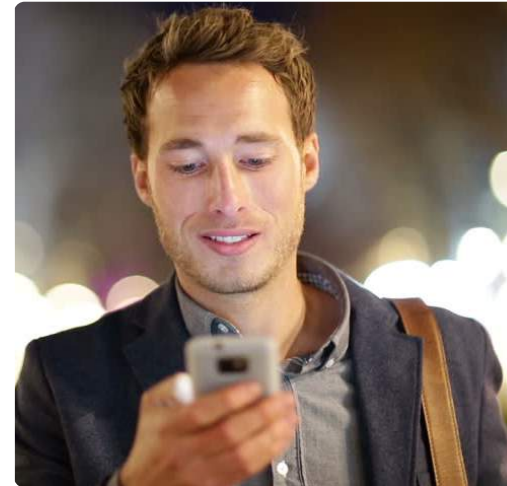
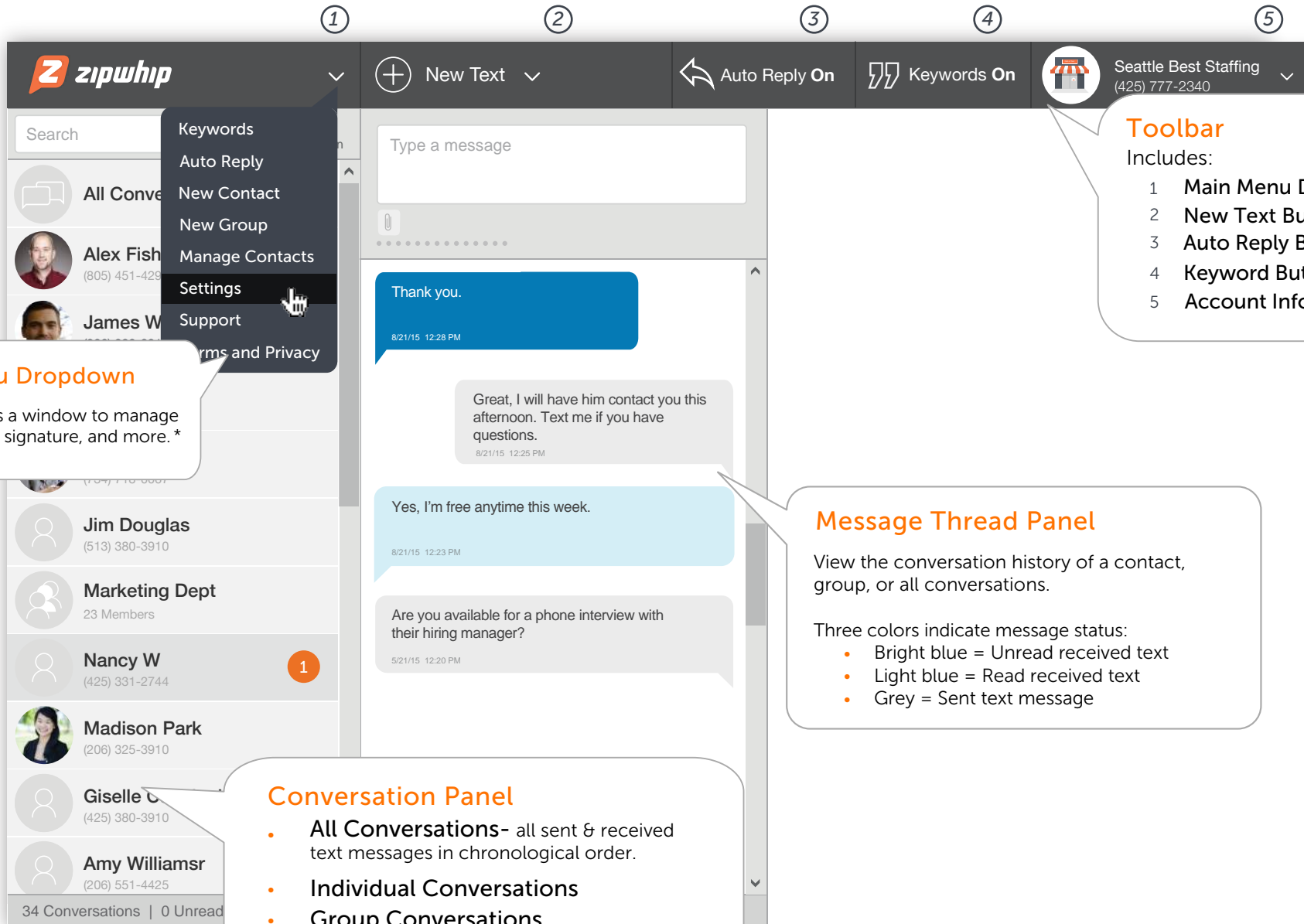


Zipwhip

Multi-User Quick Start Guide

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Main Menu Dropdown
Settings opens a window to manage users, create a signature, and more.*

Toolbar
Includes:
1 Main Menu Dropdown
2 New Text Button & Dropdown
3 Auto Reply Button*
4 Keyword Button*
5 Account Info & Dropdown

Message Thread Panel
View the conversation history of a contact, group, or all conversations.
Three colors indicate message status:
• Bright blue = Unread received text
• Light blue = Read received text
• Grey = Sent text message

Conversation Panel

- All Conversations- all sent & received text messages in chronological order.
- Individual Conversations
- Group Conversations





* Appears for Master Admin and Admin users



Text messaging for your existing business phone number.

Zipwhip apps

Zipwhip offers apps to text from your desktop, tablet, and smartphone.

	Windows Desktop: zipwhip.com/product/apps
	Mac Desktop: zipwhip.com/product/apps
	Android Phone and Tablet: Search "Zipwhip" in the Play Store.
	iPhone and iPad: Search "Zipwhip" in the App Store.

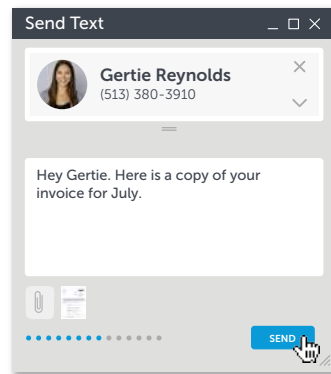
Multi-user login

Enter your full username and password at zipwhip.com/login, or the mobile and desktop app log in screen. Full usernames include the name, @ symbol, and the landline or toll free number (ex: **wcameron@4257774230**). If you're a user on multiple accounts, your password is the same for all numbers.

Web app basics

Send a text message & picture text

- Click the **New Text** button on the toolbar. This opens the Send Text box where you enter the recipient's name or mobile phone number. You can create a message with up to 160 characters.
- Users can attach a PNG, JPG, or GIF file to outgoing text messages. Click the **Add Image** button (paper clip) and select the file saved on your computer. When an image preview appears next to the Add Image button, click **Send**.



Send Text window with attached image

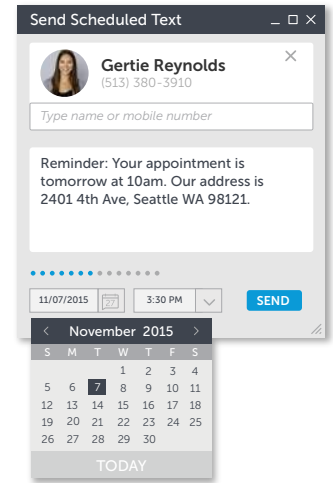
Create a new contact

- To create a new contact, click **New Contact** in the main menu. Enter their first and last name, and mobile phone number. Click **Save and Close**. Your contact is now created and sync'ed across all Zipwhip apps.

Advanced features

The web app offers additional functionality to make text conversations more efficient.

- **Signature**- To add a signature on all outbound texts, on the **Main Menu**, and select **Settings**. Click the **Messaging** tab to create a custom signature.*
- **Auto Reply**- On the toolbar, click **Auto Reply** to set automated greetings for incoming texts according to the time of day and day of the week.*
- **Keywords**- On the toolbar, click **Keyword** to create a custom reply that is sent when a customer texts a specific word.*
- **Scheduled Text**- On the **New Text** Dropdown, and click **New Scheduled Text** to create a future outbound text.
- **Group Text**- First, create a contact group. On the **Main Menu**, select **New Group**. Name the group, add up to 50 members, and click **Save**. Next, click **New Text** on the toolbar, type the group name & message, and click **Send**. Messages sent as a group text are sent as a blind carbon copy- only the sender sees replies to the original text message.
- **Browser Notifications**- Browser notifications alert users of new inbound texts when the web app is hidden or minimized. On the **Main Menu**, select **Settings**, click the **Alerts** tab and select **Enable Notifications**. While this feature is enabled by either **Master Admins** or **Admins**, **Operators** also receive notifications.*



Example Scheduled Text

* Set by Admin or Master Admin users

Switchboard

The Zipwhip Switchboard is a stand-alone web application that a Zipwhip user can use to monitor all of their accounts. You open the Switchboard from a log in page that is separate from the Web App log in page. You can use the username and password from any of your Web App accounts to log-in to the Switchboard.



Text messaging for your existing business phone number.

User role permissions

	Operator	Admin	Master Admin
Switchboard Access	X	X	X
Send & Read Texts	X	X	X
Picture Texting	X	X	X
Group Text	X	X	X
Scheduled Text	X	X	X
Contact & Message Deletion		X	X
Signature		X	X
Auto Reply		X	X
Keywords		X	X
Set Browser Notifications		X	X
Manage Users		X	X

Support

You can find useful tips and solutions on using Zipwhip by visiting our support center at support.zipwhip.com.

Can I assign one user to multiple phone numbers?

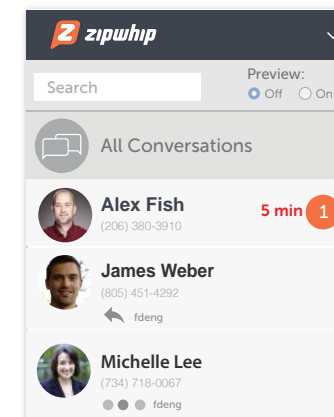
Yes. An admin still must add the user to the phone number. Once added, they log in with the password previously created for another number. Be sure the user's email is always the same when adding them to each number.

I forgot my username. What do I do?

Please go to zipwhip.com/login. Click the **Forgot Username** link. Enter the email associated with your individual user profile and we'll email you your current username. You don't have to create a new username.

Multi-user collaboration features

- **Unread Aging Timer**- If a message goes unread for 5 minutes, the interval between the time it was received and the current time appears in red.
- **Mark as Read**- To mark a message as read, move the cursor over the unread message bubble. The message bubble will turn a muted blue.
- **Sent by User Stamp**- All outbound texts include the sender's username in the timestamp. The username is not visible to the recipient.
- **Is Typing**- When a user is typing a response, this indicator notifies other logged in users that the contact is being answered.
- **Last Replied**- When a Zipwhip user replies to a message, their username appears in the customer's contact card in the Conversation panel.



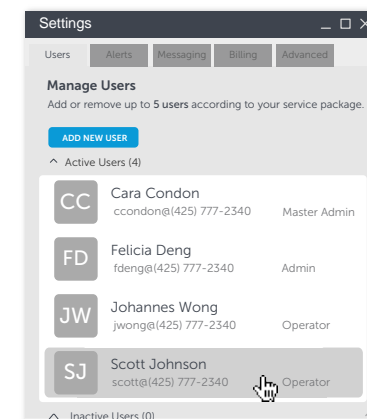
Unread Aging Timer, Last Replied & Is Typing

Manage users

To go to the manage users, on the **Main Menu**, select **Settings**, and click the **Users** tab.

To add a new user

On the **Users** tab, click **Add New User**. Complete all the user's details. Select the **role** (Admin or Operator) that matches the user's role and permissions. Select the appropriate **status**; Active for immediate access or Inactive for access at a later time.



Manage users view

To edit/delete a user

In the Active User or Inactive Users list, click the appropriate user. In the User Profile Details dialog box, click **Edit**. In the Manage User dialog box (Profile tab), you can update the user's username, first/last name, email, role (operator/admin), status (active/inactive). To permanently remove the user, click **Delete**, and then confirm. The user is deleted but their entire text message history remains visible.