



# MessagePro Office User Guide

## CONTENTS

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1	About MessagePro Office .....	3
2	The Welcome to MessagePro Office Email .....	4
3	Logging in to MessagePro Office .....	6
4	Getting Familiar With MessagePro Office .....	7
4.1	The Hamburger Menu .....	7
4.2	The Account Admin Menu .....	8
4.2.1	Change Location .....	8
4.2.2	Change Password.....	9
4.2.3	Logout.....	10
4.3	Quick Click Options.....	10
4.3.1	Show alerts and unread messages.....	10
4.3.2	Changing Number/Location.....	10
4.3.3	Create a New Text Message .....	10
4.3.4	Auto Reply .....	11
4.3.5	Keywords .....	11
4.3.6	Canned Comments.....	11
5	Importing Contacts.....	12
6	Manually Create New Contacts.....	15
7	Editing/Deleting Contacts .....	18
8	List Creation .....	21
8.1	List Creation Method 1 .....	22
8.2	List Creation Method 2 .....	25
9	Sending a Message To A List.....	28
10	Autoreplies.....	29
11	Keywords.....	33
12	Canned Comments .....	36
12.1	Create A Canned Comment.....	36
12.2	Replying with Canned Comments .....	38
12.2.1	Pick from a list of all Canned Comments.....	38
12.2.2	Pick from a list of suggested Canned Comments .....	39
13	Contact Us.....	40

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## 1 ABOUT MESSAGEPRO OFFICE

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MessagePro Office is a messaging application that enables you to send and receive text messages from your desktop or mobile device. MessagePro Office also enables you to text enable your existing phone number even if it is a land line, VoIP line or some other phone that is currently not able to send and/or receive text messages. MessagePro Office allows you to manage your contacts, message team members, and message customers all from any device that has an internet browser or on which the mobile application is installed.

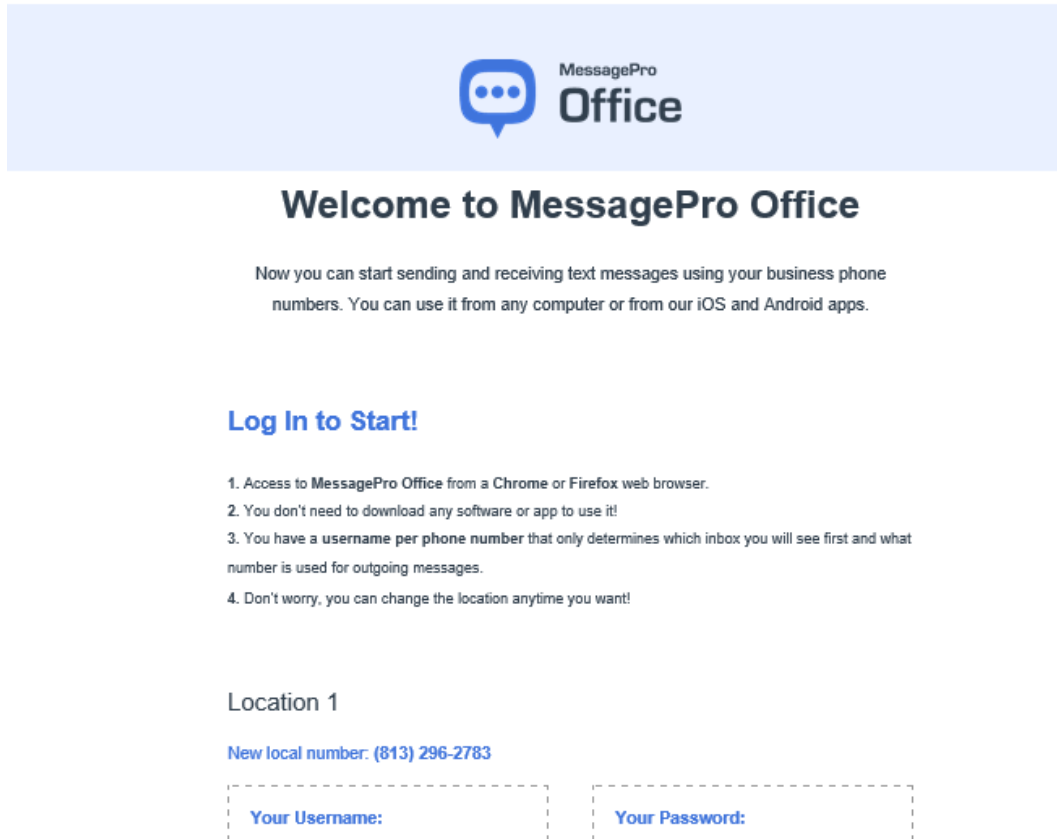
- The web-based version of MessagePro Office is only supported in Chrome and Firefox. Proper functionality cannot be guaranteed if you use any other browser.
- The mobile version of MessagePro Office is available for iOS and Android
- You must have your MessagePro Office username and password available

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## 2 THE WELCOME TO MESSAGEPRO OFFICE EMAIL

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You should have received an E-mail like the example shown below from [customerservice@messagepro.com](mailto:customerservice@messagepro.com) when you signed up for the MessagePro Office service. This message contains your 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](mailto: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

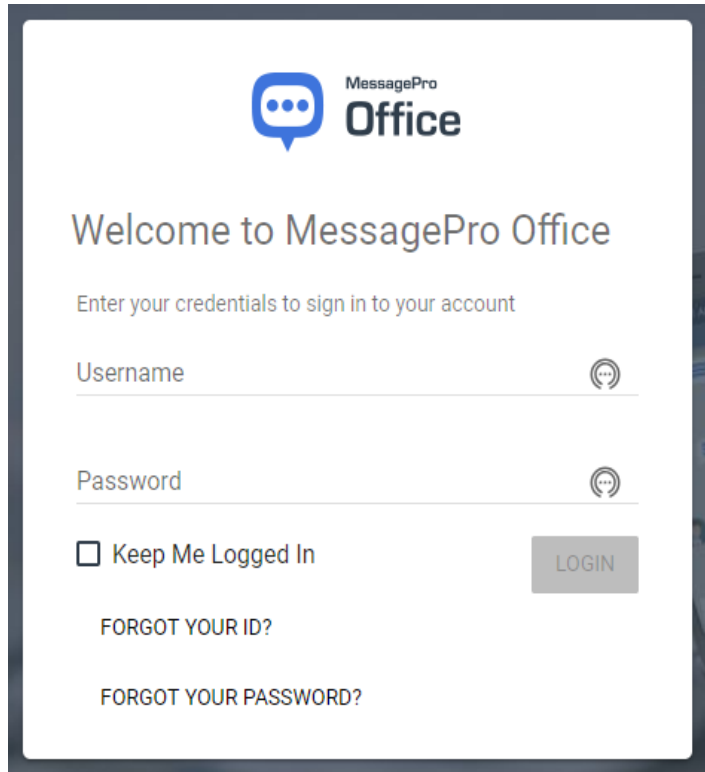
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Log in to your MessagePro Office account using the credentials provided. On your Chrome or Firefox browser go to [www.messagepro.com](http://www.messagepro.com). Click on the LOGIN button on the top menu options and select MessagePro Office. You can 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**

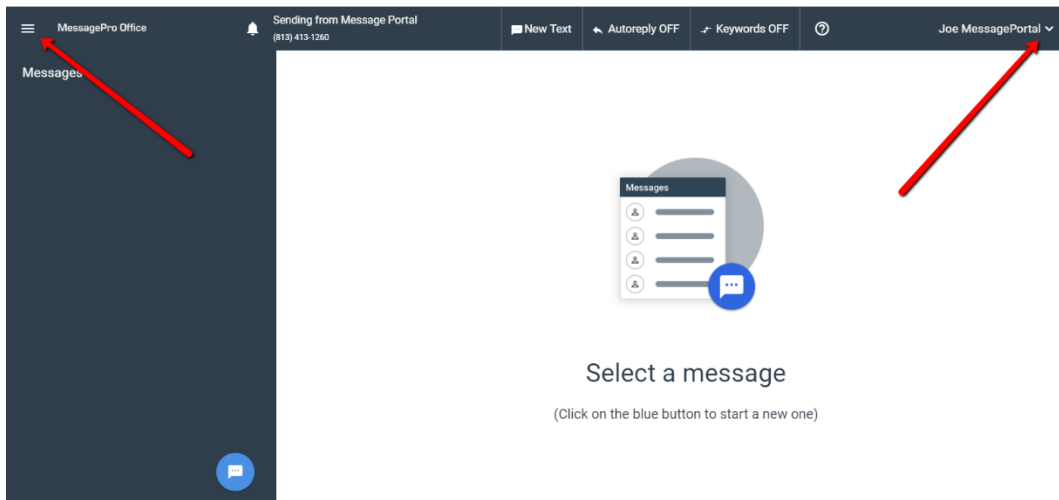


The screenshot shows the login interface for MessagePro Office. At the top is the MessagePro Office logo. Below it is the heading "Welcome to MessagePro Office" followed by the instruction "Enter your credentials to sign in to your account". There are two input fields: "Username" and "Password", each with a circular icon 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

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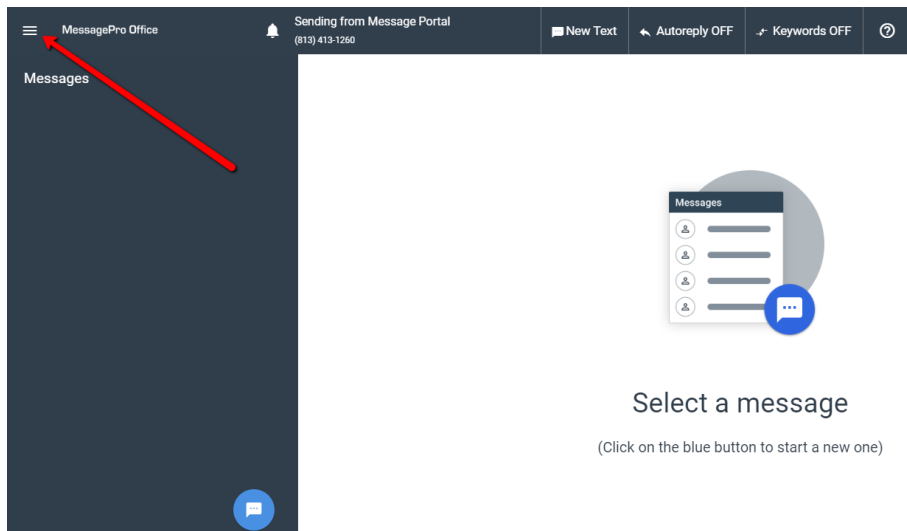
Once you are logged in, the following screen will appear.



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

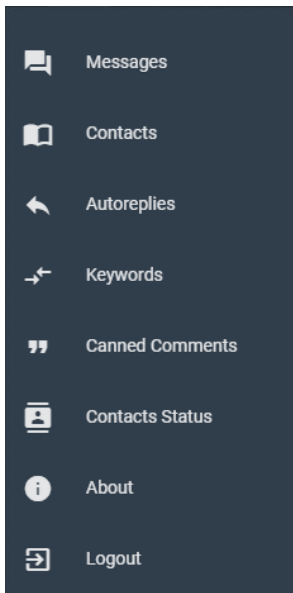
### 4.1 THE HAMBURGER MENU

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.

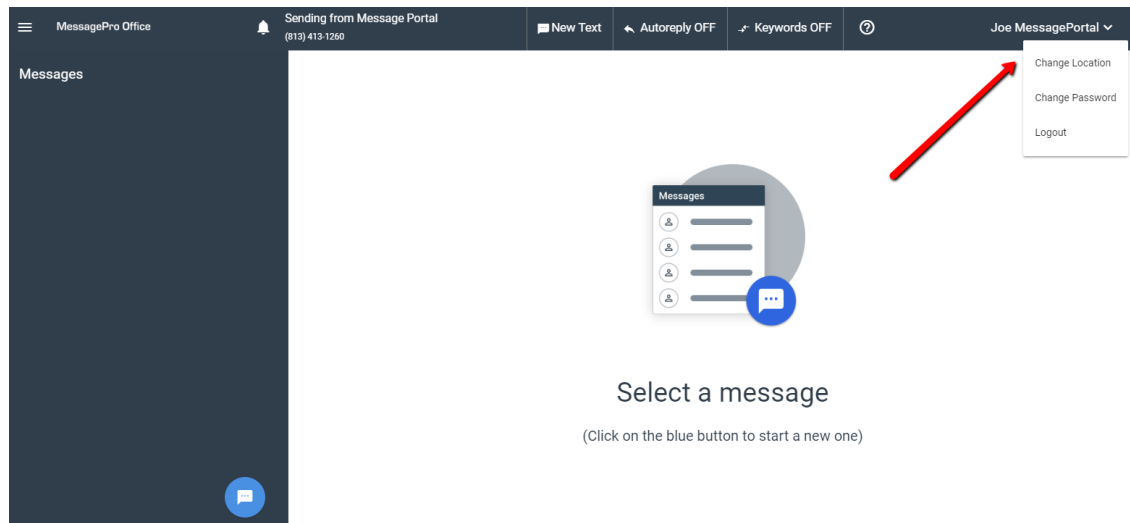
Create **Autoreplies** to incoming messages based on time-of-day and day-of-week, or **Keywords** that are texted to your MessagePro Office account.

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.

## 4.2 THE ACCOUNT ADMIN MENU

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

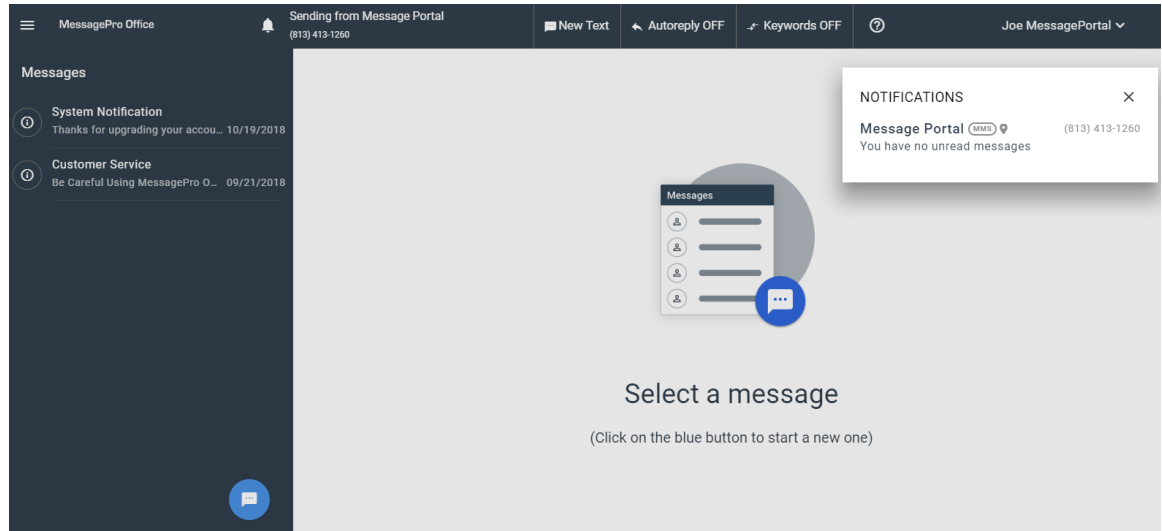


### 4.2.1 Change Location

Inside your account, there may be more than one telephone number/location from which you may send or receive text messages. When you click on the Change Location item, you will see a list of

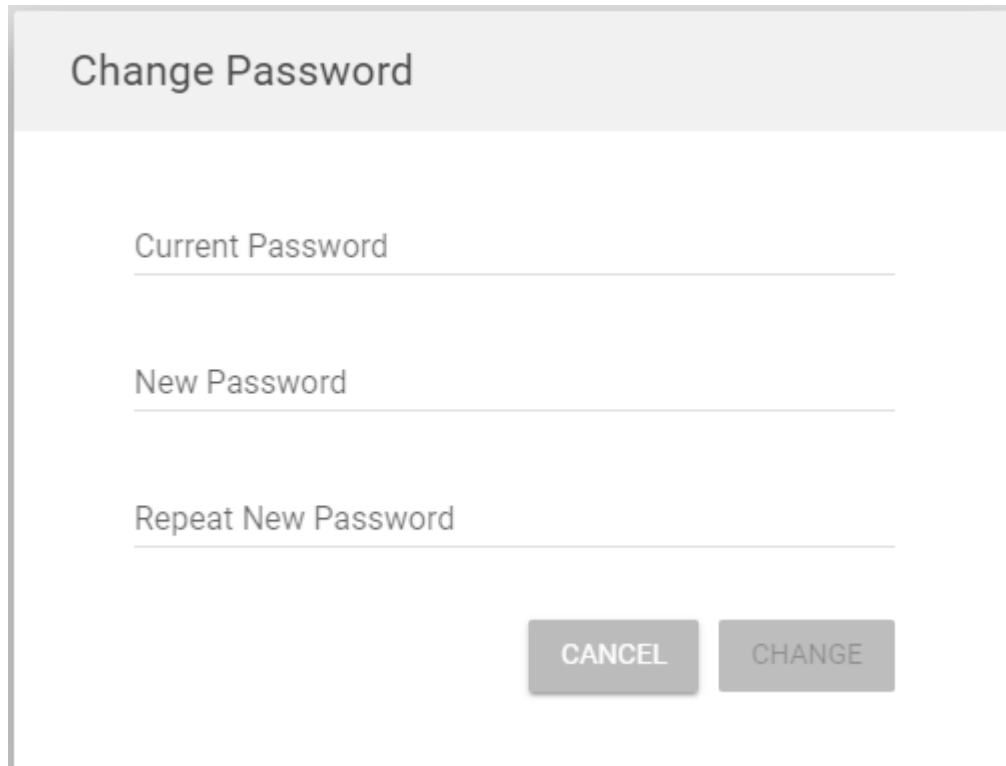


Telephone Number/Locations. When you pick one, you will be sending and receiving messages from that Telephone Number/Location.



### 4.2.2 Change Password

When you click on the Change Password option, you are presented with the panel to change your password. You must know your Current Password in order to change it.



The 'Change Password' form is displayed within a light gray border. It has a title 'Change Password' at the top. Below the title are three input fields: 'Current Password', 'New Password', and 'Repeat New Password'. At the bottom right of the form are two buttons: 'CANCEL' and 'CHANGE'.

#### 4.2.3 Logout


When you click the Logout option you will be ***immediately*** logged out of the system and returned to the login screen.

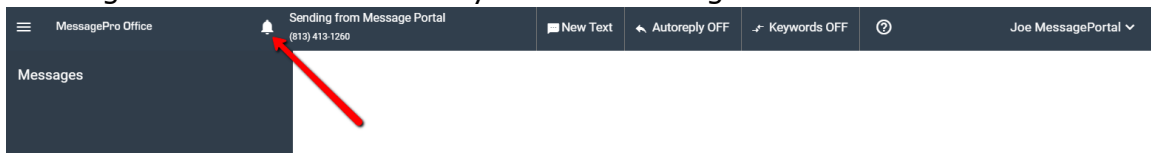
### 4.3 QUICK CLICK OPTIONS

There are **Five** quick click options that enable you to utilize your MessagePro Office account more efficiently.

#### 4.3.1 Show alerts and unread messages

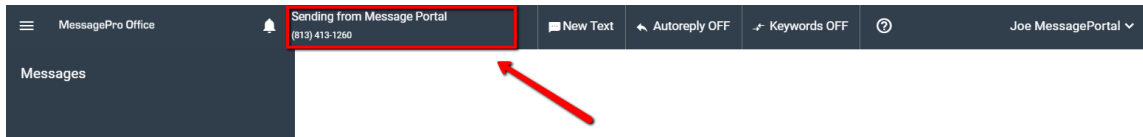


The  icon at the top of your screen allows you to quickly manage Alerts. Clicking this icon also shows any unread messages.



#### 4.3.2 Changing Number/Location


Based on your user permissions, you may be able to send and receive messages from multiple telephone numbers associated with your account. To change the number from which you are sending or receiving a message, click the "Sending From" area at the top of the screen.



If you have access to multiple numbers, you can click on any number. You will now be sending and receiving from that number.

#### 4.3.3 Create a New Text Message




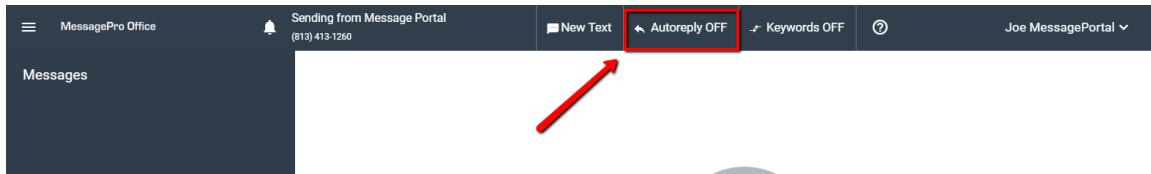
To quickly create a new text, click the  button.



#### 4.3.4 Auto Reply




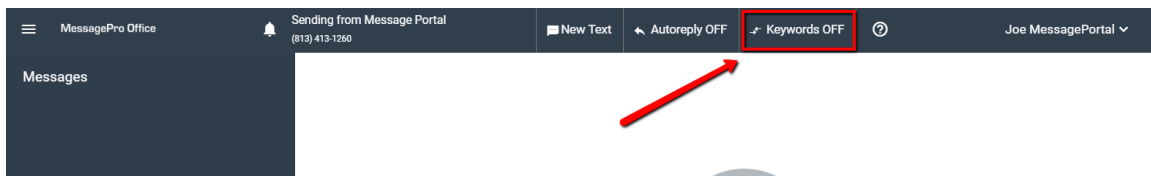
The  icon at the top of your screen allows you to quickly manage Autoreplies. Go to section 12 of this manual for complete instructions for managing Autoreplies



#### 4.3.5 Keywords





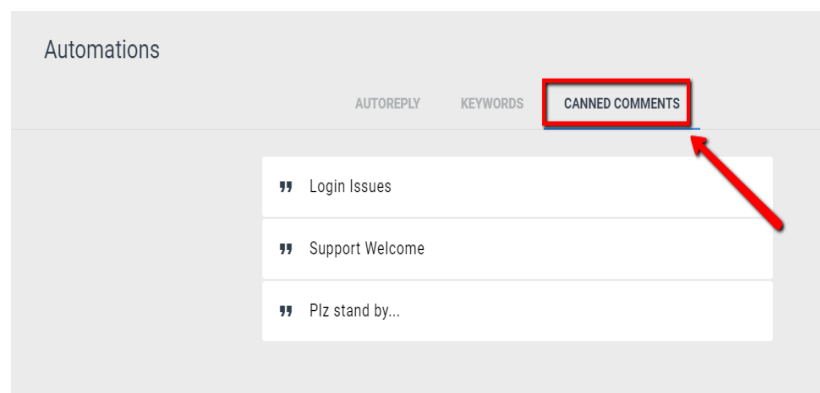
The  icon at the top of your screen allows you to quickly manage Keywords. Go to section 13 of this manual for complete instructions for managing Keywords



#### 4.3.6 Canned Comments

A shortcut to the administration of Canned Comments can be found by

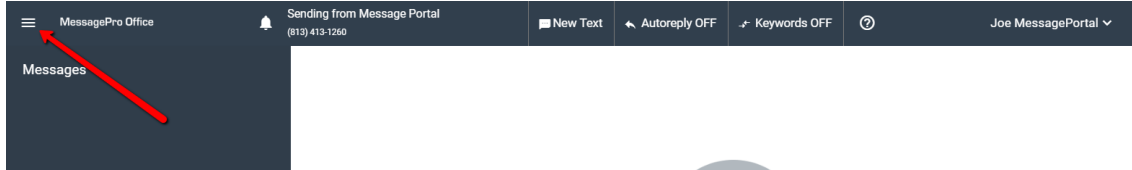
clicking either the  or  icons. That will open this screen, from which you can select **Canned Comments**. Go to section 14 of this manual for complete instructions for managing Canned Comments.



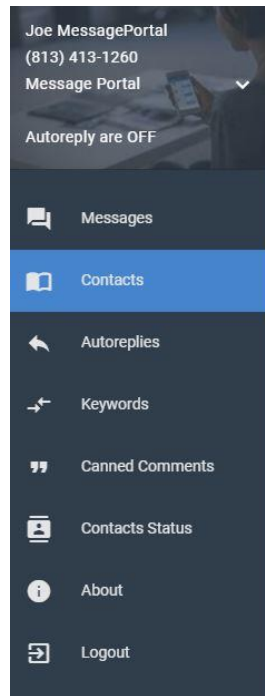
## 5 IMPORTING CONTACTS


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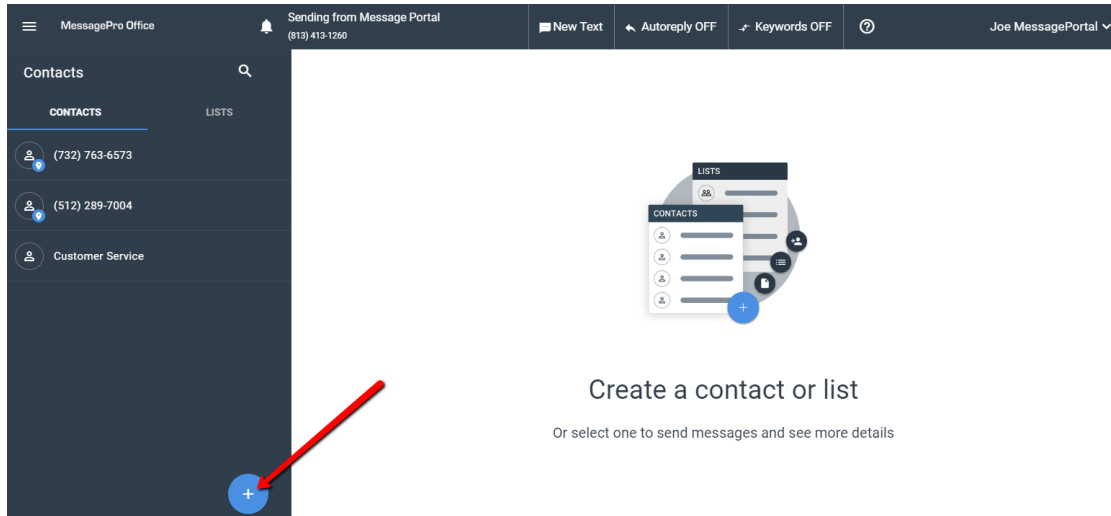
You can import your contacts from any Comma-Separated Values (CSV) file. Select the **Hamburger Menu** option at the top left:



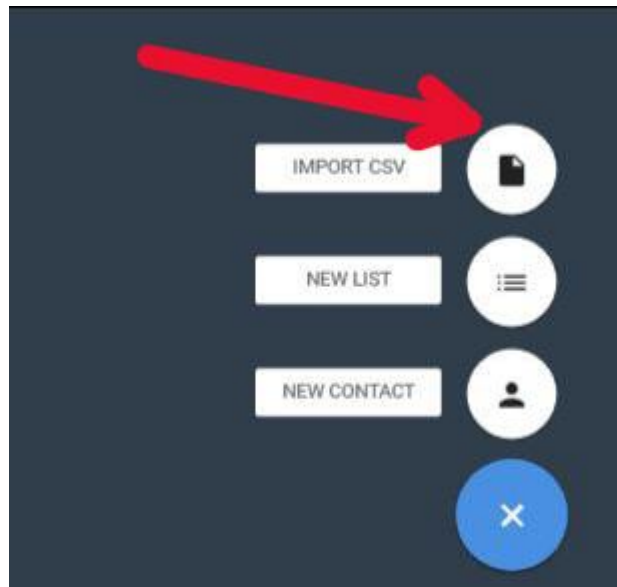
Select **Contacts** from the **Menu**



Select the  icon, located on the bottom left of the Contacts Menu



Select **Import CSV** from the 3 options



Click on “Select a CSV file” **Note:** the file to be uploaded must be available on the device from which you are running MessagePro Office.

There is a detailed import wizard that is part of MessagePro Office. Follow the instructions in the Wizard to export your contacts from Outlook, Sales Force or some other Contact Management Software and then import them into MessagePro Office.

### Welcome To The Import Contacts Wizard

MessagePro Office has powerful tools for importing contacts. Your business may have contacts in multiple databases like Outlook, Salesforce, or other management systems. The first task is to create CSV (Comma Separated Values) files from these software programs. It's almost universally supported. Many systems have a File | Export menu option which allows for exporting of Contact data to a CSV file format.

The amount of data that is contained in these exports will likely be much more than MessagePro Office requires, but we have a wizard that allows you to identify the key fields used by MessagePro Office.

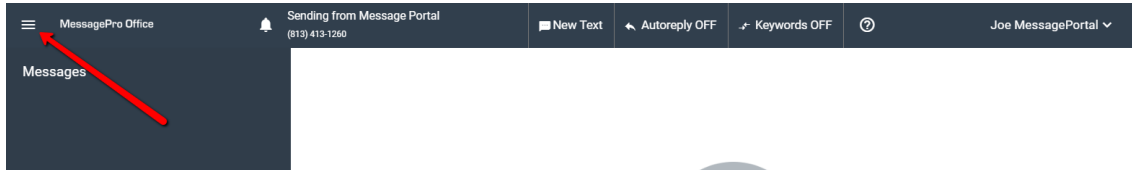
OK

## 6 MANUALLY CREATE NEW CONTACTS

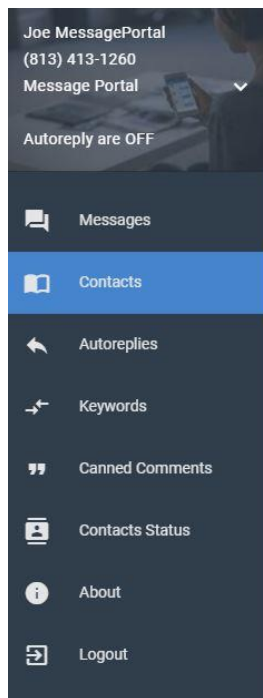
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Manually created contacts are available in your contact list. The name is searchable through your contact menu.

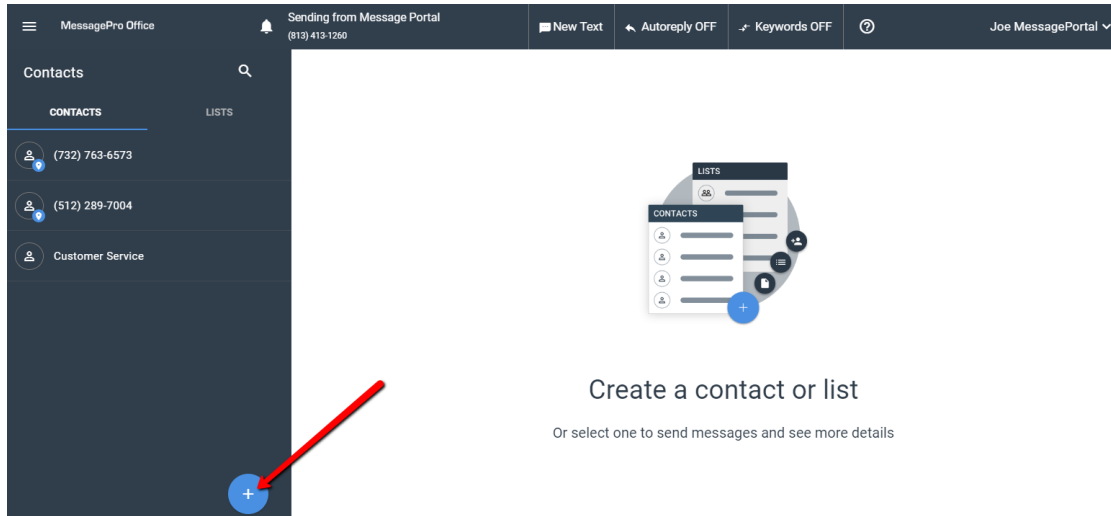
Select the **Hamburger Menu** option at the top left:



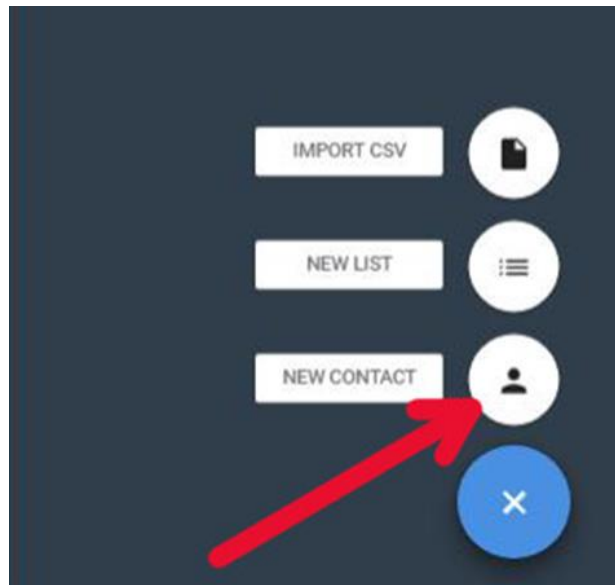
Select **Contacts** from the **Menu**



Select the  icon, located on the bottom left of the Contacts Menu

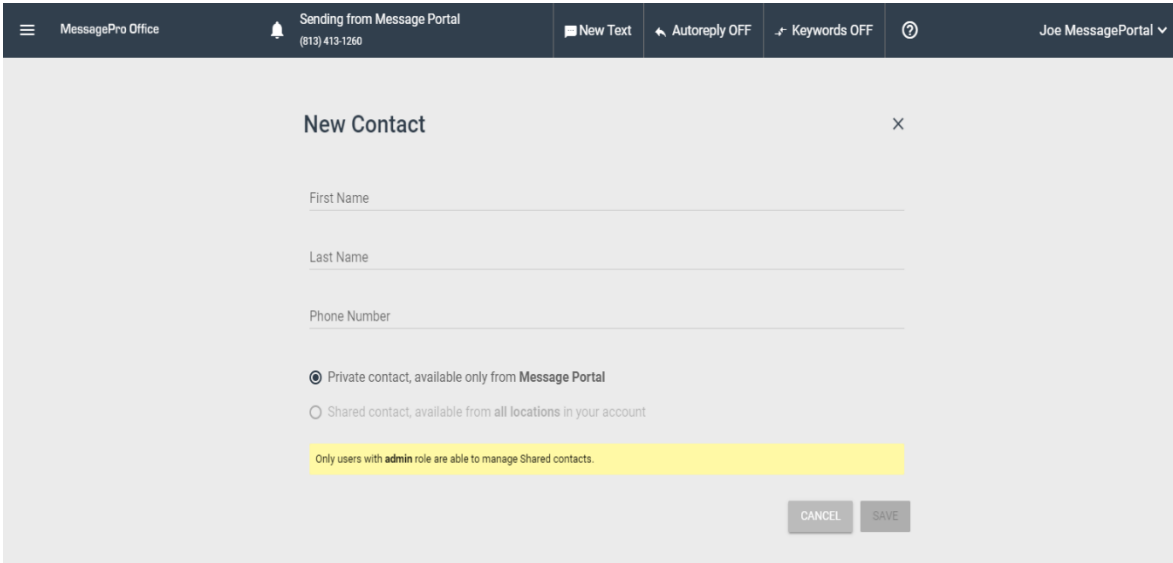


Select **New Contact** from the 3 options

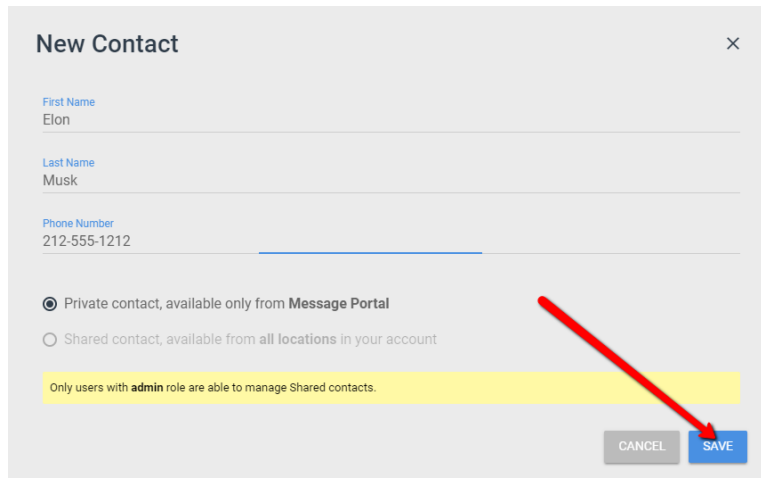




The following screen will show:



Insert the new contact's **First Name**, **Last Name**, **Phone Number**, and **Email Address** then select **SAVE**.

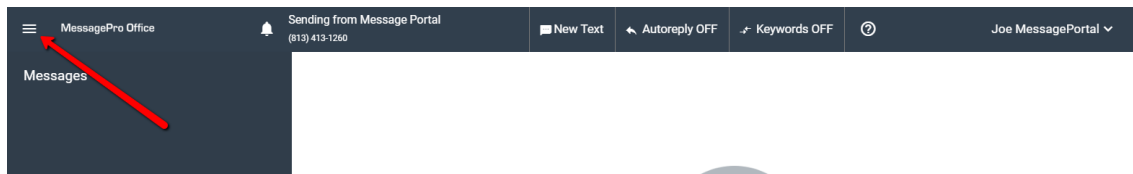


Note: The phone number that is input will automatically be checked and verified as a text-enabled number.

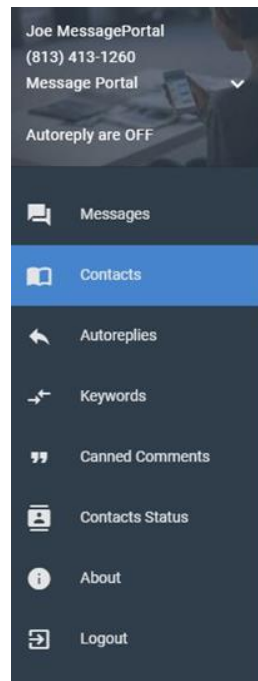
## 7 EDITING/DELETING CONTACTS

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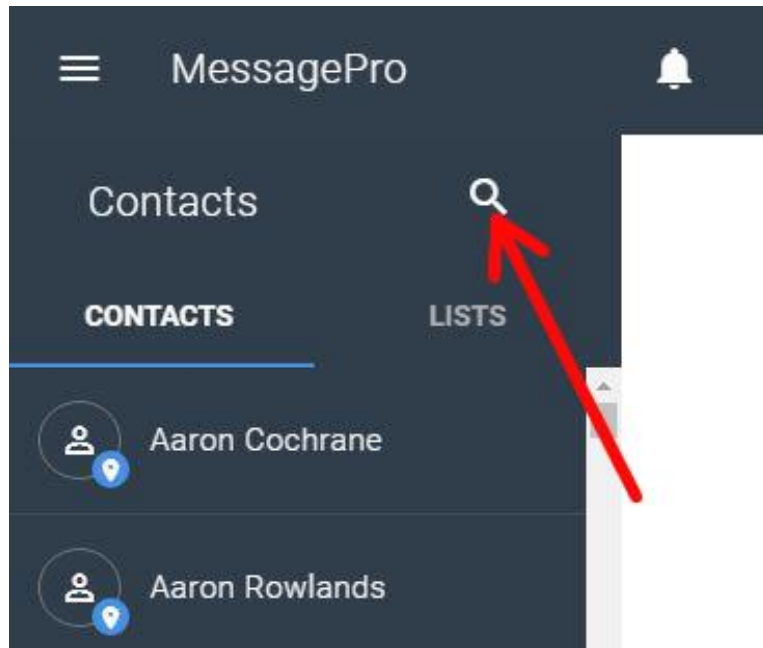
Select the **Hamburger Menu** option at the top left:



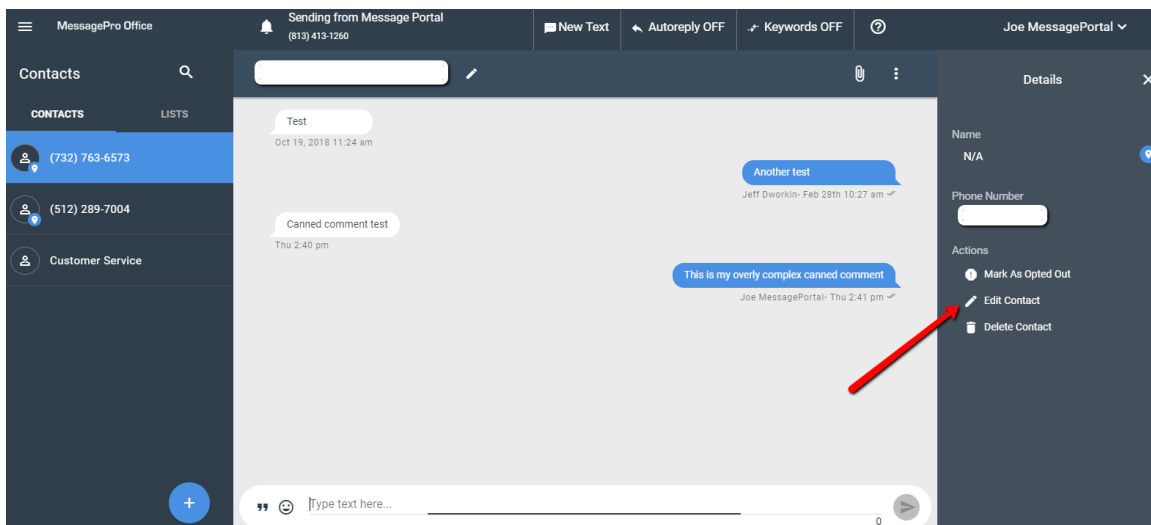
Select **Contacts** from the **Menu**:



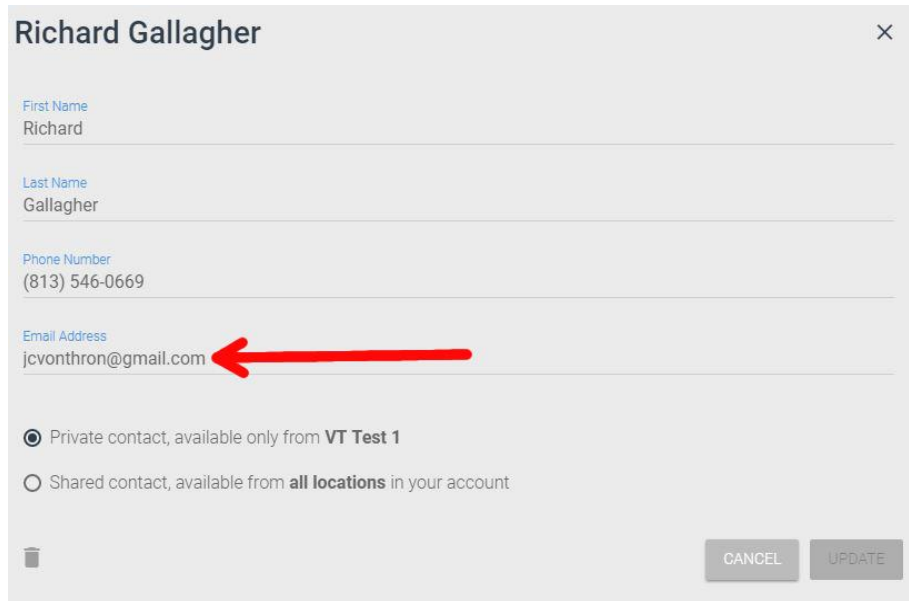
Click on the **Search** icon and type in the name of the contact you want to edit/delete.



Click the **Contact Name**. Click on **Edit Contact** or **Delete Contact**



If you select **Edit Contact**, click on the field that you wish to update.



Richard Gallagher

First Name  
Richard

Last Name  
Gallagher

Phone Number  
(813) 546-0669

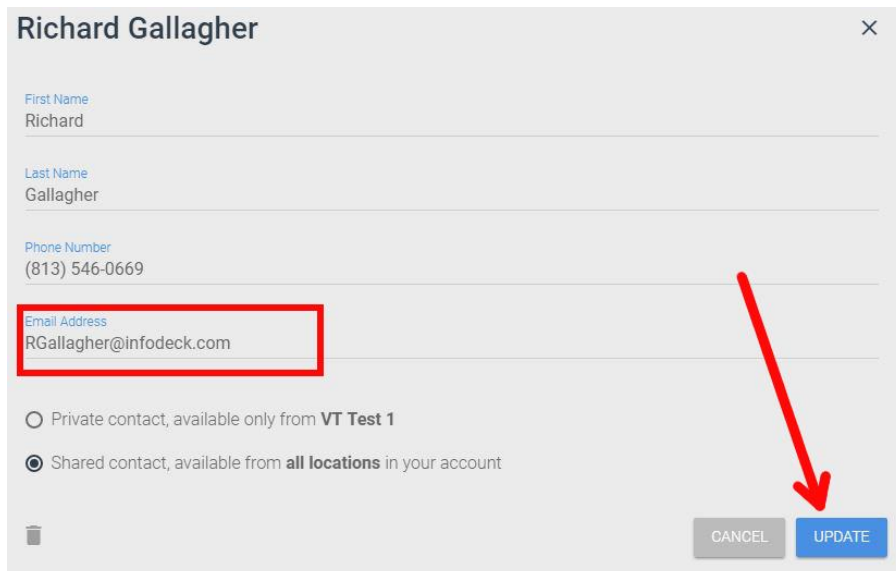
Email Address  
jcvonthron@gmail.com

☒ Private contact, available only from **VT Test 1**

☐ Shared contact, available from **all locations** in your account

CANCEL UPDATE

Enter the information you wish to update and click on **Update** to save the changes.



Richard Gallagher

First Name  
Richard

Last Name  
Gallagher

Phone Number  
(813) 546-0669

Email Address  
RGallagher@infodeck.com

☐ Private contact, available only from **VT Test 1**

☒ Shared contact, available from **all locations** in your account

CANCEL UPDATE

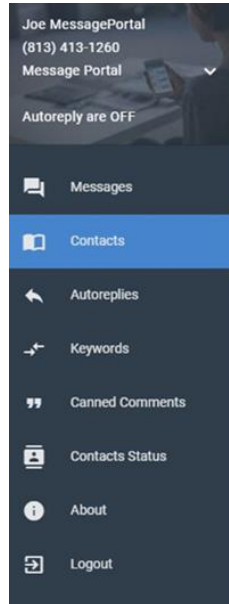
The contact information has now been updated and saved.

## 8 LIST CREATION

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Lists are groups of contacts that you can message simultaneously. For example, if a team needs to communicate, a list can be created and your message will be sent to all members of the list.

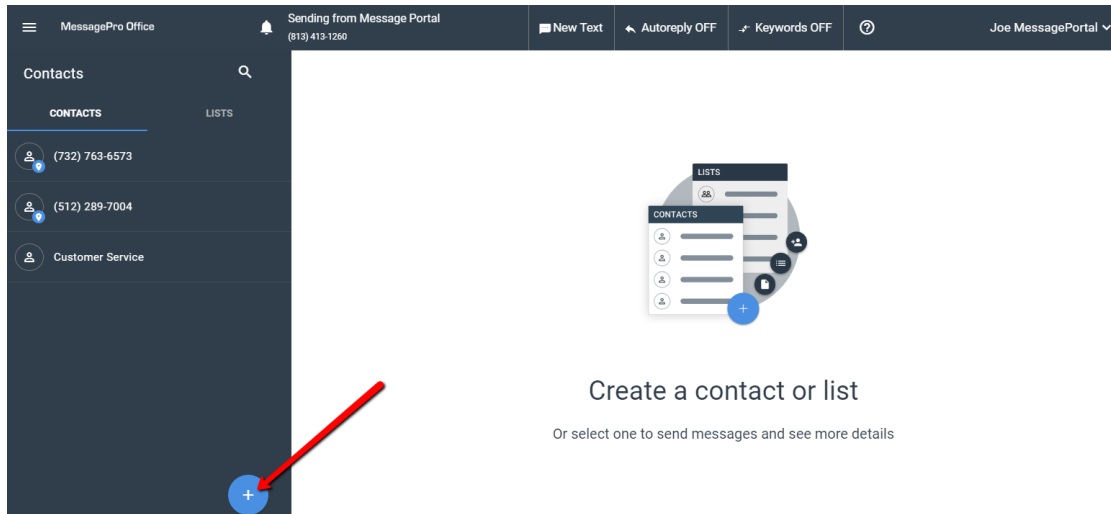
Click on the **Menu** and select **Contacts**.



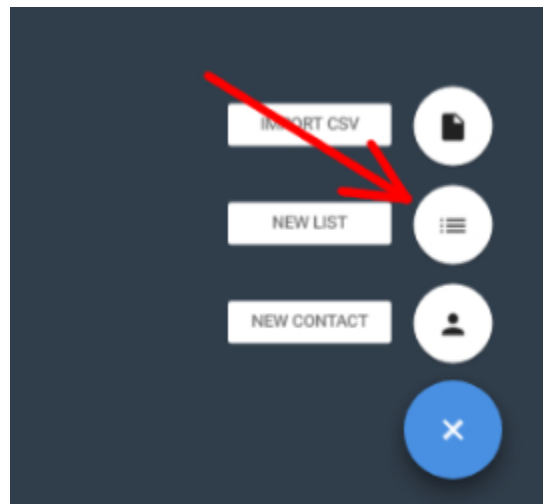
There are two ways to create lists

## 8.1 LIST CREATION METHOD 1

Select the  icon, located on the bottom left of the Contacts Menu

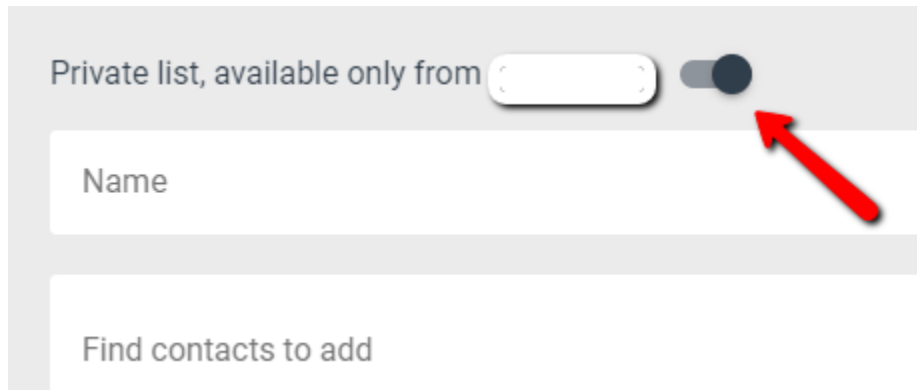


From the 3 options provided select **New List**



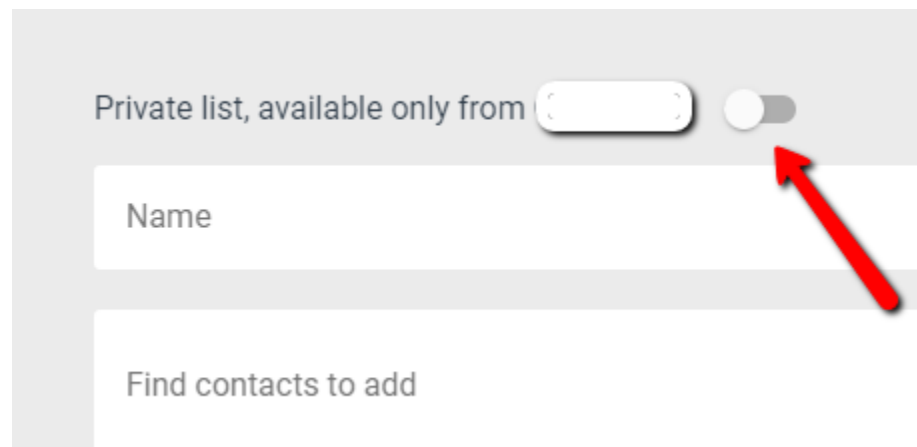
The List Slider is set when the list is created and determines if the list is Private or Public

- A private list will only be available for use by the administrator that creates it.
- A public list is available to every user of the account. With the slider in the right position, the list is private.



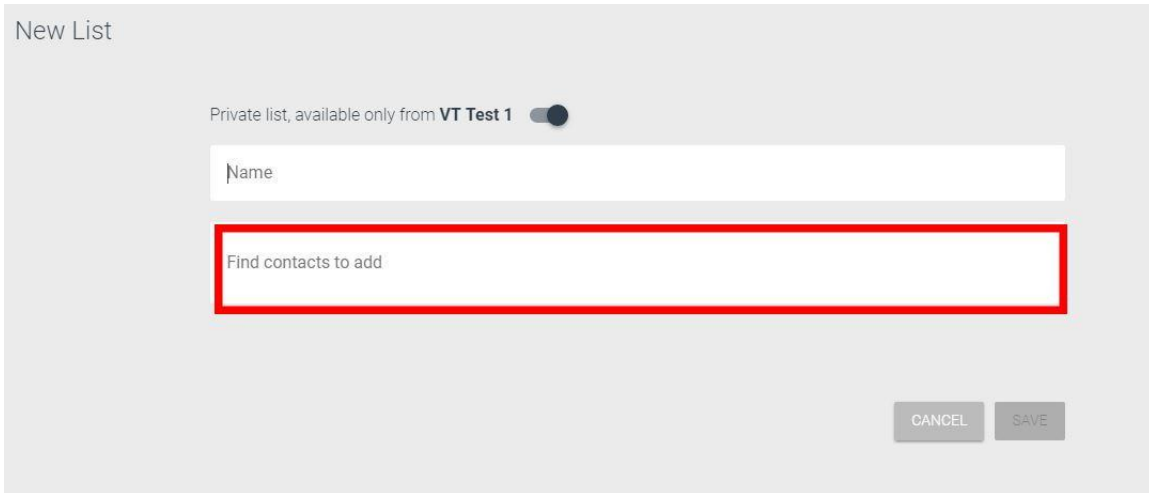
*List Slider Set To Private*

With the slider in the left position, the list is public.

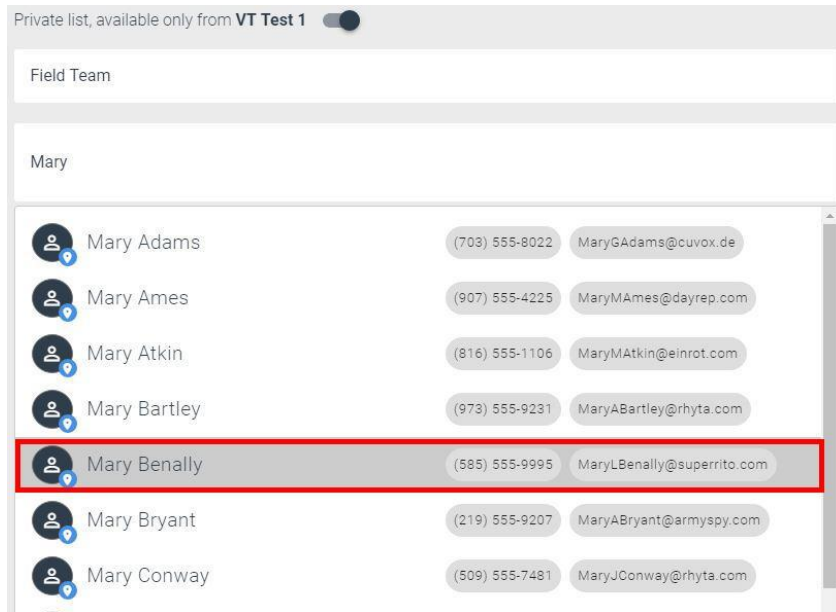


*List Slider Set To Public*

After you give your new list a **Name**, find **Contacts** to add by searching through your contact list. Click on the “Find contacts to add” and begin searching for names in your contact list.



Type in the names of the contacts that you want to include in your list. As you type a list of matching contacts will drop. Select the contact you want to add to your list.



Name	Phone Number	Email Address
Mary Adams	(703) 555-8022	MaryGAdams@cuvovx.de
Mary Ames	(907) 555-4225	MaryMAmes@dayrep.com
Mary Atkin	(816) 555-1106	MaryMATkin@einrot.com
Mary Bartley	(973) 555-9231	MaryABartley@rhyta.com
Mary Benally	(585) 555-9995	MaryLBenally@superrito.com
Mary Bryant	(219) 555-9207	MaryABryant@armyspy.com
Mary Conway	(509) 555-7481	MaryJConway@rhyta.com

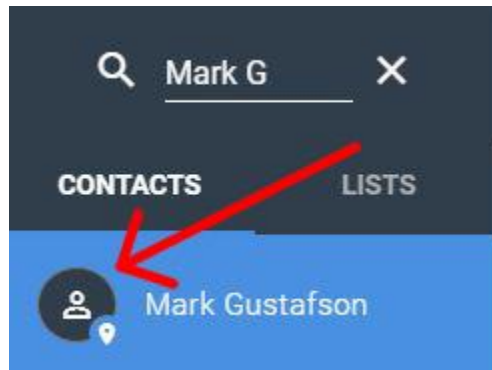
Once you have added all the contacts you need, scroll down and click **Save**.



## 8.2 LIST CREATION METHOD 2

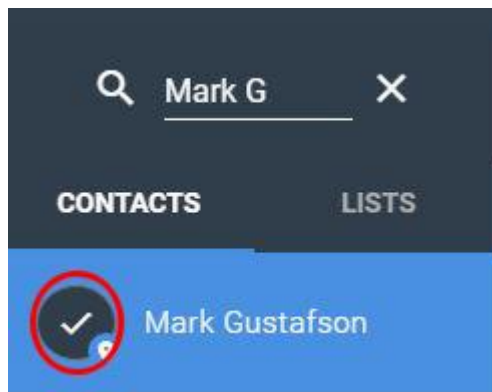
The second way to create a list is to select the icon next to each contact name directly from the contact list.

Find the first contact that you would like to include in your **List** and click on the contact's icon.



*Unselected Contact*

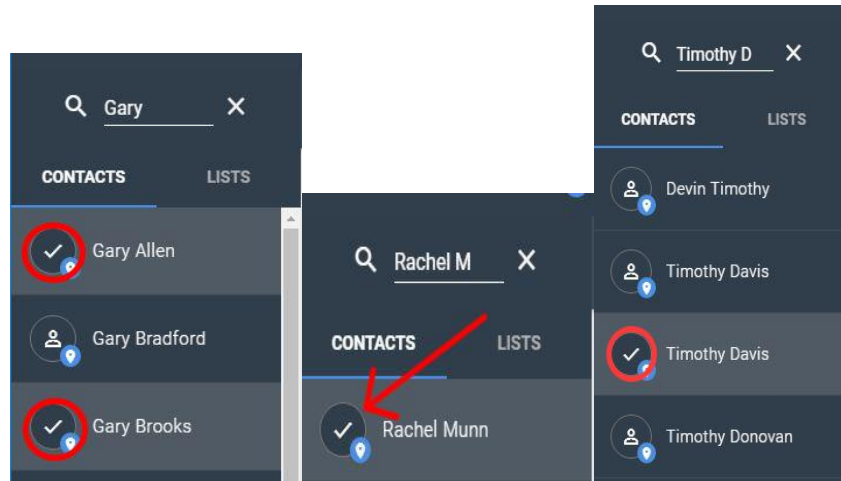
Once you click on the icon next to the contact a check mark will appear signaling that the contact has been selected.



*Selected Contact*

Continue to select all contacts you wish to include.

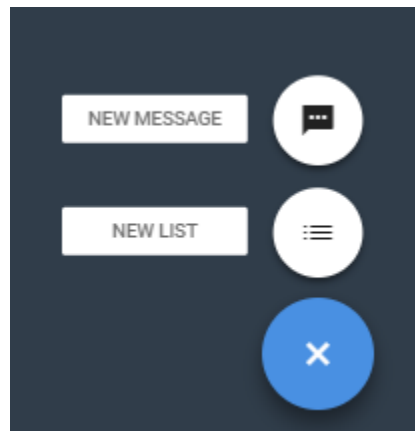
You can select one contact and then search for another. MessagePro Office will keep track of which contacts were selected.



Once you have selected all the contacts you want on your list, scroll to the

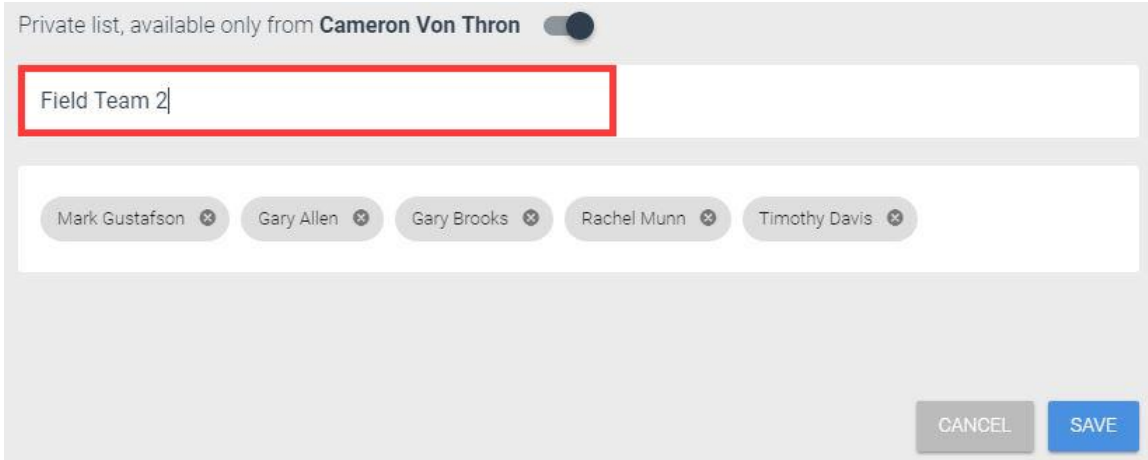


bottom of your contact list and click on the icon on the bottom right of the **Contacts Menu**. You will then get the option to either send a new message to all the selected contacts or create a new list from the selected contacts.



Select the NEW LIST Option.

The next screen will show all the names you selected and ask you to name the new **List**.

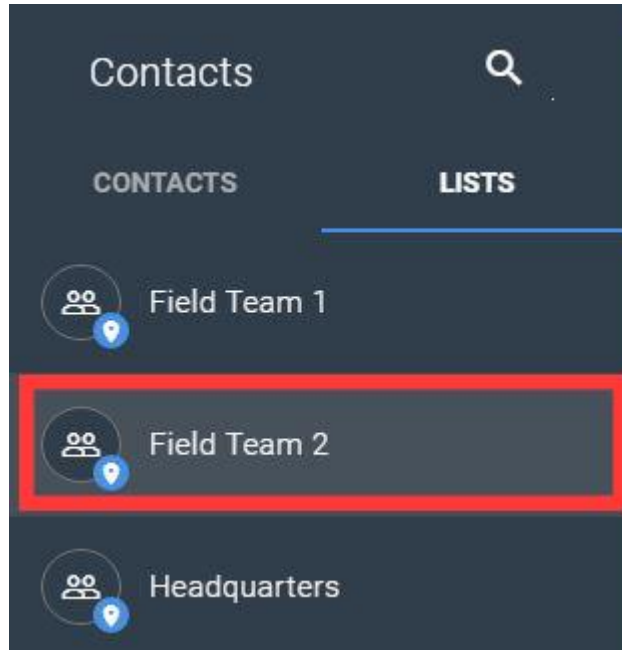


Once a name has been entered, click the save button. Your new **List** has now been created.

## 9 SENDING A MESSAGE TO A LIST

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Select the list from the **List** option on the **Contacts Menu**. You can now send a message like you would send any other message. All the members of the list will receive the same message.



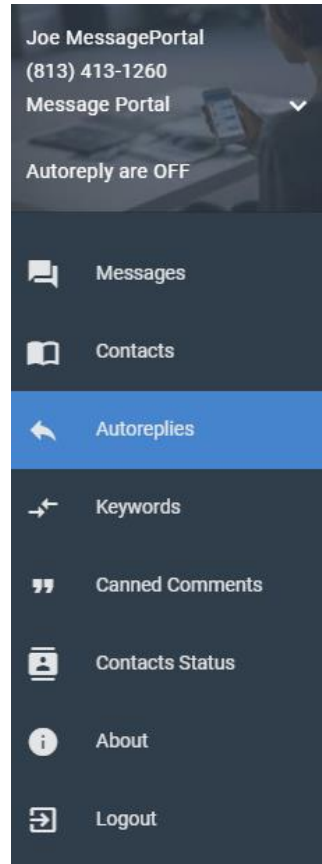
## 10 AUTOREPLIES


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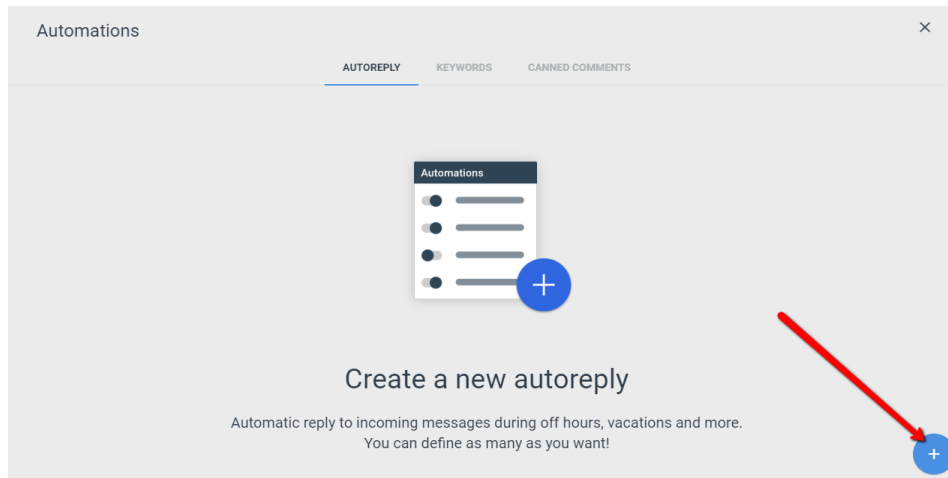
The autoreply function allows you to respond automatically and immediately to incoming messages with pre-written responses based on the day of the week and the time of day.

To create an Autoreply:

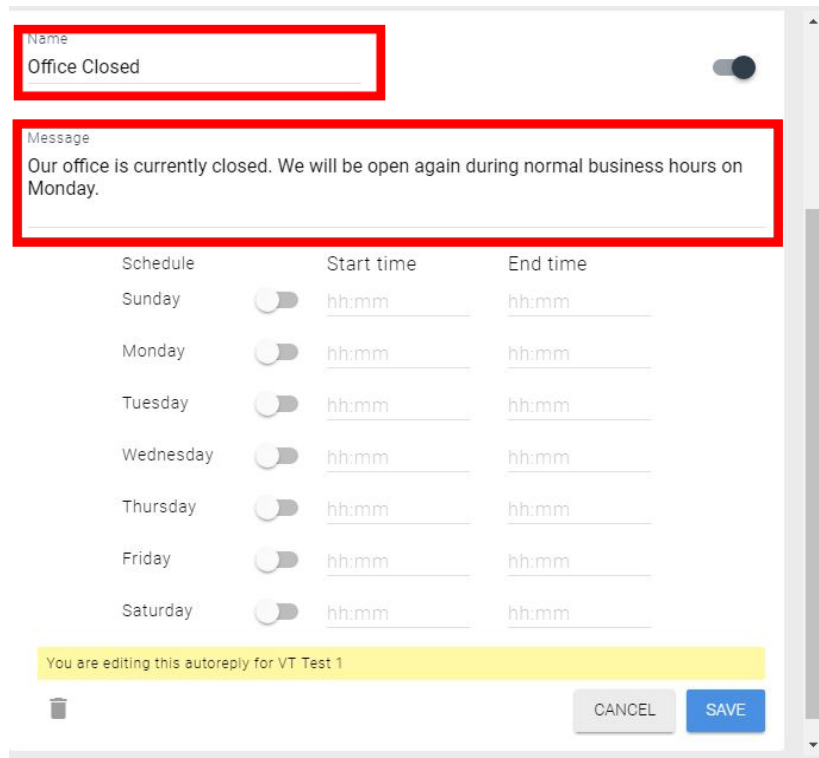
Click on the **Menu** and select **Autoreplies**



From the Automations page select the add icon  located on the bottom right corner.




Click on the **Add** button to name your autoreply and enter the message with which you want to automatically respond.



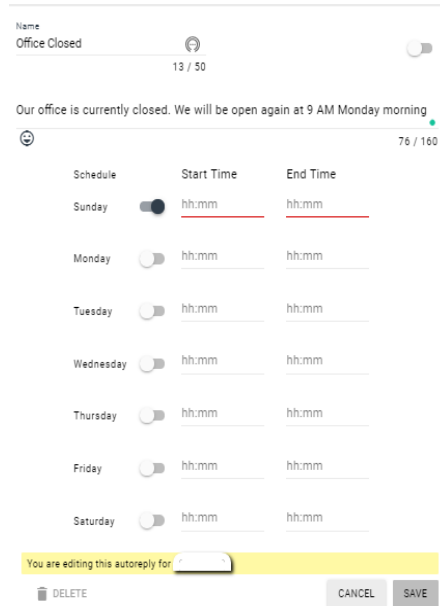
Schedule		Start time	End time
Sunday	<input type="checkbox"/>	hh:mm	hh:mm
Monday	<input type="checkbox"/>	hh:mm	hh:mm
Tuesday	<input type="checkbox"/>	hh:mm	hh:mm
Wednesday	<input type="checkbox"/>	hh:mm	hh:mm
Thursday	<input type="checkbox"/>	hh:mm	hh:mm
Friday	<input type="checkbox"/>	hh:mm	hh:mm
Saturday	<input type="checkbox"/>	hh:mm	hh:mm

You are editing this autoreply for VT Test 1



After you have the Name and Message filled out, you must set the delivery schedule for this autoreply.

To activate a day, click on the slider located next to each day. The slider will move to the right. Then fill out start/end time for each day that you have activated.



Name  
Office Closed 13 / 50

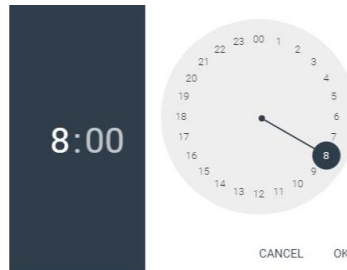
Our office is currently closed. We will be open again at 9 AM Monday morning 76 / 160

Schedule	Start Time	End Time
Sunday <input checked="" type="checkbox"/>	hh:mm	hh:mm
Monday <input type="checkbox"/>	hh:mm	hh:mm
Tuesday <input type="checkbox"/>	hh:mm	hh:mm
Wednesday <input type="checkbox"/>	hh:mm	hh:mm
Thursday <input type="checkbox"/>	hh:mm	hh:mm
Friday <input type="checkbox"/>	hh:mm	hh:mm
Saturday <input type="checkbox"/>	hh:mm	hh:mm

You are editing this autoreply for [dropdown]

DELETE CANCEL SAVE

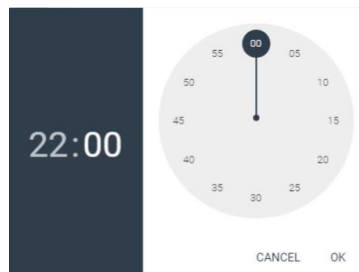
To set the start/end time, select the **Start Time** for the day you wish to activate. A window will pop up to set the **Hour** and the **Minute**.



8:00

CANCEL OK

*Setting the Hour*



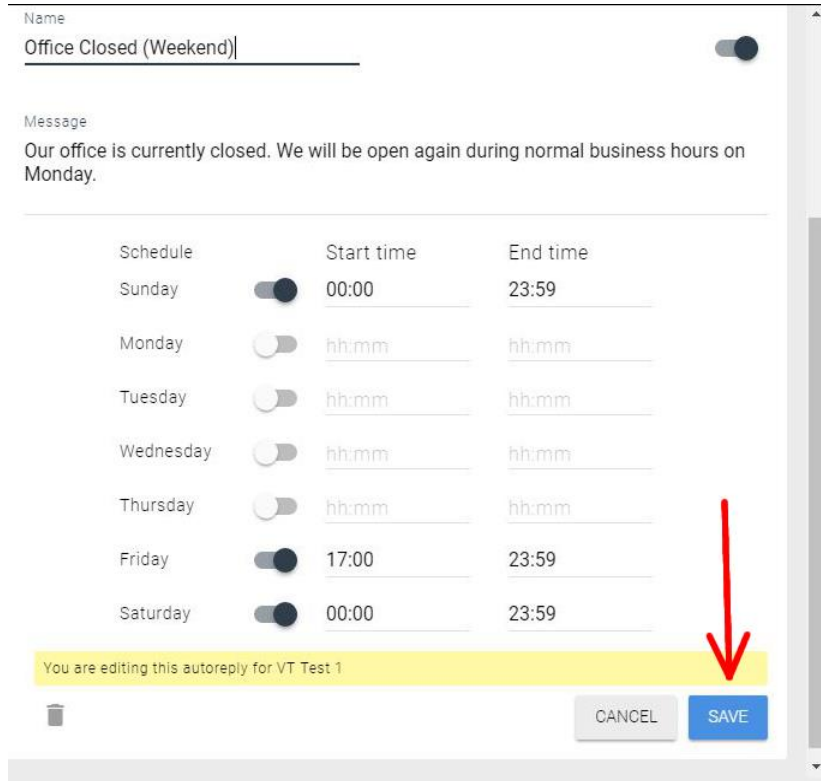
22:00

CANCEL OK

*Setting the Minute*

Note: In order to have an autoreply message encompass an entire day simply set the **Start Time** as 00:00 and the **End Time** as 23:59

After the days and times have been set, click **Save** and your Autoreply is complete

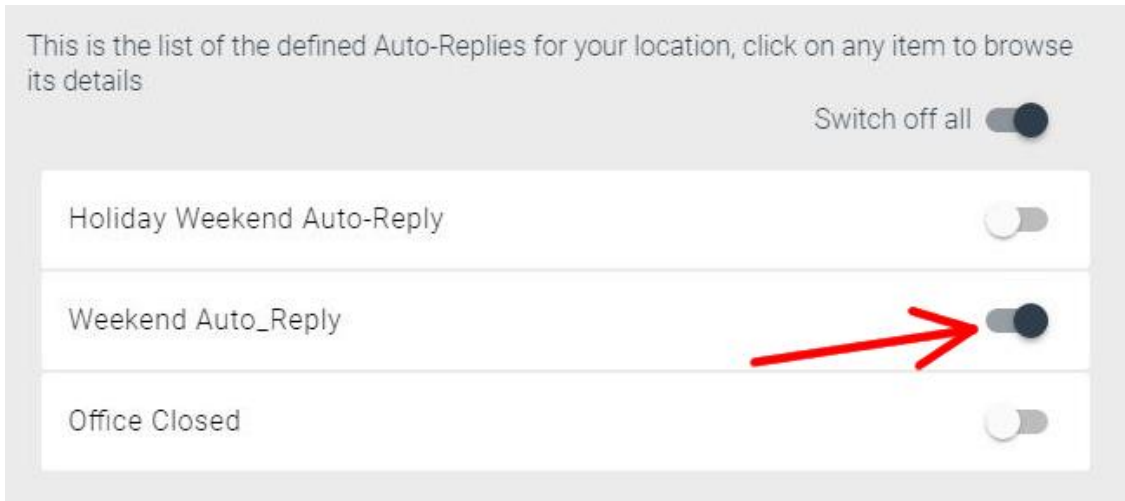


Schedule		Start time	End time
Sunday	<input checked="" type="checkbox"/>	00:00	23:59
Monday	<input type="checkbox"/>	hh:mm	hh:mm
Tuesday	<input type="checkbox"/>	hh:mm	hh:mm
Wednesday	<input type="checkbox"/>	hh:mm	hh:mm
Thursday	<input type="checkbox"/>	hh:mm	hh:mm
Friday	<input checked="" type="checkbox"/>	17:00	23:59
Saturday	<input checked="" type="checkbox"/>	00:00	23:59

You are editing this autoreply for VT Test 1

CANCEL SAVE

You can manage and edit all your **Autoreplies** at any time. To activate a specific autoreply, move the slider to the right next to the autoreply you wish to activate.



This is the list of the defined Auto-Replies for your location, click on any item to browse its details

Switch off all ☒

Holiday Weekend Auto-Reply	<input type="checkbox"/>
Weekend Auto_Reply	<input checked="" type="checkbox"/>
Office Closed	<input type="checkbox"/>



## 11 KEYWORDS

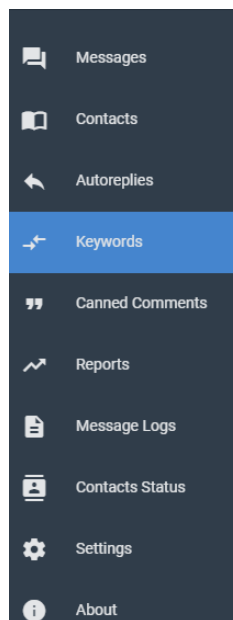
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Keywords are like autoreplies, but instead of responding based on a time-of-day, day-of-week schedule, the response is based on the content of the incoming message.


For example, if a customer messages “hours” to your MessagePro Office enabled number, the system will respond to “hours” with an automatic response detailing your business’ hours of operation.

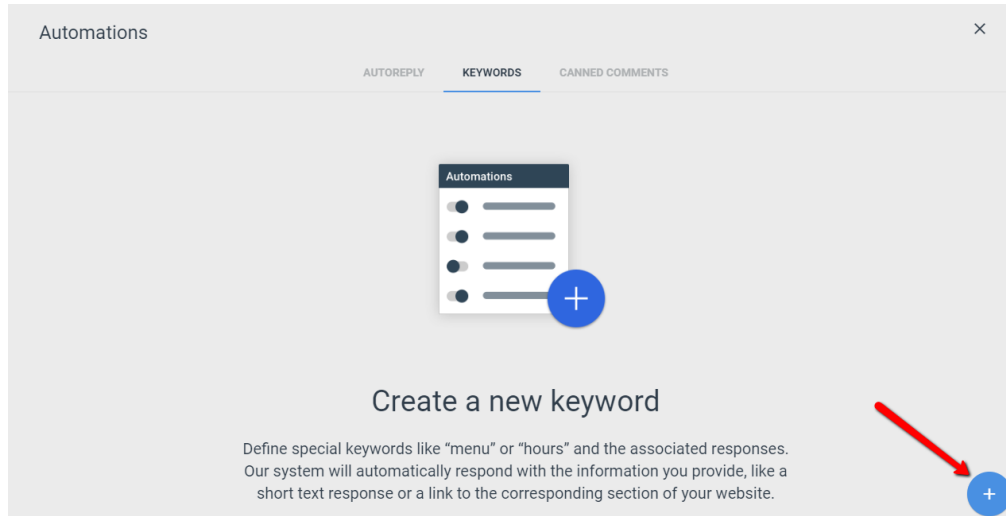
To Create a Keyword Reply

Click on the **Menu** and select **Keywords**

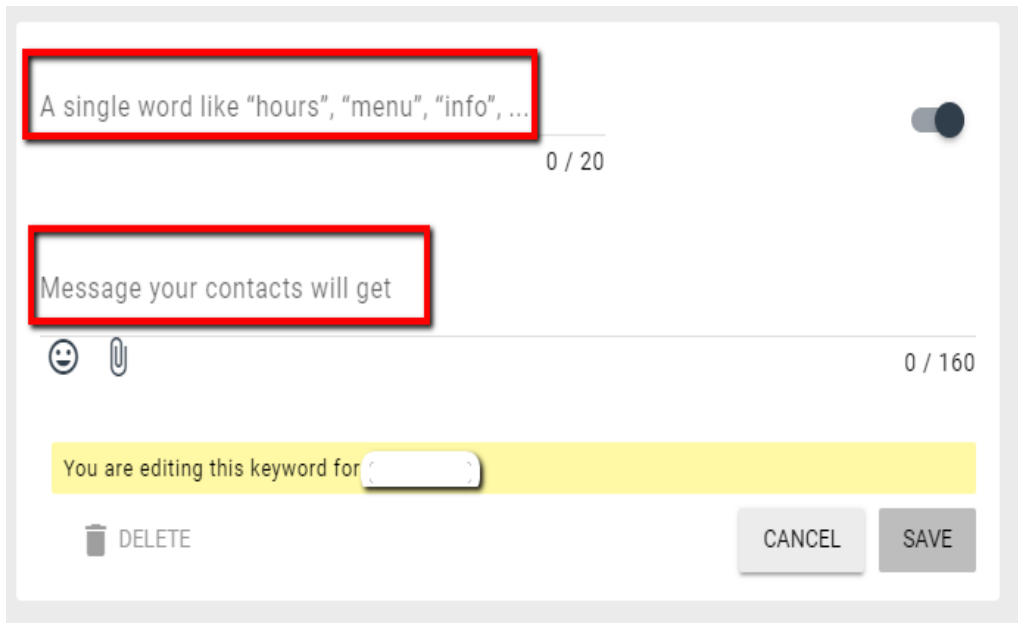


From the Automation screen, select the **Keywords** option and select the add

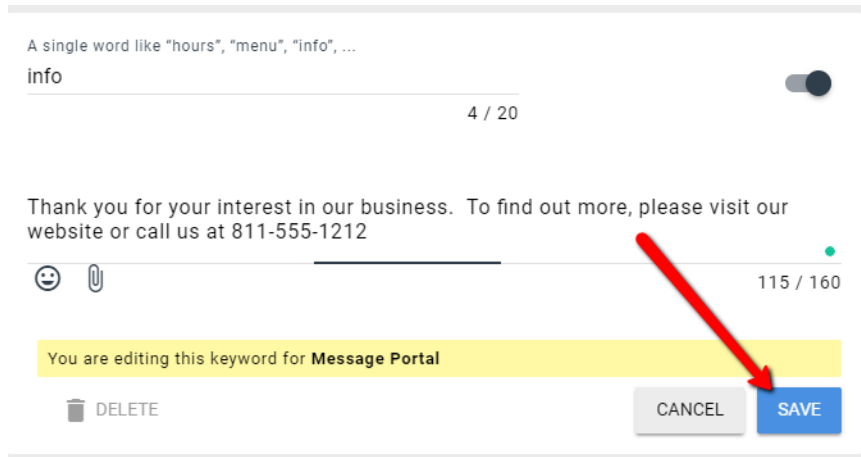
icon  located on the bottom right corner of the automations screen.



Enter the **single keyword** you wish to respond to and the **message** that your customers receive when the word is texted to your number.



Select the **Save** button to activate your new keyword.



A single word like "hours", "menu", "info", ...

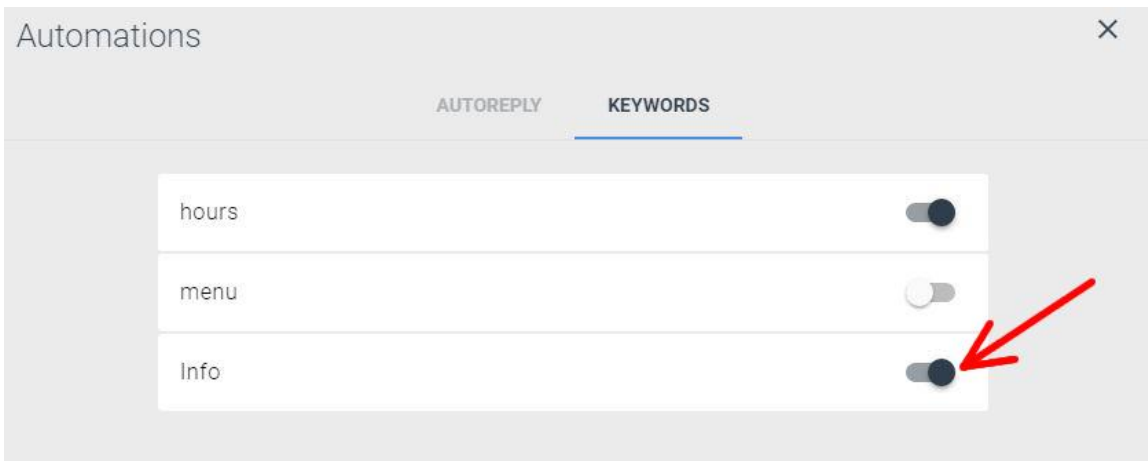
info 4 / 20

Thank you for your interest in our business. To find out more, please visit our website or call us at 811-555-1212 115 / 160

You are editing this keyword for **Message Portal**

DELETE CANCEL **SAVE**

You can activate Keywords by moving the slider next to a Keyword. A Keyword is active when the slider is moved to the right. A Keyword is deactivated if the slider is moved to the left.



Automations X

AUTOREPLY **KEYWORDS**

hours	<input checked="" type="checkbox"/>
menu	<input type="checkbox"/>
Info	<input checked="" type="checkbox"/>

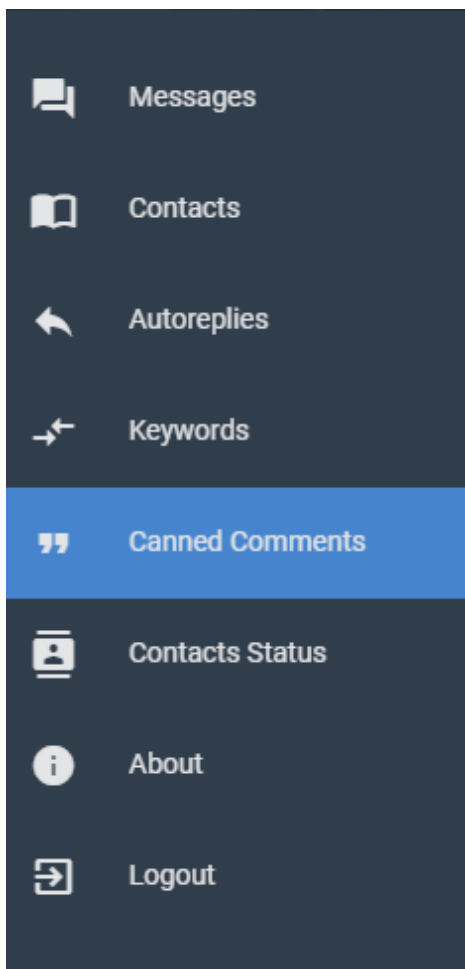
## 12 CANNED COMMENTS

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Canned Comments give you a way to standardize manual responses to incoming texts. While Autoreplies and Keywords do this automatically, a prewritten Canned Comment can be selected by a user as a reply for those times when it would be difficult or impossible to determine the response using an Autoreply or Keyword.

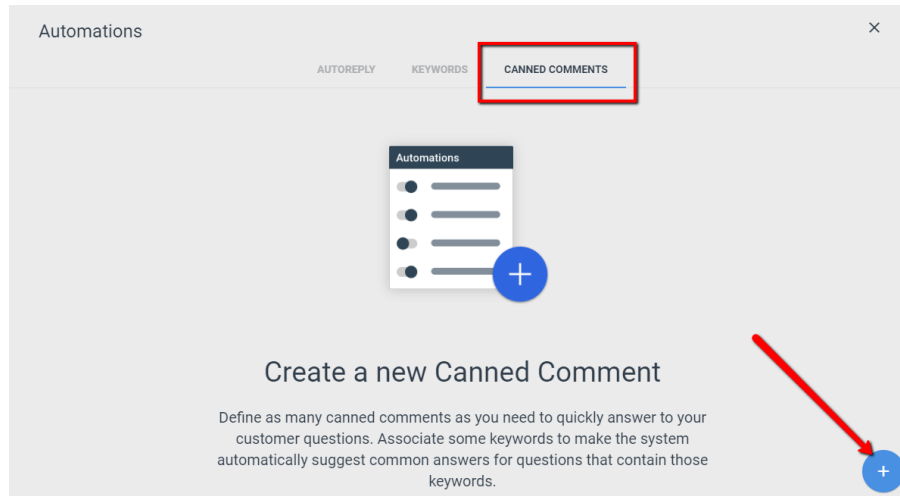
### 12.1 CREATE A CANNED COMMENT

Click on the **Menu** and select **Canned Comments**



From the Automation screen, select the **Canned Comments** option and

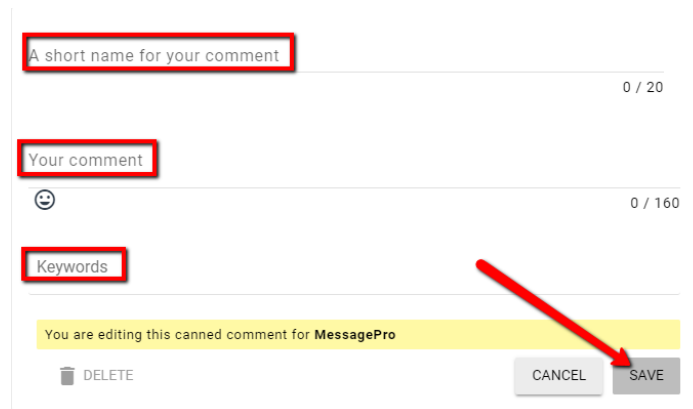
select the add icon  located on the bottom right corner of the Automations screen.



Canned Comments have three parts; **short name**, **comment**, and **keywords**.

When a **keyword** is within the body of an incoming message, the system will spot that keyword and show a list of Canned Comments for which the keywords match. Items are listed by the **short name**. The contents of **Your Comment** is sent as your response.

Enter a **short name** for your Canned Comment. Enter the contents of the Canned Comment that will be sent when this Canned Comment is selected, and the **keywords** that will cause the system to suggest this Canned Comment.

The screenshot shows the 'Create a new Canned Comment' form. It has three input fields: 'A short name for your comment' (0 / 20), 'Your comment' (0 / 160), and 'Keywords'. Each field is highlighted with a red box. Below the input fields, there is a yellow banner that says 'You are editing this canned comment for MessagePro'. At the bottom, there are three buttons: 'DELETE', 'CANCEL', and 'SAVE'. A red arrow points to the 'SAVE' button.

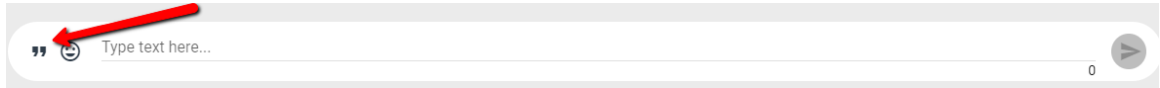
Select the **Save** button to activate your new Canned Comment.

## 12.2 REPLYING WITH CANNED COMMENTS

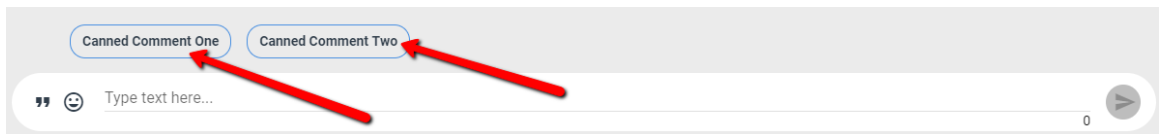
There are two ways to reply using a Canned Comment.

### 12.2.1 Pick from a list of all Canned Comments

A user can reply using a Canned Comment by clicking the  icon in the reply bar.



A list of available Canned Comments will appear. Click the one you want to send.



The text of the Canned Comment will appear in the reply bar. Click the

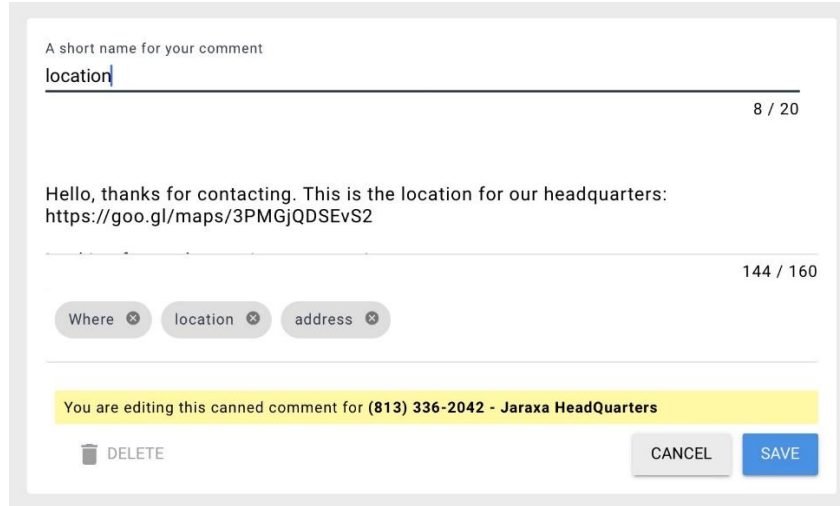


icon to send the message

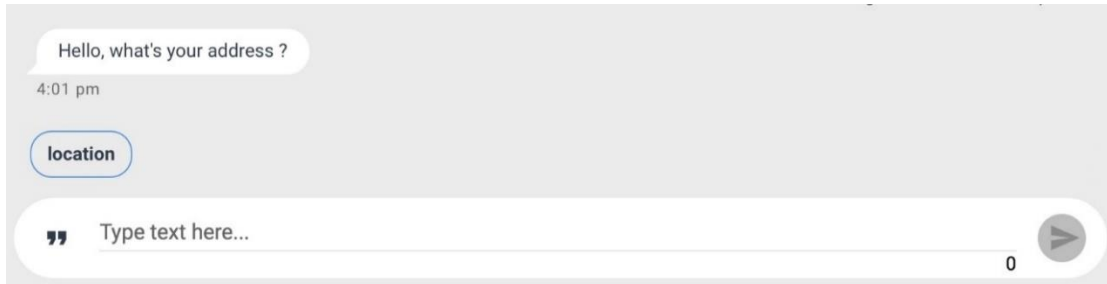


### 12.2.2 Pick from a list of suggested Canned Comments

When a **keyword** is within the body of an incoming message, the system will spot that keyword and show a list of Canned Comments for which the keywords match. This is an example of a Canned Comment called **location**.



When the text “Hello, what’s your address” is received by the system, the keyword “address” is spotted, and the Canned Comment **location** is suggested as the response.



**location**

If you click on button **location** the text of the Canned Comment will appear in the reply bar.



Click the icon to send the message.



## 13 CONTACT US

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Support Email:

[support@messagepro.com](mailto:support@messagepro.com)

Company Website:

[www.messagepro.com](http://www.messagepro.com)

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