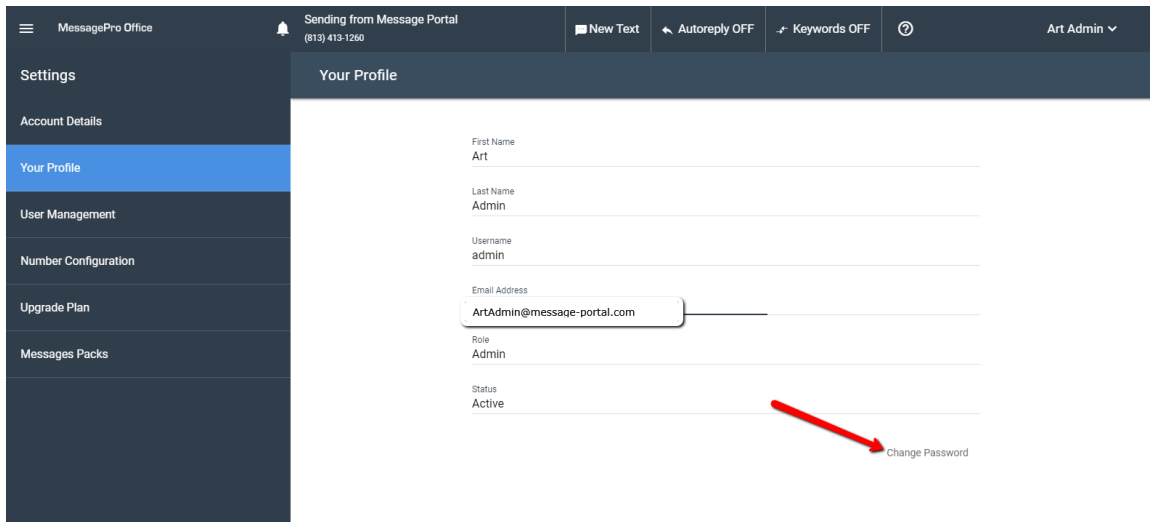
screen. The  button is clickable. It will take you to the Upgrade plan wizard. Follow the onscreen instructions to Upgrade or change your MessagePro Office Plan.

5.2 YOUR PROFILE

Select “Your Profile” from the Settings Menu



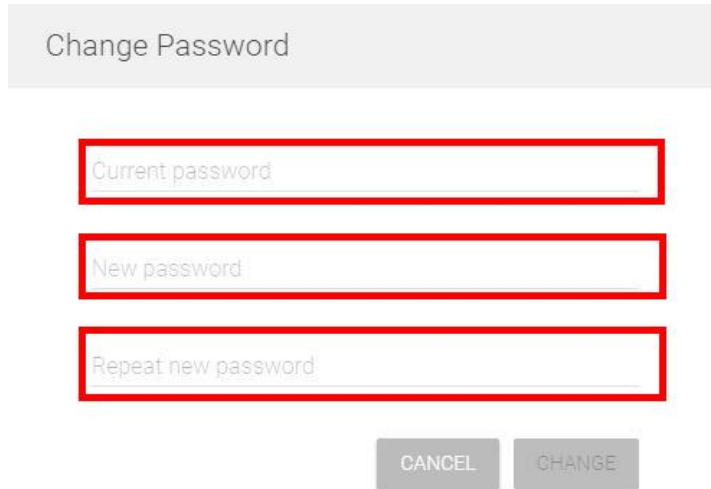
This screen is for information only. There is no editable information on this screen.



The Change Password link in the lower right of the screen is clickable.

5.2.1 Changing Your Password

Select **Change Password** and fill out the appropriate fields.



Change Password

Current password

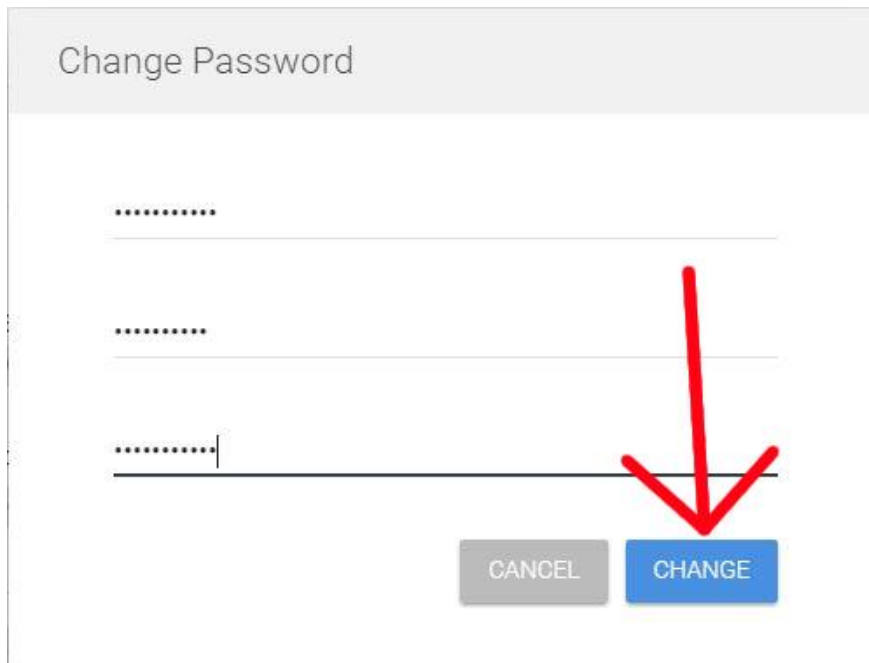
New password

Repeat new password

CANCEL CHANGE

This image shows a 'Change Password' form. The title 'Change Password' is at the top. Below it are three input fields: 'Current password', 'New password', and 'Repeat new password'. Each of these three fields is highlighted with a red rectangular border. At the bottom right of the form are two buttons: 'CANCEL' and 'CHANGE'.

Complete each field and select CHANGE to set your new password.



Change Password

.....

.....

.....

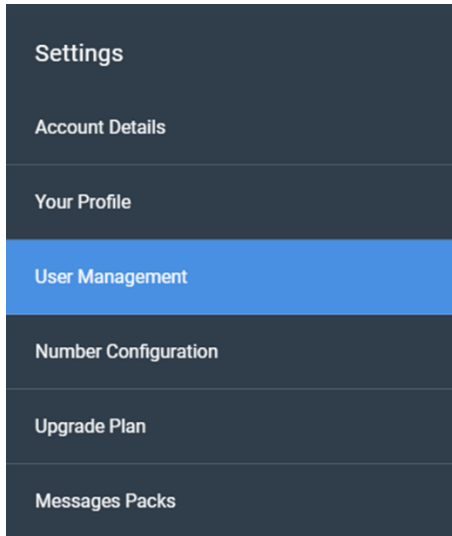
CANCEL CHANGE

This image shows the same 'Change Password' form, but now the three input fields are filled with dots (password characters). A large red arrow points from the top of the 'CHANGE' button up to the 'Repeat new password' field. The 'CHANGE' button is highlighted in blue, while the 'CANCEL' button remains grey.


Follow this same process anytime you wish to change your MessagePro Office password. We recommend changing your password every 90 days for best security.

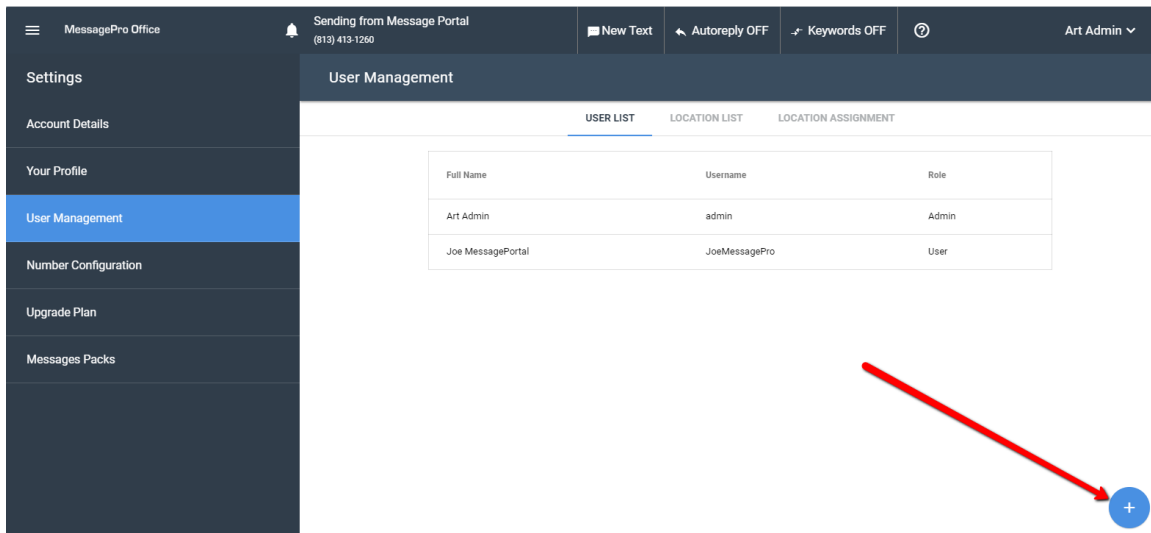
5.3 USER MANAGEMENT

Select User Management from the Hamburger Menu, to create users and edit existing users. You can also see all the telephone numbers/locations attached to your account and assign users to those telephone numbers/locations.



5.3.1 Create A User

Click on the  in the lower right corner of the screen.



This will open the create a user window.

Fill out the details for the user and click the CREATE button in the lower right corner of the screen. Remember that you can give a user access to one or more Locations/Numbers in the account.

Create User

User Details

Role User ▾

Locations / Number Access

☐ Message Portal / (813) 413-1260

CANCEL

CREATE



5.3.2 Updating A User

To update a user, return to the **User Management Screen** as described in section 5.3.

You will see a list of your active users. Select the user you wish to update by clicking on his or her name.

User Management		
Gregg Smith	gregg	Admin
James Gledhill	james	Admin
Jason Ison	jason	Admin
Jim Buchheit	jim	User
John Smith	John.Smith	User
Juan Carratala	juan.c	User
Juan Sanchez	juan.s	User
Lea Anne Morrell	leanne	User
Mark Herring	mark	Admin
Nathan Davis	nathan	User
Perry Sloop	perry	User
Ryan Admin	admin	Admin
Ryan Feggestad	ryan	Admin
Ryan User	ryanuser	User

The following screen will appear.

Create User

User Details

Email Address

john.smith@gmail.com

Username

John.Smith

First Name

John

Last Name

Smith

Signature

John Smith

The signature will automatically be pasted to all messages the user sends.

Role

User

Locations / Number access

☐ Main Location / (813) 579-1000

Change the information in any of the fields and then click the UPDATE button in the lower right corner of the panel.

Update User

User Details

Email Address

art.admin@message-portal.com

We will send the details to access the system to this email

Username

admin

First Name

Art

Last Name

Admin


Signature

Role

Admin ▾

Locations / Number Access

☒ Message Portal / (813) 413-1260

 DELETE

CANCEL

UPDATE

5.3.3 Deleting A User

To delete a user, return to the **User Management Screen** as described in section 5.3.

You will see a list of your active users. Select the user you wish to delete by clicking on his or her name.

User Management		
Gregg Smith	gregg	Admin
James Gledhill	james	Admin
Jason Ison	jason	Admin
Jim Buchheit	jim	User
John Smith	John Smith	User
Juan Carratala	juan.c	User
Juan Sanchez	juan.s	User
Lea Anne Morrell	leanne	User
Mark Herring	mark	Admin
Nathan Davis	nathan	User
Perry Sloop	perry	User
Ryan Admin	admin	Admin
Ryan Feggestad	ryan	Admin
Ryan User	ryanuser	User

The following screen will appear.

Create User

User Details

Email Address

john.smith@gmail.com

Username

John.Smith

First Name

John

Last Name

Smith

Signature

John Smith

The signature will automatically be pasted to all messages the user sends.

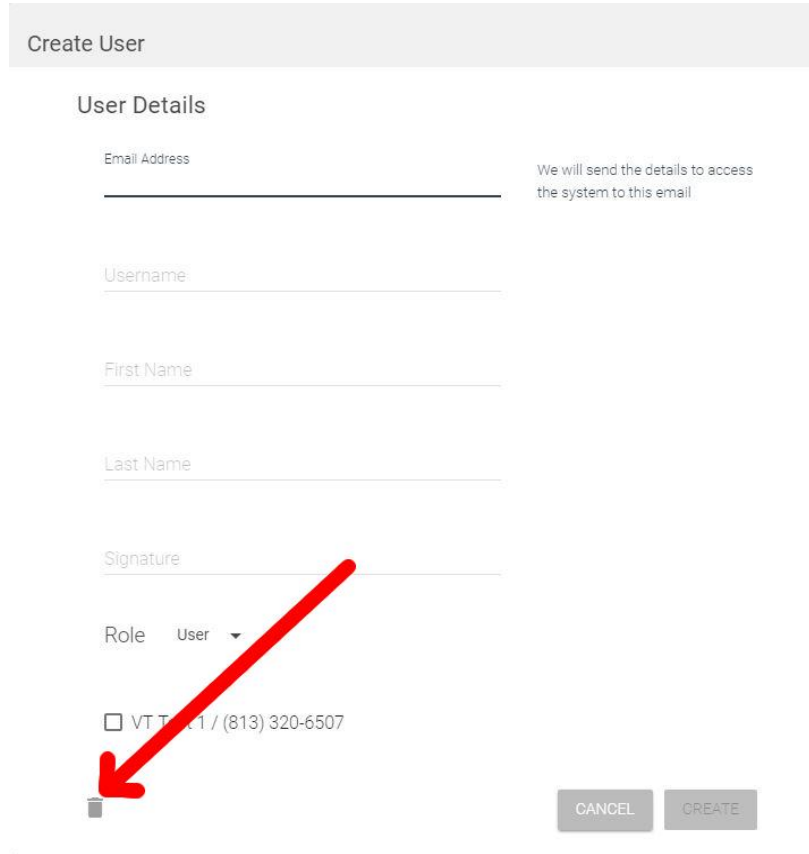
Role

User

Locations / Number access

☐ Main Location / (813) 579-1000

Scroll to the bottom of this window and select the delete (trash can) icon in the bottom left corner of the screen.



Create User

User Details

Email Address We will send the details to access the system to this email.

Username


First Name

Last Name

Signature

Role User

☐ VT T...1 / (813) 320-6507





CANCEL CREATE

Confirm you wish to delete. The user will be removed from MessagePro Office.

5.3.4 Accessing the Location List

By Clicking on Location List on the User Management Screen, you can see a list of phone numbers/locations associated with your account. You can also see which users have administrative control over these numbers, and which are users of these numbers.

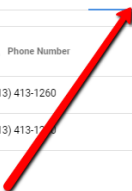

User Management		
USER LIST	LOCATION LIST	LOCATION ASSIGNMENT
Phone Number / Location	Administrator(s)	User
(813) 413-1260 / Message Portal	Art Admin	Joe MessagePortal

5.3.5 Assigning Locations to Users

You can also look at a list of users and see to which numbers they are assigned. Click on the User to access the Update User panel.

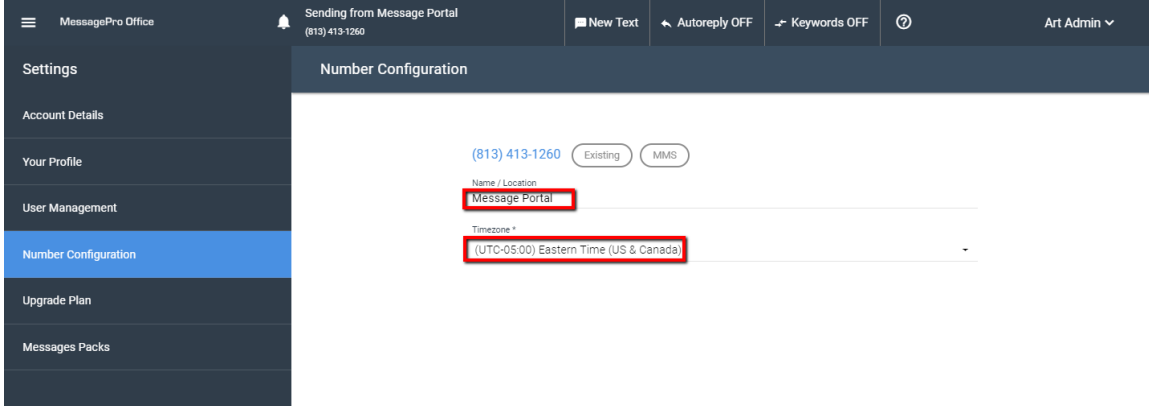
User Management		
USER LIST	LOCATION LIST	LOCATION ASSIGNMENT
User	Phone Number	Location
Art Admin	(813) 413-1260	Message Portal
Joe MessagePortal	(813) 413-1260	Message Portal

Click on the User to access the Update User panel.

5.4 NUMBER CONFIGURATION

This screen displays a list of Numbers/Locations associated with your account. You can update Name and the Time Zone for each number. There is no need to click a SAVE or UPDATE button on this screen. Updates are applied as soon as you make them.



MessagePro Office

Sending from Message Portal
(813) 413-1260

New Text Autoreply OFF Keywords OFF ? Art Admin

Settings

Account Details

Your Profile

User Management

Number Configuration

Upgrade Plan

Messages Packs

Number Configuration

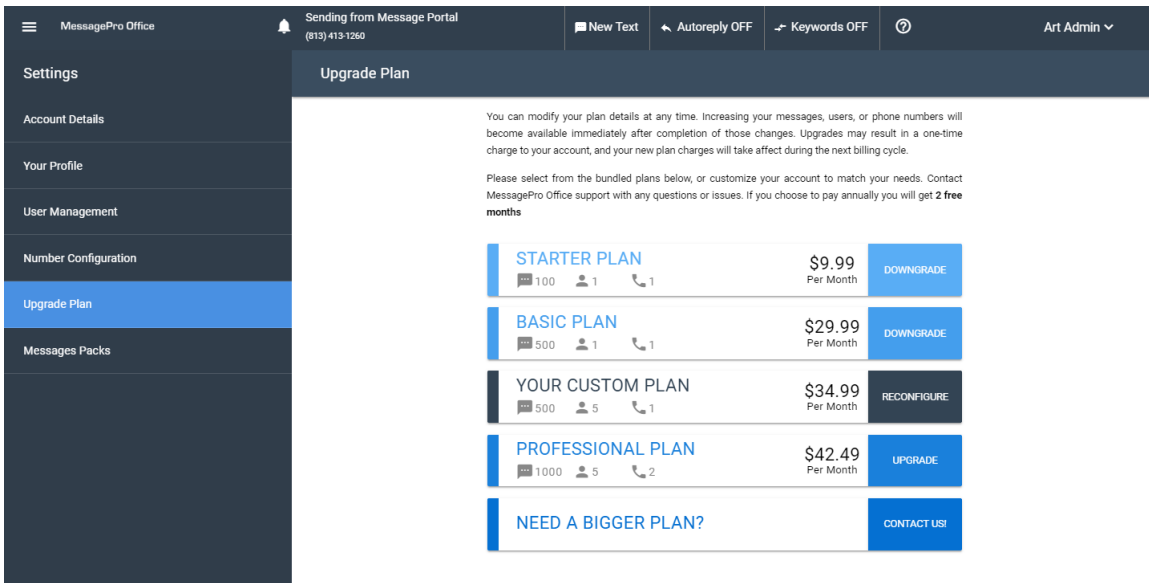
(813) 413-1260 Existing MMS

Name / Location
Message Portal

Timezone *
(UTC-05:00) Eastern Time (US & Canada)

5.5 UPGRADE PLAN

Selecting Update Plan will launch a wizard that will guide you through the process of Upgrading, Reconfiguring or Downgrading your current Plan. Follow all on-screen instructions.



MessagePro Office

Sending from Message Portal
(813) 413-1260

New Text Autoreply OFF Keywords OFF ? Art Admin

Settings

Account Details

Your Profile

User Management

Number Configuration

Upgrade Plan

Messages Packs

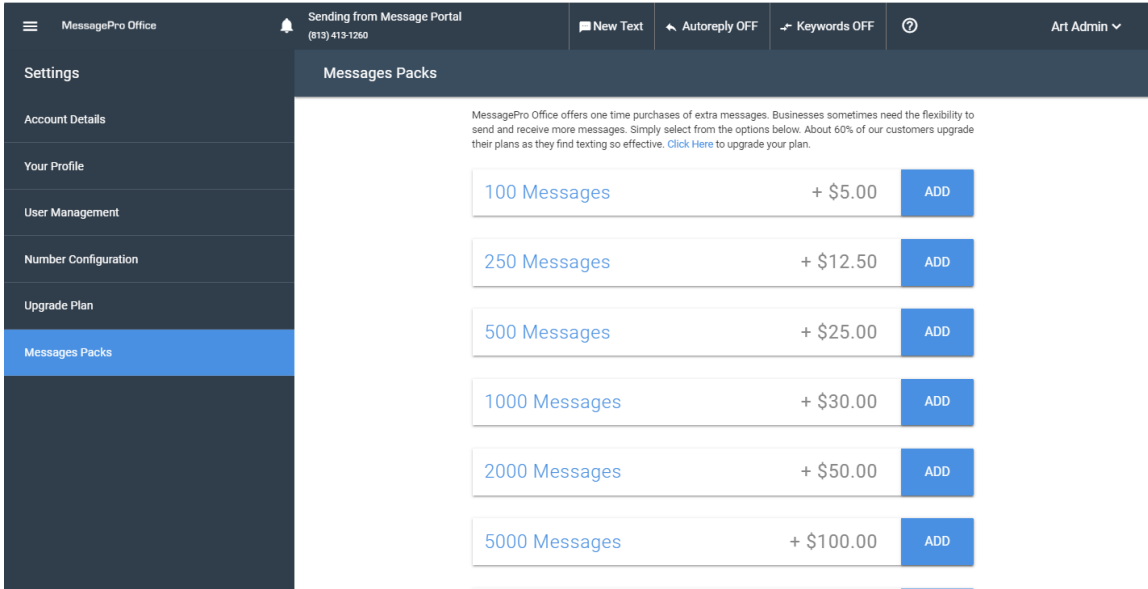
You can modify your plan details at any time. Increasing your messages, users, or phone numbers will become available immediately after completion of those changes. Upgrades may result in a one-time charge to your account, and your new plan charges will take affect during the next billing cycle.

Please select from the bundled plans below, or customize your account to match your needs. Contact MessagePro Office support with any questions or issues. If you choose to pay annually you will get **2 free months**

STARTER PLAN 100 messages 1 user 1 phone	\$9.99 Per Month	DOWNGRADE
BASIC PLAN 500 messages 1 user 1 phone	\$29.99 Per Month	DOWNGRADE
YOUR CUSTOM PLAN 500 messages 5 users 1 phone	\$34.99 Per Month	RECONFIGURE
PROFESSIONAL PLAN 1000 messages 5 users 2 phones	\$42.49 Per Month	UPGRADE
NEED A BIGGER PLAN?		CONTACT US!

5.6 MESSAGE PACKS

Selecting Message Packs will launch a wizard that will guide you through the process of adding messages to your account. Follow all onscreen instructions.



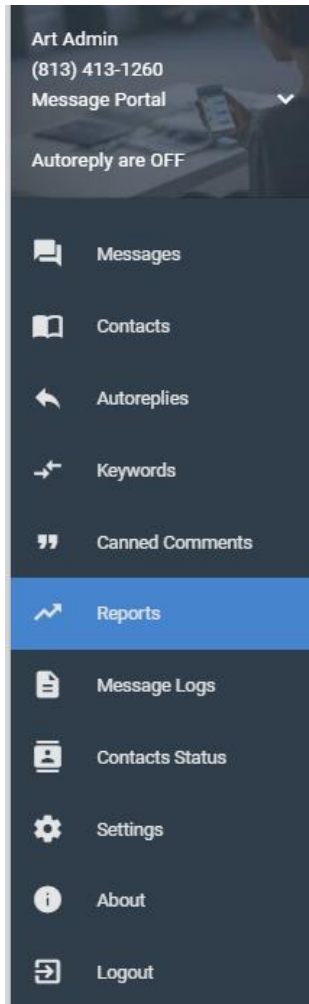
The screenshot shows the MessagePro Office interface. On the left is a dark sidebar with a menu containing: Settings, Account Details, Your Profile, User Management, Number Configuration, Upgrade Plan, and Messages Packs (which is highlighted in blue). The main content area has a top header with 'Sending from Message Portal (813) 413-1260', 'New Text', 'Autoreply OFF', 'Keywords OFF', a help icon, and 'Art Admin'. Below this is a 'Messages Packs' section. It contains a paragraph explaining that MessagePro Office offers one-time purchases of extra messages and that about 60% of customers upgrade. Below the text is a list of message packs, each with a button to 'ADD'.

Message Pack	Price	Action
100 Messages	+ \$5.00	ADD
250 Messages	+ \$12.50	ADD
500 Messages	+ \$25.00	ADD
1000 Messages	+ \$30.00	ADD
2000 Messages	+ \$50.00	ADD
5000 Messages	+ \$100.00	ADD

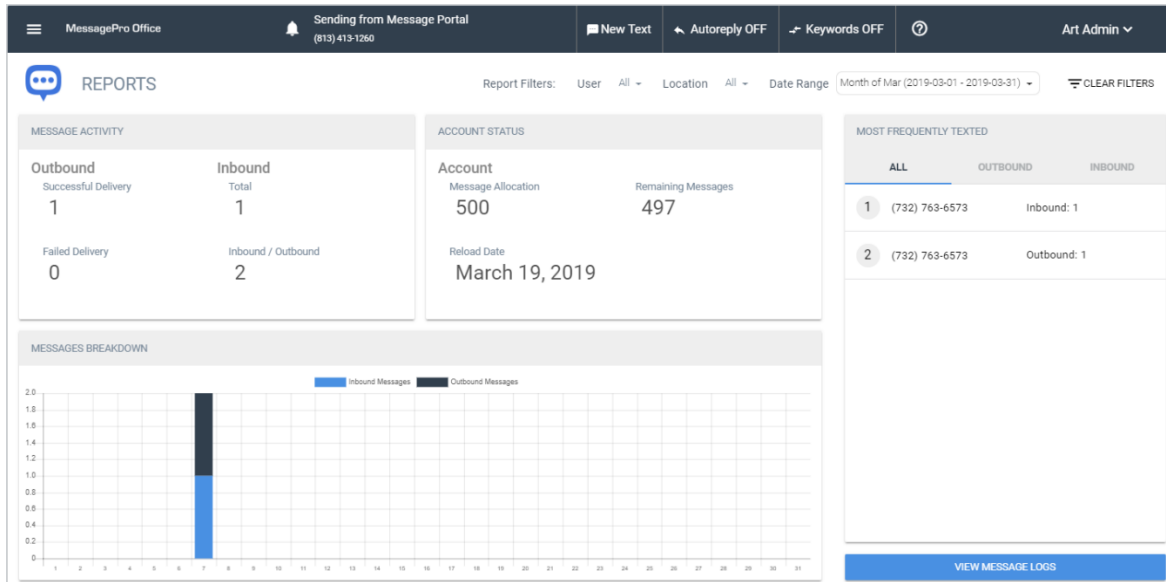
6 REPORTS

MessagePro Office generates detailed reports about your message use and response rates. Easily track your message use and how many messages you have remaining.

To check on your account's reports select the **Reports** option from the hamburger menu.



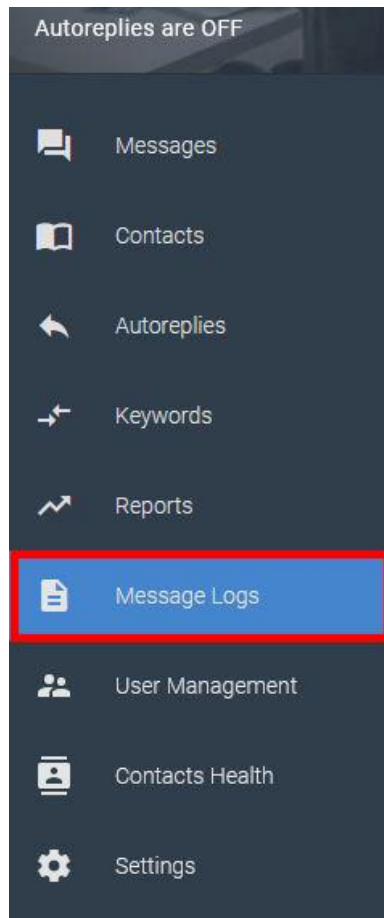
The **Reports** page includes multiple metrics that can be useful to track message use.



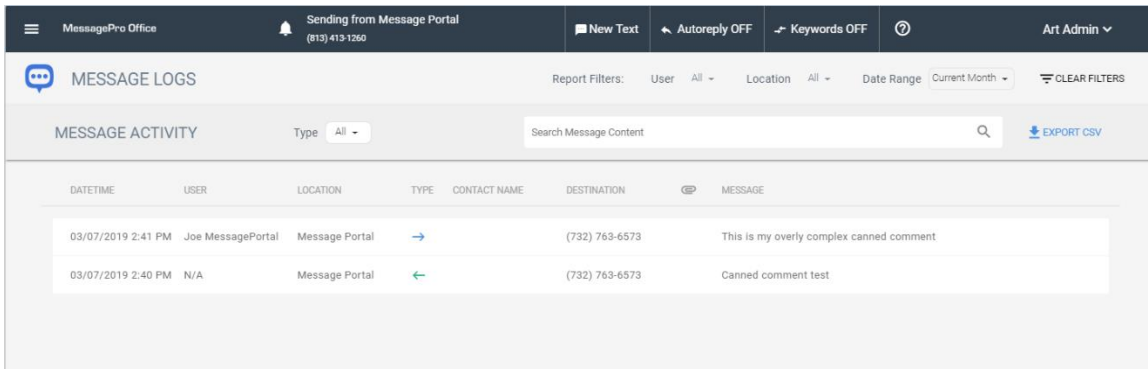
7 MESSAGE SEARCH

As a MessagePro Office Administrator you are connected to all the messages that are sent and received by you and all the users under your management. MessagePro Office has a convenient and powerful search tool that enables you to search through all these messages.

To use the search function, select **Message Logs** from the Hamburger Menu.

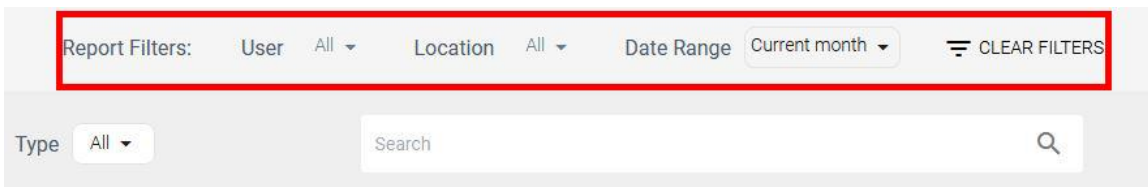


After you click on **Message Logs** the following page is shown.



DATETIME	USER	LOCATION	TYPE	CONTACT NAME	DESTINATION	MESSAGE
03/07/2019 2:41 PM	Joe MessagePortal	Message Portal	→		(732) 763-6573	This is my overly complex canned comment
03/07/2019 2:40 PM	N/A	Message Portal	←		(732) 763-6573	Canned comment test.

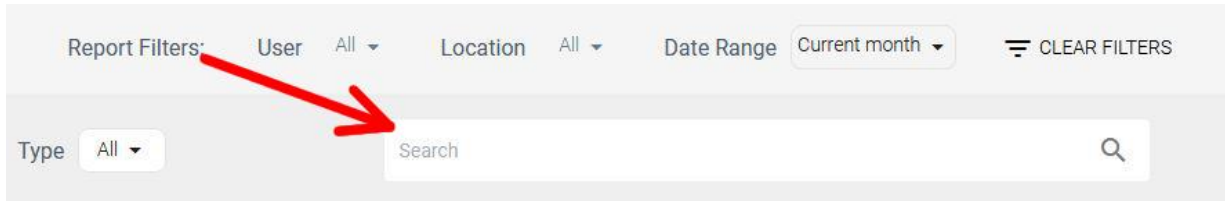
From here you can search all your inbound/outbound messages. There are filters that you can apply to narrow your search results.



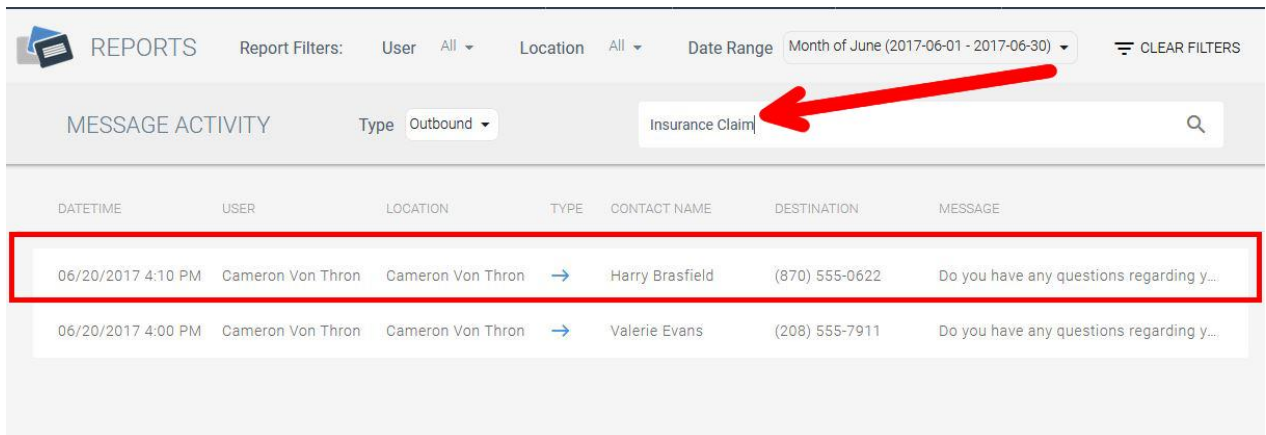
Report Filters: User All Location All Date Range Current month CLEAR FILTERS

Type All Search

The filters can include searching individual **Users**, **Locations** (MessagePro Office enabled numbers), **Date Range**, and **Type** (Inbound/Outbound). Once you apply the necessary filters you can search for any words or phrases you may be looking for in the search bar.



The search feature will scan all the messages sent and received by your MessagePro Office account numbers, applying any filters you may have utilized, and return to you all the messages containing the word or phrase you are looking for.



From here you can see the date and time the message was sent. Who sent the message and to whom the message was sent. This is a great way to keep track of messages and a good archive to have in case there is a need to look at past correspondence.

8 CONTACT US

MessagePro Support line (Call Or Text):

+1 813.607.6767

Sales Email:

sales@messagepro.com

Support Email:

support@messagepro.com

Company Website:

www.messagepro.com

Regular Customer Care hours are Monday through Friday, 8:00 am - 6:00 pm Eastern Time.