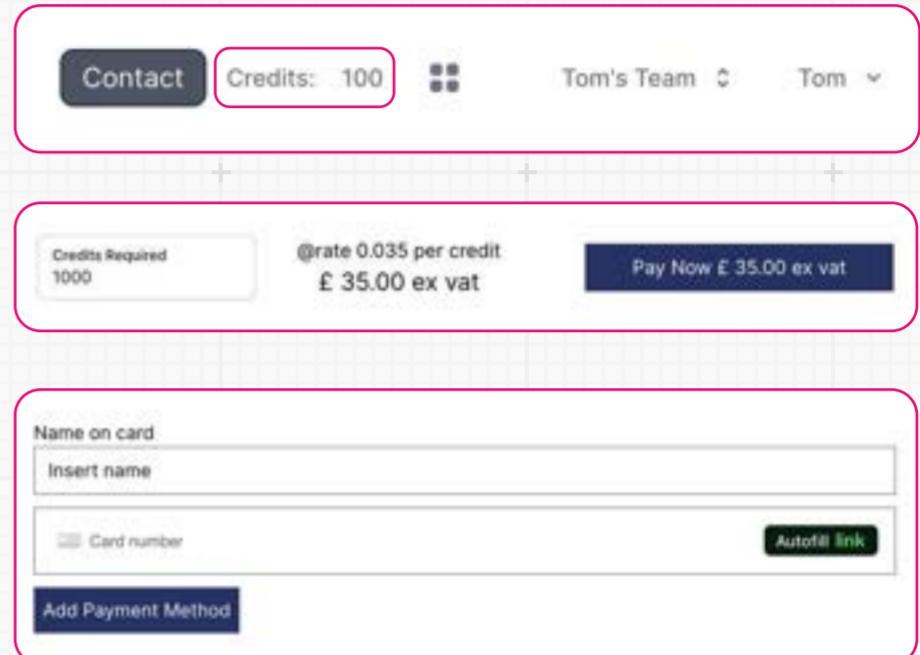


How to use our SMS portal

Bulk text service
a dbfb company

1 - How to add credits

- Select "Credits:" from the top toolbar
- Click the "Name on card" field and input the details and card details.
- Click "Add Payment Method."
- Specify the amount of credits you wish to purchase. The price will update on the right hand side based on the rate specified. Note that rates are determined by your provider and cannot be amended by you.
- Click "Pay Now." And then "Proceed"

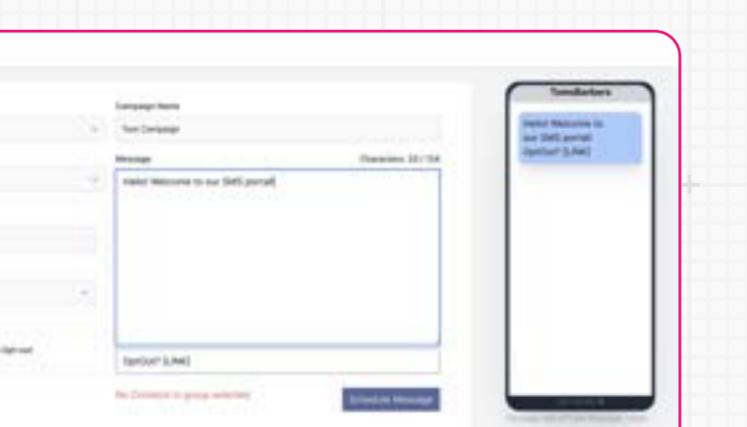
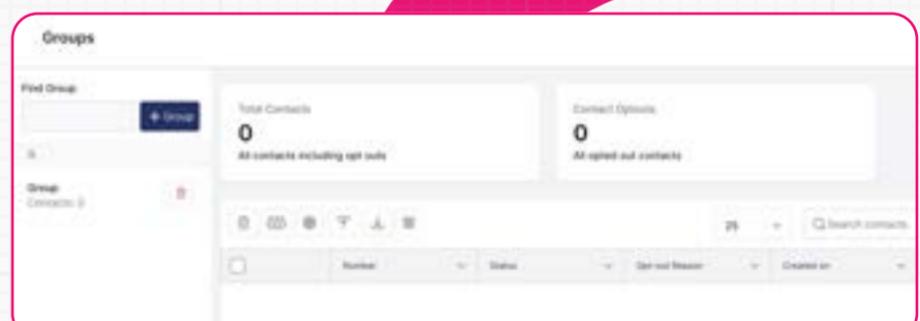


3 - How to add contacts

- On the left hand side toolbar select "Contacts." Select the "Upload Contacts" button. Upload a excel file with mobile numbers.
- Select the group you wish to add the contacts too, then upload.
- You can navigate away from the page whilst they upload may take a few minutes depending on how many contacts.

2 - How to register sender ID

- Email hello@bulktextservice.co.uk – A sender ID can be 11 characters including spaces. Email across your chosen one.



4 - How to schedule your first SMS

- On the left side select "SMS"
- Select the date and time you wish to schedule the message for and write in the content ** Pay attention to the amount of characters used if you wish to only use 1 credit.
- Select the group you wish to send the sms to and click "schedule"

Request a free demo today

Harness the power of SMS, with competitive prices and unbelievable open rates.

✉ hello@bulktextservice.co.uk

🌐 bulktextservice.co.uk

📞 0333 038 4141

Frequently Asked Questions

Am I tied into a contract with you?

⦿ No, we don't believe in tying you into any contracts or minimum terms. We believe in full flexibility and transparency as we understand that things can change quickly. We never charge any setup fees either. We are confident you will love our service and keep returning.

Will you help me?

⦿ We have friendly, experienced staff based in our UK office who are more than happy to support and train you/your team. We have built the SMS portal to be super easy to navigate so you don't need to be a tech wizard to use it.

I found SMS cheaper elsewhere, will you price match?

⦿ We guarantee to match any genuine price found elsewhere.

How do I start sending SMS text messages?

⦿ You'll need to create a free account with us by clicking the 'SMS Portal' button in the top right corner. Once the short registration is completed you're ready to go! Once your account is live we'll be in touch to offer support and answer any questions you may have. Alternatively you can call our customer service team on 03330 384141.

How secure is my data?

⦿ Your data security is of paramount importance to Bulk Text Service. We never access, view, or interact with any data you upload to your account. Our commitment to safeguarding your information is backed by our Cyber Essentials Plus certification, ensuring industry-standard protection at every level.

What is a Sender ID?

⦿ A Sender ID is the first thing that appears when receiving a text message. This can be a business name up to 11 characters in length. This keeps your customers trusting the message is secure especially if you put links in the SMS.

Will my credits expire?

⦿ No, they do not expire.

Can people opt-out of my SMS marketing?

⦿ Yes, people can opt-out of your SMS marketing using our free URL-based Opt out link available. When one of your users chooses to opt-out of your SMS communications, their phone number will be automatically removed from all of your contact lists and added to your opt-out list. This opt-out list can be viewed, edited and exported for further use. The opt-out will block any messages being sent to this number from your account again until the sender chooses to opt back in.

What is a text messaging API?

⦿ API stands for Application Programming Interface. An API allows for easy communication between two pieces of software; acting as a translator or go-between. In the context of text marketing, an API translates the information that you enter into a text marketing programme into a format appropriate for sending over a mobile phone network, or vice versa.