

# Sendible User Manual

## Table of contents

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|  |    |
|--|----|
| What is Sendible? .....                      | 9  |
| How can Sendible help me? .....              | 10 |
| Getting Started .....                        | 11 |
| Signing in .....                             | 11 |
| Free Trial .....                             | 12 |
| Paid Plans .....                             | 13 |
| Solo .....                                   | 14 |
| Marketer .....                               | 15 |
| Business .....                               | 15 |
| Enterprise .....                             | 16 |
| Other plans .....                            | 17 |
| White Label .....                            | 17 |
| White Label FAQs .....                       | 19 |
| Sendible Tokens .....                        | 19 |
| Billing System .....                         | 20 |
| Which plan should I choose? .....            | 21 |
| Take a Tour .....                            | 22 |
| Add/Edit Services .....                      | 23 |
| How to add a Facebook Group .....            | 23 |
| Inserting a link preview .....               | 25 |
| Add Services .....                           | 27 |
| Social .....                                 | 27 |
| Status Updates and Microblogging .....       | 27 |
| Photo or File Sharing .....                  | 28 |
| Link Sharing and Bookmarking .....           | 29 |
| Location-based Services .....                | 30 |
| Social Media Messaging .....                 | 30 |
| Streams .....                                | 31 |
| Social Streams .....                         | 31 |
| Photos .....                                 | 32 |
| Photos and File Sharing .....                | 32 |
| Blogs .....                                  | 33 |
| Blogs .....                                  | 33 |
| What is a Sendiblog? .....                   | 33 |
| Monitoring .....                             | 34 |
| Brand Monitoring .....                       | 35 |
| How to a review .....                        | 35 |
| RSS .....                                    | 36 |
| RSS .....                                    | 36 |
| Bookmarking .....                            | 37 |
| Link Sharing and Bookmarking .....           | 37 |
| Email .....                                  | 38 |
| Email Services .....                         | 38 |
| SMS .....                                    | 38 |
| SMS Messaging .....                          | 38 |
| How to add SMS Auto Responder .....          | 39 |
| Import .....                                 | 40 |
| CSV Importers .....                          | 40 |
| How to import contacts from a CSV file ..... | 40 |
| Automation .....                             | 41 |



|   |    |
|---|----|
| Autoresponders .....                              | 42 |
| Twitter Automation Services .....                 | 42 |
| How to add a Twitter Welcome Message .....        | 42 |
| How to add Twitter Auto Replies .....             | 43 |
| How to add Twitter Auto Follower .....            | 45 |
| How to add Twitter Auto Unfollower .....          | 46 |
| Social Media, SMS and Email Autoresponders .....  | 48 |
| How to add an Email Auto Responder .....          | 48 |
| How to add a Facebook Auto Responder .....        | 49 |
| How to add a LinkedIn Auto Responder .....        | 50 |
| How to add SMS Auto Responder .....               | 51 |
| Latest .....                                      | 51 |
| Branded Post .....                                | 52 |
| My Services .....                                 | 53 |
| Sharing Services .....                            | 53 |
| Transferring Services .....                       | 54 |
| Editing or Deleting Services .....                | 55 |
| Importing Contacts .....                          | 55 |
| My Users .....                                    | 58 |
| Creating a new user .....                         | 58 |
| Purchase User Accounts .....                      | 60 |
| Transfer Tokens .....                             | 61 |
| Reports .....                                     | 61 |
| Sharing .....                                     | 62 |
| Switching between users .....                     | 63 |
| Managing Users .....                              | 63 |
| User Permissions .....                            | 63 |
| Editing Users .....                               | 64 |
| Approval Workflow .....                           | 65 |
| Deleting Users .....                              | 67 |
| Rebrand and Resell Sendible to your Clients ..... | 67 |
| My Profile .....                                  | 70 |
| My Details .....                                  | 70 |
| Account Details .....                             | 70 |
| Change my password .....                          | 71 |
| Contact Details .....                             | 71 |
| Picture/Logo .....                                | 72 |
| Time Settings .....                               | 73 |
| Preferences .....                                 | 74 |
| Group Posting .....                               | 75 |
| URL Shortening .....                              | 76 |
| Images .....                                      | 76 |
| Location .....                                    | 77 |
| Remote API Key .....                              | 78 |
| My Account .....                                  | 79 |
| Message Statistics .....                          | 79 |
| Account Statistics .....                          | 80 |
| My Subscription .....                             | 81 |
| Subscription Details .....                        | 81 |
| Billing Information .....                         | 81 |
| Unpaid Invoices .....                             | 82 |
| Receipts .....                                    | 82 |
| My Account .....                                  | 84 |

|   |     |
|---|-----|
| Upgrading .....                                 | 84  |
| Other Plans .....                               | 85  |
| Sendible Tokens .....                           | 86  |
| Payment Options .....                           | 87  |
| Message Box .....                               | 88  |
| Selecting Services .....                        | 88  |
| Compose .....                                   | 88  |
| Compose an Email .....                          | 89  |
| Saving contacts after sending an Email .....    | 90  |
| Compose an SMS .....                            | 92  |
| Saving contacts after sending an SMS .....      | 93  |
| Compose a Social Network Message .....          | 94  |
| Compose a Group Message .....                   | 95  |
| Compose a post to Wordpress .....               | 96  |
| Compose a post to Blogspot .....                | 98  |
| Add Social Network .....                        | 100 |
| Functions .....                                 | 101 |
| Subject or Title .....                          | 102 |
| URL .....                                       | 102 |
| Attach .....                                    | 102 |
| Shrink and Insert .....                         | 103 |
| Shrink .....                                    | 104 |
| Insert .....                                    | 104 |
| Load Images from URL .....                      | 105 |
| Attach to message .....                         | 106 |
| Embed in message .....                          | 106 |
| Photo or File .....                             | 107 |
| Past Files .....                                | 108 |
| Attach to message .....                         | 109 |
| Embed in message .....                          | 109 |
| Tags .....                                      | 110 |
| Templates .....                                 | 110 |
| Merge Tags .....                                | 112 |
| eCard .....                                     | 113 |
| Scheduling .....                                | 114 |
| Toggle Editor .....                             | 115 |
| Rich Text Editor .....                          | 116 |
| Sending Options .....                           | 119 |
| Notify Me When Sent .....                       | 120 |
| Enable SMS Replies .....                        | 120 |
| Inbox .....                                     | 120 |
| Streams .....                                   | 121 |
| Comments/Likes/Share .....                      | 121 |
| Starring a post .....                           | 123 |
| Adding a new stream .....                       | 123 |
| Assigning a message .....                       | 123 |
| Positive or Negative Sentiment .....            | 124 |
| Responding to a message .....                   | 124 |
| Responding to an SMS .....                      | 125 |
| Responding from your Sendible Inbox .....       | 125 |
| Responding from your email account .....        | 126 |
| Filtering messages in your Sendible Inbox ..... | 127 |
| Scheduled .....                                 | 128 |

|                                    |     |
|------------------------------------|-----|
| Drafts .....                       | 128 |
| Monitoring .....                   | 129 |
| Adding a new keyword .....         | 129 |
| Reading your mentions .....        | 131 |
| Sharing a mention .....            | 131 |
| Responding to a mention .....      | 131 |
| Assigning a mention .....          | 132 |
| Editing a mention .....            | 134 |
| Tasks .....                        | 134 |
| Stream .....                       | 135 |
| Feeds .....                        | 136 |
| Adding a feed .....                | 136 |
| Sharing feeds .....                | 137 |
| Search .....                       | 138 |
| Sent .....                         | 138 |
| Bounced .....                      | 139 |
| Calendar .....                     | 141 |
| My Blogs .....                     | 142 |
| Creating a New Blog .....          | 143 |
| Creating a New Post .....          | 145 |
| Statistics .....                   | 147 |
| My Contacts .....                  | 148 |
| Adding a new contact .....         | 148 |
| Groups .....                       | 150 |
| Widget .....                       | 150 |
| Step 1 .....                       | 151 |
| Step 2 .....                       | 151 |
| Creating custom fields .....       | 152 |
| Step 3 .....                       | 153 |
| Step 4 .....                       | 154 |
| Previewing Widget .....            | 154 |
| Get Widget Code .....              | 155 |
| Add Autoresponder .....            | 156 |
| Deleting or Editing Contacts ..... | 156 |
| Import .....                       | 156 |
| Importing Contacts .....           | 157 |
| My Groups .....                    | 160 |
| Setting up a group .....           | 160 |
| Favoriting a group .....           | 161 |
| Sending a group message .....      | 161 |
| My Reports .....                   | 163 |
| General .....                      | 163 |
| Sent Messages .....                | 163 |
| Pending Messages .....             | 164 |
| Message Effectiveness .....        | 164 |
| Profiles .....                     | 165 |
| Messages .....                     | 168 |
| Message Analytics .....            | 169 |
| Recipients .....                   | 170 |
| Responses .....                    | 171 |
| Daily Statistics .....             | 172 |
| Message Statistics .....           | 172 |
| Click Analysis .....               | 173 |

|  |     |
|--|-----|
| Recipient Analysis .....                 | 174 |
| What does the yellow star mean? .....    | 174 |
| Clicks .....                             | 174 |
| Clicks Over Time .....                   | 175 |
| Referring Sites .....                    | 175 |
| What does the yellow star mean? .....    | 176 |
| Mentions .....                           | 176 |
| Buzz Over Time .....                     | 176 |
| Buzz By Source .....                     | 177 |
| Top Users .....                          | 178 |
| Site Analytics .....                     | 179 |
| Site Usage .....                         | 180 |
| Traffic Sources .....                    | 181 |
| Content Overview .....                   | 182 |
| Map Overlay .....                        | 183 |
| Reports .....                            | 184 |
| Message Reports .....                    | 184 |
| Profile Reports .....                    | 185 |
| Contact Reports .....                    | 185 |
| Affiliate Reports .....                  | 186 |
| User Reports .....                       | 187 |
| Add/Edit Services .....                  | 188 |
| Services .....                           | 189 |
| Social .....                             | 190 |
| Status Updates and Microblogging .....   | 190 |
| Photo Sharing .....                      | 190 |
| Link Sharing and Bookmarking .....       | 191 |
| Location-based Services .....            | 191 |
| Social Media Messaging .....             | 192 |
| Streams .....                            | 192 |
| Social Streams .....                     | 192 |
| Blogs .....                              | 193 |
| Blogs .....                              | 193 |
| Monitoring .....                         | 193 |
| Brand Monitoring .....                   | 194 |
| RSS .....                                | 194 |
| Email .....                              | 194 |
| Email Services .....                     | 194 |
| SMS .....                                | 195 |
| SMS Messaging .....                      | 195 |
| Bulk .....                               | 195 |
| CSV Importers .....                      | 195 |
| Other .....                              | 196 |
| Twitter Auto Follower .....              | 196 |
| Latest .....                             | 196 |
| Branded Post .....                       | 197 |
| Adding services .....                    | 197 |
| My Services .....                        | 198 |
| Editing and deleting services .....      | 199 |
| How to's... .....                        | 200 |
| How to add a Facebook Fan Page .....     | 200 |
| Add Settings for Facebook Fan Page ..... | 201 |
| Geotargeting Facebook Fans .....         | 202 |

|   |     |
|---|-----|
| What is Geotargeting? .....   | 202 |
| Targeting specific fans using Facebook .....  | 202 |
| Targeting Specific Fans using Sendible .....  | 203 |
| How to grow your Twitter follower-base with Sendible .....                              | 204 |
| How to add Twitter Auto Follower .....  | 205 |
| How to setup an email autoresponder .....   | 206 |
| How to post links to Facebook Fan Pages .....   | 208 |
| How to send an email newsletter .....   | 209 |
| How to track localized social media mentions and engagement .....                       | 213 |
| How to read and respond to social media messages .....                                  | 215 |
| How to send your first message .....  | 216 |
| How to send an SMS .....  | 217 |
| How to send an Email .....  | 218 |
| How to import and send message to LinkedIn contacts .....                               | 219 |
| How to create an email opt-in form with Sendible .....                                  | 219 |
| How to send SMS text messages to a group using Sendible .....                           | 221 |
| How to customize and send an email newsletter using Sendible's prebuilt templates ..... | 222 |
| How to import, customize and send your own HTML template using Sendible .....           | 223 |
| FAQ's .....   | 224 |
| What Social Media services do you support? .....  | 224 |
| Social .....  | 225 |
| Streams .....   | 226 |
| Blogs .....   | 227 |
| Monitoring .....  | 227 |
| RSS .....   | 227 |
| Email .....   | 227 |
| SMS .....   | 227 |
| Bulk .....  | 227 |
| Other .....   | 227 |
| Latest .....  | 228 |
| Custom .....  | 228 |
| Can I change 'Via Sendible' to 'Via My Company' for Facebook posts? .....               | 228 |
| Do recurring messages count towards my messaging limit? .....                           | 228 |
| My Facebook posts are not going through. What must I do? .....                          | 228 |
| My Tweets are not going through to Twitter. What must I do? .....                       | 228 |
| How can I send out a bulk email campaign when I run out of message credits? .....       | 229 |
| My messages aren't going out immediately or at the scheduled time. What must I do? ...  | 229 |
| How do I become an affiliate? .....   | 229 |
| What networks and countries do you support for SMS? .....                               | 229 |
| Does Sendible allow me to receive MMS messages? .....                                   | 260 |
| How do I upload images to a newsletter? .....   | 260 |
| How do I replace an image in a newsletter? .....  | 260 |
| Can I post a Sendiblog update to Facebook? .....  | 260 |
| My Facebook posts have stopped posting. How do I fix this? .....                        | 260 |
| Why does my Inbox have green and red dots? .....  | 261 |
| What is a Facebook Wall Post? .....   | 261 |
| What does the yellow star mean? .....   | 261 |
| What is the number of services I could add to my account with Pay-As-You-Go Pricing?    | 261 |
| I can't post to facebook fan page, it keeps getting bounced. ....                       | 261 |
| Why are Bulk Facebook Wall Posts only reaching about 20 contacts? .....                 | 261 |
| Why are my posts being sent early? .....  | 262 |

|   |     |
|---|-----|
| What are the image sizes for newsletter template #9? .....                                  | 262 |
| If I send a group email to 1,000 people does it count as 1 message credit or 1,000?.....    | 262 |
| What's the best plan for a freelance Social Media marketer? .....                           | 262 |
| How do I add a post to Wordpress? .....   | 262 |
| How do I add a post to Blogspot? .....  | 264 |
| How do I import phone numbers into Sendible for text messaging? .....                       | 266 |
| Getting an error on Twitter: The remote server returned an error: (403) Forbidden ....      | 266 |
| What do the "star" and points mean in the reporting analytics? .....                        | 266 |
| Does Sendible have a way to post a Sendiblog update to Facebook? .....                      | 266 |
| When posting to a self hosted Wordpress site, is there the ability to pick a category? .... | 266 |
| Is it possible to import csv et al for scheduled posting? .....                             | 266 |
| Contact Us .....  | 268 |

## What is Sendible?

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Sendible is a platform for engaging with customers, measuring results and monitoring your brand across multiple social media channels at once.

Some of the things you can do with Sendible are listed below:



### **Reach Customers on Multiple Platforms**

Reach customers via email, SMS and social media. Update multiple social networks and blogs at once.



### **Brand Monitoring & Sentiment Analysis**

Read and respond to what people are saying about your brand and competitors across the social web.



### **Message Scheduling & Autoresponders**

Create online marketing campaigns in seconds. Preschedule automated messages for birthdays and other events.



### **Powerful Tracking & Analytics**

Measure the effectiveness of your social media and email campaigns. Track the success of your marketing efforts.



### **Generate Leads & Build Brand Awareness**

Use Sendible's powerful automated marketing tools to generate leads and drive traffic to your website.



### **Manage Multiple Users & Clients**

Manage accounts for multiple clients and contributors. Become a white label partner and resell to your clients.

## How can Sendible help me?

---

Sendible is a powerful social media campaign management tool. Designed to make spreading your message through multiple social channels as easy as possible, this tool can be leveraged in powerful ways to spread your message to the social web.

Sendible's key benefits are:



**Engage** - Update multiple social networks and blogs at once.



**Analyze** - Track the success of social media and email campaigns.



**Measure** - Prove the effectiveness of every piece of content you distribute.



**Monitor** - Monitor what's being said about your brand online.



## Getting Started

---

Sendible lets you send just about any kind of message from one place, including Marketing Emails, Blog Posts, Facebook Fan Page updates and Tweets.

Sendible also provides reports and analytics on every message you send.

To select a paid plan, select [See Plans and Pricing](#) where you will be able to see our pricing options.



There is also the option to sign up for a 30 day risk free trial by scrolling down to the bottom and selecting [Start your 30 Day Free Trial](#).



You can always upgrade to one of Sendible's paid plans during the 30 days.

By selecting [Take a Tour](#), you are able to see a brief overview of Sendible, the services we support as well as the various features.

After signing up, you will be able to [sign in](#).

To get started using Sendible, visit [Add/Edit Services](#) to set up accounts for all the services you use and to import your contacts.

## Signing in

After signing up for one of our [Paid Plans](#) or for our [Free Trial](#), you will be able to sign in. Select **Sign In** and add your username and password.

Username:

Password:

Remember me on this computer

[Forgotten your password?](#)

By checking **Remember me on this computer**, you will make signing in easier in the future as you will not have to sign in every time you use Sendible from the same computer. Please be aware that if you ever select **Sign Out**, you will then be forced to sign in again.

If you have forgotten your password, you can select **Forgotten your password**, add your email address and Sendible will reset your password for you. You can always change this to a more memorable one at a later stage.

**Unable to access your account?**

Have you forgotten your password? Enter your login email below and we'll send you an email with a link to reset your password.

Email address:

## Free Trial

Sendible allows you to use the service for 30 days at no charge.

To sign up for a 30 day trial, select **Start your 30 day free trial**. You will then be asked to add details which can be seen below. This screen will indicate when your 30 day free trial comes to an end.

On completion or during your free trial, you will be able to upgrade to one of Sendible's [Paid Plans](#).

## Sign up for an account (it's free!)

### 1 Create your Sendible account

First name:

Last name:

Email address:

Timezone:

### 2 Choose a username and password

Username:

Password:

Confirm Password:




You're just 60 seconds away from your new Sendible account.

#### What can you expect?

Sendible is the easiest way to manage your business's social media, email and mobile communications online.

#### Need help signing up?

If you have any questions please email us at [support@sendible.com](mailto:support@sendible.com).

 At Sendible, we value your privacy and will never share your personal data with any 3rd parties.

After creating and activating your account, you will receive an activation email. After activating your account, you will be able to sign in. For more information, see [Signing in](#).

Username:

Password:

Remember me on this computer

[Forgotten your password?](#)

After signing in, you will be taken to the [Message Box](#).

## Paid Plans

### Find the plan that's right for you!

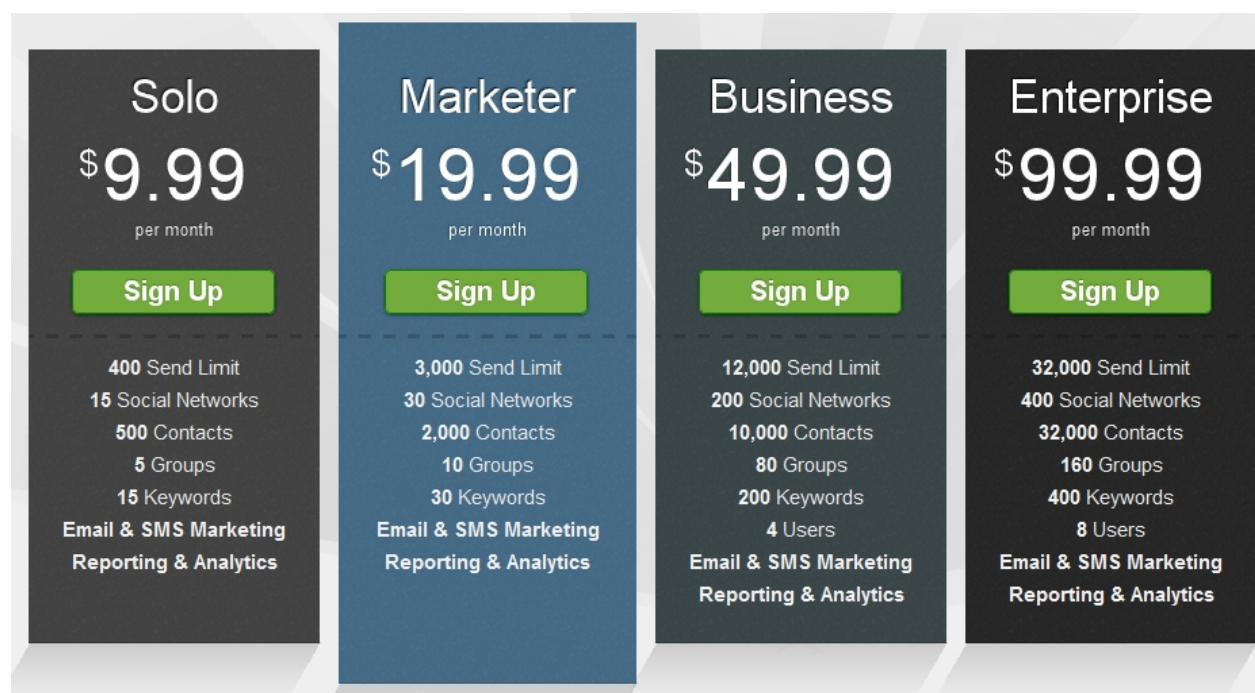
Sendible has four main payment plans each with its own limits to fit your specific needs.

For more information, see:

- [Solo](#)
- [Marketer](#)
- [Business](#)

- [Enterprise](#)

Please note prices are likely to change.



To sign up go for one of our paid plans, go to <http://sendible.com/pricing>

Not sure which paid plan suits you, see [Which plan should I choose?](#)

## Solo

The Solo Plan gives you the following:

- **400 Send Limit** - This is the total number of emails and/or social media posts that can be sent per month.
- **15 Social Networks** - This is any social network account or blog that can be posted to and/or tracked e.g. Facebook, Twitter, LinkedIn, Wordpress etc.
- **500 Contacts** - A contact is any individual that can be imported into Sendible. 500 is the size of your mailing list and can include Email, Facebook, LinkedIn and Mobile contacts.
- **5 Groups** - A group is a bunch of contacts or social media profiles that can receive posts/messages. Groups can contact email addresses (aka a mailing list), mobile numbers (for SMS) and/or multiple social media accounts.
- **15 Keywords** - A keyword is a term/brand/competitor that can be tracked by Sendible. Sendible will search the entire social web for mentions of terms you provide.
- **Email and SMS Marketing** - Use Sendible to create and track email marketing campaigns. Create

newsletter templates, manage subscribers and use our widget to grow your mailing list from our website.

- **Reporting and Analytics** - Sendible analyzes and tracks your social media profiles and tracks the effectiveness of every piece of content that you distribute.

To sign up go for one of our paid plans, go to <http://sendible.com/pricing>

Not sure which paid plan suits you, see [Which plan should I choose?](#)

## Marketer

The Marketer Plan gives you the following:

- **3000 Send Limit** - This is the total number of emails and/or social media posts that can be sent per month.
- **30 Social Networks** - This is any social network account or blog that can be posted to and/or tracked e.g. Facebook, Twitter, LinkedIn, Wordpress etc.
- **2000 Contacts** - A contact is any individual that can be imported into Sendible. 2000 is the size of your mailing list and can include Email, Facebook, LinkedIn and Mobile contacts.
- **10 Groups** - A group is a bunch of contacts or social media profiles that can receive posts/messages. Groups can contact email addresses (aka a mailing list), mobile numbers (for SMS) and/or multiple social media accounts.
- **30 Keywords** - A keyword is a term/brand/competitor that can be tracked by Sendible. Sendible will search the entire social web for mentions of terms you provide.
- **Email and SMS Marketing** - Use Sendible to create and track email marketing campaigns. Create newsletter templates, manage subscribers and use our widget to grow your mailing list from our website.
- **Reporting and Analytics** - Sendible analyzes and tracks your social media profiles and tracks the effectiveness of every piece of content that you distribute.

To sign up go for one of our paid plans, go to <http://sendible.com/pricing>

Not sure which paid plan suits you, see [Which plan should I choose?](#)

## Business

The Business Plan gives you the following:

- **12,000 Send Limit** - This is the total number of emails and/or social media posts that can be sent per month.
- **200 Social Networks** - This is any social network account or blog that can be posted to and/or tracked e.g. Facebook, Twitter, LinkedIn, Wordpress etc.
- **10,000 Contacts** - A contact is any individual that can be imported into Sendible. 10,000 is the size of

your mailing list and can include Email, Facebook, LinkedIn and Mobile contacts.

- **80 Groups** - A group is a bunch of contacts or social media profiles that can receive posts/messages. Groups can contact email addresses (aka a mailing list), mobile numbers (for SMS) and/or multiple social media accounts.
- **200 Keywords** - A keyword is a term/brand/competitor that can be tracked by Sendible. Sendible will search the entire social web for mentions of terms you provide.
- **4 Users** - Users can be people in your company or your clients. Your users can log in to Sendible to manage things themselves or you can manage things on behalf of your clients.
- **Email and SMS Marketing** - Use Sendible to create and track email marketing campaigns. Create newsletter templates, manage subscribers and use our widget to grow your mailing list from our website.
- **Reporting and Analytics** - Sendible analyzes and tracks your social media profiles and tracks the effectiveness of every piece of content that you distribute.

To sign up go for one of our paid plans, go to <http://sendible.com/pricing>

Not sure which paid plan suits you, see [Which plan should I choose?](#)

## Enterprise

The Business Plan gives you the following:

- **32,000 Send Limit** - This is the total number of emails and/or social media posts that can be sent per month.
- **400 Social Networks** - This is any social network account or blog that can be posted to and/or tracked e.g. Facebook, Twitter, LinkedIn, Wordpress etc.
- **32,000 Contacts** - A contact is any individual that can be imported into Sendible. 32,000 is the size of your mailing list and can include Email, Facebook, LinkedIn and Mobile contacts.
- **160 Groups** - A group is a bunch of contacts or social media profiles that can receive posts/messages. Groups can contact email addresses (aka a mailing list), mobile numbers (for SMS) and/or multiple social media accounts.
- **400 Keywords** - A keyword is a term/brand/competitor that can be tracked by Sendible. Sendible will search the entire social web for mentions of terms you provide.
- **8 Users** - Users can be people in your company or your clients. Your users can log in to Sendible to manage things themselves or you can manage things on behalf of your clients.
- **Email and SMS Marketing** - Use Sendible to create and track email marketing campaigns. Create newsletter templates, manage subscribers and use our widget to grow your mailing list from our website.
- **Reporting and Analytics** - Sendible analyzes and tracks your social media profiles and tracks the effectiveness of every piece of content that you distribute.

To sign up go for one of our paid plans, go to <http://sendible.com/pricing>

Not sure which paid plan suits you, see [Which plan should I choose?](#)

## Other plans

Sendible can also offer you other plans with various prices and features.

These plans include:

- Corporate
- Specialist
- Agency
- Social Marketer
- Publisher
- Startup
- Free
- White Label - Sendible offers a white label product for agencies wanting to offer a rebranded version of the platform to their clients. To find out more, visit <http://sendible.com/white-label>.

Please note prices are likely to change.

| Other plans you can choose:   | Send Limit  | Social Networks | Contacts | Groups | Keywords | SMS Texts | Users     |                         |
|-------------------------------|---|-----------------|----------|--------|----------|-----------|-----------|-------------------------|
| Corporate \$399.99/month      | 150,000   | 1200            | 150,000  | 1500   | 1200     | —         | 30        | <a href="#">Sign Up</a> |
| Specialist \$124.99/month     | 40,000  | 500             | 40,000   | 200    | 500      | —         | 10        | <a href="#">Sign Up</a> |
| Agency \$69.99/month          | 18,000  | 300             | 18,000   | 120    | 300      | —         | 6         | <a href="#">Sign Up</a> |
| Social Marketer \$39.99/month | 8,000   | 100             | 4,000    | 40     | 100      | —         | 4         | <a href="#">Sign Up</a> |
| Publisher \$34.99/month       | 6,000   | 75              | 6,000    | 30     | 75       | —         | 3         | <a href="#">Sign Up</a> |
| Startup \$24.99/month         | 4,000   | 50              | 4,000    | 20     | 50       | —         | 2         | <a href="#">Sign Up</a> |
| Free 30-day trial             | 100   | 8               | 100      | 3      | 8        | —         | —         | <a href="#">Sign Up</a> |
| White Label \$995 setup fee   | Make Sendible your own and resell to clients. Pay per user. <a href="#">More information.</a> |                 |          |        |          |           | Unlimited | <a href="#">Apply</a>   |

To sign up go for one of our paid plans, go to <http://sendible.com/pricing>

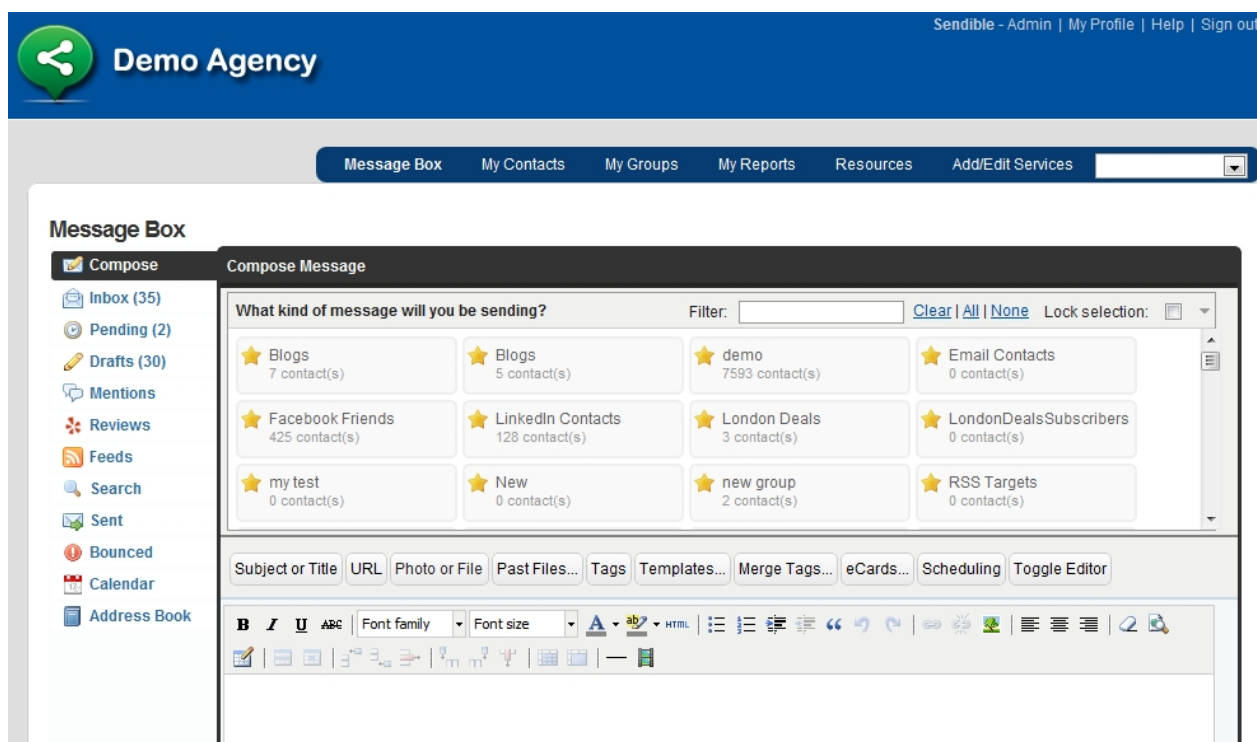
Not sure which paid plan suits you, see [Which plan should I choose?](#)

## White Label

### Rebrand and Resell Sendible to your Clients with our Social Media White Label Platform

With the white-label version, you can completely rebrand Sendible, make it your own and resell to your

clients.



### Resell Accounts

Buy accounts from us at a reduced price and resell to your clients.

### Reskinned Site

Completely rebrand the site - use your own logo and CSS.

### Rebranded Messages

All messages and posts are rebranded, including SMS texts, emails and Facebook posts.

### Hosted by us

We host your white-label site for you on our servers.

### Running on your domain

Your white-label can run on your own web domain, so it looks like your own site.

### Support

Dedicated support from the Sendible team. We try to respond within 24 hours.

### Make Money

Charge your clients what you like. All revenue belongs to you.



For more information, send an email to [partnerships@sendible.com](mailto:partnerships@sendible.com)

## White Label FAQs

### **1. How much does it cost for each client we add as a user on the white label?**

As a white label partner, you get 30% off Sendible's standard pricing.

### **2. Can we can have full control of what our users/clients do with the platform?**

Yes. You can manage permissions for each client. You can also hide/show certain tabs and services. You can easily create new client accounts and disable or delete old ones.

### **3. If one client wants his own name in the "published via" line on Facebook and Twitter, is the cost 170 USD for the white label too?**

It would be 170 USD less the 30% discount you get as a white label partner. So, you would be able to resell this to your clients and the cost to your would be 119 USD.

### **4. How long does it take to get the white label ready for use after we give you the final OK?**

It takes 5 - 7 days to setup the white label site once we've received the setup fee.

### **5. Can we use your servers but with our domain name?**

Yes, you simply set the A-record for your domain (or preferably, subdomain) to point to our servers and we host the site for you. We don't provide any public-facing pages besides the login page, so we recommend setting up a subdomain e.g. social.mysite.com and you can then manage the main domain.

### **6. Is there going to be a training program or something like this for the use of the platform?**

We can offer you a 1-hour training session once the site is live. This is 100 USD.

### **7. I've read that the cost for the white label is 995 USD. Is this a one time fee? How can the payment be done?**

That's a one-time setup fee. Payment can be made via Paypal. We'll send you an invoice once you've completed the form at <http://bit.ly/sendiblewhitelabel>.

### **8. Is there a contract we have to sign for the white label? What's the support for the white label?**

Yes, there is a service agreement. You would handle the first-line support and can forward any support requests to [support@sendible.com](mailto:support@sendible.com). We aim to respond within 24 hours for our white label partners.

## Sendible Tokens

To purchase Sendible Tokens, click **Add Tokens**. Sendible Tokens can be used to send SMS text messages to any country or emails and social media messages when your standard credits run out.

The ratio of tokens to Emails, SMS and Social Media messages will be displayed on the right. Generally, 1

token = 1 SMS or 1 Token = 18 emails or social media messages.

Unlike standard message credits, Sendible tokens can be topped up at any given time and can be carried over from month to month and never expire. To buy Sendible Tokens click **Add Tokens** and choose the bundle that suits your messaging needs. These tokens will be added to your current token balance.

Please note prices are likely to change.

| <b>Pay-As-You-Go Pricing</b>  |                  |   |               |
|---|------------------|---|---------------|
| Looking for something more flexible? Sendible also offers pay-as-you go pricing.<br>Pay only when you actually send an Email, SMS or Social Media campaign. Tokens carry over from month to month and never expire. |                  |   |               |
| Sendible Tokens   | Price per bundle | Price per Email or Social Media message | Price per SMS |
| <b>200</b><br>~ 3,600 emails or 200 texts   | \$ 16.67         | \$ 0.005                                | \$ 0.083      |
| <b>300</b><br>~ 5,400 emails or 300 texts   | \$ 22.80         | \$ 0.004                                | \$ 0.076      |
| <b>500</b><br>~ 9,000 emails or 500 texts   | \$ 37.30         | \$ 0.004                                | \$ 0.075      |
| <b>1,000</b><br>~ 18,000 emails or 1,000 texts  | \$ 72.85         | \$ 0.004                                | \$ 0.073      |
| <b>5,000</b><br>~ 90,000 emails or 5,000 texts  | \$ 346.50        | \$ 0.004                                | \$ 0.069      |
| <b>10,000</b><br>~ 180,000 emails or 10,000 texts   | \$ 673.75        | \$ 0.004                                | \$ 0.067      |
| <b>50,000</b><br>~ 900,000 emails or 50,000 texts   | \$ 3237.50       | \$ 0.004                                | \$ 0.065      |

Sendible allows you to receive replies to the SMS messages you send from our site. This feature is only available in certain countries, so [contact us](#) for more information.

## Billing System

Sendible has a secure billing system which you can use to make payments. To enter your billing information, add your details as shown in the example below.

### Upgrade your Sendible plan

Selected Plan: Marketer with 3 users (\$59.97) [Change](#)

---

First Name:

Last Name:

---

Card Number:

Card Type:

Expiry Date:

Security Code:  [What is this?](#)

Billing Address:

Zip / Postal Code:

Country:

State (US & Canada only):

Secure

### Thanks for choosing to upgrade your plan

Since you're upgrading your account, we'll need your secure credit card details so we can bill you monthly for the new plan. The upgrade will be effective immediately. You'll have access to your new features today.

We don't accept POs, checks, or invoices to be paid at a later date. We will email you a receipt each time your card is charged.

Please note you can change your plan by selecting **Change**. You will then be taken to the [Paid Plans](#) page.

### Which plan should I choose?

Below are some FAQ's regarding pricing plans. If you require more information, please email [support@sendible.com](mailto:support@sendible.com).

**I'm looking to be able to schedule Twitter, LinkedIn and Facebook posts and wondered which pricing plans include this??**

You'd probably be best to start off with a Marketer plan, which you can always upgrade/downgrade later if necessary. If you send one message to 3 social networks, it would be counted as 3 message credits. All our plans allow you to send to Twitter, LinkedIn, Facebook etc.

**Some plans like the solo say they only cover a number of social networks. I'd just like to know which plans cover which networks.**

All of our plans cover all of the networks. So, with any of the plans you upgrade to, you'll get access to all of the social networks we support.

**What's the best plan for a freelance Social Media marketer?**

We have 2 options:

### Option 1:

You could go with a Business or Enterprise account. The Business account allows you to have up to 4 clients initially and the Enterprise account allows 8. You can always add more clients as you bring them on. Your clients can log into Sendible and manage things themselves or you can manage things for them.

### Option 2:

You could go for a White Label. This is a stand-alone, rebranded version of Sendible with your own logo, design and URL. For more info, see <http://sendible.com/white-label>.

## Take a Tour

### Take a Tour provides information about:

- [Sendible's multiple services](#) - Sendible supports multiple services and social networks, making it easy to reach your customers on multiple platforms.
- [Social Inbox](#) - Use Sendible to manage all your social streams from a single inbox.
- [Scheduling](#) - Schedule your email and social media campaigns ahead of time so that you can reach your customers when they're most likely to read and respond to your messages.
- [Facebook Management](#) - Use Sendible to post updates to your Facebook Pages, Profiles, Groups and Photo Albums. Easily track results with Sendible's powerful analytics.
- [Twitter Management](#) - Use Sendible to manage and track all your Twitter profiles in one place.
- [Blog Management](#) - Use Sendible's WYSIWYG editor to compose content-rich blog posts. Embed images and videos with ease. Use Sendible's analytics to track which blog posts generated the most hits.
- [RSS](#) - Sendible allows you to add your RSS feeds and share posts with all your social networks. Links you share are automatically shortened and tracked using bit.ly.
- [Autoresponders](#) - Configure & send automatic messages via Twitter, Email, Facebook & SMS that are triggered by a date or event. Even update your friends' Facebook walls on their birthday.
- [Email Marketing](#) - Sendible is the easiest way to send and track email campaigns. Simply add a template or choose one of ours, compose your message and let Sendible take care of the rest.
- [SMS](#) - Use Sendible to send customers promotional codes and announcements about deals and sales or use our API to integrate SMS into your own applications.
- [Brand Monitoring](#) - Monitor what's being said about your brand on blogs, news, social networks and in comments. Sendible's sentiment analysis highlights which mentions you should respond to.
- [Multiple Users](#) - Manage accounts for multiple clients and contributors or create logins and allow them to manage things themselves. Create user hierarchies and manage permissions.
- [Analytics](#) - Prove the effectiveness of every piece of content you distribute. Sendible tracks just about everything including clicks, referrers, shares, comments, views and more.
- [Social Reporting](#) - Sendible tracks your social media account and reports on various metrics including fans/followers over time, engagement, klout, sentiment and more.

- [Contact Management](#) - Access all your social, email and mobile contacts in a single, unified address book.
- [Autoposting](#) - Sendible's automatic RSS poster makes it easy to distribute content from RSS feeds.
- [Google Analytics](#) - Prove the impact your email & social media campaigns are having on traffic to your website.
- [White Labelling Sendible.com](#) - The Sendible white label product is perfect for agencies wanting to offer clients an affordable social media management platform while maintaining brand identity.
- [Sendible's iPhone App](#) - Use Sendible on the go with our awesome new iPhone app.
- [Supported Sites](#) - Click here to see a complete list of services we support, we add more every week.
- [Getting Started](#) - Click here to watch a short tutorial.

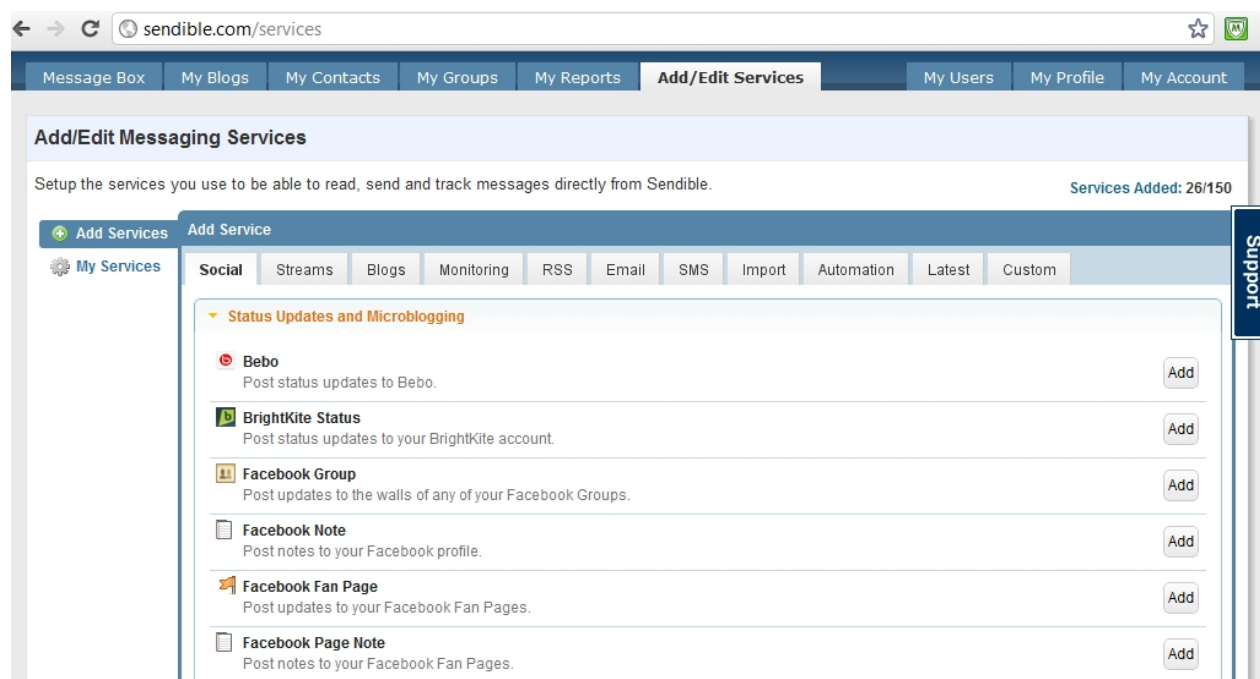
## Add/Edit Services

Sendible allows you to integrate your account with various social media services.

By clicking on the **Add/Edit Services** tab, you can setup the services you would like to integrate your Sendible account with.

You can add each service multiple times and for different accounts by clicking the **Add** button next to each service. You'll then be able to utilize them using your Sendible account.

Sendible will also load [Profile Reports](#) for each social media service that you have added.

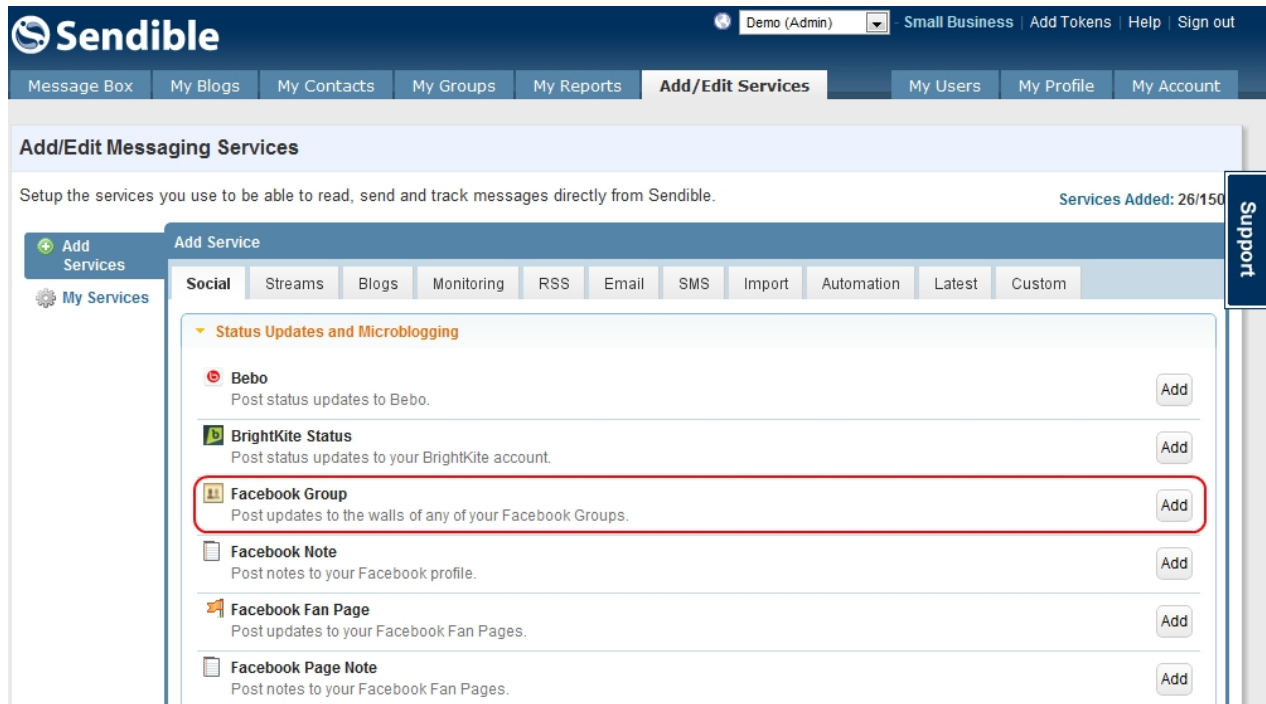


See [How to add a Facebook Group](#) for a detailed explanation.

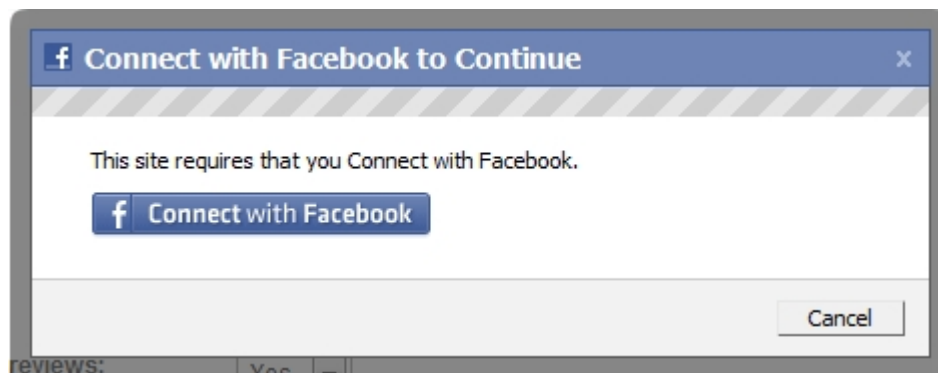
## How to add a Facebook Group

The example below shows you how to add a Facebook Group.

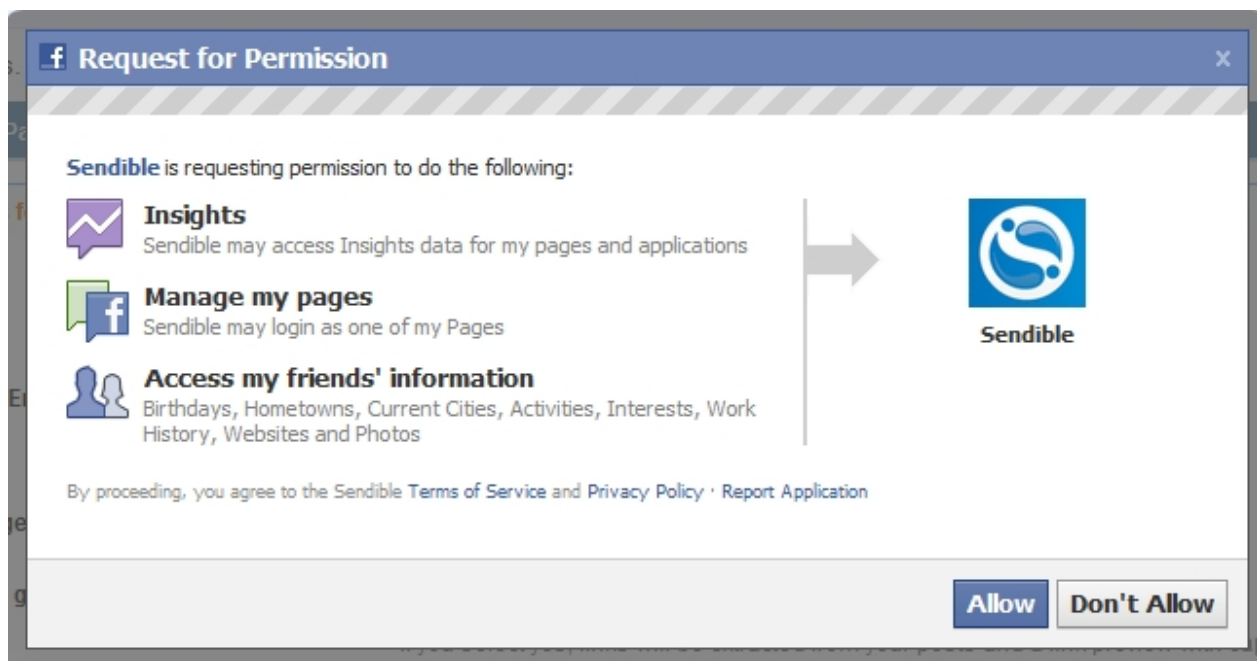
1. Go to [Add/Edit Services](#).
2. Select Facebook Group under [Social](#) and [Status Updates and Microblogging](#).
3. Click **Add**.



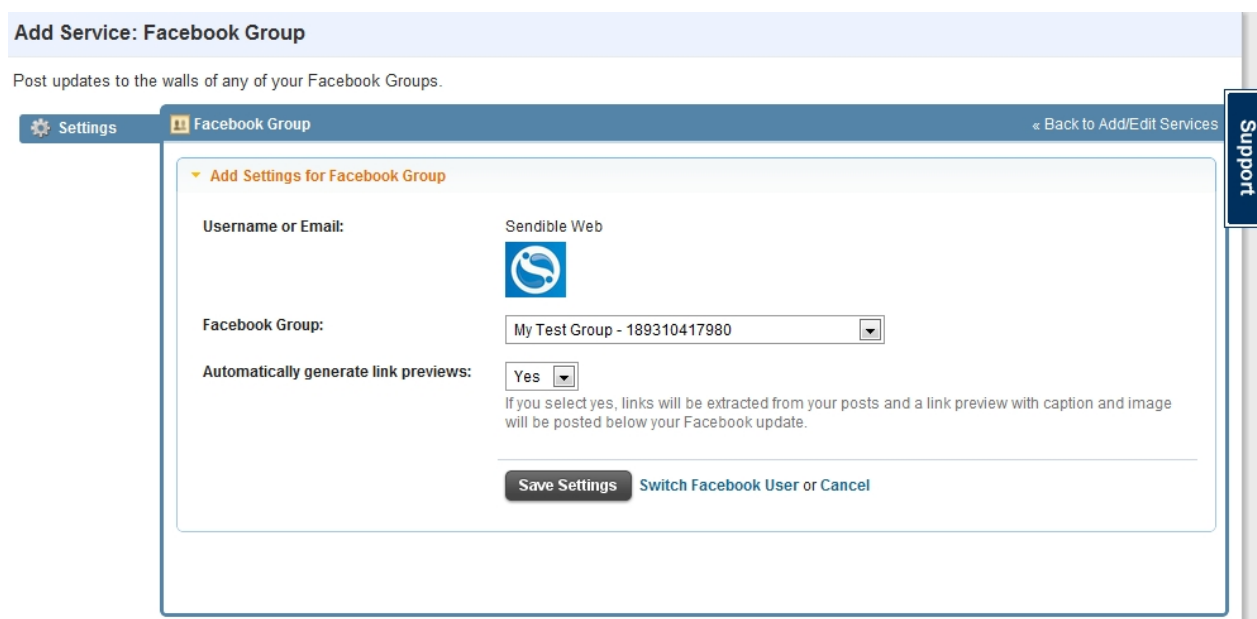
4. Connect to your Facebook account when prompted.



5. If prompted, grant Sendible permission to access your Facebook account by selecting **Allow**.



6. Select a Facebook Group to add.



7. Select whether you would like to automatically generate link previews. If you select 'Yes' this means that links will be extracted from your posts and a link preview with caption and image will be posted below your update. See [Inserting a link preview](#) for more information.

### [Inserting a link preview](#)

#### To insert a link preview:

1. Go to [Message Box](#)
2. Select your services
3. Select URL and type in your URL





resume working on the email at a later stage, **Save Template** if you would like to save your message as an email template or **Discard** if you no longer wish to send your email.

8. Sendible also allows you to receive a notification when your post is sent. See [Sending Options](#) for more information.

## Add Services

To add a service go to [Add/Edit Services](#) and select the service you wish to add to your Sendible account.

Service categories include:

- [Social](#) - Services for posting updates to social networks
- [Streams](#) - Services for real-time engagement
- [Blogs](#) - Services for publishing blogs
- [Monitoring](#) - Services for monitoring what people are saying on the social web
- [RSS](#) - Services for importing and automatically distributing content from RSS feeds
- [Email](#) - Services for importing of email addresses
- [SMS](#) - Services for SMS texting
- [Import](#) - Services for the importing of contacts and messages in bulk
- [Automation](#) - Services for automating of messages and events
- [Latest](#) - Services that have recently been added to Sendible
- [Custom](#) - Rebranded services with 'via Sendible' replaced with your own brand name. For more information visit [bit.ly/sendiblerebranding](http://bit.ly/sendiblerebranding)

You can add multiple accounts for each service by clicking the **Add** button and filling in the details for each one.

## Social

### **Social - Services for posting updates to social networks**

Social services in this section include:

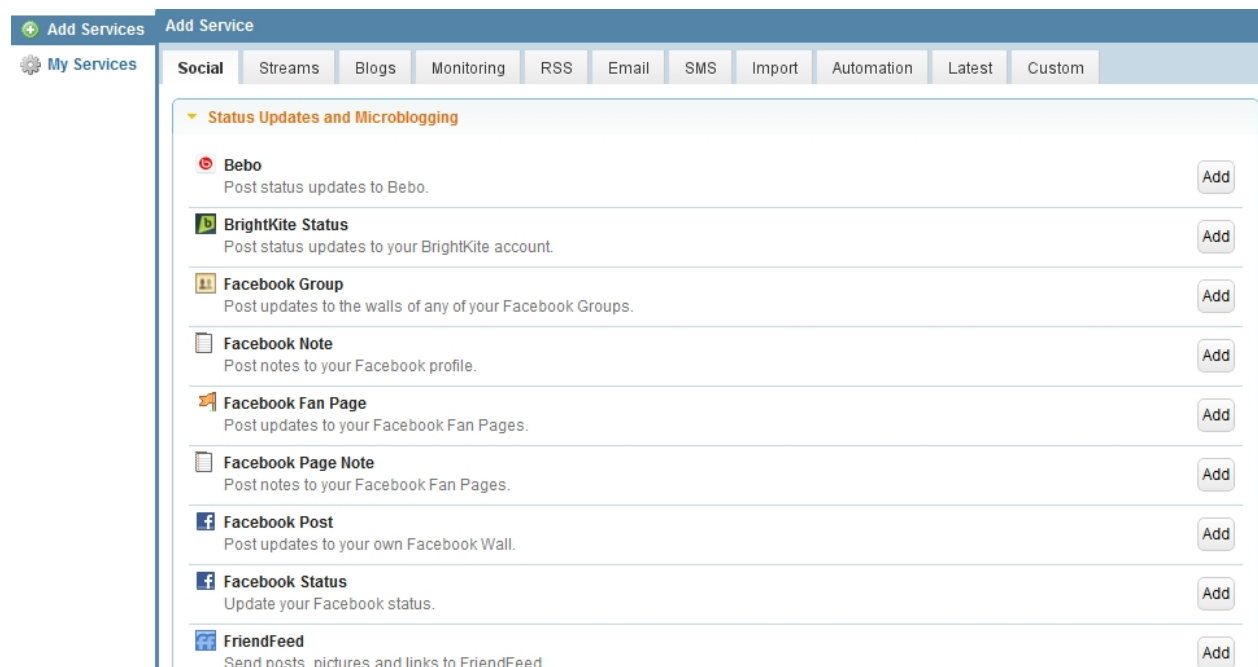
- [Status Updates and Microblogging](#)
- [Photo or File Sharing](#)
- [Link Sharing and Bookmarking](#)
- [Location-based Services](#)
- [Social Media Messaging](#)

### Status Updates and Microblogging

Status Updates and Microblogging allows you to add services which enable you to post status updates to

services such as Bebo, Twitter, Facebook and LinkedIn.

To add your Social Services click **Add** next to your chosen service, you can add multiple accounts for each service by clicking the **Add** button and filling in the details for each one.

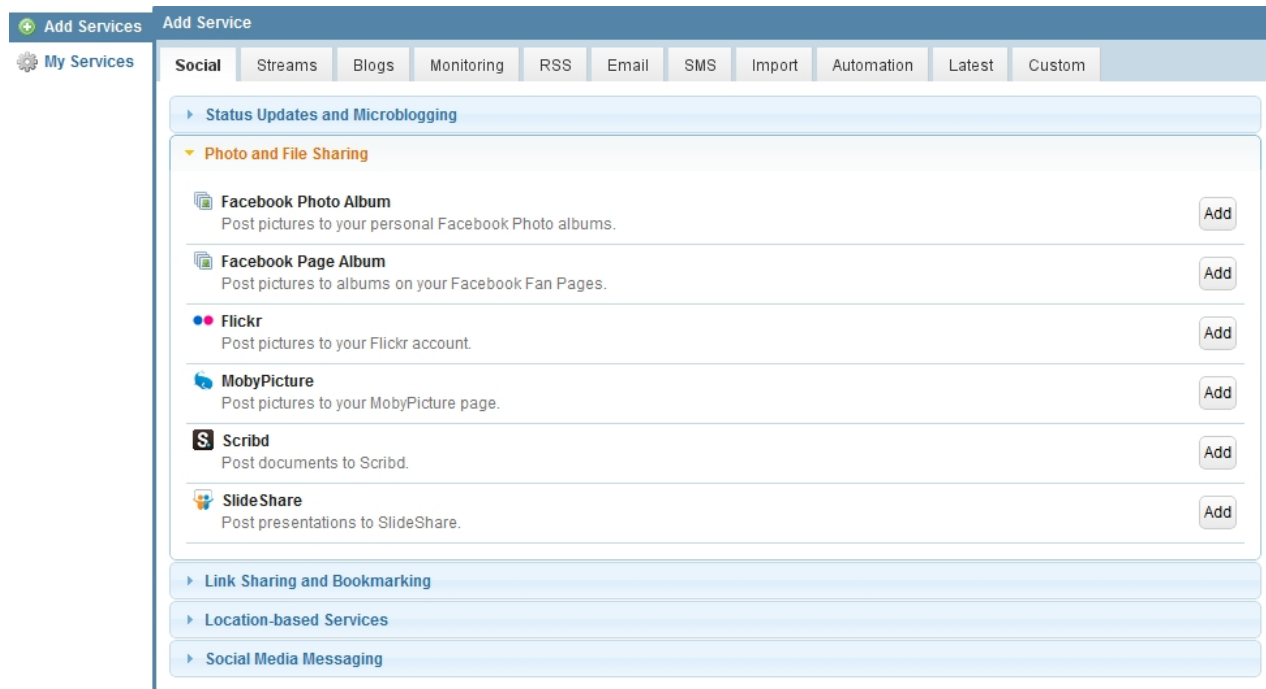


For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

## Photo or File Sharing

Photo or File Sharing allows you to add services which enable you to post photos and files using services such as Facebook Photo Album, Scribd and Flickr.

To add your Social Services click **Add** next to your chosen service, you can add multiple accounts for each service by clicking the **Add** button and filling in the details for each one.

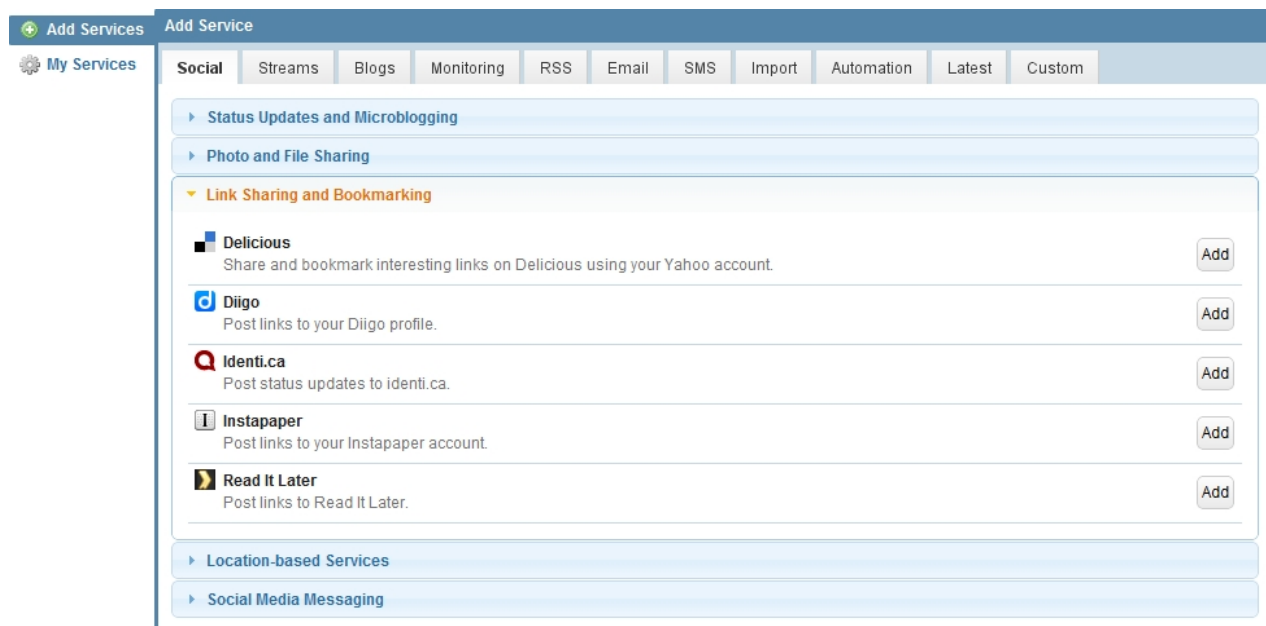


For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

### Link Sharing and Bookmarking

Link Sharing and Bookmarking allows you to add services which enable you to share links using services such as Delicious, Identi.ca and Diigo.

To add your Social Services click **Add** next to your chosen service, you can add multiple accounts for each service by clicking the **Add** button and filling in the details for each one.

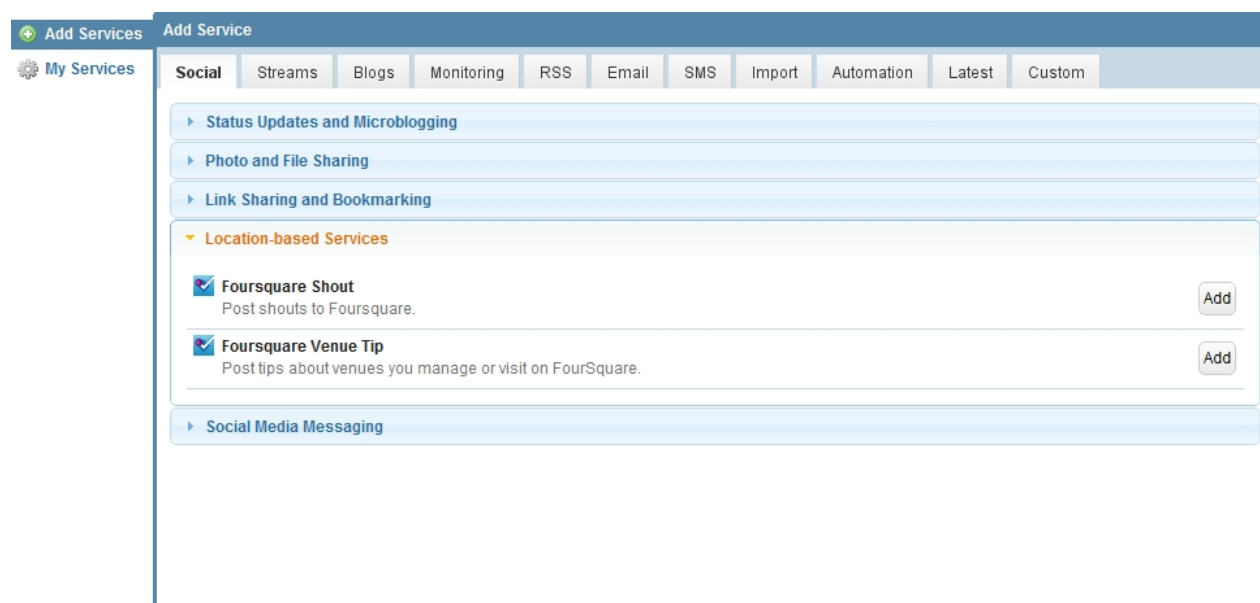


For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

## Location-based Services

Location-based Services allows you to add services which enable you to post location-specific updates using services such as Foursquare.

To add your Social Services click **Add** next to your chosen service, you can add multiple accounts for each service by clicking the **Add** button and filling in the details for each one.

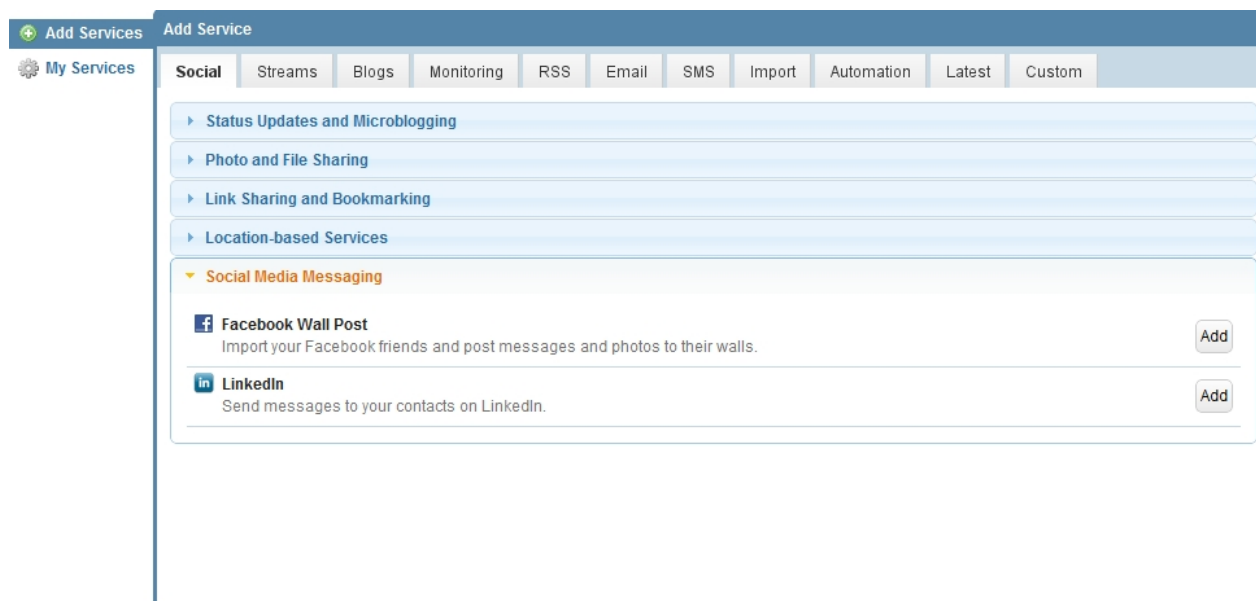


For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

## Social Media Messaging

Social Media Messaging allows you to import your social network contacts and post social media messages/photos using services such as Facebook Wall Post and LinkedIn.

To add your Social Services click **Add** next to your chosen service, you can add multiple accounts for each service by clicking the **Add** button and filling in the details for each one.



For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

## Streams

### Streams - Services for real-time engagement

Streams allows you to read and respond to posts from various streams in real-time e.g. Facebook, LinkedIn and Twitter. Once added, these streams will appear in your [Inbox](#) in the [Message Box](#).

See [Social Streams](#) for more information.

## Social Streams

Social Streams include Facebook, LinkedIn and Twitter streams. From Streams you can read and respond to posts from various streams in real-time, these streams will appear in your [inbox](#) once added.

To add your Streams click **Add** next to your chosen service, you can add multiple accounts for each service by clicking the **Add** button and filling in the details for each one.

For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

## Photos

Photo or File Sharing allows you to add services which enable you to post photos and files using services such as Facebook Photo Album, Scribd and Flickr.

## Photos and File Sharing

To add your Social Services click **Add** next to your chosen service, you can add multiple accounts for each service by clicking the **Add** button and filling in the details for each one.

For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

## Blogs

### Blogs - Services for publishing blogs

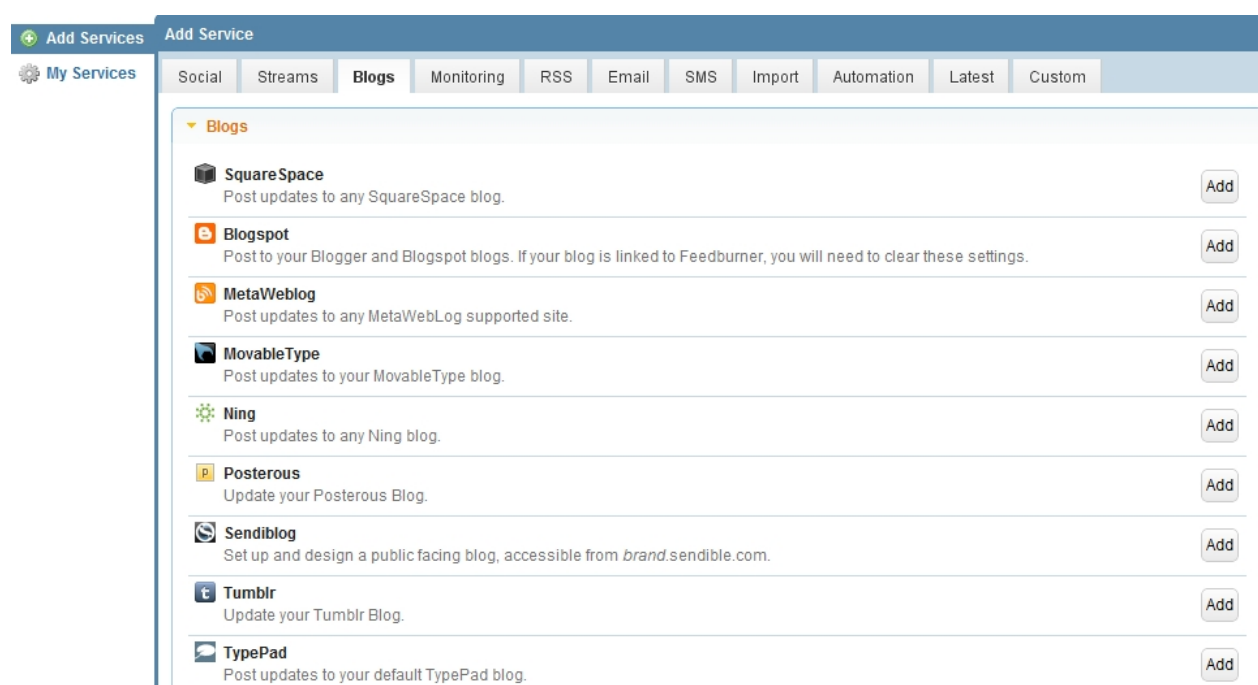
Blogs allows you to post updates to your blogs using services such as Blogspot, Tumblr, Wordpress and Sendiblog.

See [Blogs](#) for more information.

## Blogs

Blogs allows you to add services which enable you to create and post updates to your blogs using services such as Blogspot, Wordpress and Sendiblog.

To add your Blogs click **Add** next to your chosen service, you can add multiple accounts for each service by clicking the **Add** button and filling in the details for each one.



For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

### What is a Sendiblog?

A Sendiblog is a microblog, hosted at *yourblog.sendible.com* and is the quickest way to get a blog up and running. A sendiblog allows you to easily create a blog presence.

You can create as many Sendiblogs as you like from within the [My Blogs](#) tab. Choose from one of our standard themes or create your own.

Below is an example of a Sendiblog hosted at *gavin.sendible.com*.

17 AUGUST

## How to use Sendible for email marketing

Besides being a powerful **social media management dashboard**, Sendible also allows you to send out marketing emails and newsletters. You can use one of our email templates or create your own. You can also track opens, unsubscribes, forwards and more.

The video below takes you through all the features available in Sendible so that you can make the most of our **tool for email marketing**:



My name is Gavin. This is where I share my ideas, thoughts and hyperlinks. I'm founder of **Sendible.com** - an online marketing tool that lets you boost your brand using email, sms and social media marketing.



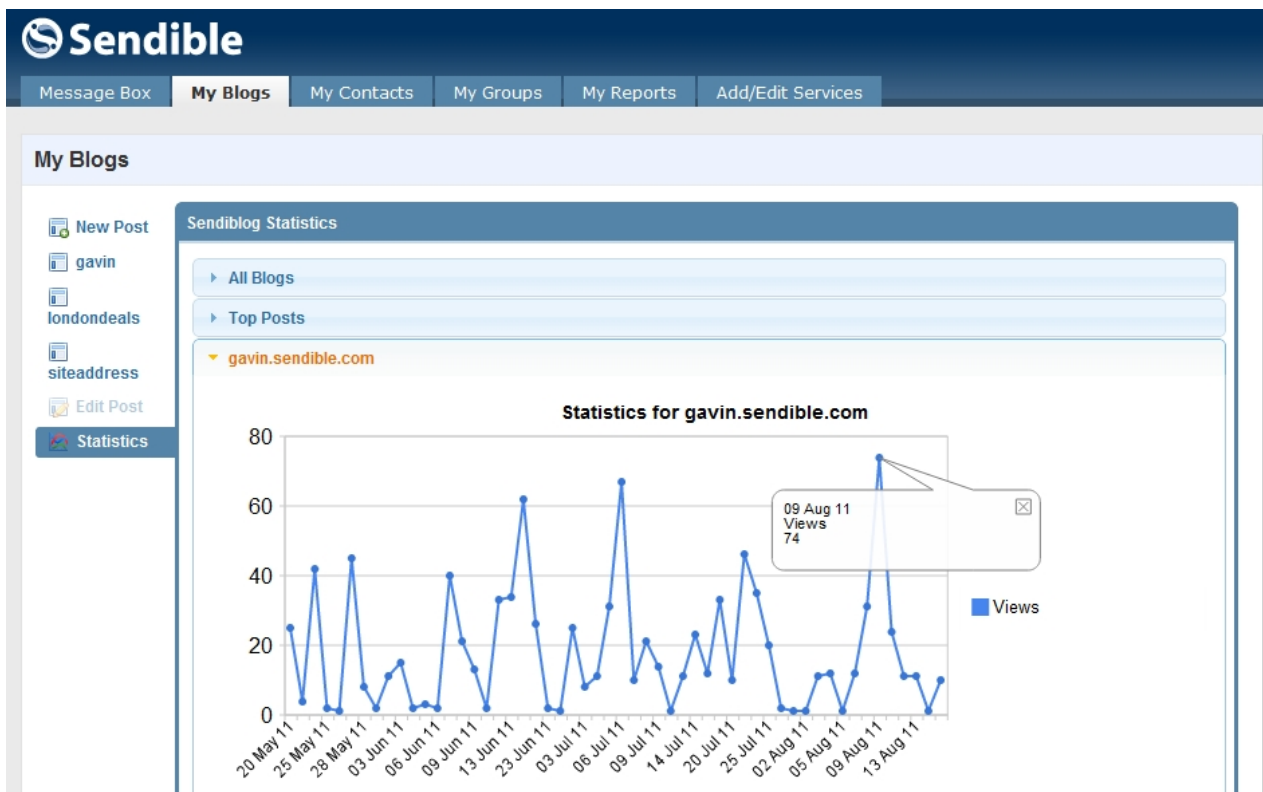
Gavin Hammar (Gavin's bio) >

Subscribe to this sendblog >



Each blog post you create is monitored for views and click-throughs and is tracked using Sendible's powerful analytics technology. You can configure Sendible to automatically share your new blogs posts via email or on your social networks.

By selecting [Statistics](#), you are able to see your blog views.



Monitoring



## Monitoring - Services for monitoring what people are saying on the social web

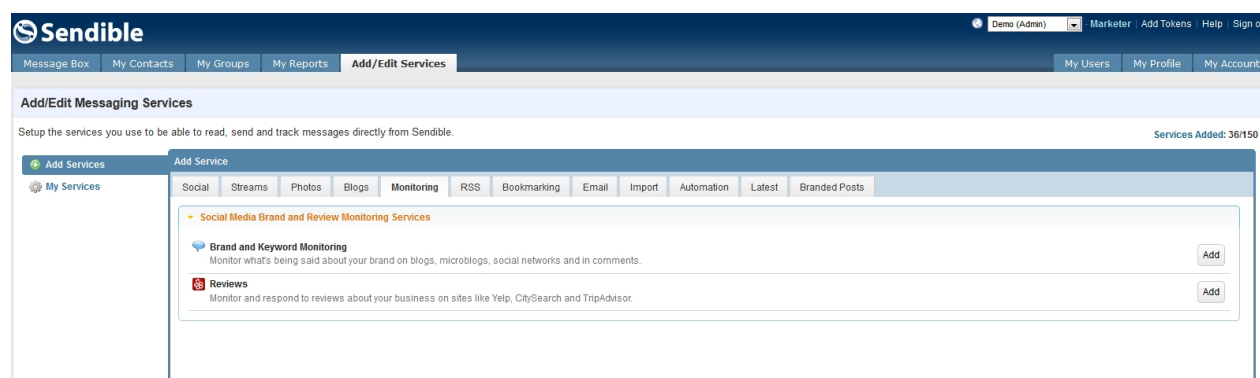
Sendible allows you to monitor what's being said about your brand online, e.g. in blogs, microblogs and social networks. You can also read reviews about your brands using services like Yelp, CitySearch and Tripadvisor. Once added, Sendible will start monitoring the brands you've added and results will be displayed in the [Mentions](#) section of the [Message Box](#).

See [Brand Monitoring](#) for more information.

### Brand Monitoring

Brand Monitoring allows you to add services which enable you to monitor what's being said about your brand and competitors through [Brand and Keyword Monitoring](#) and [Reviews](#).

To add your Brand Monitoring Services click **Add** next to your chosen service, you can add multiple accounts for each service by clicking the **Add** button and filling in the details for each one.



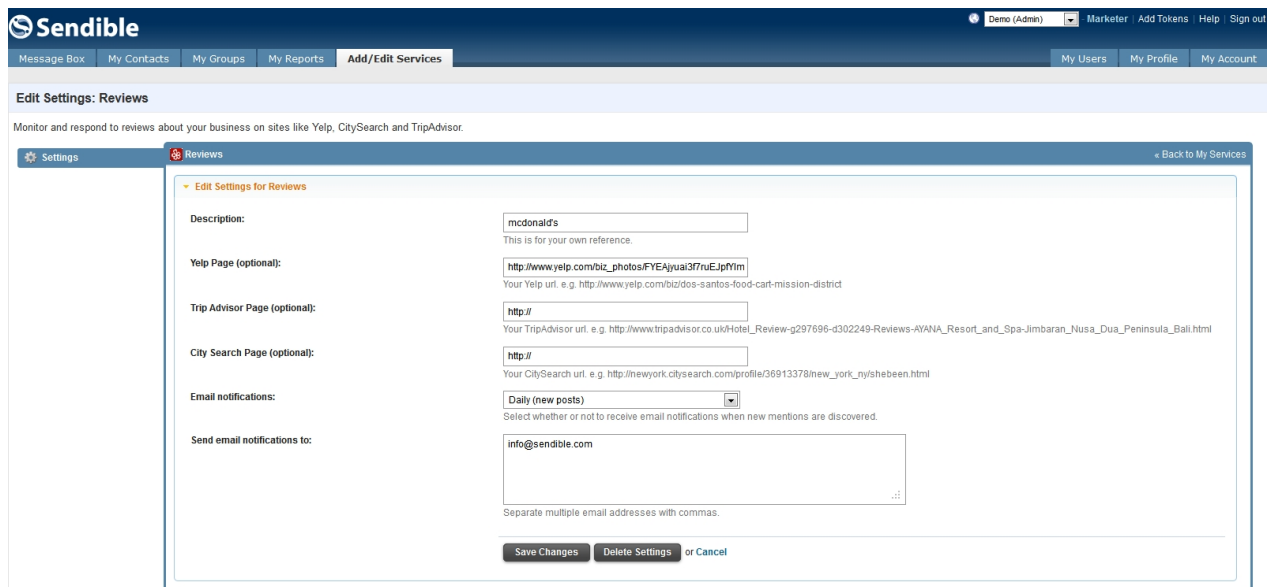
For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

### How to a review

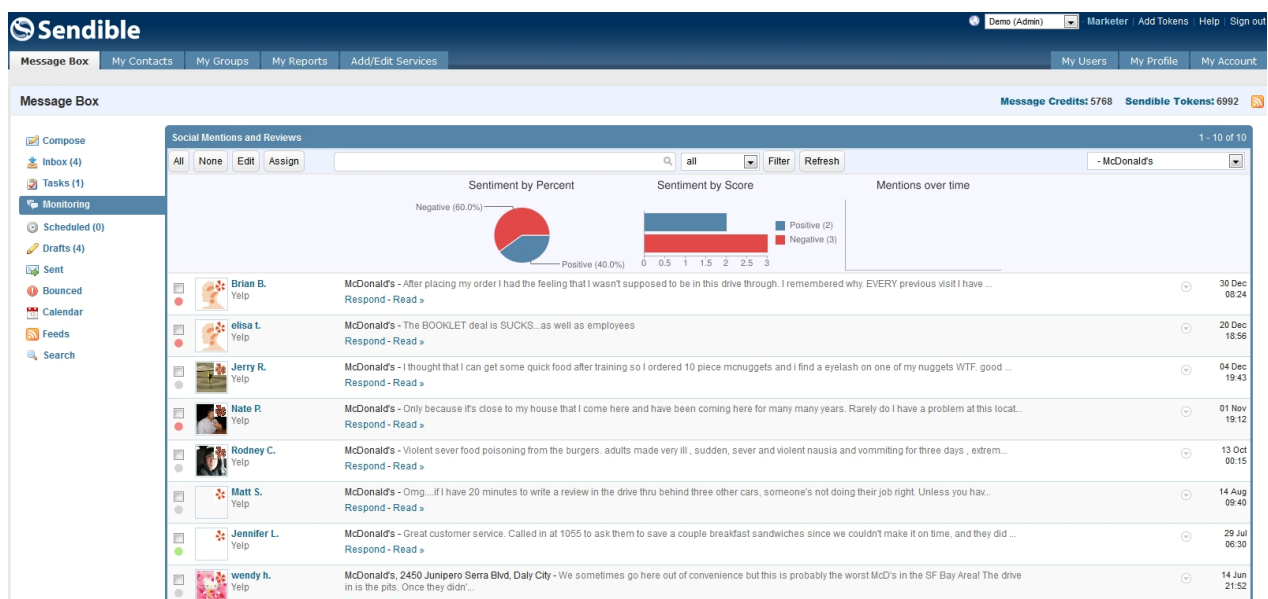
Sendible allows you to track reviews about your business on sites like Yelp, CitySearch and TripAdvisor. You can add your business's Yelp, CitySearch and TripAdvisor pages to Sendible and read and respond to reviews as and when they happen.

To set up review monitoring:

1. Go to Monitoring and click **Add** on the right of Reviews.
2. You will then be taken to the settings page where you can configure the service. Add your description as well as your business pages on Yelp, Trip Advisor and City Search.
3. You can then select to receive your email notifications never, daily or weekly.



4. You can also use Sendible to share your positive reviews on your social networks.
5. After a few minutes, you will be able to [read your reviews](#).



6. To comment or forward a review, simply click on it and you will be taken to the [Compose](#) screen.
7. Positive reviews are highlighted in green and negative reviews are highlighted in red.

## RSS

### RSS - Services for importing and automatically distributing content from RSS feeds

RSS allows you to share and discover relevant content from your RSS feeds.

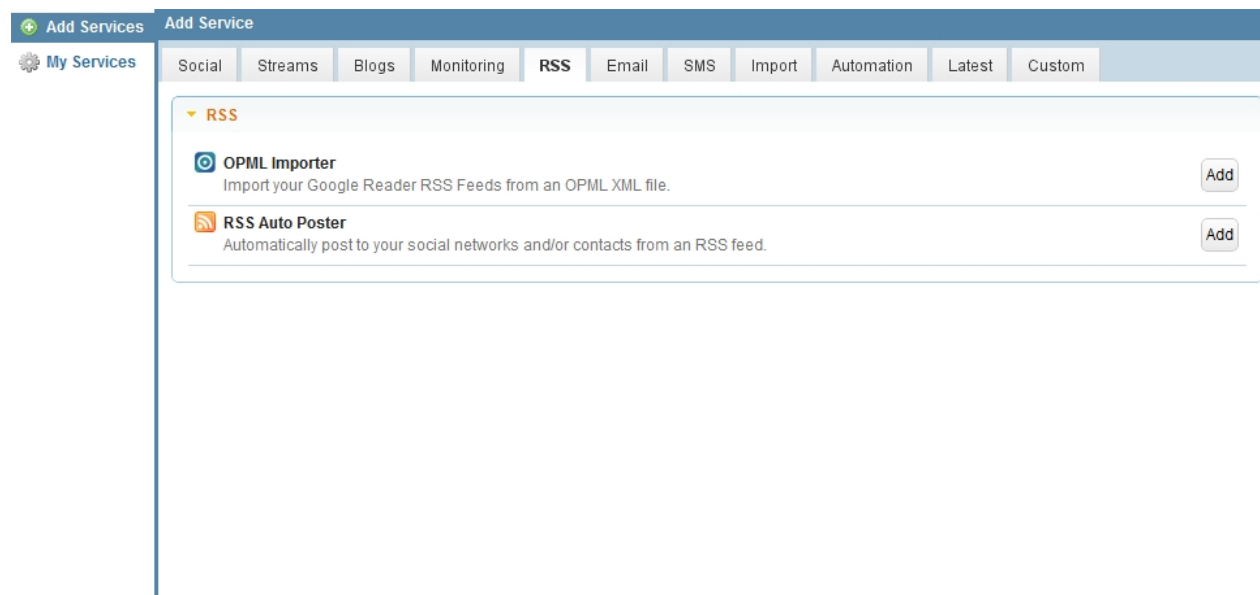
See [RSS](#) for more information.

## RSS

OPML Importer allows you to import your Google Reader RSS Feeds and RSS Auto Poster allow you to

setup Sendible to automatically post to your social networks and/or contacts.

To add your RSS click **Add** next to your chosen service, you can add multiple accounts for each service by clicking the **Add** button and filling in the details for each one.



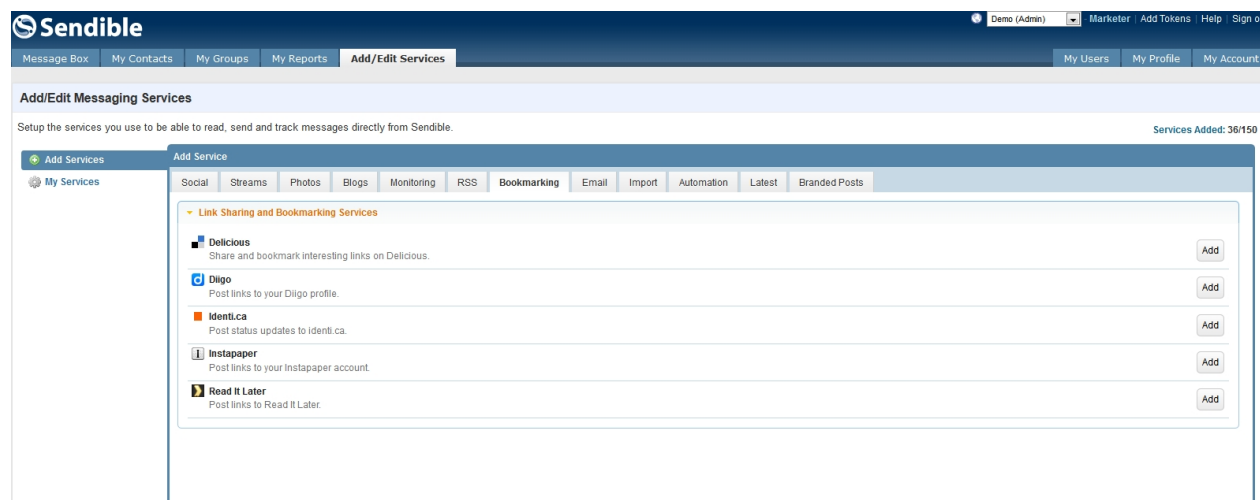
For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

### Bookmarking

Link Sharing and Bookmarking allows you to add services which enable you to share links using services such as Delicious, Identi.ca and Diigo.

### Link Sharing and Bookmarking

To add your Social Services click **Add** next to your chosen service, you can add multiple accounts for each service by clicking the **Add** button and filling in the details for each one.



For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

## Email

### Email - Services for importing of email addresses

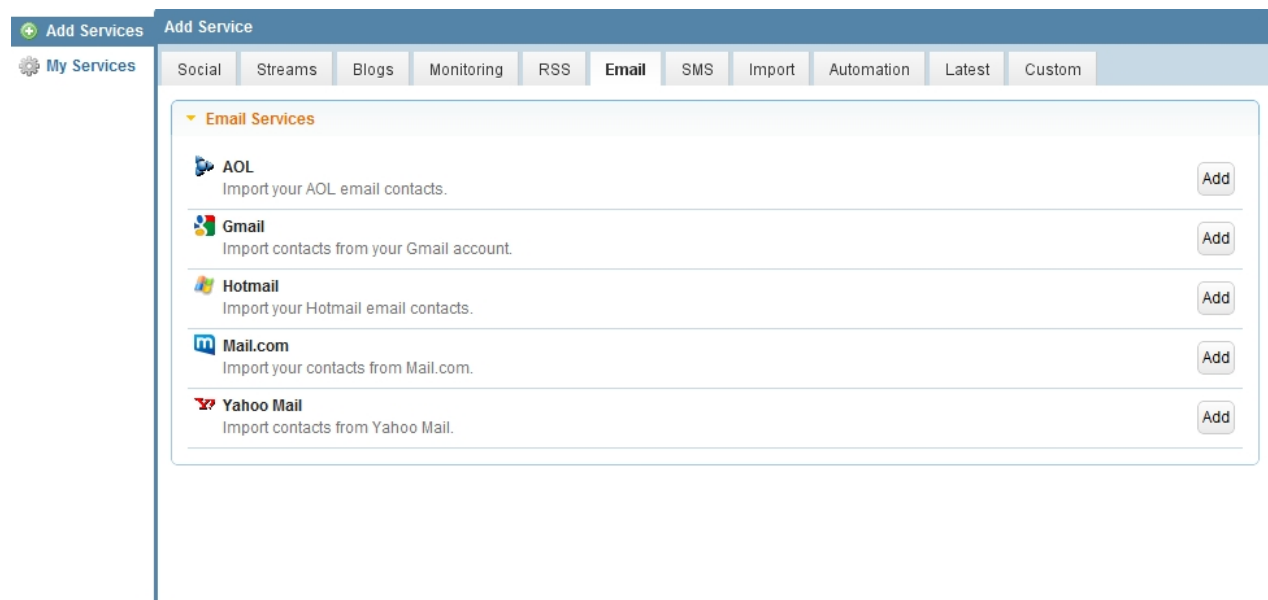
Sendible allows you to import your email contacts from services like Gmail, Hotmail, AOL and Yahoo Mail.

See [Email Services](#) for more information.

## Email Services

Email Services allows you to import your contacts from public email services such as Gmail and Hotmail.

To add your Email Services click **Add** next to your chosen service, you can add multiple accounts for each service by clicking the **Add** button and filling in the details for each one.



For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

## SMS

### SMS - Services for SMS texting

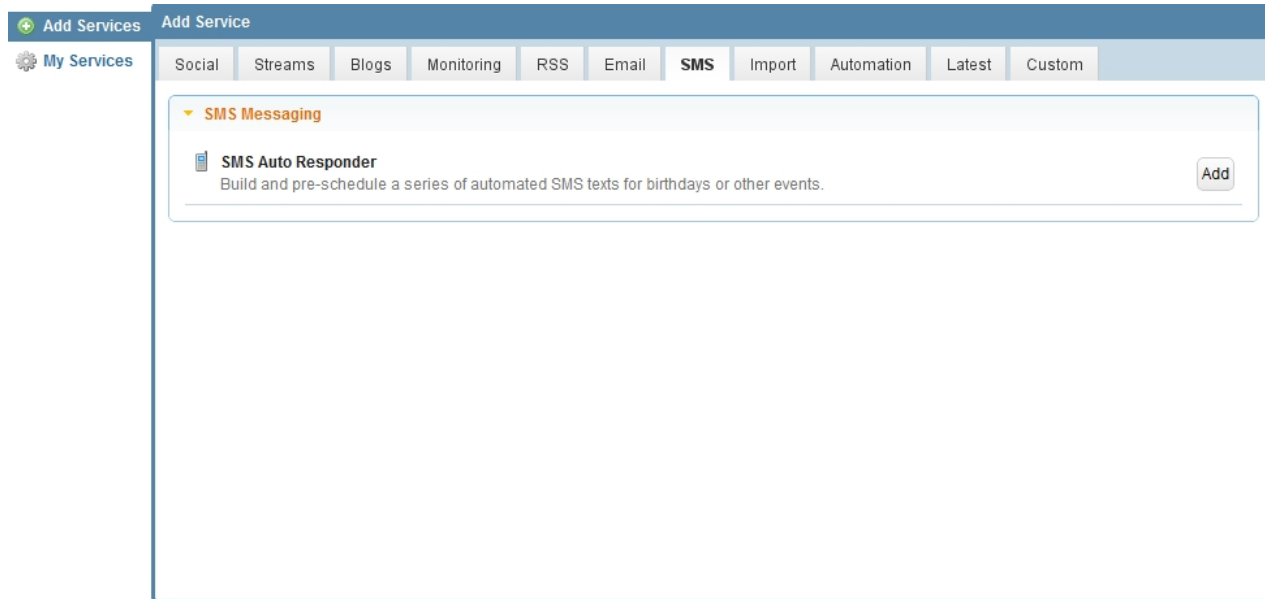
Sendible allows you to build and pre-schedule automated SMS texts. This can be useful for birthdays and other events.

See [SMS Messaging](#) for more information.

## SMS Messaging

Sendible's SMS Auto Responder allows you to build and pre-schedule automated SMS texts. This can be useful for birthdays and other events.

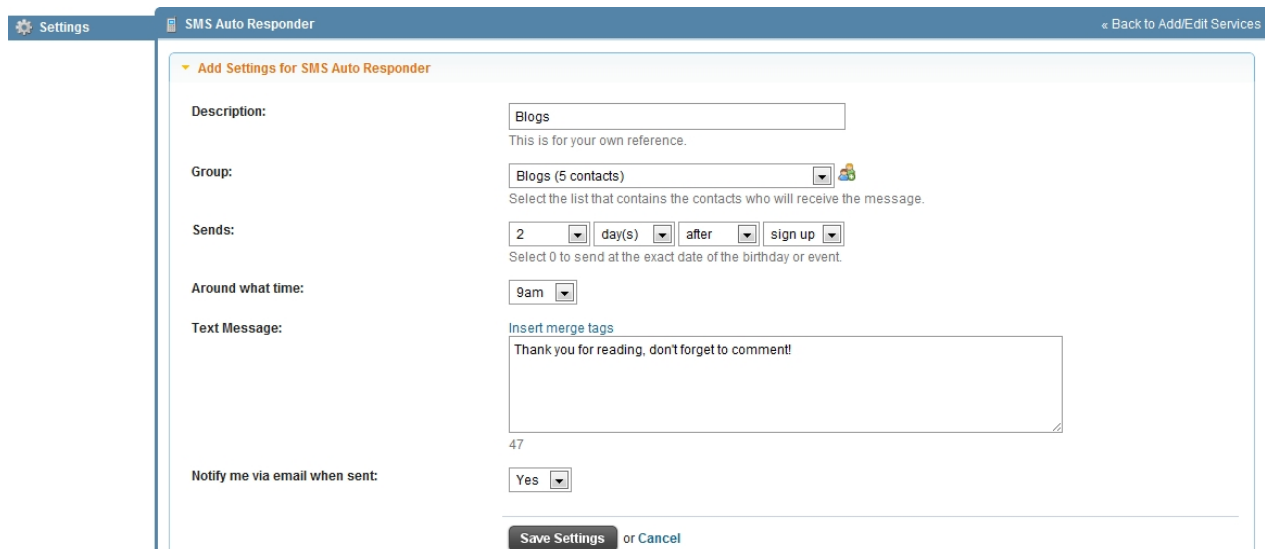
To add your SMS Messaging click **Add** and add your settings for SMS Auto Responder.



For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

### How to add SMS Auto Responder

1. Go to SMS and click **Add** on the right of SMS Auto Responder.
2. Add a description for your own reference.
3. Choose a group of contacts who will receive the message
4. Choose a date when you want the SMS to be sent
5. Choose a time you want the SMS to be sent
6. Insert a text message, you can insert merge tags to make it more personal. See [Merge Tags](#) for more information.



## Import

### Import - Services for the importing of contacts and messages in bulk

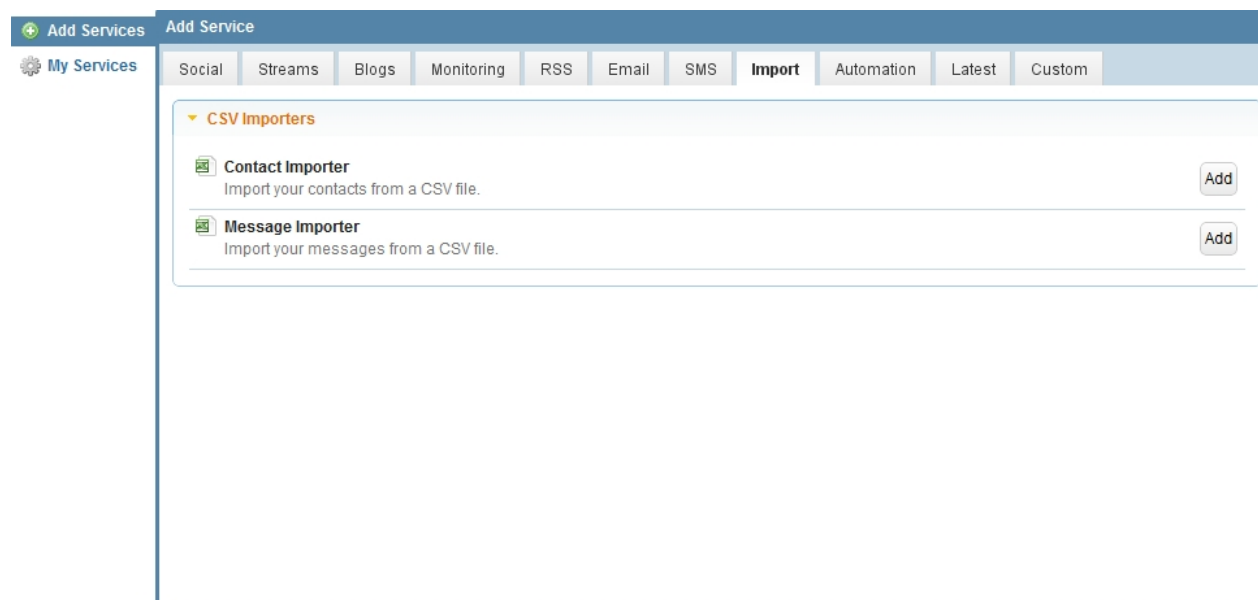
Bulk allows you to import your contacts from CSV files. This is useful when importing a large number of contacts.

See [CSV Importers](#) for more information.

### CSV Importers

CSV Importers allows you to add services which enable you to bulk import your contacts or messages from a CSV file.

To add your Importers click **Add** next to your chosen service, you can add multiple accounts for each service by clicking the **Add** button and filling in the details for each one.



For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

### How to import contacts from a CSV file

1. Go to Import and click **Add** on the right of Contact Importer.
2. Click Browse and search for your excel document, below is an example of an excel document with contacts and email addresses. Ensure that this document is saved as a .csv and that you have headings the same as in the example below:

|   | A          | B         | C  |
|---|------------|-----------|--|
| 1 | First Name | Last Name | Email  |
| 2 | John       | Smith     | <a href="mailto:johnsmith@gmail.com">johnsmith@gmail.com</a> |
| 3 | Mary       | Kate      | <a href="mailto:marykate@gmail.com">marykate@gmail.com</a>   |
| 4 | Jason      | Lane      | <a href="mailto:jasonlane@gmail.com">jasonlane@gmail.com</a> |

3. Add your contacts to a group.
4. Choose a preference for contact with your contacts - email or SMS.

**Add Service: Contact Importer**

Import your contacts from a CSV file.

Settings Contact Importer ← Back to Add/Edit Services

▼ Add Settings for Contact Importer

CSV File:  [Remove]

Import contacts from a CSV file. Download this [sample file](#) to get started.

Add to group:    
 Select a group which these contacts should be added to.

Contact Preference:   
 Select the contact preference for the contacts that are imported.

or

5. You will then see the contacts from your CSV file in your chosen group.

**Sendible** Demo (Admin) Small Business Add Tokens Help Sign out

Message Box My Blogs **My Contacts** My Groups My Reports Add/Edit Services My Users My Profile My Account

**My Contacts** Contacts: 405/7500 Groups: 19/50

Groups 1 - 3 of 3

New Group - 3 contact(s)

▼ New Group - 3 contact(s)

Filter:

💡 Tip: You can also reach this group by emailing [post+G14747@sendible.com](mailto:post+G14747@sendible.com) from your registered email address. All | None

|                                     |            |  |                          |               |
|-------------------------------------|------------|--|--------------------------|---------------|
| <input checked="" type="checkbox"/> | Jason Lane | Email - <a href="mailto:jasonlane@gmail.com">jasonlane@gmail.com</a> | <input type="checkbox"/> | Edit   Remove |
| <input checked="" type="checkbox"/> | John Smith | Email - <a href="mailto:johnsmith@gmail.com">johnsmith@gmail.com</a> | <input type="checkbox"/> | Edit   Remove |
| <input checked="" type="checkbox"/> | Mary Kate  | Email - <a href="mailto:marykate@gmail.com">marykate@gmail.com</a>   | <input type="checkbox"/> | Edit   Remove |

Support

## Automation

### Automation - Services for automating of messages and events

Automation allows you to pre-schedule automated messages for services such as Facebook, Twitter and LinkedIn.

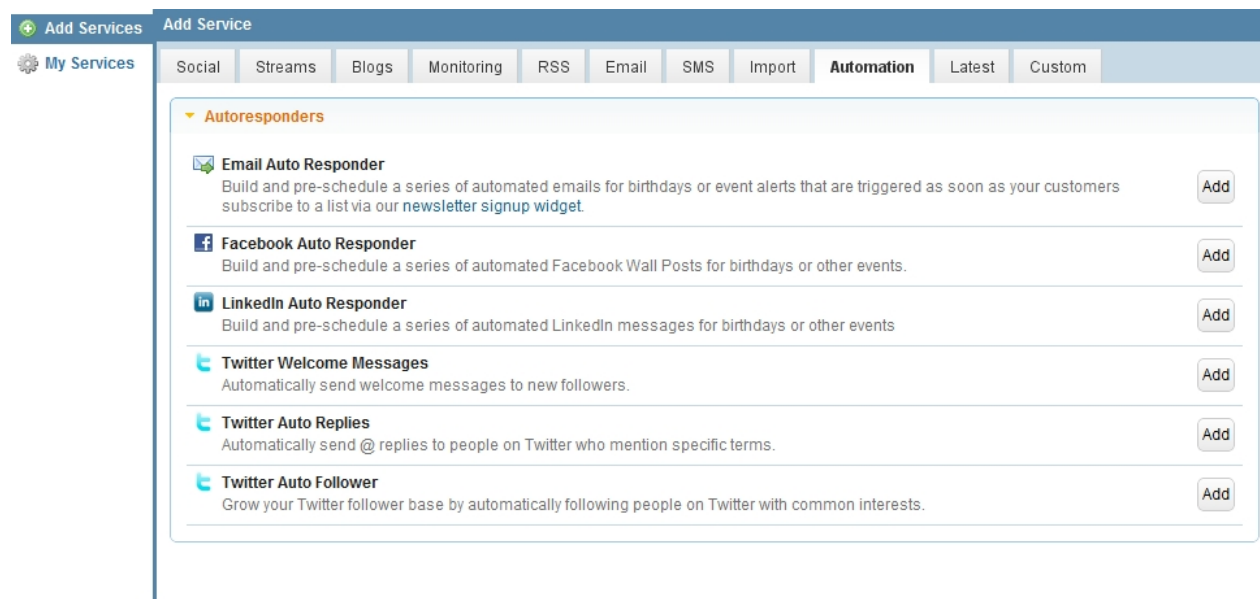
See [Autoresponders](#) for more information.

## Autoresponders

Autoresponders allows you to build and pre-schedule automated messages using services such as Facebook, Twitter etc.

Twitter Auto Follower allows you to automatically follow people on Twitter.

To add your Automation click **Add** next to your chosen service, you can add multiple accounts for each service by clicking the **Add** button and filling in the details for each one.



For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

## Twitter Automation Services

### How to add a Twitter Welcome Message

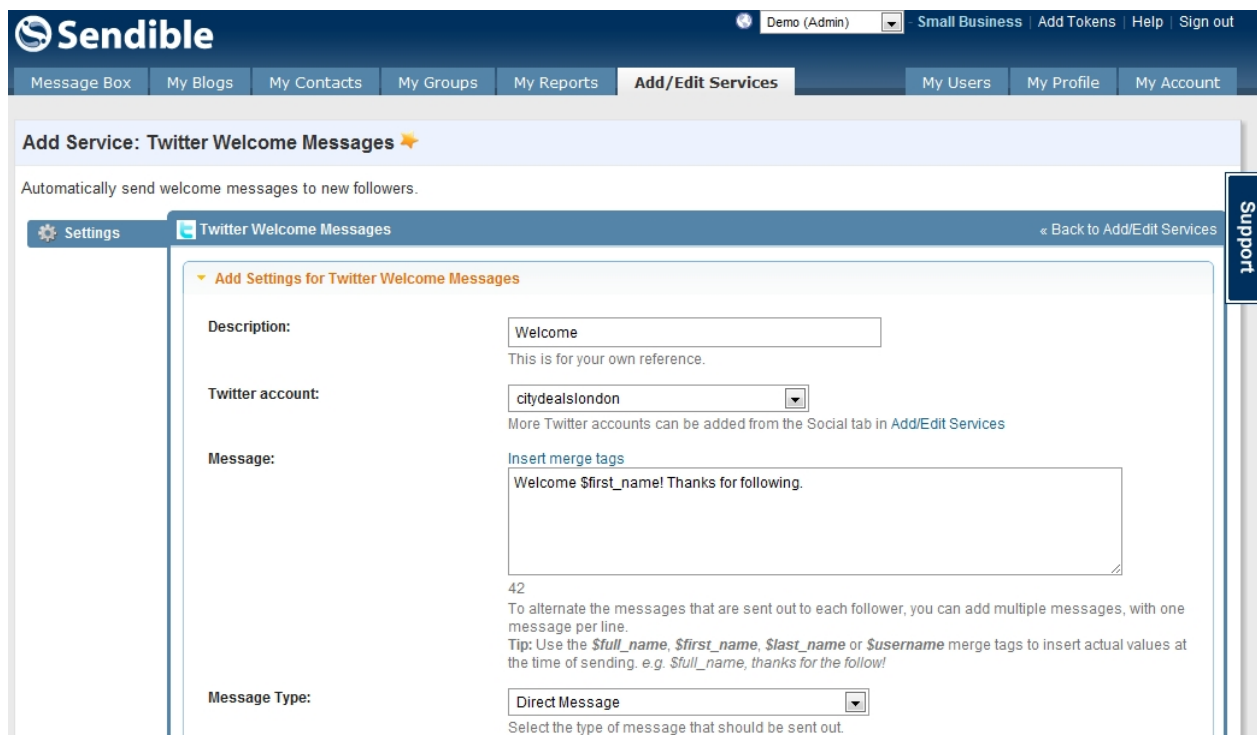
#### When would I use a Twitter Welcome Message?

Using Twitter Welcome Message, you can pre-schedule welcome messages to new followers.

#### To set up a Twitter Welcome Message:

1. Go to Automation and click **Add** on the right of Twitter Welcome Message.
2. Description - Add a description for your own reference.
3. Twitter Account - Select a Twitter account you wish to utilize.
4. Message - Type your welcome message to your followers.
5. Message Type - Select whether you want this to be sent as a direct message or as a tweet. See [Merge Tags](#) for information on how to utilize this feature.





6. Auto Follow - Select whether you want to automatically follow new followers.
7. Minimum Klout score - Select the minimum Klout score of users you wish to follow.
8. Frequency - Select how often you want to check for new Twitter followers.
9. Maximum messages to be sent out - Select the maximum number of new followers to message.

**Message Type:**    
 Select the type of message that should be sent out.

**Auto Follow:**    
 Automatically follow new followers from this point forward.

**Minimum Klout score:**    
 Only welcome people who have at least this Klout score. Klout is a measure of influence for a Twitter user. The higher the score, the more influential the user.

**Frequency (in minutes):**    
 Select how frequently to check for new followers.

**Maximum messages to send out:**    
 Select the maximum number of new followers to message each time.

**Save Settings** or **Cancel**

## How to add Twitter Auto Replies

### When would I use a Twitter Auto Replies?

Using Twitter Auto Replies, you can automatically send @ replies to Twitter users who mention specific terms.

### To set up a Twitter Auto Replies:

1. Go to Automation and click **Add** on the right of Twitter Auto Replies.

2. Description - Add a description for your own reference.
3. Twitter Account - Select a Twitter account you wish to utilize.
4. Keywords - Select keywords of interest to you.
5. Message - Type your welcome message to your followers.
6. Message Type - Select whether you want this to be sent as a direct message or as a tweet. See [Merge Tags](#) for information on how to utilize this feature.

**Sendible** Enterprise - Firehouse | Add Tokens | Help | Sign out

Message Box | My Blogs | My Contacts | My Groups | My Reports | **Add/Edit Services** | My Users | My Profile | My Account

### Add Service: Twitter Auto Replies ★

Automatically send @ replies to people on Twitter who mention specific terms.

Settings | **Twitter Auto Replies** | [Back to Add/Edit Services](#)

**▼ Add Settings for Twitter Auto Replies**

**Description:**   
This is for your own reference.

**Twitter account:**   
More Twitter accounts can be added from the Social tab in [Add/Edit Services](#)

**Keywords/Interests:**   
Direct tweets at people who mention these terms. All standard search operators are accepted. For examples of supported operators see <http://search.twitter.com/operators>.

**Message:**   
[Insert merge tags](#)

56  
Note: Randomize the messages that are sent out to each person, by adding one message per line.  
Tip: Use the \$full\_name, \$first\_name, \$last\_name or \$username merge tags to insert actual values at the time of sending.

Support

7. Tweet Frequency - Select how often you want to check for new Twitter followers.
8. No. of tweets to send each time - Select the number of tweets to send.
9. Sentiment - Select whether you wish to reply to tweets if they are positive/negative.
10. Minimum Klout score - Select the minimum Klout score of users you wish to follow.
11. Language - Select the language of the users you wish to follow.
12. Country - Select a country of Twitter users you wish to follow.
13. Location - Select a location of Twitter users you wish to follow.

**Tweet Frequency (in hours):**  Specify how frequently to send out tweets.

**No. of tweets to send each time:**  Select the number of tweets to send each time.


**Sentiment:**  Only send @ replies to people if their tweets are of this sentiment.

**Minimum Klout score:**  Send @ replies to people who have at least this Klout score. Klout is a measure of influence for a Twitter user. The higher the score, the more influential the user.

**Language:**  Only follow people who speak this language.

**Country:**  Only follow people from a specific country or location.

**Location:**



14. Latitude and Longitude - You can choose a specific location of Twitter users you wish to follow.

15. Auto Follow - Select whether you want to automatically follow users you @ reply.

16. Email Notifications - Select whether you want an email when your post is sent.

**17. Save Settings**

[For more information on how to set up Twitter Auto Replies, click here to see our Sendible blog.](#)

**How to add Twitter Auto Follower**

**When would I use Twitter Auto Follower?**

Using Twitter Auto Follower, you can grow your follower base by automatically following people with similar interests.

**To set up Twitter Auto Follower:**

1. Go to Automation and click **Add** on the right of Twitter Auto Follower.
2. Description - Add a description for your own reference.
3. Twitter Account - Choose a Twitter account you wish to utilize.
4. Keywords/Interests - Add keywords/interests which are of interest to you.
5. Follow Frequency - Choose how often you want to follow new Twitter users.
6. No. of people - Choose the number of Twitter users you wish to follow each time.
7. Minimum Klout score - Choose the minimum Klout score of users you wish to follow.

8. Language - Choose a language of Twitter users.
9. Country - Choose a country of Twitter users.

Settings
Twitter Auto Follower
« Back to Add/Edit Services

▼ Add Settings for Twitter Auto Follower

**Description:**   
This is for your own reference.

**Twitter account:**   
More Twitter accounts can be added from the Social tab in Add/Edit Services

**Keywords/Interests:**   
Follow people who mention these terms. All standard search operators are accepted. For examples of supported operators see <http://search.twitter.com/operators>.

**Follow Frequency (in hours):**   
How frequently do you want to follow new Twitter users.

**No. of people to follow each time:**   
Select the number of Twitter users to follow each time.

**Minimum Klout score:**   
Only follow people who have at least this Klout score. Klout is a measure of influence for a Twitter user. The higher the score, the more influential the user.

**Language:**   
Only follow people who speak this language.

**Country:**   
Only follow people from a specific country or location.

10. Location - Choose a location of Twitter users you wish to follow.
11. Latitude and Longitude - You can choose a specific location of Twitter users you wish to follow.
12. Click **Save Settings**

**Language:**   
Only follow people who speak this language.

**Country:**   
Only follow people from a specific country or location.

**Location:**

**Latitude:**

**Longitude:**

**Within this distance (miles):**

How to add Twitter Auto Unfollower

## When would I use Twitter Auto Follower?

Using Twitter Auto Follower, you can grow your follower base by automatically following people with similar interests.

### To set up Twitter Auto Follower:

1. Go to Automation and click **Add** on the right of Twitter Auto Follower.
2. Description - Add a description for your own reference.
3. Twitter Account - Choose a Twitter account you wish to utilize.
4. Keywords/Interests - Add keywords/interests which are of interest to you.
5. Follow Frequency - Choose how often you want to follow new Twitter users.
6. No. of people - Choose the number of Twitter users you wish to follow each time.
7. Minimum Klout score - Choose the minimum Klout score of users you wish to follow.
8. Language - Choose a language of Twitter users.
9. Country - Choose a country of Twitter users.

Settings Twitter Auto Follower « Back to Add/Edit Services

▼ Add Settings for Twitter Auto Follower

Description:   
This is for your own reference.

Twitter account:   
More Twitter accounts can be added from the Social tab in [Add/Edit Services](#)

Keywords/Interests:   
Follow people who mention these terms. All standard search operators are accepted. For examples of supported operators see <http://search.twitter.com/operators>.

Follow Frequency (in hours):   
How frequently do you want to follow new Twitter users.

No. of people to follow each time:   
Select the number of Twitter users to follow each time.

Minimum Klout score:   
Only follow people who have at least this Klout score. Klout is a measure of influence for a Twitter user. The higher the score, the more influential the user.

Language:   
Only follow people who speak this language.


Country:   
Only follow people from a specific country or location.

10. Location - Choose a location of Twitter users you wish to follow.
11. Latitude and Longitude - You can choose a specific location of Twitter users you wish to follow.
12. Click **Save Settings**

Language:    
 Only follow people who speak this language.

Country:    
 Only follow people from a specific country or location.

Location:



Latitude:

Longitude:

Within this distance (miles):

## Social Media, SMS and Email Autoresponders

### How to add an Email Auto Responder

#### When would I use an Email Auto Responder?

Using the Email Auto Responder, you can pre-schedule automated emails for birthdays or event alerts that are sent as soon as your customers subscribe via our [Widget](#).

#### To set up an Email Auto Responder:

1. Go to Automation and click **Add** on the right of Email Auto Responder.
2. Description - Add a description for your own reference.
3. Group - Select a group you wish to utilize.
4. Sends - Select the date you wish for the email to be sent.
5. Time - Select the time you wish for the email to be sent.
6. Subject - Provide your email with a subject.
7. Message - Type your message.
8. Notify me via email when sent - Select whether you want an email when your email is sent.
9. Select **Save Settings**.





**Sendible** Demo (Admin) Small Business Add Tokens Help Sign out

Message Box My Blogs My Contacts My Groups My Reports **Add/Edit Services** My Users My Profile My Account

**Add Service: Facebook Auto Responder** ⭐

Build and pre-schedule a series of automated Facebook Wall Posts for birthdays or other events.

Settings Facebook Auto Responder « Back to Add/Edit Services Support

▼ Add Settings for Facebook Auto Responder

**Description:**   
This is for your own reference.

**Group:**    
Select the list that contains the contacts who will receive the message.

**Sends:**      
Select 0 to send at the exact date of the birthday or event.

**Around what time:**

**Message:** [Insert merge tags](#)  
  
54

**Notify me via email when sent:**

See [Merge Tags](#) for information on how to utilize this feature.

## How to add a LinkedIn Auto Responder

### When would I use a LinkedIn Auto Responder?

Using LinkedIn Auto Responder, you can pre-schedule automated LinkedIn messages for birthdays or other events.

### To set up a LinkedIn Auto Responder:

1. Go to Automation and click **Add** on the right of LinkedIn Auto Responder.
2. Description - Add a description for your own reference.
3. Group - Select a group you wish to utilize.
4. Sends - Select the date you wish for the post to be sent.
5. Time - Select the time you wish for the post to be sent.
6. Message - Type your message.
7. Notify me via email when sent - Select whether you want an email when your post is sent.
8. Select **Save Settings**.



**Sendible** Demo (Admin) Small Business Add Tokens Help Sign out

Message Box My Blogs My Contacts My Groups My Reports **Add/Edit Services** My Users My Profile My Account

### Add Service: LinkedIn Auto Responder

Build and pre-schedule a series of automated LinkedIn messages for birthdays or other events

Settings LinkedIn Auto Responder Back to Add/Edit Services

**Add Settings for LinkedIn Auto Responder**

**Description:**   
This is for your own reference.

**Group:**   
Select the list that contains the contacts who will receive the message.

**Sends:**      
Select 0 to send at the exact date of the birthday or event.

**Around what time:**

**Subject:**   
This is the message subject. e.g. Happy Birthday

**Message:** [Insert merge tags](#)

See [Merge Tags](#) for information on how to utilize this feature.

### How to add SMS Auto Responder

1. Go to SMS and click **Add** on the right of SMS Auto Responder.
2. Add a description for your own reference.
3. Choose a group of contacts who will receive the message
4. Choose a date when you want the SMS to be sent
5. Choose a time you want the SMS to be sent
6. Insert a text message, you can insert merge tags to make it more personal. See [Merge Tags](#) for more information.

Settings SMS Auto Responder Back to Add/Edit Services

**Add Settings for SMS Auto Responder**

**Description:**   
This is for your own reference.

**Group:**   
Select the list that contains the contacts who will receive the message.

**Sends:**      
Select 0 to send at the exact date of the birthday or event.

**Around what time:**

**Text Message:** [Insert merge tags](#)

47

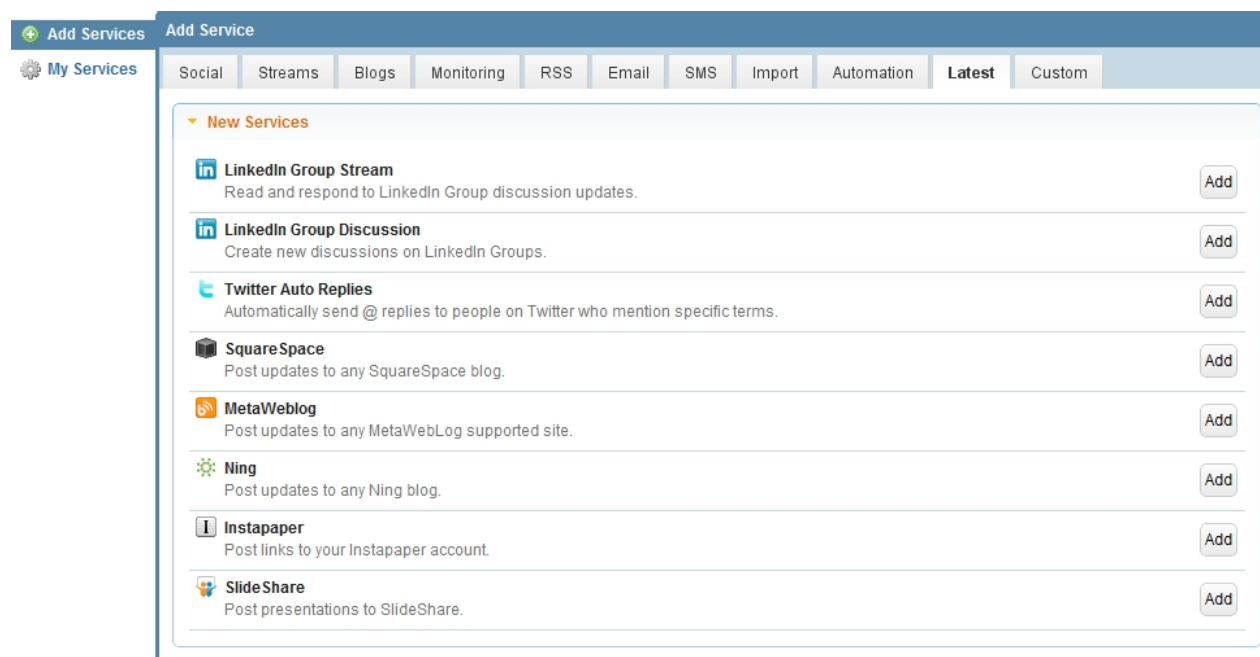
**Notify me via email when sent:**

**Save Settings** or **Cancel**

### Latest

#### Latest - Services that have recently been added to Sendible

Latest displays Sendible's new services. This list changes all the time as new services are added. To add Latest Services click **Add** next to your chosen service, you can add multiple accounts for each service by clicking the **Add** button and filling in the details for each one.



For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

## Branded Post

### Branded Posts - Rebranded services with 'via Sendible' replaced with your own brand name

By default, posts to Facebook and Twitter will have a "via Sendible" tagline below each post. To have this changed, you can apply for rebranding by going to <http://bit.ly/sendiblerebranding>.



Sendible Web Message text goes here.



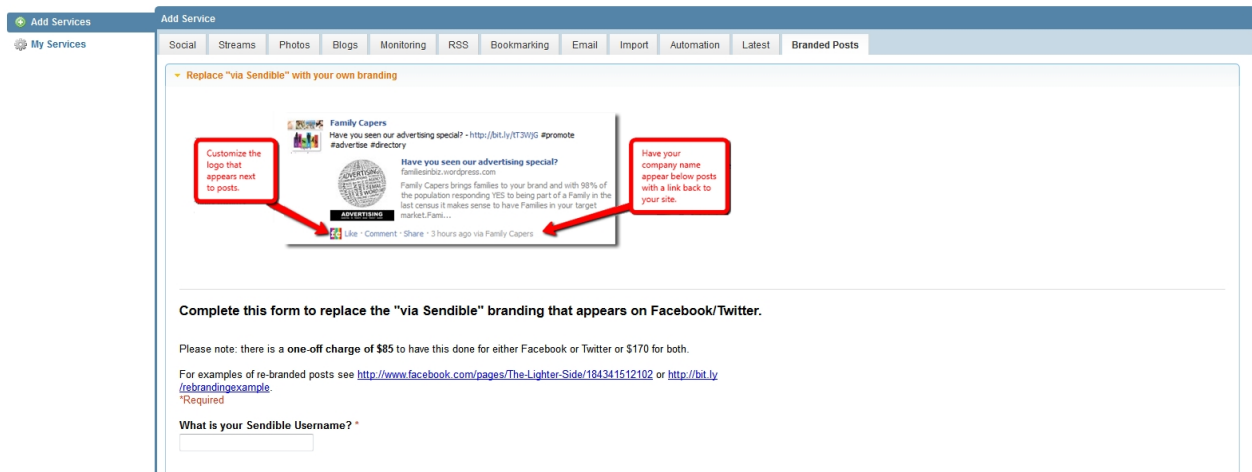
#### How Social Media Can Make Online Shopping Less Lonely

mashable.com

A recent Harris Interactive poll shows that shopping, once a highly social activity, has become a lonely experience online. That may change with the rise of social shopping platforms.

8 hours ago via Sendible · Like · Comment · Share

Once we've setup the rebranding for you, you'll be able to add the custom services from within this section.



For more information see, [Can I change 'Via Sendible' to 'Via My Company'?](#)

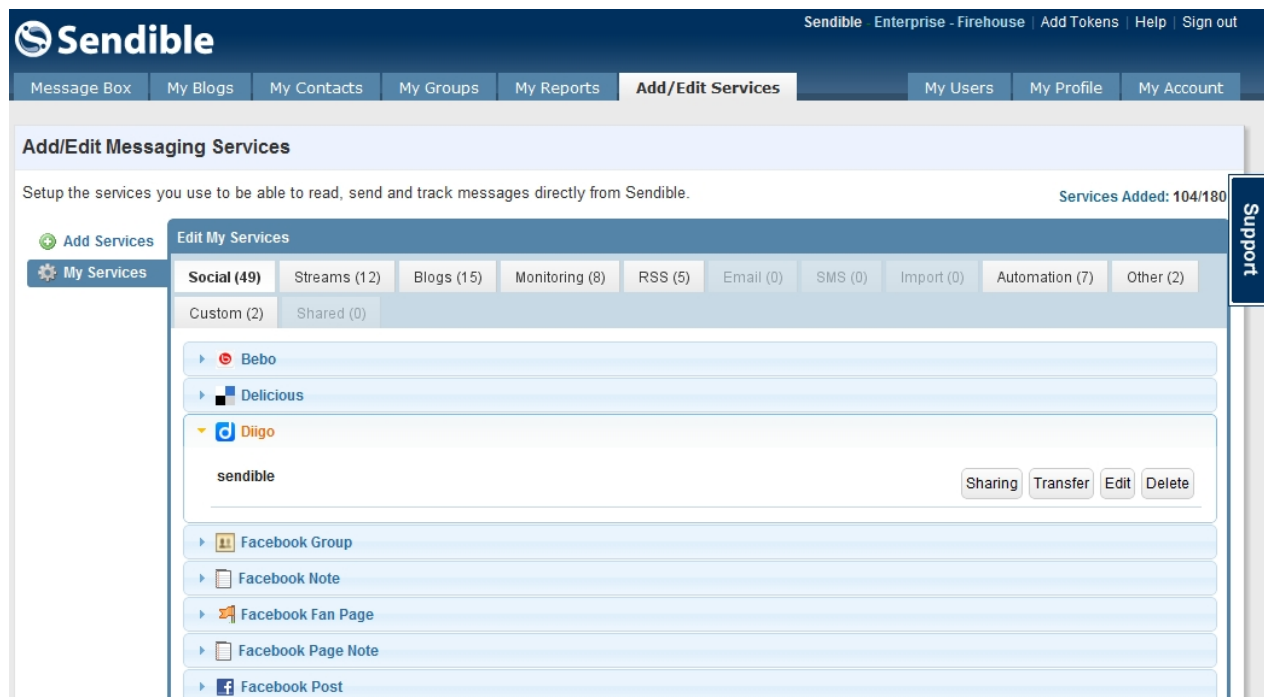
For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

## My Services

By clicking on **My Services** you can edit or delete any of the services you've already added to your Sendible account. From here you can share, transfer, edit and delete your service.

For more information, see:

- Sharing Services
- Transferring Services
- Editing and Deleting Services



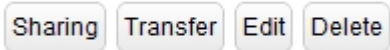
See [Editing and Deleting Services](#) for more information.

## Sharing Services

Sendible allows the administrator to share access to any of your social media accounts, without

compromising security.

1. Click the **Sharing** button.



2. Select the item that you would like to share, then select which user you would like to share this item with and move them to the **Currently Shared With** box on the right by using the arrow buttons.

Share this service with another user ✕

Select the team members that should be able to access this service.

**Team members/clients:**

Team1

**Currently shared with:**

Member 1

↔

**Save** **Cancel**

3. Select **Save**

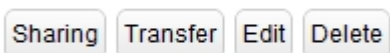
The designated user will now have access to the chosen account, without having to use your password.

[For more information on how to Share Services, click here to see our Sendible blog.](#)

### Transferring Services

Sendible allows you to transfer services to selected users.

1. Click the **Transfer** button.



2. Select the user you wish to transfer the service to.

Transfer this service to another user✕

The service will be removed from your list and transferred to the selected user.

---

Transfer To:  ▾

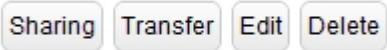
---

Transfer Cancel

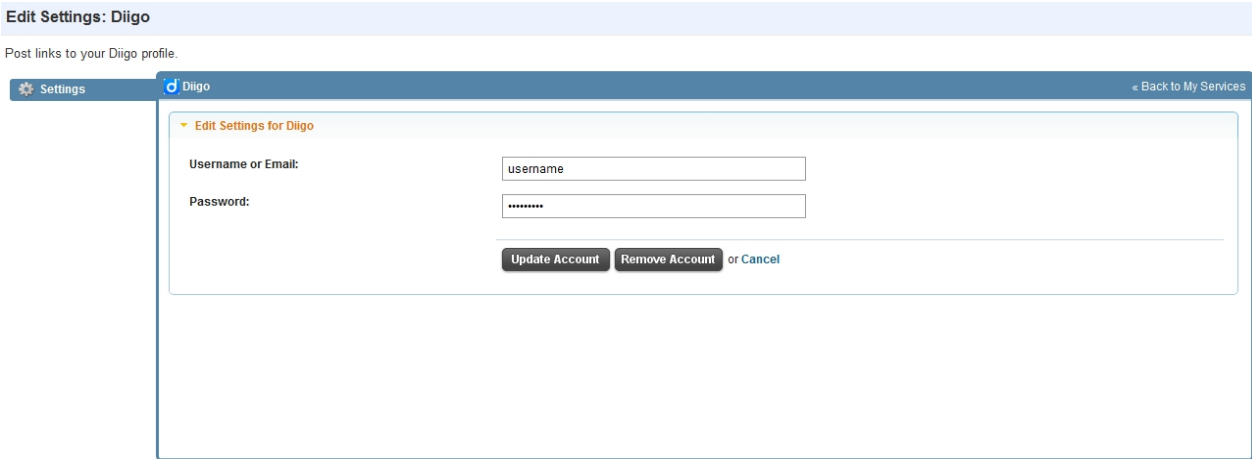
3. Select **Transfer**

[Editing or Deleting Services](#)

To edit or delete a service from **My Services**, click on the service and select **Edit** to update your service settings or **Delete** to remove the service.



After selecting **Edit** you will be taken to a page as shown below:



### Importing Contacts

Sendible allows you to import contacts from your Social Networks and public email accounts. After importing your contacts you will be able to reach these contacts across multiple platforms from your [Message Box](#).

To import your contacts follow the steps below. In this example you will be shown how to import LinkedIn contacts:

1. Click on **My Contacts** and **Import**









**Sendible** Demo (Admin) Marketer Add Tokens Help Sign out

Message Box **My Contacts** My Groups My Reports Add/Edit Services My Users My Profile My Account

My Contacts Contacts: 444/7500 Groups: 22/50

**Import Contacts**



Use the tools below to bulk import your email and social network contacts.

-  **AOL**  
Import your AOL email contacts.
-  **Contact Importer**  
Import your contacts from a CSV file.
-  **Facebook Wall Post**  
Import your Facebook friends and post messages and photos to their walls.
-  **Gmail**  
Import contacts from your Gmail account.
-  **Hotmail**  
Import your Hotmail email contacts.
-  **LinkedIn**  
Send messages to your contacts on LinkedIn.
-  **Mail.com**  
Import your contacts from Mail.com.
-  **Yahoo Mail**  
Import contacts from Yahoo Mail.

2. Select **LinkedIn**
3. Log in with your LinkedIn email address and password and click **Ok, I'll Allow It**.

**LinkedIn** Don't have an account? [Join Now](#)

**Grant Sendible access to your LinkedIn Account**  
Only allow access if you trust this application with your LinkedIn network information


↔


Email:

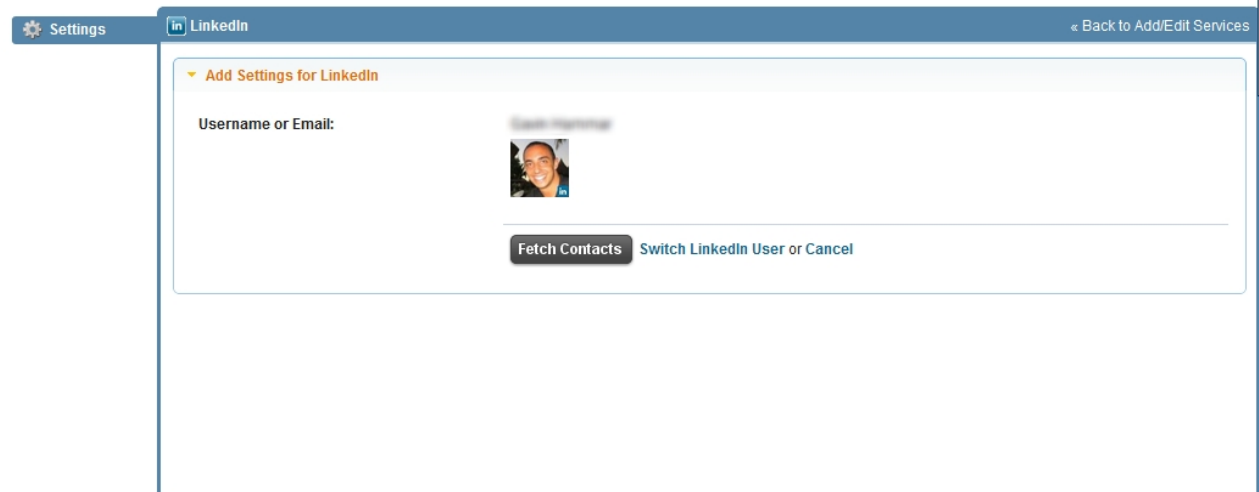
Password:  [Forgot password?](#)

Access Duration: **Until Revoked** [change](#)

4. You will then be asked to choose your contacts, select **Fetch Contacts**.


## Add Service: LinkedIn

Send messages to your contacts on LinkedIn.



Settings LinkedIn « Back to Add/Edit Services

▼ Add Settings for LinkedIn

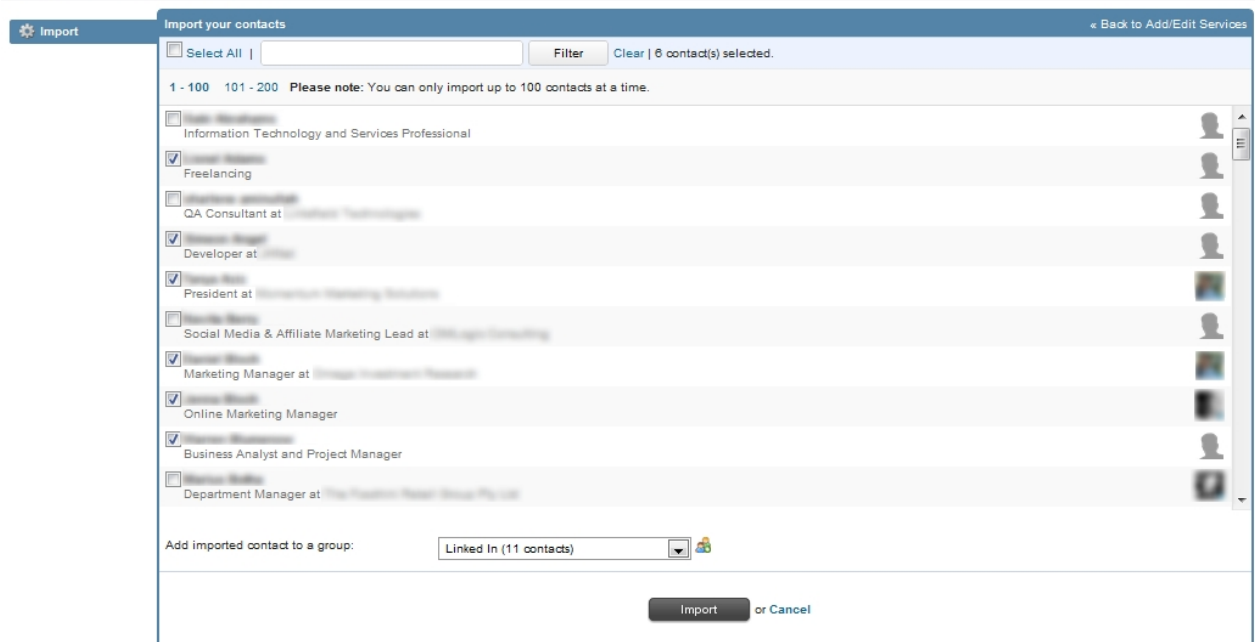
Username or Email: 

Fetch Contacts Switch LinkedIn User or Cancel

5. You will then be able to select your contacts by checking the box on the left of their names.

6. You can select which group your imported contacts should be added to. See [My Groups](#) for more information.











## Select the contacts you would like to import



Import « Back to Add/Edit Services

Select All | Filter Clear | 0 contact(s) selected.

1 - 100 101 - 200 Please note: You can only import up to 100 contacts at a time.

|                                     |  |   |
|-------------------------------------|--|---|
| <input type="checkbox"/>            | <b>John Williams</b><br>Information Technology and Services Professional                     |  |
| <input checked="" type="checkbox"/> | <b>John Williams</b><br>Freelancing  |  |
| <input type="checkbox"/>            | <b>John Williams</b><br>QA Consultant at <b>Company Technology</b>                           |  |
| <input checked="" type="checkbox"/> | <b>John Williams</b><br>Developer at <b>Company</b>  |  |
| <input checked="" type="checkbox"/> | <b>John Williams</b><br>President at <b>Company Marketing Services</b>                       |  |
| <input type="checkbox"/>            | <b>John Williams</b><br>Social Media & Affiliate Marketing Lead at <b>Company Consulting</b> |  |
| <input checked="" type="checkbox"/> | <b>John Williams</b><br>Marketing Manager at <b>Company Marketing Services</b>               |  |
| <input checked="" type="checkbox"/> | <b>John Williams</b><br>Online Marketing Manager   |  |
| <input checked="" type="checkbox"/> | <b>John Williams</b><br>Business Analyst and Project Manager                                 |  |
| <input type="checkbox"/>            | <b>John Williams</b><br>Department Manager at <b>Company Marketing Services</b>              |  |

Add imported contact to a group: **Linked In (11 contacts)**

Import or Cancel

7. Once imported, you'll be able to reach these contacts by sending them a message from your [Message Box](#).

## My Users

Sendible allows you to manage multiple users. Users can be people in your company or your clients. Users can log in and use Sendible themselves or you can manage things for them.

If you haven't previously entered your company details, you will be able to enter them for the first time in **My Users**.

The screenshot shows the Sendible web interface for setting up users. The main content area is titled 'My Users' and contains a 'Company Setup' form. The form has a 'Company Information' section with the following fields: 'Company Name' (filled with 'Your Digital Agency'), 'Company Email' (filled with 'info@yourcompany.com'), 'Company Website' (filled with 'http://yourcompany.com'), and 'Number of users' (set to '10'). A 'Save Settings' button is located below the form. To the right of the form, there is a 'What are users?' section with two numbered steps: 1. Users can be people in your company or your clients. Users can log in and use Sendible themselves or you can manage things for them. 2. Once you've entered your company details, you'll be able to create new user logins for your business and/or easily manage and switch between multiple clients from within your Sendible account. Below this is a 'Pay per user' section with two numbered steps: 1. After saving your company details, you'll be taken to our payment page where you'll be able to pay for the number of users you need. 2. Once you've upgraded, you'll be able to create and manage multiple user accounts for your business. You can always add more users as your business grows. A 'Support' button is located on the right side of the page.

After adding your details and clicking **Save Settings**, you'll be able to add users or clients to your account. By default you will be set up as the administrator, allowing you to manage your users and switch between them.

### Creating a new user

To create a new user:

1. Select **New User** and enter your client's information.

**Fullname/Company** - Enter your client's fullname or company name.

**Email address** - Enter your client's email address.

**Username** - Enter your client's username.

**Password and confirm password** - Provide your client with a memorable password and confirm this below. If required, your client can change this password when signing in. See [Change my password](#).

**Managed By** - This allows you to create hierarchies or users by specifying the parent user account.

**User Type** - If you choose to make the user an administrator, they have the ability to manage and create



new user accounts. To make a user an administrator, select Administrator from the dropdown list.

**New User (3 users can still be created)**

---

**Contact Information**

Fullname/Company:

Email:

---

**Choose a Username and Password**

Username:

Password:

Confirm Password:

---

**Account Details**

Managed By:

User Type:

---

**Approval Workflow**

Does not need approval before publishing. [\[edit\]](#) [\[clear\]](#)

---

**Save User** **Cancel**

2. Once this is complete, click **Save User**. You will then be able to view your clients.

The screenshot shows the 'My Users' page in the Sendible interface. It features a navigation bar with 'Message Box', 'My Contacts', 'My Groups', 'My Reports', and 'Add/Edit Services'. The main content area is titled 'Demo Agency Settings' and includes a 'New User' button and a search bar. Below this is a table of users with the following data:

| Name                 | Type        | Credits Used | Tokens | Contacts | Services | Groups | Admin |
|----------------------|-------------|--------------|--------|----------|----------|--------|-------|
| Demo (demo)          | Team Member | 31           | 6992.0 | 440      | 33       | 21     | ✓     |
| Dragon's Den (team1) | Inactive    |              |        | Activate |          |        |       |
| - India (member1)    | Team Member | 0            | 0.0    | 1        | 1        | 0      |       |
| - Spain (testdemo)   | Team Member | -400         | 0.0    | 0        | 0        | 0      | ✓     |
| John (smith)         | Team Member | -400         | 0.0    | 0        | 0        | 1      | ✓     |
| - User (User)        | Client      | -397         | 0.0    | 2        | 1        | 0      |       |
| Demo Agency          | Pro         | -1666/5000   | 6992.0 | 444/7500 | 16/150   | 22/50  |       |

3. Once this user has been created (for example, John Smith), you can add a second user who is managed by John Smith. To do this select **New User** and add the information which can be seen below. Next to

**Managed By** ensure that you have selected John Smith. John Smith will now be able to manage this user.

**New User (3 users can still be created)**
✕

---

**Contact Information** ?

Fullname/Company:

Email:

---

**Choose a Username and Password** ?

Username:

Password:

Confirm Password:

---

**Account Details** ?

Managed By:

User Type:

---

**Approval Workflow** ?

Does not need approval before publishing. [\[edit\]](#) [\[clear\]](#)

Save User
Cancel

4. After selecting **New User** you will be able to see this new user ("User") under John Smith, this can be seen in the illustration below:

| Demo Agency Users  |                      |             |      |            |        |          |        |       |                       |
|--|----------------------|-------------|------|------------|--------|----------|--------|-------|-----------------------|
| <div style="background-color: #eee; padding: 5px; margin-bottom: 5px;"> <span style="font-weight: bold;">Demo Agency Users</span> </div> |                      |             |      |            |        |          |        |       |                       |
|  | Dragon's Den (team1) | Inactive    |      |            |        |          |        |       | <span>Activate</span> |
|  | - India (member1)    | Team Member | 0    | 0.0        | 1      | 1        | 0      |       |                       |
|  | - Spain (testdemo)   | Team Member | -400 | 0.0        | 0      | 0        | 0      |       |                       |
|  | John (smith)         | Team Member | -400 | 0.0        | 0      | 0        | 1      |       |                       |
|  | - User (User)        | Client      | -397 | 0.0        | 2      | 1        | 0      |       |                       |
|  | - Test1 (test123)    | Team Member | 0    | 0.0        | 0      | 0        | 0      |       |                       |
|  | John (smithpeter)    | Team Member | 0    | 0.0        | 0      | 0        | 0      |       |                       |
| Demo Agency  |                      |             | Pro  | -1666/5000 | 6992.0 | 444/7500 | 36/150 | 22/50 |                       |

## Purchase User Accounts

The window to purchase new user accounts would appear when you will have reached your users limit on

your plan..

Please note prices are likely to change.

## Transfer Tokens

You have the ability to transfer tokens between users. To do this, select **Transfer Tokens** and select the users you wish to transfer tokens between.

**Transfer Tokens** ✕

**Transfer tokens from one user to another.**

---

Transfer tokens from:

Transfer tokens to:

Number of tokens to transfer:

---

**Transfer** **Cancel**

## Reports

Sendible allows you to view reports of your various users. Select **Reports** and add in the relevant information.

**Client Reports** ✕

**Report:**

**User:**

**Service:**

**Metric:**

**Period:**

**Format:**

**Generate**

These can be viewed at HTML or as CSV. You can select the period you wish to view.

|    | A   | B | C | D | E | F | G | H |
|----|---|---|---|---|---|---|---|---|
| 1  | Profile Report for Demo: Facebook Fan Page - Dec 2011 |   |   |   |   |   |   |   |
| 2  | Daily New Fans  |   |   |   |   |   |   |   |
| 3  |   |   |   |   |   |   |   |   |
| 4  | Service   | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 5  | Resources   | 0 | 0 | 0 | 0 | 0 |   |   |
| 6  | Test Page 2   | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 7  | Test Page   | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 8  | Page Unlikes  |   |   |   |   |   |   |   |
| 9  |   |   |   |   |   |   |   |   |
| 10 | Service   | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 11 | Resources   | 0 | 0 | 0 | 0 | 0 |   |   |
| 12 | Test Page 2   | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13 | Test Page   | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14 | Photo Views   |   |   |   |   |   |   |   |

## Sharing

Sendible allows the administrator to share access to any of your social media accounts, without compromising security.

To share services between users, select **Sharing** and select users and the service you wish to share. Select the item that you would like to share, then select which user you would like to share this item with and move them to the **Currently Shared With** box on the right by using the arrow buttons.

Sharing
✕

---

Share services and other items between users.

---

Users:

Type:  ⓘ

Item:  ⓘ

**Team members/clients:**

John

Member 1

Team1

User

John

User

**Currently shared with:**

Member 1

Team1

↳
↶

Close

### 3. Select Close

The designated user will now have access to the chosen account, without having to use your password.

[For more information on how to Share Services, click here to see our Sendible blog.](#)

## Switching between users

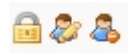
As an administrator, you have the option to switch between your users to access their Sendible account. You can do this by using the drop-down box to change users.



## Managing Users

Sendible allows you to set permissions, edit or delete your users.

The permission, edit and delete buttons can be seen on the right of your user information.



## User Permissions

To set user permissions, click the user permissions button, this can be seen below.



You will then be able to personalize services that are accessible to your users.

Edit Permissions for User
✕

---

**Available Features:** ?

|  |  |
|--|--|
| Message Box: <input checked="" type="checkbox"/>       | My Contacts: <input checked="" type="checkbox"/> |
| My Groups: <input checked="" type="checkbox"/>         | My Reports: <input checked="" type="checkbox"/>  |
| Add/Edit Services: <input checked="" type="checkbox"/> | Scheduling: <input checked="" type="checkbox"/>  |
| SMS: <input checked="" type="checkbox"/>               | Email: <input checked="" type="checkbox"/>       |

---

**Available Services:** ?

Removed Services

v

^

Added Services

- AOL
- Bebo
- Blogspot
- Brand and Keyword Monitoring
- BrightKite Status
- Contact Importer
- Delicious
- Diigo
- Email Auto Responder
- Facebook Auto Responder

---

OK
Cancel
//

To remove services click on the left arrow and place the service in the **Removed Services box**.

**Editing Users**

To edit a user, click the edit button, this can be seen below.



You will then be able to edit your users

### Edit User

---

#### Contact Information

Fullname/Company:

Username:

Email:

---

#### Account Details

Managed By:

User Type:

---

#### Approval Workflow

Needs approval from **Demo** before publishing. [\[edit\]](#) [\[clear\]](#)

---

You can also change permissions from this page, see [User Permissions](#) for more information.

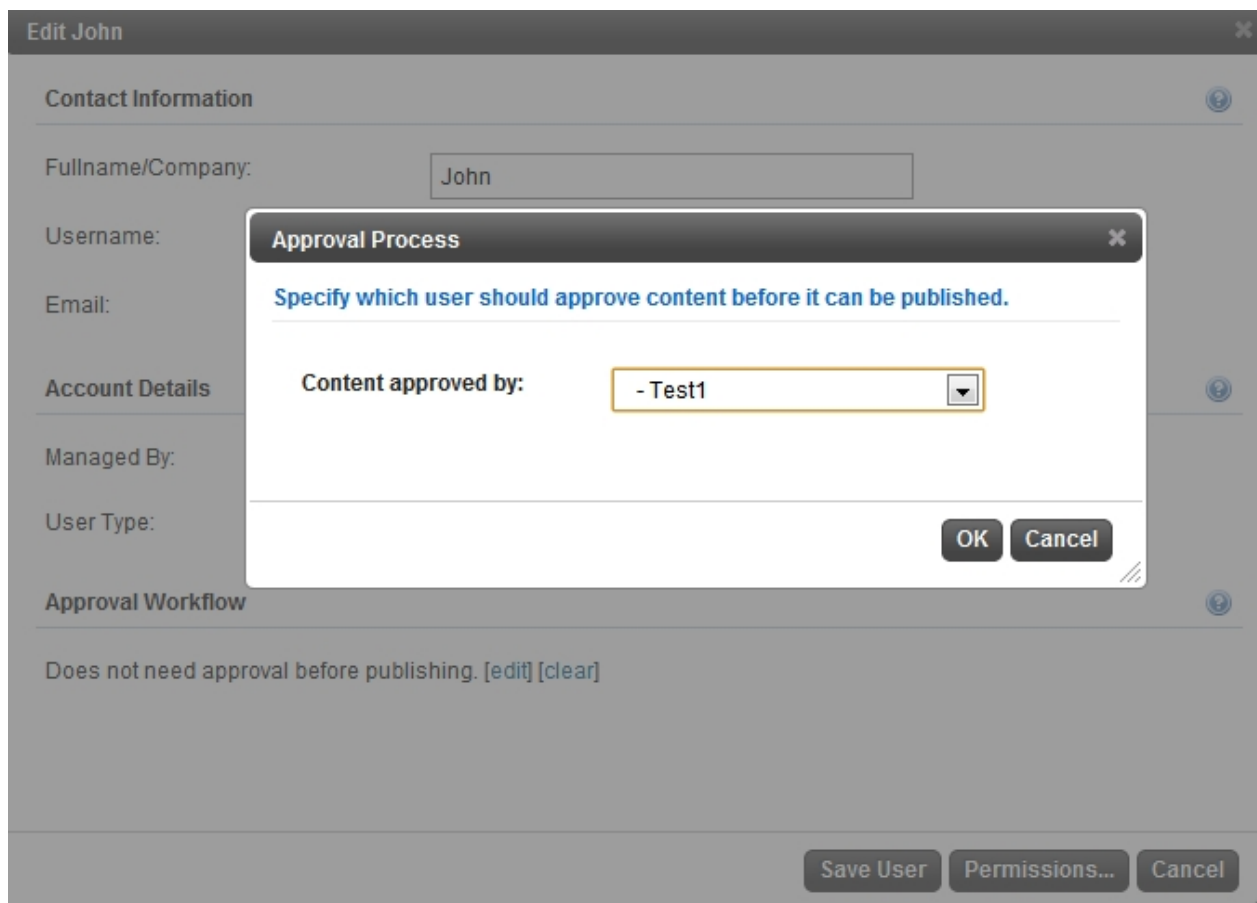
### Approval Workflow

With Sendible, you have the ability to assign tasks to team members and manage the approval workflow. To create an approval workflow, follow the steps below:

1. Go to My Users and either create a new user or edit an existing one.

You will now see an **Approval Workflow** section.

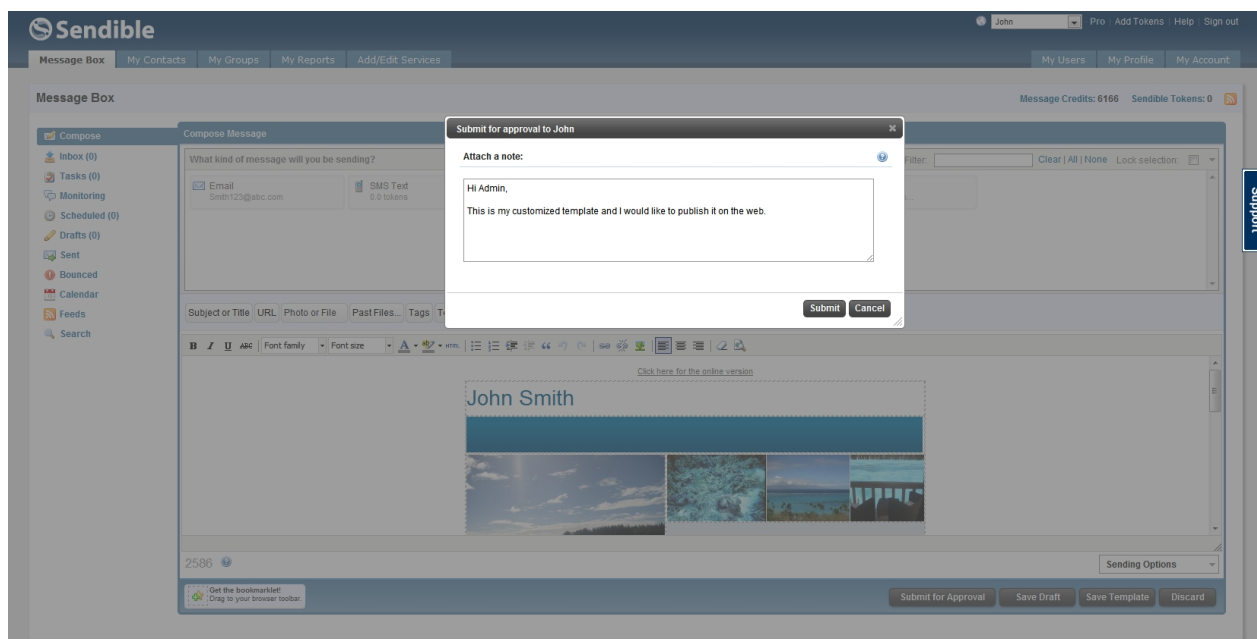
2. Click Edit and select the user from the dropdown list to make changes.



3. Click **OK** and then save user.

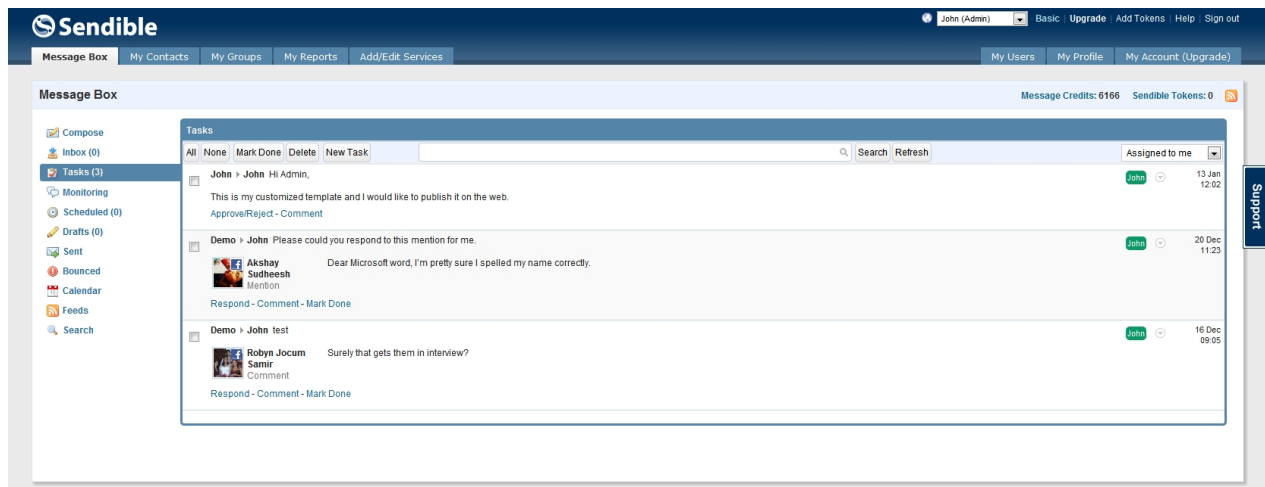
Now, when this user creates their content from within the Message Box, they will see a **Submit For Approval** button.

The user has the ability to add a message/comment that will be sent to the user from whom they require approval. This user will receive a notification, informing them that they need to either approve or reject the content.





Now the user, **John**, can see the message for approval under **Message Box > Tasks**.

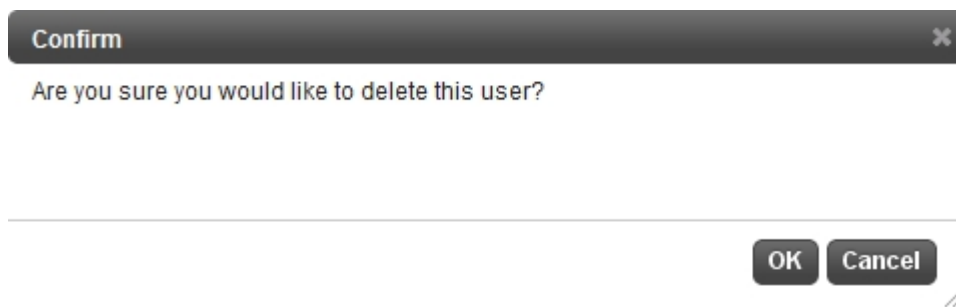


## Deleting Users

To delete a user, click the delete button, this can be seen below.



You will then be able to delete your users



Note: The delete icon will appear next to the user only if the user is a Team Member or Client. You cannot delete a user if it is setup as an administrator.

## Rebrand and Resell Sendible to your Clients

**Rebrand and Resell Sendible to your Clients with our Social Media White Label Platform**

With the white-label version, you can completely rebrand Sendible, make it your own and resell to your clients.

To find out more, visit <http://sendible.com/white-label> or visit <http://bit.ly/sendiblewhitelabel> to complete the application form.

The screenshot shows the Sendible web interface. At the top, there's a navigation bar with 'Sendible' logo and links for 'Message Box', 'My Blogs', 'My Contacts', 'My Groups', 'My Reports', 'Add/Edit Services', 'My Users', 'My Profile', and 'My Account'. The 'My Users' section is active, displaying 'Company Setup' options. A sidebar on the right contains a 'Support' button and a 'What are users?' section with two numbered points. Below this is a 'Pay per user' section with two numbered points. The main content area lists several options for white-labeling Sendible, each with a brief description and a 'Message Box' preview image.

**What are users?**

1. Users can be people in your company or your clients. Users can log in and use Sendible themselves or you can manage things for them.
2. Once you've entered your company details, you'll be able to create new user logins for your business and/or easily manage and switch between multiple clients from within your Sendible account.

**Pay per user**

1. After saving your company details, you'll be taken to our payment page where you'll be able to pay for the number of users you need.
2. Once you've upgraded, you'll be able to create and manage multiple user accounts for your business. You can always add more users as your business grows.

**Company Setup**

Company Information

Rebrand and Resell Sendible to your Clients

**Make Sendible Your Own**

With the white-label version, you can completely rebrand Sendible, make it your own and resell to your clients.

For more information, send an email to [partnerships@sendible.com](mailto:partnerships@sendible.com).

**Resell Accounts**  
Buy accounts from us at a reduced price and resell to your clients.

**Reskinned Site**  
Completely rebrand the site - use your own logo and CSS.

**Rebranded Messages**  
All messages and posts are rebranded, including SMS texts, emails and Facebook posts.

**Hosted by us**  
We host your white-label site for you on our servers.

**Running on your domain**  
Your white-label can run on your own web domain, so it looks like your own site.

**Support**  
Dedicated support from the Sendible team, 24/7.

**Make Money**  
Charge your clients what you like. All revenue belongs to you.

If you'd like to find out more and have a white-label site created for your business, send an email to [partnerships@sendible.com](mailto:partnerships@sendible.com).

## Resell Accounts

Buy accounts from us at a reduced price and resell to your clients.

## Reskinned Site

Completely rebrand the site - use your own logo and CSS.

## Rebranded Messages

All messages and posts are rebranded, including SMS texts, emails and Facebook posts.

## Hosted by us

We host your white-label site for you on our servers.

## Running on your domain

Your white-label can run on your own web domain, so it looks like your own site.

## Support

Dedicated support from the Sendible team. We try to respond within 24 hours.

## Make Money



## My Profile

After selecting **My Profile**, you will be able to update your profile and edit general preferences on the Sendible platform.

The screenshot shows the Sendible user interface. At the top, there's a navigation bar with the Sendible logo and user information (Martine Marketer, Add Tokens, Help, Sign out). Below that, a secondary navigation bar contains tabs for Message Box, My Blogs, My Contacts, My Groups, My Reports, Add/Edit Services, My Users, My Profile (selected), and My Account. The main content area is titled 'My Profile' and shows 'Message Credits: 400' and 'Sendible Tokens: 207.0'. On the left, there's a sidebar with 'My Details', 'My Account', and 'My Subscription'. The 'My Details' section is expanded to show 'Personal Details' with a confidentiality notice. The 'Account Details' section is active, showing fields for Username (name), Email address (user@sendible.com), and a checked checkbox for 'Subscribe to feature updates'. There's also a 'Change my password' link. Below this, there's a list of other profile sections: Contact Details, Picture/Logo, Time Settings, Preferences, Url Shortening, Images, Location, and Remote API Key. At the bottom right, there's a 'Save' button and a 'Cancel' link.

### My Details

From within the **My Details** tab, you can update your Sendible username, update your time zone and set various other preferences such as link shortening services and your location.

Once you have updated your personal details, click **Save** at the bottom right.

### Account Details

Account Details allows you to update your username, email address and select whether you would like to subscribe to feature updates.

Selecting **Subscribe to Feature Updates**, will allow Sendible to send you newsletters.

**My Profile** Message Credits: 400   Sendible Tokens: 207.0

**Personal Details**

Your information is kept strictly confidential. We'll never sell it, share it or rent it to anybody.

**Account Details**

Username:

Email address:

Subscribe to feature updates:

[Change my password](#)

- ▶ Contact Details
- ▶ Picture/Logo
- ▶ Time Settings
- ▶ Preferences
- ▶ Uri Shortening
- ▶ Images
- ▶ Location
- ▶ Remote API Key

**Save** or **Cancel**

Support

### Change my password

1. Click **Change my password**.
2. Type in your new password and confirm this password.
3. Select **Save Changes**

**Change your password**

**New Password:**

**Confirm Password:**

**Save Changes** or **Cancel**

### Contact Details

Contact Details allows you to update your personal contact information.

My Details Personal Details

My Account My Subscription

Your information is kept strictly confidential. We'll never sell it, share it or rent it to anybody.

Account Details

Contact Details

Name/Company name: Sendible

Short Bio: Sendible is a platform for engaging with customers, measuring results and monitoring your brand across multiple social media channels at once.

Mobile number: +44123456789

Country: United Kingdom

City/Town: London

Website URL: www.sendible.com

Picture/Logo

Time Settings

Preferences

Uri Shortening

Images

Location

Remote API Key

Save or Cancel

Support

### Picture/Logo

Picture/Logo allows you to add a picture or a logo to your Sendible account details. This picture is displayed on your public Sendible page and may be used when posting to certain social networks.

**My Profile** Message Credits: 400   Sendible Tokens: 207.0


**My Details**   **Personal Details**

**My Account**   Your information is kept strictly confidential. We'll never sell it, share it or rent it to anybody.

**My Subscription**

- Account Details
- Contact Details
- Picture/Logo**

Picture/Logo:



Browse...

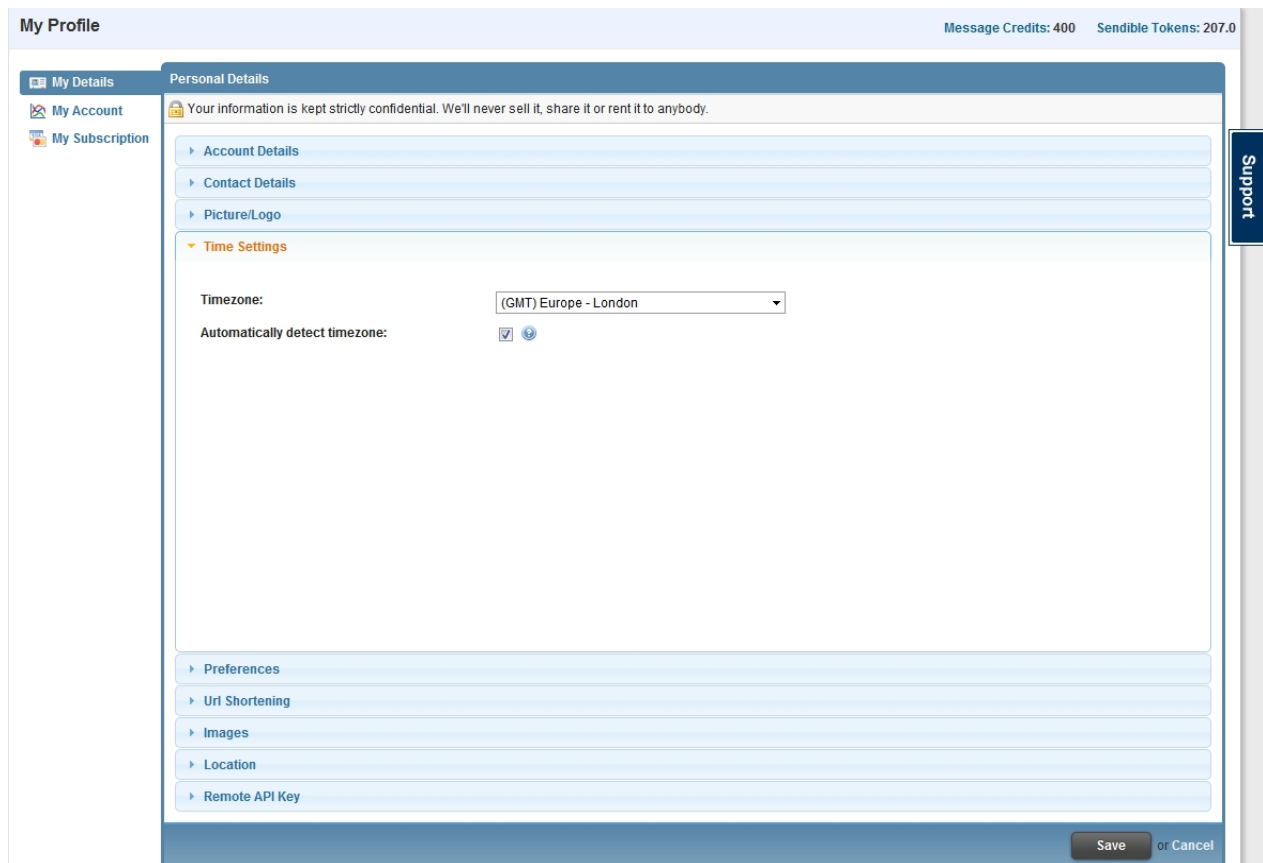
- Time Settings
- Preferences
- Uri Shortening
- Images
- Location
- Remote API Key

**Save** or Cancel

Support

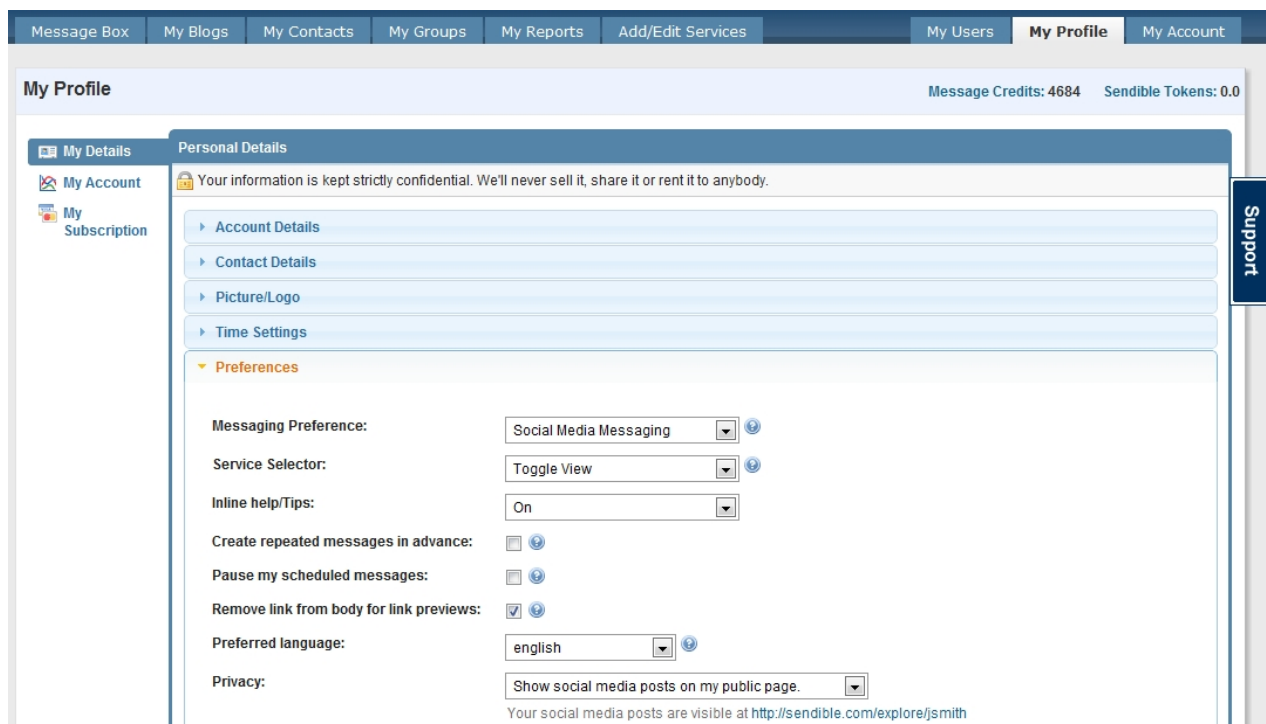
## Time Settings

Time Settings allows you to select your timezone. By selecting **Automatically detect timezone**, your timezone will be automatically updated when you login. To make sure that your settings aren't overridden, be sure to uncheck this option.



## Preferences

Depending on what type of user you are, you have the option to edit your preferences. This will determine how certain things are displayed in Sendible.



## Messaging Preference

Messaging Preference allows you to set your preference in order for Sendible to customize your [Message](#)



[Box](#) according to your messaging needs.

### **Service Selector**

Service Selector allows you to select your preferred format for the service selector: Toggle View or List View.

### **Inline Help/Tips**

This selection allows you to choose whether you would prefer to have inline help or not. Inline help is displayed when you hover over certain items in the [Message Box](#).

### **Create repeated messages in advance**

By checking this, Sendible will schedule all your repeated posts in advance.

### **Pause my scheduled messages**

This provides you with the option to pause your scheduled messages if for example, you are going away and don't want them going off over that period.

### **Remove link from body for link previews**

You can configure Sendible to remove the URL from the body of a post when a link preview is present.

### **Preferred Language**

Select the language you prefer your mentions and reviews to be translated into.

### **Privacy**

Privacy provides you with the option to **keep your profile and social media posts private** or **show social media posts on my public page**. When your profile is set to private, your social media posts won't be indexable by search engines.

### **Group Posting**

The settings in this section allow you to define how group posts are handled when messages are emailed to the special group email address.

See [My Groups](#) for more information.

The screenshot shows the 'My Profile' page in Sendible. The top navigation bar includes 'Message Box', 'My Blogs', 'My Contacts', 'My Groups', 'My Reports', 'Add/Edit Services', 'My Users', 'My Profile', and 'My Account'. The user is logged in as 'Demo (Admin)' with 'Small Business' plan, 'Add Tokens', 'Help', and 'Sign out' options. The 'My Profile' page shows 'Message Credits: 4684' and 'Sendible Tokens: 5.0'. The left sidebar has 'My Details', 'My Account', and 'My Subscription'. The main content area is titled 'Personal Details' and contains a confidentiality notice. Below this are expandable sections for 'Account Details', 'Contact Details', 'Picture/Logo', 'Time Settings', and 'Preferences'. The 'Group Posting' section is expanded, showing a dropdown for 'Save incoming group emails as:' set to 'Published', with a note: 'Decide whether emails you send to Sendible should be published to your groups or as saved as drafts.' Below this is a text input field for 'Email addresses allowed to post via email:' containing 'info+demo@sendible.com', with a note: 'Add email addresses that are allowed to post to your groups. Enter one email address per line.'

## URL Shortening

The url shortening section allows you to select your preferred url shortener. You can also use your own [bit.ly settings](#) so that if you wish, you can view statistics in your bit.ly account.

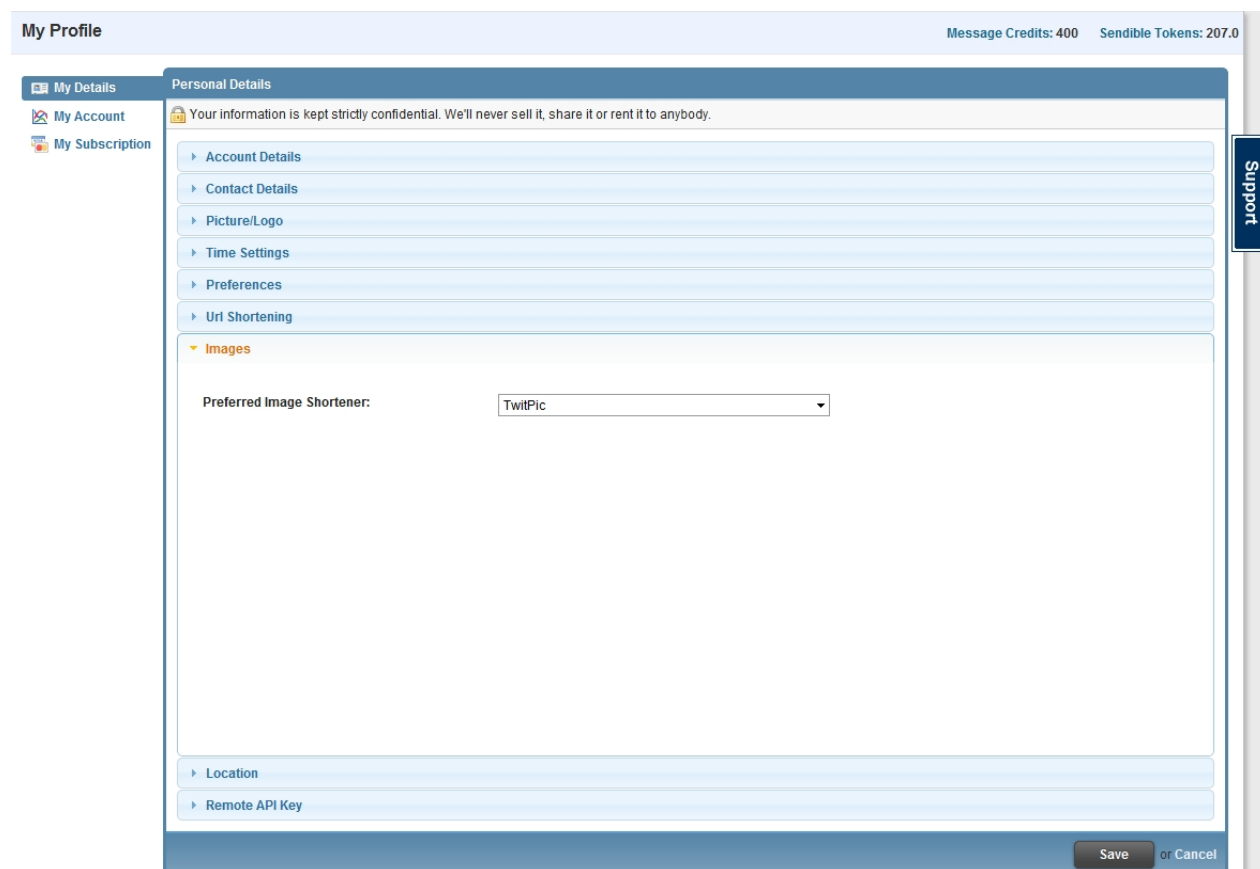
Sendible also supports [bit.ly Pro](#), which allows you to use your own domain for url shortening.

The screenshot shows the 'My Profile' page in Sendible. The top navigation bar is the same as in the previous screenshot. The user is logged in as 'Demo (Admin)' with 'Small Business' plan, 'Add Tokens', 'Help', and 'Sign out' options. The 'My Profile' page shows 'Message Credits: 400' and 'Sendible Tokens: 207.0'. The left sidebar has 'My Details', 'My Account', and 'My Subscription'. The main content area is titled 'Personal Details' and contains a confidentiality notice. Below this are expandable sections for 'Account Details', 'Contact Details', 'Picture/Logo', 'Time Settings', and 'Preferences'. The 'Uri Shortening' section is expanded, showing a dropdown for 'Uri Shortener:' set to 'bit.ly', a text input field for 'Uri Shortener Login:' containing 'sendible', and a text input field for 'Uri Shortener Key:' containing 'r\_1234'. A note below these fields reads: 'If you don't have a uri shortener login or key, leave the above fields blank.' Below the 'Uri Shortening' section are expandable sections for 'Images', 'Location', and 'Remote API Key'. At the bottom right of the main content area are 'Save' and 'or Cancel' buttons.

## Images

When posting to services like Twitter, Sendible will automatically generate an image URL for you. Here, you

can choose which image shortening service to use.



## Location

Location allows you to set your location by entering your address and locating it on the map. You can search for your location by typing it into the box and selecting **Find**.

These settings are used by Sendible when posting or reading from location-based services such as Foursquare.

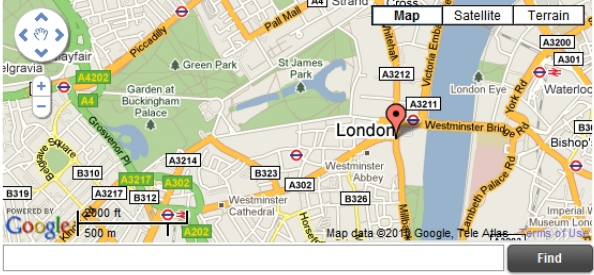
**Personal Details**

Your information is kept strictly confidential. We'll never sell it, share it or rent it to anybody.

- Account Details
- Contact Details
- Picture/Logo
- Time Settings
- Preferences
- Url Shortening
- Images

**Location**

Set your location by entering your address below and locating it on the map. This information is used by our location-based services and will not be shared with any third parties.



Map Satellite Terrain

Find

Remote API Key

Save or Cancel

Support

### Remote API Key

The remote API key is a kind of password that you can use in third-party applications and websites to let them interact with Sendible on your behalf.

This is safer than giving another application your Sendible password.

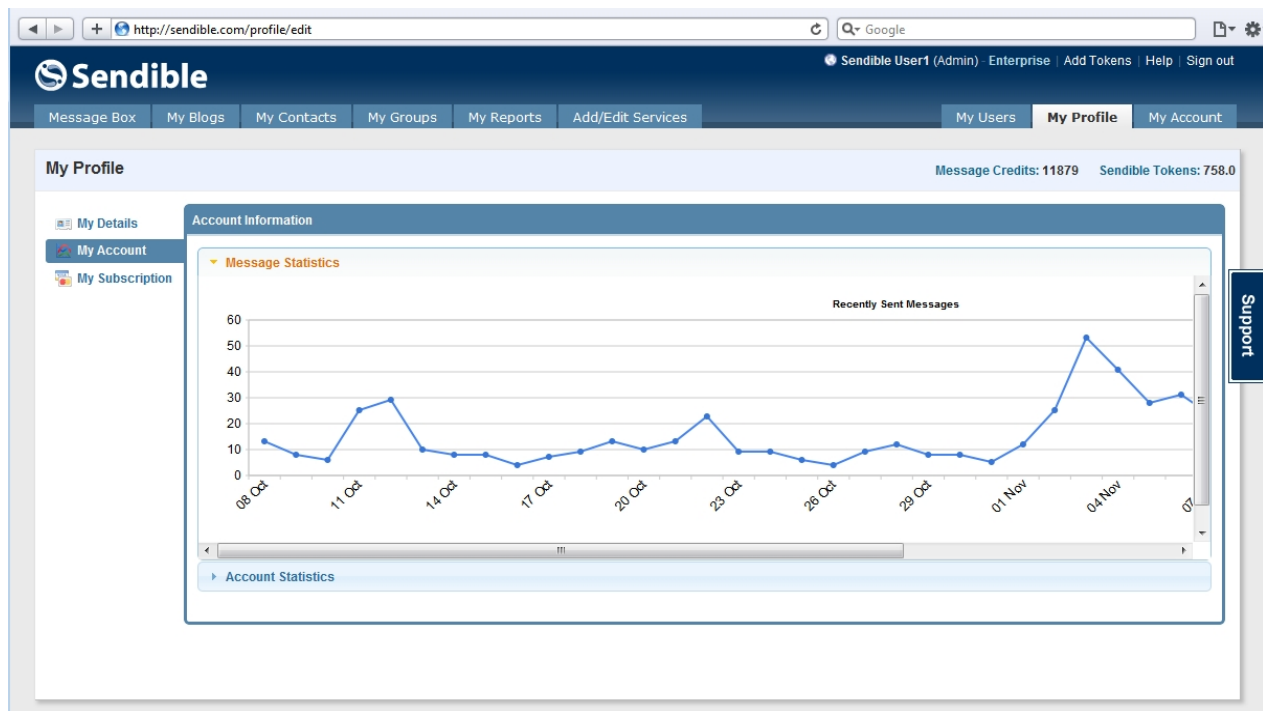
The screenshot shows the 'My Profile' page in Sendible. At the top right, it displays 'Message Credits: 400' and 'Sendible Tokens: 207.0'. The main content area is titled 'Personal Details' and includes a security notice: 'Your information is kept strictly confidential. We'll never sell it, share it or rent it to anybody.' Below this is a list of settings: Account Details, Contact Details, Picture/Logo, Time Settings, Preferences, Uri Shortening, Images, and Location. A 'Remote API Key' section is expanded, showing a key value: '596fc725d9953d23f9e9b2ce08c2e407349113c'. A descriptive text explains that an API key is a password for third-party applications and that there are limits to what can be done with it. A link to 'Sendible For Developers' is provided for more information. At the bottom right, there are 'Save' and 'Cancel' buttons. A vertical 'Support' button is visible on the right edge of the interface.

## My Account

From within the **My Account** sub-tab, you can get a glimpse of your account statistics. You can also cancel your Sendible account from this sub-tab.

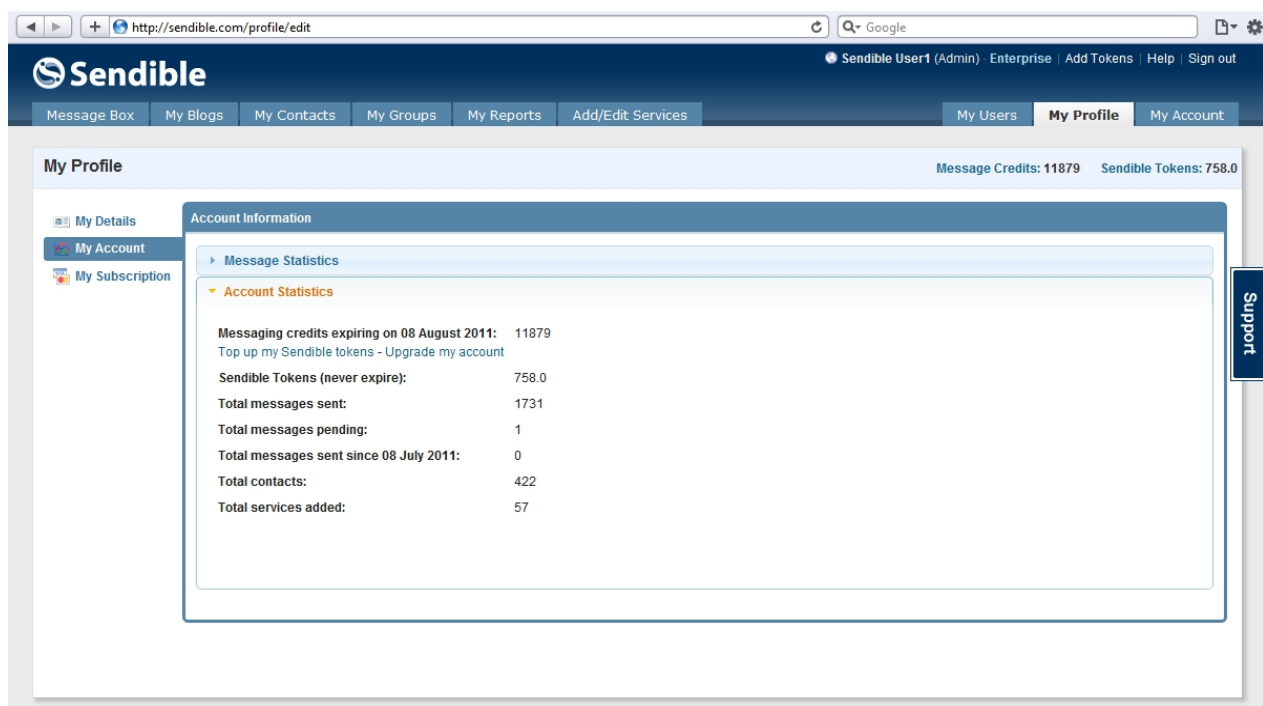
## Message Statistics

Message Statistics allow you to see your message statistics over a period of time. These statistics are shown in a graphic format.



## Account Statistics

Account Statistics provide you with details about your Sendible account.



### Account Statistics include:

- **Messaging Credits expiring** - this shows you when your credits will expire. You can top up your [Sendible Tokens](#) or [Upgrade your account](#) from here.
- [Sendible Tokens](#)
- Total Messages Sent
- Total Messages Pending

- Total Messages Sent since a specific date
- Total Contacts
- Total Services Added

## My Subscription

From within the **My Subscription** sub-tab, you can view information about your Sendible plan and keep track of monthly payments.

### Subscription Details

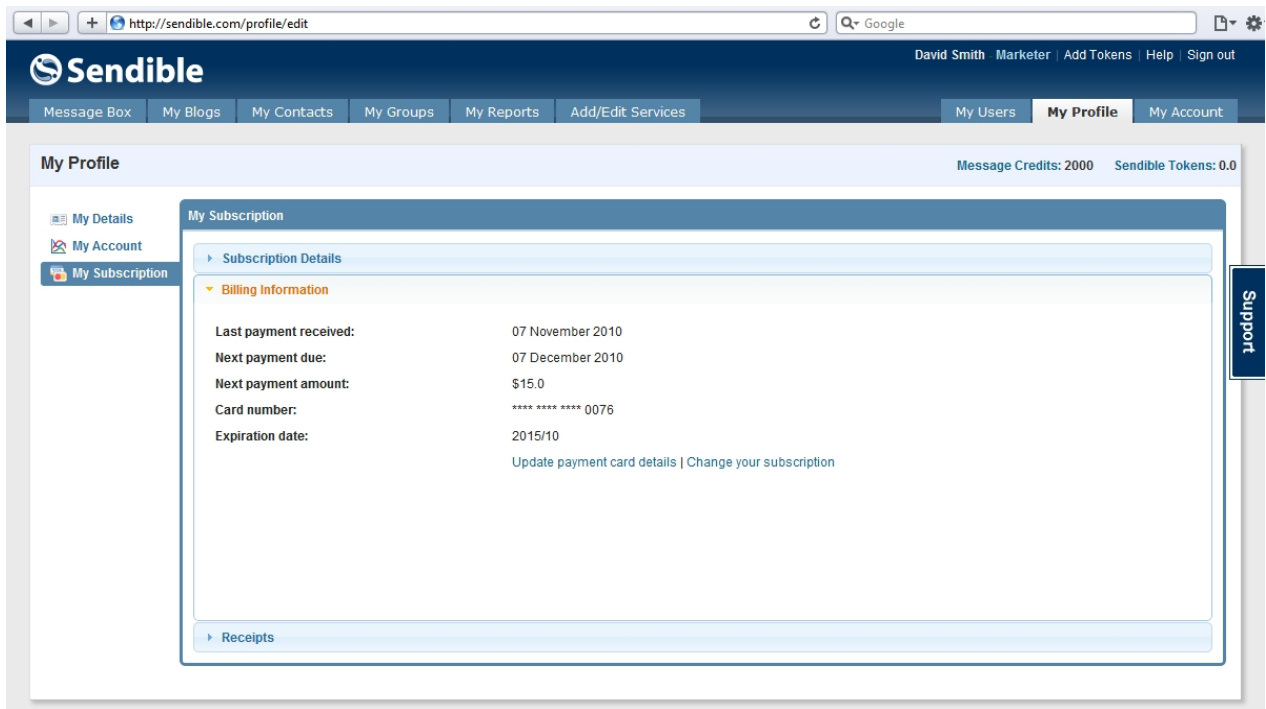
The Subscription Details section displays information about your monthly Sendible subscription.

In Subscription Details you can see the number of messages, contacts, groups, services and users per month.

The screenshot shows the Sendible user interface. At the top, there is a navigation bar with the Sendible logo, a user dropdown menu (Demo (Admin)), and links for Small Business, Add Tokens, Help, and Sign out. Below this is a secondary navigation bar with tabs for Message Box, My Blogs, My Contacts, My Groups, My Reports, Add/Edit Services, My Users, My Profile (selected), and My Account. The main content area is titled 'My Profile' and shows 'Message Credits: 4684' and 'Sendible Tokens: 5.0'. On the left, there is a sidebar with icons for My Details, My Account, and My Subscription (selected). The main content area is divided into sections: 'My Subscription' (selected), 'Subscription Details', 'Billing Information', 'Unpaid Invoices (0)', and 'Receipts'. The 'Subscription Details' section shows 'Member since: 29 September 2009' and 'Subscription Information: Pro account with 10 users:'. Below this, there is a list of features: 5000 messages per month, Up to 7500 contacts, Up to 1 file attachment(s) per message, Up to 50 group(s), and Up to 150 services(s). A vertical 'Support' button is visible on the right side of the page.

### Billing Information

The Billing Information section displays details about your billing cycle. You can also update your payment card details or change your subscription.

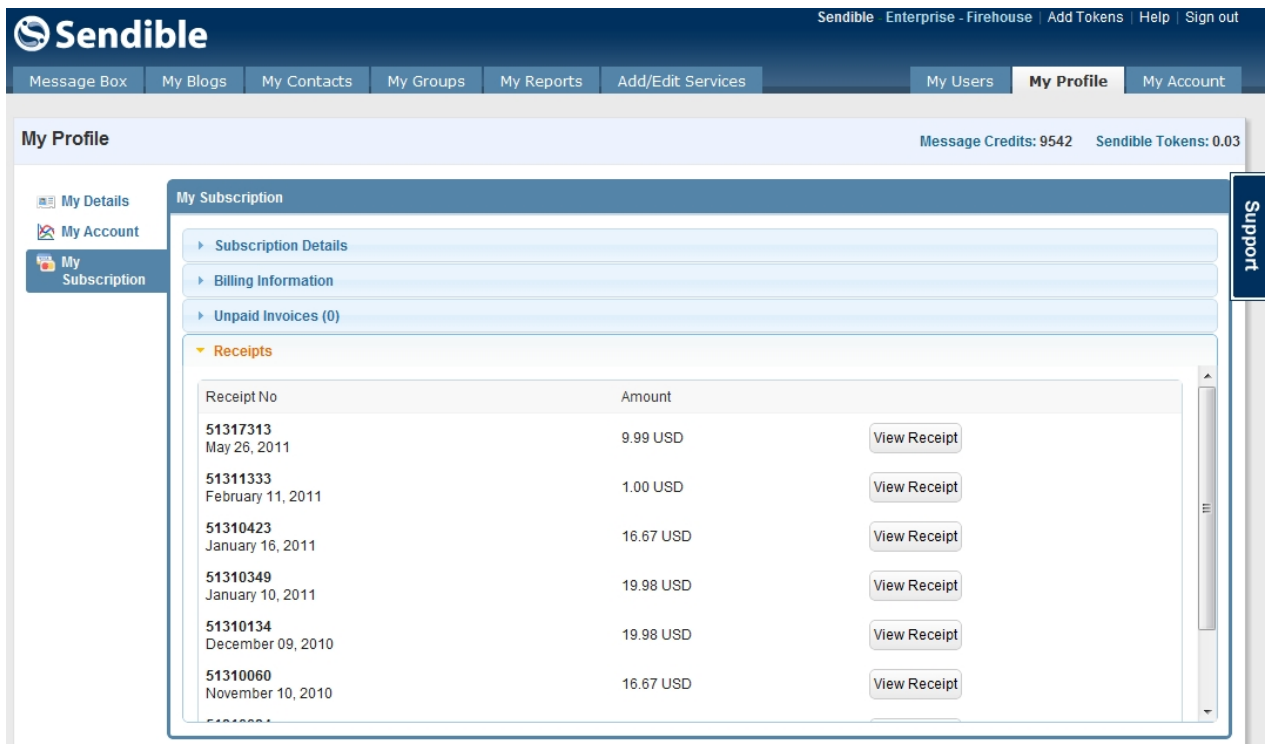


## Unpaid Invoices

Here you will see any invoices that are still unpaid.

## Receipts

By selecting **Receipts**, you will be able to view your Sendible receipts. Select **View Receipt** to be able to see the full receipt.



To view a specific receipt, select **View Receipt**



**Receipt****Invoice No. 51317313**

Gavin Hammer

**Sendible Ltd.**Suite 209  
Churchill House  
London, NW17 2AG  
[info@sendible.com](mailto:info@sendible.com)

Date: May 26, 2011

| Date         | Description | Amount                  |
|--------------|-------------|-------------------------|
| May 26, 2011 | Solo Plan   | <b>Subtotal:</b> \$9.99 |
|              |             | <b>Paid:</b> \$9.99     |
|              |             | <b>Total:</b> \$0.00    |

## My Account

My Account displays which Sendible account you currently have. You have the option to [upgrade](#) or downgrade from this page.

Please note account prices are likely to change.

**You have a Pro account with 10 users**

The plans we have available can be seen below. You can [cancel your account](#) at anytime and upgrade or downgrade to any of the following:

|   |   |  |  |
|---|---|--|--|
| <b>Solo</b><br><b>\$49.95</b><br>per month<br><b>Upgrade</b><br>2,000 Send Limit<br>75 Social Networks<br>2,500 Contacts<br>25 Groups<br>75 Keywords<br>5 Users<br>Email & SMS Marketing<br>Reporting & Analytics | <b>Marketer</b><br><b>\$99.95</b><br>per month<br><b>Upgrade</b><br>15,000 Send Limit<br>150 Social Networks<br>10,000 Contacts<br>50 Groups<br>150 Keywords<br>5 Users<br>Email & SMS Marketing<br>Reporting & Analytics | <b>Business</b><br><b>\$62.49</b><br>per month<br><b>Upgrade</b><br>15,000 Send Limit<br>250 Social Networks<br>12,500 Contacts<br>100 Groups<br>250 Keywords<br>5 Users<br>Email & SMS Marketing<br>Reporting & Analytics | <b>Enterprise</b><br><b>\$99.99</b><br>per month<br><b>Upgrade</b><br>32,000 Send Limit<br>400 Social Networks<br>32,000 Contacts<br>160 Groups<br>400 Keywords<br>8 Users<br>Email & SMS Marketing<br>Reporting & Analytics |
|---|---|--|--|

## Upgrading

After creating a new Sendible account, you can upgrade your account to make the most of Sendible's functionality. After upgrading, your account and package will then be displayed on the top right of the page.

Sendible has several accounts to choose from depending on your needs. Accounts can be upgraded, downgraded or canceled at any time.

Please note account prices are likely to change.

## You have a Pro account with 10 users

The plans we have available can be seen below. You can [cancel your account](#) at anytime and upgrade or downgrade to any of the following:

| Plan       | Price (per month) | Send Limit | Social Networks | Contacts | Groups | Keywords | Users | Features                                     |
|------------|-------------------|------------|-----------------|----------|--------|----------|-------|--|
| Solo       | \$49.95           | 2,000      | 75              | 2,500    | 25     | 75       | 5     | Email & SMS Marketing, Reporting & Analytics |
| Marketer   | \$99.95           | 15,000     | 150             | 10,000   | 50     | 150      | 5     | Email & SMS Marketing, Reporting & Analytics |
| Business   | \$62.49           | 15,000     | 250             | 12,500   | 100    | 250      | 5     | Email & SMS Marketing, Reporting & Analytics |
| Enterprise | \$99.99           | 32,000     | 400             | 32,000   | 160    | 400      | 8     | Email & SMS Marketing, Reporting & Analytics |

For more information on our different Sendible accounts, see [Paid Plans](#).

### Other Plans

Sendible can also offer you other plans with various prices and features.

These plans include:

- Corporate
- Specialist
- Agency
- Social Marketer
- Publisher
- Startup
- Free
- White Label - Sendible offers a white label product for agencies wanting to offer a rebranded version of the platform to their clients. To find out more, visit <http://sendible.com/white-label>.

Please note prices are likely to change.

| Other plans you can choose:   | Send Limit  | Social Networks | Contacts | Groups | Keywords | SMS Texts | Users     |         |       |
|-------------------------------|---|-----------------|----------|--------|----------|-----------|-----------|---------|-------|
| Corporate \$399.99/month      | 150,000   | 1200            | 150,000  | 1500   | 1200     | —         | 30        | Upgrade |       |
| Specialist \$124.99/month     | 40,000  | 500             | 40,000   | 200    | 500      | —         | 10        | Upgrade |       |
| Agency \$69.99/month          | 18,000  | 300             | 18,000   | 120    | 300      | —         | 6         | Upgrade |       |
| Social Marketer \$49.99/month | 10,000  | 125             | 5,000    | 50     | 125      | —         | 5         | Upgrade |       |
| Publisher \$58.32/month       | 10,000  | 125             | 10,000   | 50     | 125      | —         | 5         | Upgrade |       |
| Startup \$62.48/month         | 10,000  | 125             | 10,000   | 50     | 125      | —         | 5         | Upgrade |       |
| Small Business \$200.00/month | 40,000  | 500             | 40,000   | 200    | 500      | 500       | 10        | Cancel  |       |
| White Label \$995 setup fee   | Make Sendible your own and resell to clients. Pay per user. <a href="#">More information.</a> |                 |          |        |          |           | Unlimited |         | Apply |

To sign up go for one of our paid plans, go to <http://sendible.com/pricing>

Not sure which paid plan suits you, see [Which plan should I choose?](#)

## Sendible Tokens

Sendible also offers pay-as-you-go-packages. These packages allow you to pay only when you send an Email, SMS or Social Media campaign.

Sendible Tokens can be topped up at any given time and can be carried over from month to month and never expire. To buy Sendible Tokens click **Buy Tokens** and choose the bundle that suits your messaging needs.

These Tokens will be added to your current token balance. Sendible Tokens can be used to send SMS text messages to any country or emails and social media messages when your standard credits run out.

Please note these prices are likely to change.

## Pay-As-You-Go Pricing

Looking for something more flexible? Sendible also offers pay-as-you go pricing. Pay only when you actually send an Email, SMS or Social Media campaign. Tokens carry over from month to month and never expire.

| Sendible Tokens                                   | Price per bundle | Price per Email or Social Media message | Price per SMS |                        |
|---|------------------|---|---------------|------------------------|
| <b>200</b><br>~ 3,600 emails or 200 texts         | \$ 16.67         | \$ 0.005                                | \$ 0.083      | <a href="#">Top up</a> |
| <b>300</b><br>~ 5,400 emails or 300 texts         | \$ 22.80         | \$ 0.004                                | \$ 0.076      | <a href="#">Top up</a> |
| <b>500</b><br>~ 9,000 emails or 500 texts         | \$ 37.30         | \$ 0.004                                | \$ 0.075      | <a href="#">Top up</a> |
| <b>1,000</b><br>~ 18,000 emails or 1,000 texts    | \$ 72.85         | \$ 0.004                                | \$ 0.073      | <a href="#">Top up</a> |
| <b>5,000</b><br>~ 90,000 emails or 5,000 texts    | \$ 346.50        | \$ 0.004                                | \$ 0.069      | <a href="#">Top up</a> |
| <b>10,000</b><br>~ 180,000 emails or 10,000 texts | \$ 673.75        | \$ 0.004                                | \$ 0.067      | <a href="#">Top up</a> |
| <b>50,000</b><br>~ 900,000 emails or 50,000 texts | \$ 3237.50       | \$ 0.004                                | \$ 0.065      | <a href="#">Top up</a> |

For more information on our different Sendible accounts, see [Paid Plans](#).

## Payment Options

Sendible accepts all major credit cards, including Visa, Mastercard and Maestro. We also accept payments through Paypal.

## Message Box

---

The Message Box enables you to send different types of messages as well as manage your existing ones. At the top of the message box, you will be able to see how many [Message Credits](#) and [Sendible Tokens](#) you have remaining.

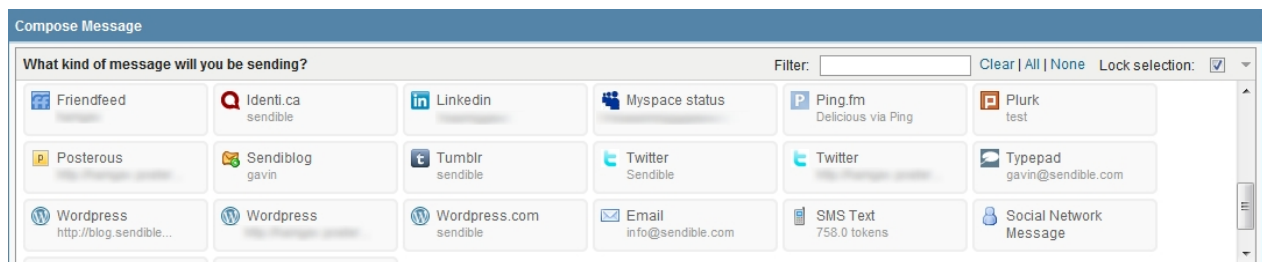
For example:

**Message Credits: 11875    Sendible Tokens: 758**

These can be upgraded by clicking on the links [Message Credits](#) and [Sendible Tokens](#).

## Selecting Services

This screenshot is an example of a user's populated services in their [Message Box](#). Additional services can be added from the [Add/Edit Services](#) screen.



## Social Media Posts

To update the social networks and blogs you've configured in [Add/Edit Services](#), select the type of message you'd like to send by toggling the service you wish to post to.

Multiple services can be selected simultaneously, you also have the option to filter your services. Your selection can be remembered between posts by selecting the **Lock Selection** option.

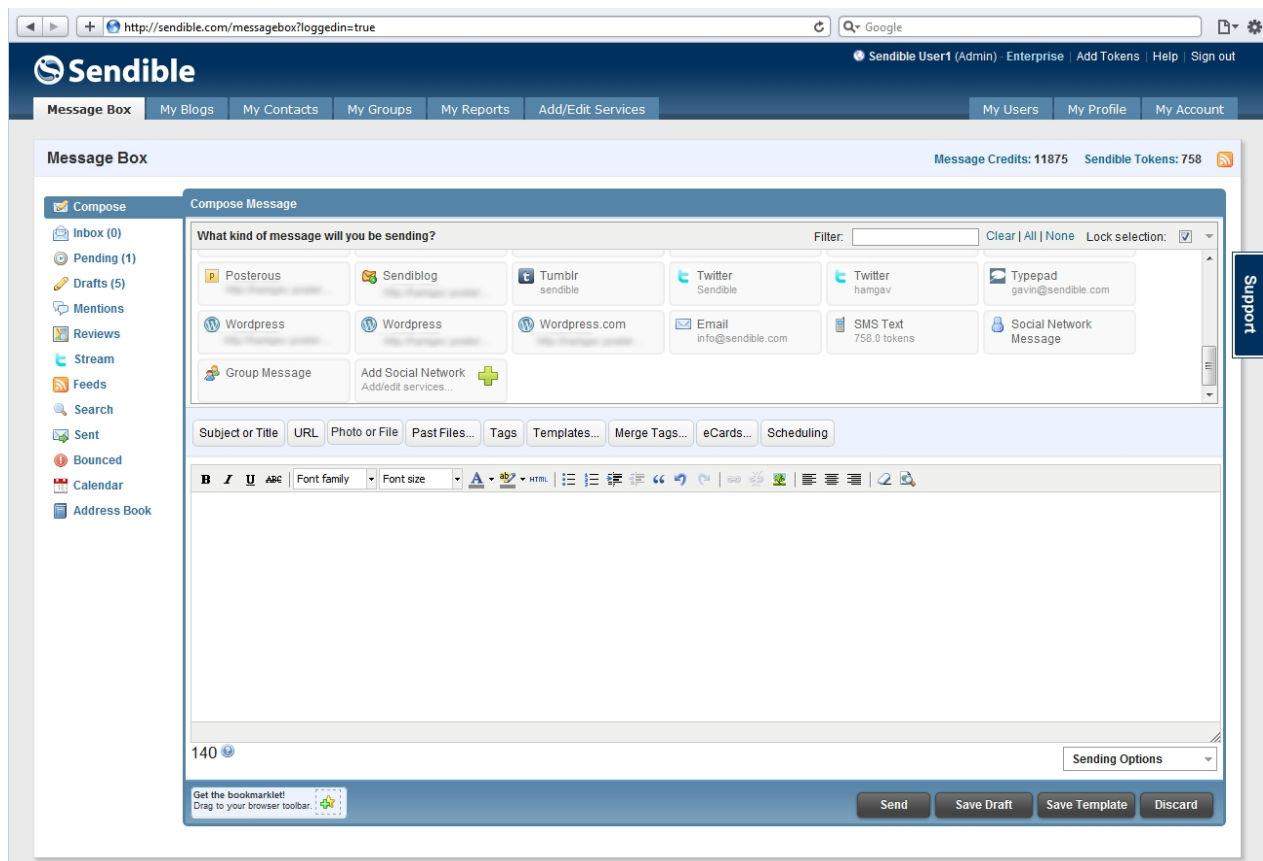
For information on how to compose specific types of messages, see:

- [Compose an Email](#)
- [Compose an SMS](#)
- [Compose a Social Network Message](#)
- [Compose a Group Message](#)
- [Add Social Network](#)

## Compose

Compose allows you to create a message by selecting one or more services you wish to utilize.

Your message can be posted to multiple services simultaneously by selecting recipients from the services list.



For information on how to compose specific types of messages, see:

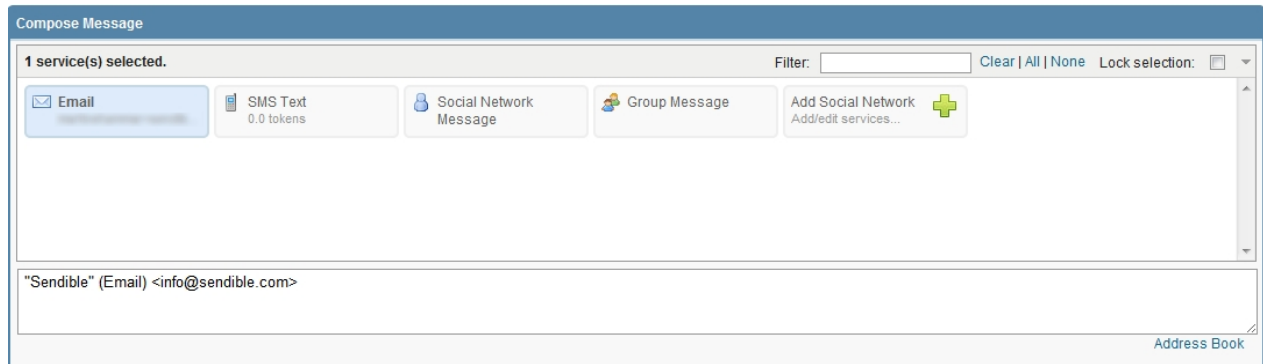
- [Compose an Email](#)
- [Compose an SMS](#)
- [Compose a Social Network Message](#)
- [Compose a Group Message](#)
- [Compose a post to Wordpress](#)
- [Compose a post to Blogspot](#)
- [Add Social Network](#)

## Compose an Email

By selecting Email, you are able to compose and send email messages.

**To compose an email, follow the steps below:**

1. Go into [Message Box](#) and select **Email**
2. You will then be asked to type in the email address.
3. If you know the recipient's email address, you can simply type it in the box or click on **Address Book** to find a list of your imported contacts. For more information on your address book and how to use it, see [Address Book](#). For information on how to import contacts, see [Importing Contacts](#).
4. Multiple emails must be separated with commas.



5. You are then able to compose your email using the message editor. To make your email look more professional, you can select one of our [email templates](#).
6. Once your email is complete, select **Send** if you are ready to send, **Save Draft** if you would like to resume working on the email at a later stage, **Save Template** if you would like to save your message as an email template or **Discard** if you no longer wish to send your email.



7. Sendible also allows you to receive a notification when your Email is sent. See [Sending Options](#) for more information.

For information on how to compose specific types of messages, see:

- [Compose an SMS](#)
- [Compose a Social Network Message](#)
- [Compose a Group Message](#)
- [Compose a post to Wordpress](#)
- [Compose a post to Blogspot](#)
- [Add Social Network](#)


### Saving contacts after sending an Email

Once an Email has been sent, you have the option to add the recipient's contact details to your address book if these details have not been added.

After clicking **Send**, you will be asked if you wish to save the contact details. Add the recipient's First name and Last name and select **Add**.




The following contacts could not be found in your address book ✕

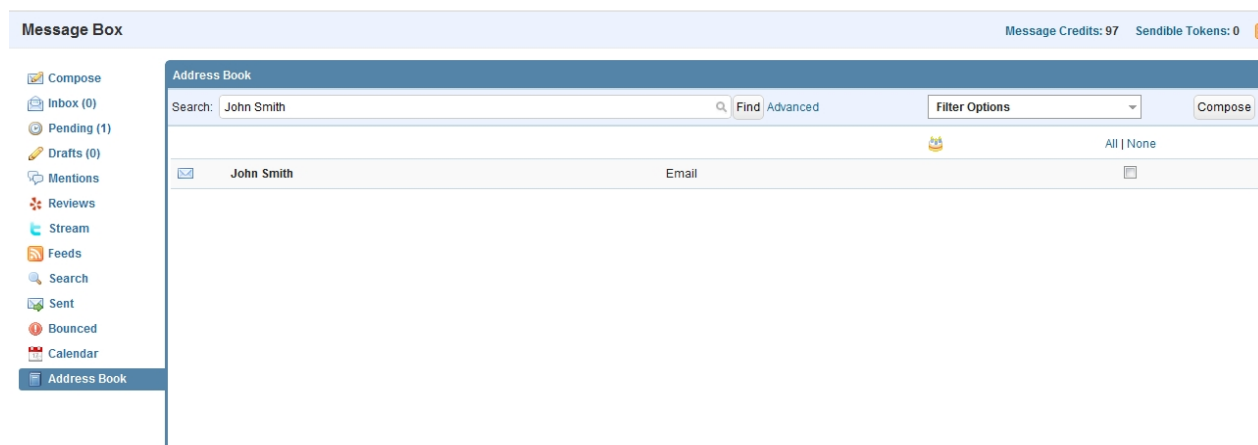
|   | First name                        | Last name                          |                                    |
|---|-----------------------------------|------------------------------------|------------------------------------|
|  | <input type="text" value="John"/> | <input type="text" value="Smith"/> | <input type="button" value="Add"/> |

You will then see that your recipient's details have been added.

The following contacts could not be found in your address book ✕

|   | First name | Last name |       |
|---|------------|-----------|-------|
|  | John       | Smith     | Added |

Your recipient's details can be viewed in your [Address Book](#). See [Address Book](#) for more information about editing and deleting contacts.

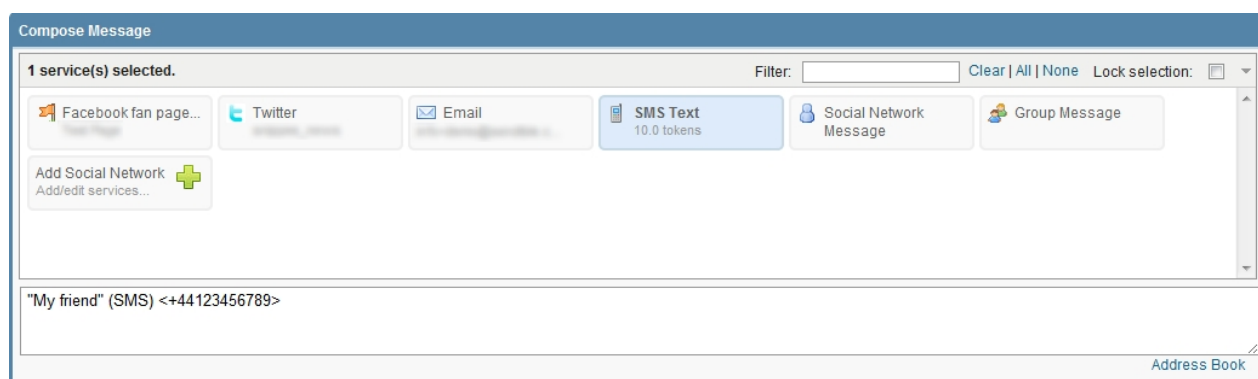


## Compose an SMS

SMS Text allows you to send SMS messages using your Sendible Tokens. These can be topped up using the [Add Tokens](#) link at the top of the page.

**To compose an SMS, follow the steps below:**

1. Go into [Message Box](#) and select **SMS Text**
2. You will then be asked to type in the cellphone number
3. If you know the recipient's cellphone number, you can simply type it in the box or click on **Address Book** to find a list of your contacts. For more information on your address book and how to use it, see [Address Book](#). Please remember to include the country code.
4. Multiple cellphone numbers must be separated with commas.



5. You are then able to compose your SMS message. Please keep an eye on the character counter on the bottom left as the standard SMS length in 160 characters.
6. Once your SMS is complete, select **Send** if you are ready to send, **Save Draft** if you would like to resume working on the SMS at a later stage, **Save Template** if you would like to save your message as a message template or **Discard** if you no longer wish to send your SMS.



7. Sendible also allows you to receive a notification when your SMS is sent and enable SMS replies. See [Sending Options](#) for more information.

For information on how to compose specific types of messages, see:


- [Compose an Email](#)
- [Compose a Social Network Message](#)
- [Compose a Group Message](#)
- [Compose a post to Wordpress](#)
- [Compose a post to Blogspot](#)
- [Add Social Network](#)

### Saving contacts after sending an SMS


Once an SMS has been sent, you have the option to add the recipient's contact details to your address book if these details have not been added.

After clicking **Send**, you will be asked if you wish to save the contact details. Add the recipient's First name and Last name and select **Add**.

The following contacts could not be found in your address book ✕

|   | First name                        | Last name                          |                                    |
|---|-----------------------------------|------------------------------------|------------------------------------|
|  | <input type="text" value="John"/> | <input type="text" value="Smith"/> | <input type="button" value="Add"/> |

---



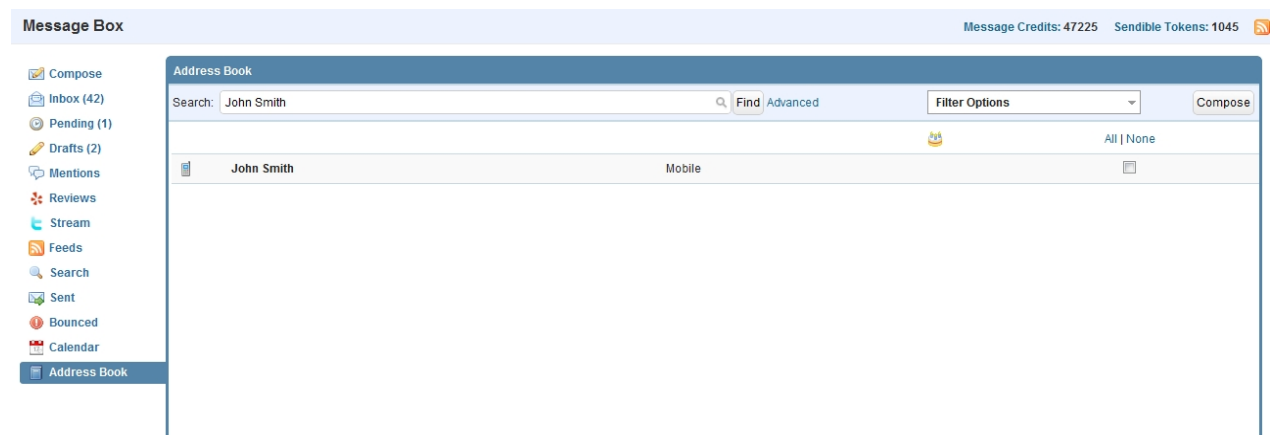
You will then see that your recipient's details have been added.

The following contacts could not be found in your address book

|  | First name | Last name |       |
|--|------------|-----------|-------|
|  | John       | Smith     | Added |

Close

Your recipient's details can be viewed in your [Address Book](#). See [Address Book](#) for more information about editing and deleting contacts.



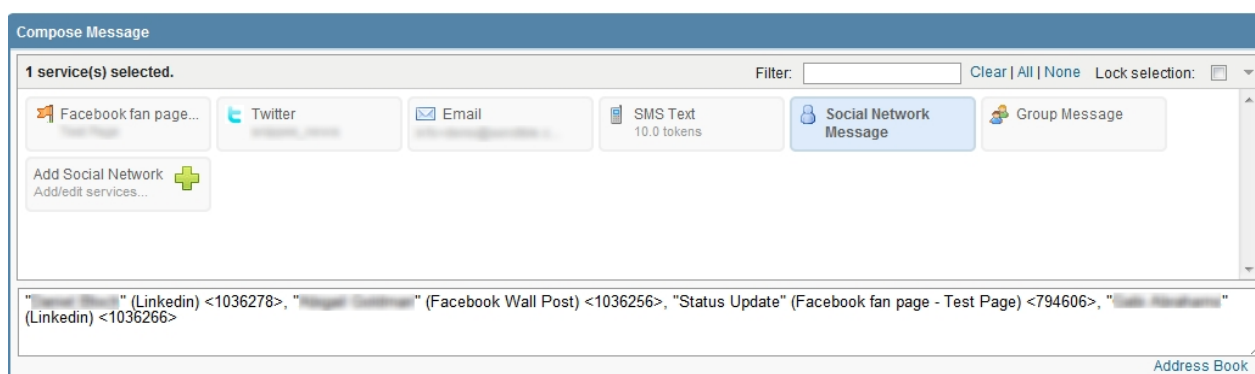
## Compose a Social Network Message

Social Network Message allows you to send messages to your social network contacts. This can be used when you want to send a message to a friend's Facebook wall or a LinkedIn message etc. These messages can be in the form of written messages or even [eCards](#) for birthdays, good luck etc.

**To compose a Social Network Message, follow the steps below:**

1. Go into [Message Box](#) and select **Social Network Message**.
2. You will then be asked to type in the recipient's information.
3. Click on **Address Book** to find a list of your contacts. For more information on your address book and how to use it, see [Address Book](#).

- Multiple contacts must be separated with commas.



- You are then able to compose your Social Network Message. Please note Social Network Messages should be in plain text format and should not contain any embedded HTML. Your post will be sent to multiple Social Networking services simultaneously.
- Once your message is complete, select **Send** if you are ready to send, **Save Draft** if you would like to resume working on the message at a later stage, **Save Template** if you would like to save your message as an email template or **Discard** if you no longer wish to send your message.



For information on how to compose specific types of messages, see:

- [Compose an Email](#)
- [Compose an SMS](#)
- [Compose a Group Message](#)
- [Compose a post to Wordpress](#)
- [Compose a post to Blogspot](#)
- [Add Social Network](#)

- Sendible also allows you to receive a notification when your Social Network Message is sent. See [Sending Options](#) for more information.

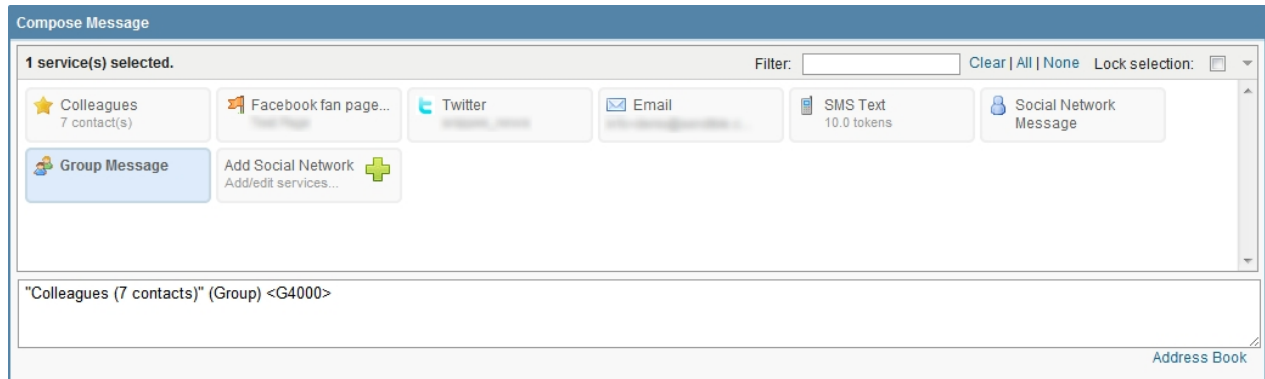
### Compose a Group Message

Group Message allows you to send messages to your Sendible groups. Group Message can be selected when you wish to send a message to a group of contacts from your address book, for example your customers or colleagues.

To compose a Group Message, follow the steps below:

- Go into [Message Box](#) and select **Group Message**.

- You will then be asked to type in the name of the group.
- If you know this, type it into the box or click on **Address Book** to find a list of your groups. For more information on your address book and how to use it, see [Address Book](#).
- Multiple groups must be separated with commas.
- Groups with a yellow star have been favorited, this can be seen in the 'Colleagues' group in the example below. For more information about favoriting groups, select [My Groups](#).



- You are then able to compose your Group message.
- Once your message is complete, select **Send** if you are ready to send, **Save Draft** if you would like to resume working on the message at a later stage, **Save Template** if you would like to save your message as an email template or **Discard** if you no longer wish to send your message.



- Sendible also allows you to receive a notification when your Social Network Message is sent. See [Sending Options](#) for more information.

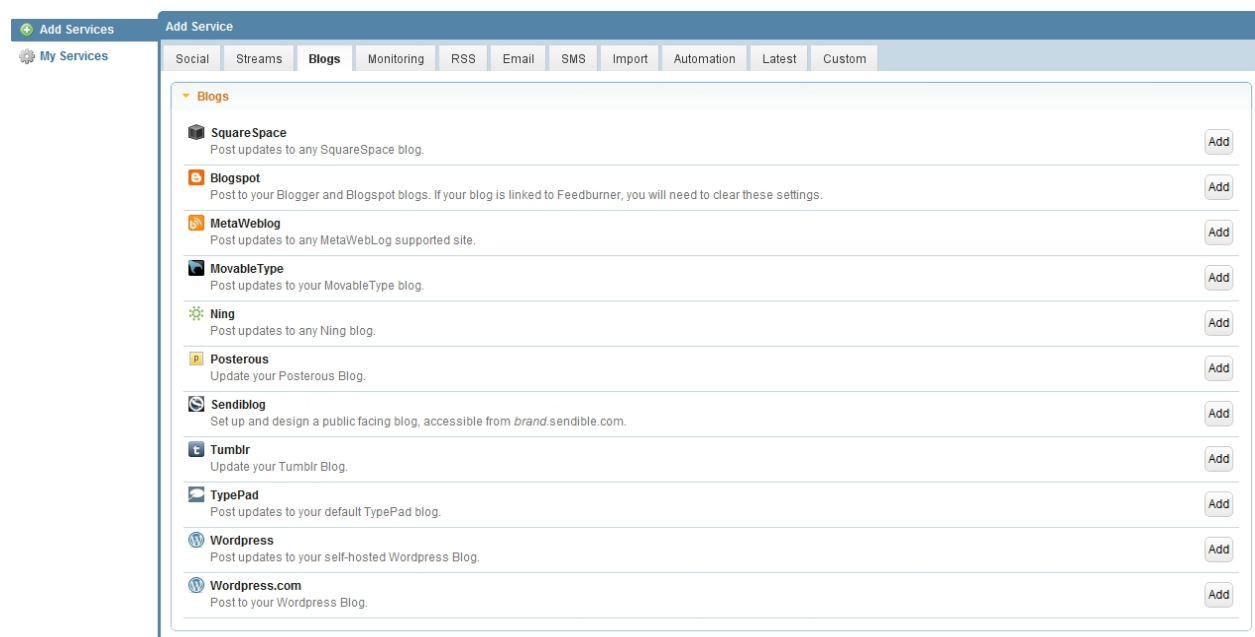
For information on how to compose specific types of messages, see:

- [Compose an Email](#)
- [Compose an SMS](#)
- [Compose a Social Network Message](#)
- [Compose a post to Wordpress](#)
- [Compose a post to Blogspot](#)
- [Add Social Network](#)

### Compose a post to Wordpress

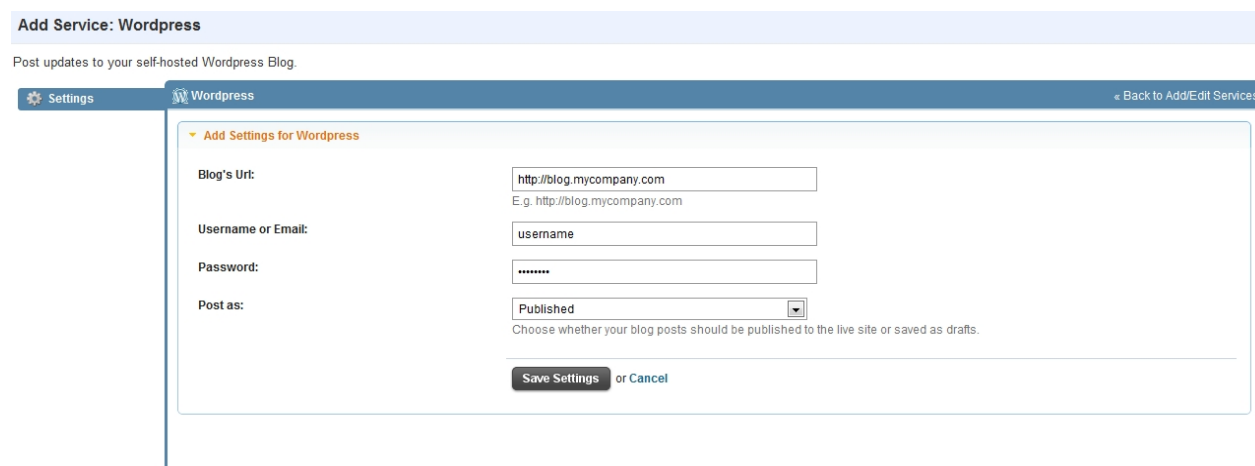
Sendible allows you to post blogs to Wordpress, to do this follow the steps below:

- Go to [Add/Edit Services](#) and find Wordpress under **Blogs**.



2. Click **Add**.

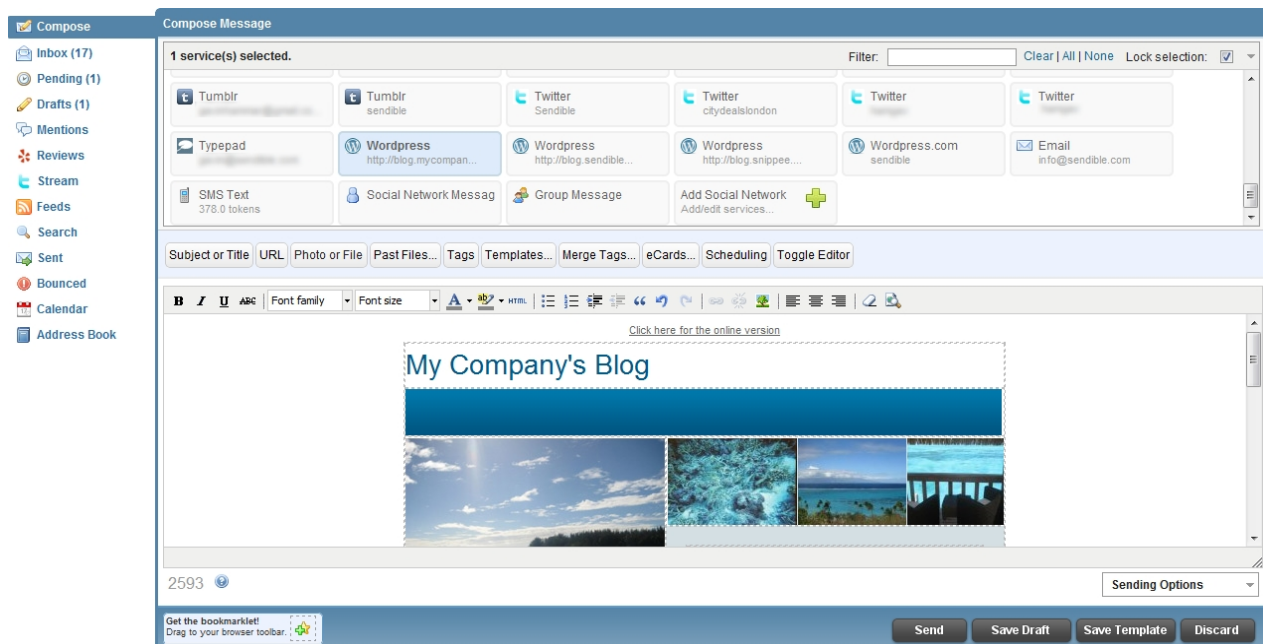
3. Enter your settings for Wordpress, this can be seen in the example below.



4. Select **Save**

5. Go to the [Message Box](#) and toggle Wordpress.

6. Type your blog post in the box. In this example a template was used, for more information on how to use a template, see [Templates](#).



7. Once your blog post is complete, select **Send** if you are ready to send, **Save Draft** if you would like to resume working on the post at a later stage, **Save Template** if you would like to save your post as a template or **Discard** if you no longer wish to send your post.

### Having problems?

To ensure you can post to your self-hosted Wordpress blog, you need to ensure that XML RPC is enabled. To enable XML-RPC, see this post: <http://wpmu.org/daily-tip-how-to-enable-xml-rpc-access-to-your-wordpress-site/>.

For information on how to compose specific types of messages, see:

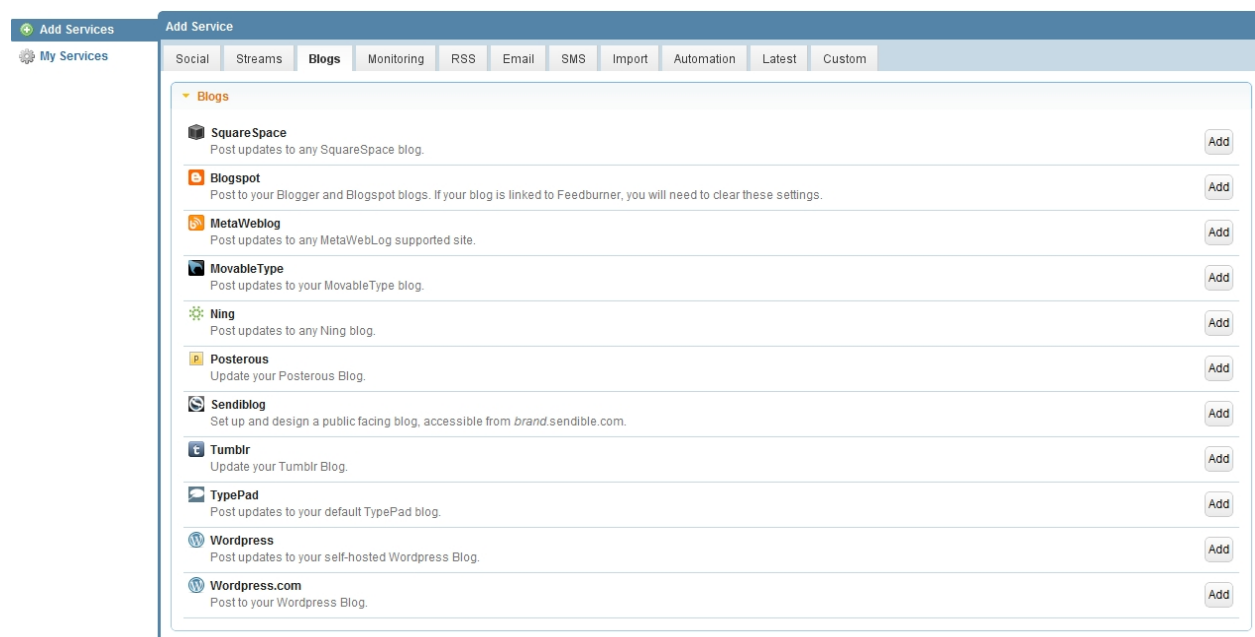
- [Compose an Email](#)
- [Compose an SMS](#)
- [Compose a Social Network Message](#)
- [Compose a Group Message](#)
- [Compose a post to Blogspot](#)
- [Add Social Network](#)

### Compose a post to Blogspot

Sendible allows you to post blogs to Blogspot, to do this follow the steps below:

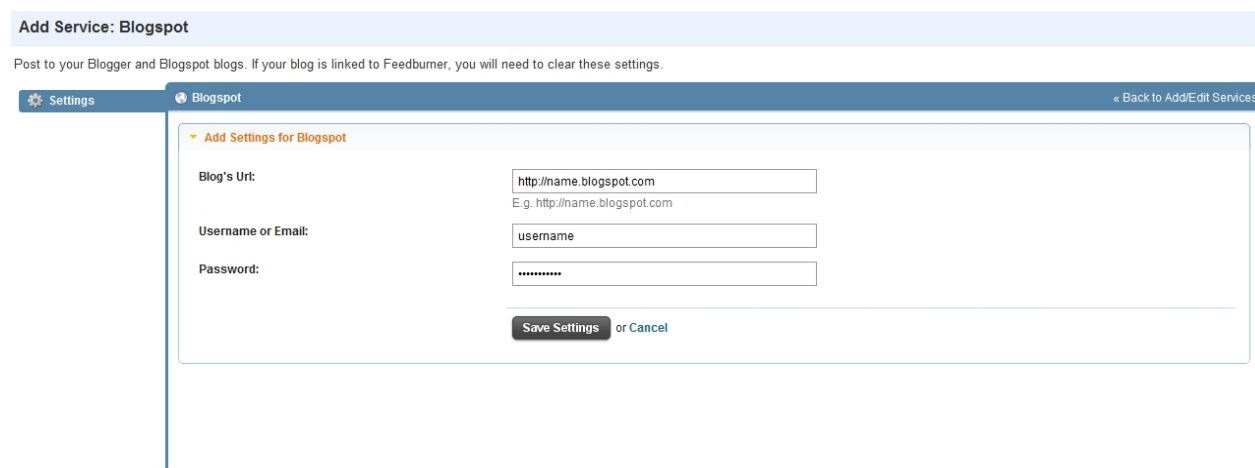
1. Go to [Add/Edit Services](#) and find Blogspot under **Blogs**.





2. Click **Add**.

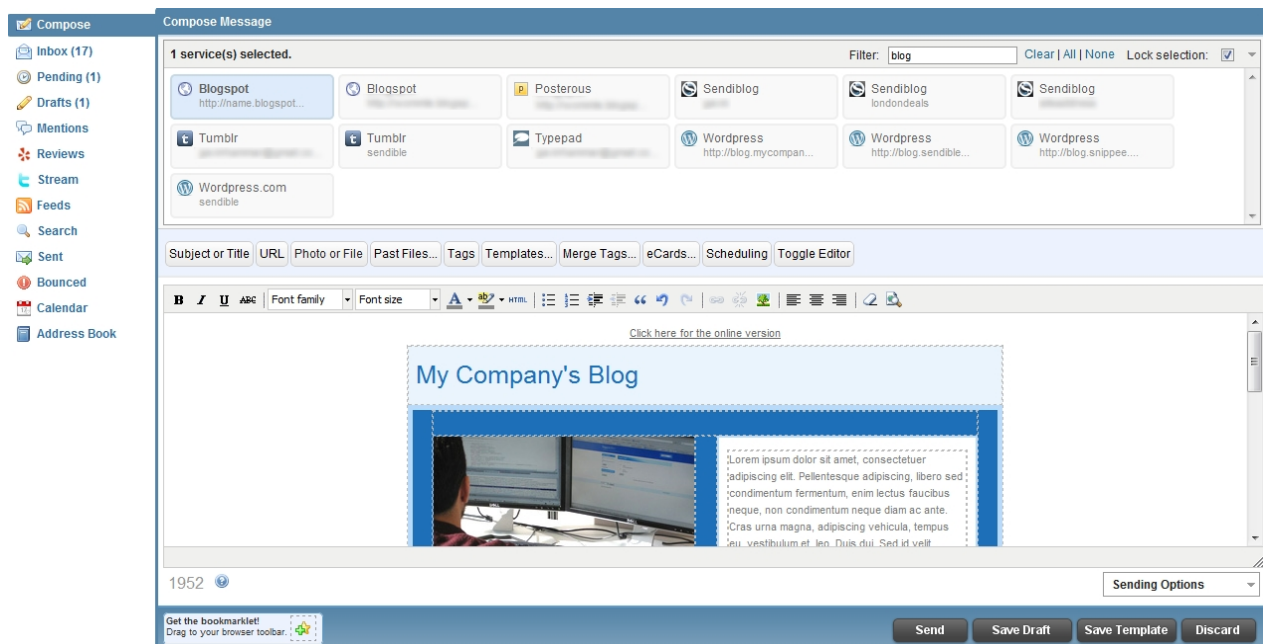
3. Enter your settings for Blogspot, this can be seen in the example below.



4. Select **Save Settings**

5. Go to the [Message Box](#) and toggle Blogspot.

6. Type your blog post in the box. In this example a template was used, for more information on how to use a template, see [Templates](#).



7. Once your blog post is complete, select **Send** if you are ready to send, **Save Draft** if you would like to resume working on the post at a later stage, **Save Template** if you would like to save your post as a template or **Discard** if you no longer wish to send your post.

### Having problems?

- Sign into your Blogspot account at <http://blogspot.com>.
- Edit the settings for the particular blog that's failing.
- Click **Site Feed** and make sure that the "Post Feed Redirect URL" is empty. If this is set to point to **Feedburner**, then you will need to remove this setting to be able to post from third party applications like Sendible.
- Save Settings.
- Try posting again from Sendible. You can repost the failed item from within the [Bounced](#) tab in the [Message Box](#).

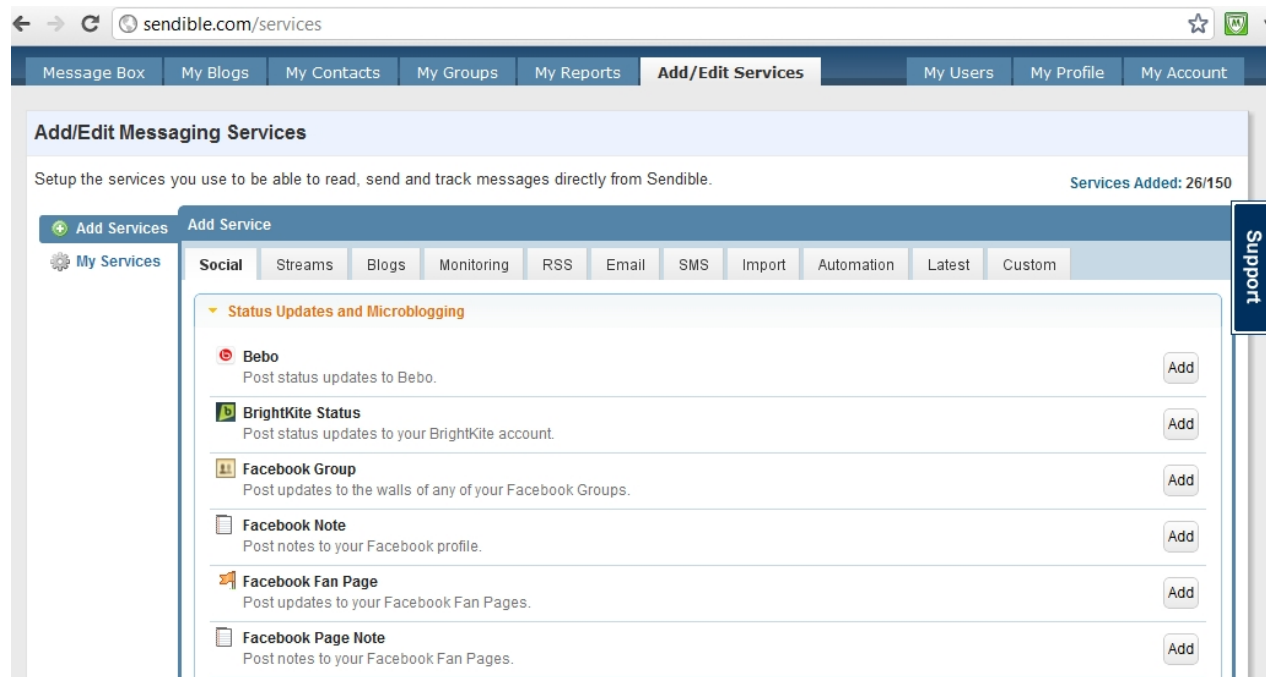
For information on how to compose specific types of messages, see:

- [Compose an Email](#)
- [Compose an SMS](#)
- [Compose a Social Network Message](#)
- [Compose a Group Message](#)
- [Compose a post to Wordpress](#)
- [Add Social Network](#)

### Add Social Network

By selecting **Add Social Network** you are able to add more social network services to your Sendible

account. You will then be taken to the [Add/Edit Services](#) screen where you can select Add next to the service you wish to add.

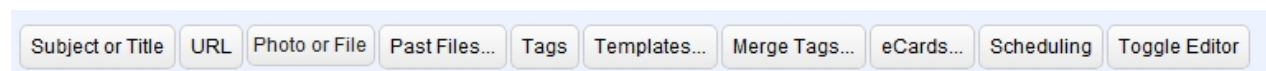


For information on how to compose specific types of messages, see:

- [Compose an Email](#)
- [Compose an SMS](#)
- [Compose a Social Network Message](#)
- [Compose a Group Message](#)
- [Compose a post to Wordpress](#)
- [Compose a post to Blogspot](#)

## Functions

Sendible provides you with the option to add functions or features to your message.



Functions or features include:

- [Subject or Title](#)
- [URL](#)
- [Photo or File](#)
- [Past Files](#)
- [Tags](#)

- [Templates](#)
- [Merge Tags](#)
- [eCard](#)
- [Scheduling](#)

## Subject or Title

Subject or Title allows you to enter a subject or title for your message. Some services will ignore the subject but others will use the title where appropriate, for example, in blog posts and emails.

## URL

Sendible allows you to insert and track URL's in various ways:

For more information see:

- [Attach](#)
- [Shrink and Insert](#)
- [Shrink](#)
- [Insert](#)
- [Load Images from URL](#)

## Attach

To attach a URL follow the steps below:

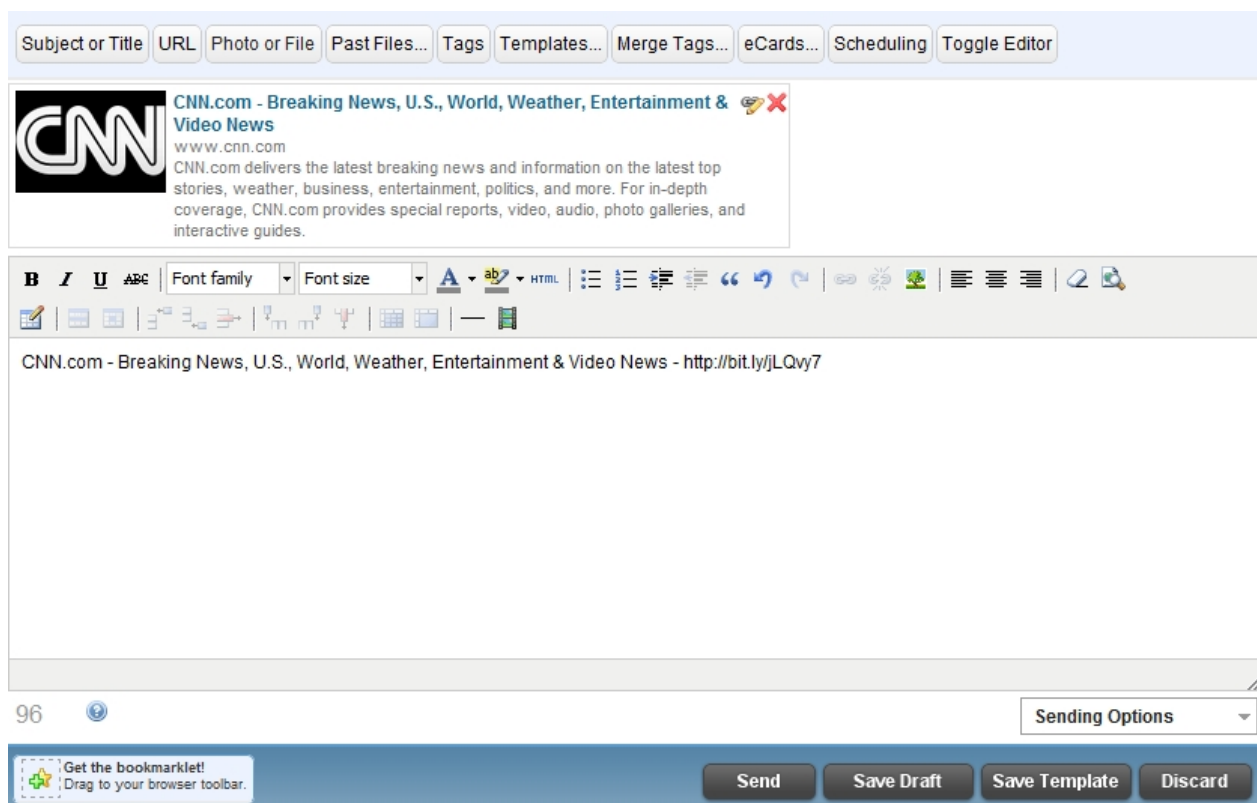
Select URL and type in your URL

## Select **Attach**

Choose the image you wish to show in your link preview and edit the text if you wish.



Select Attach Link Preview



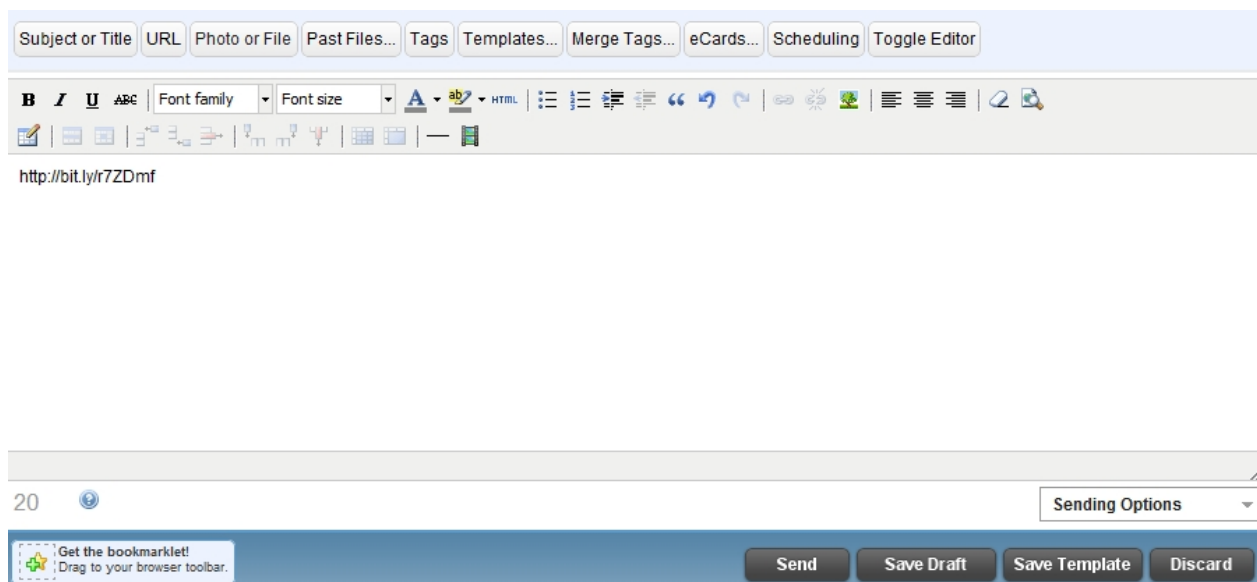
Once your link preview is complete, select **Send** if you are ready to send, **Save Draft** if you would like to resume working on the email at a later stage, **Save Template** if you would like to save your message as an email template or **Discard** if you no longer wish to send your email.

Sendible also allows you to receive a notification when your post is sent. See [Sending Options](#) for more information.

### Shrink and Insert

To shrink a URL, add your URL into the specified box as shown below then select **Shrink and Insert**.

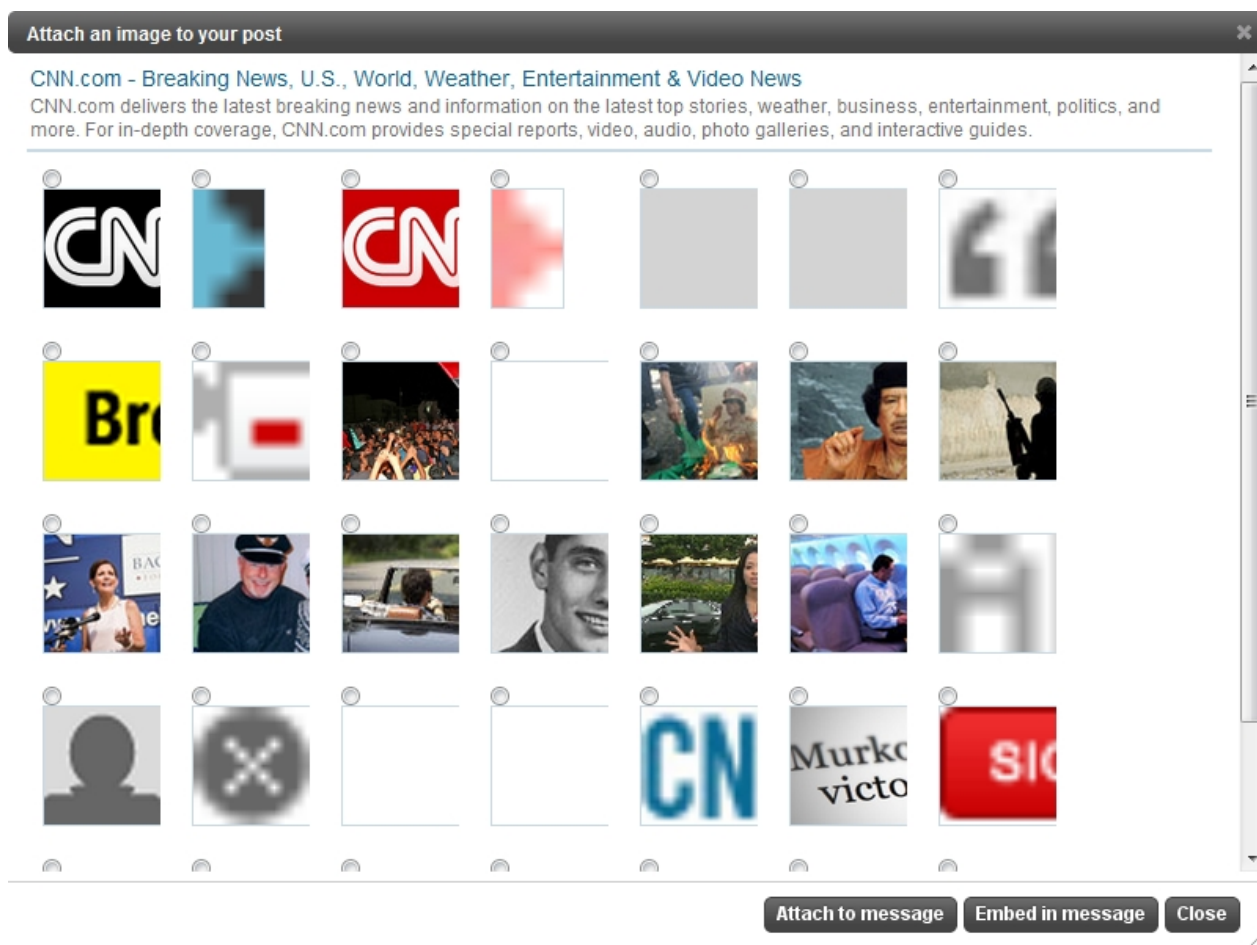




### Load Images from URL

You can use the **Load Images from URL** button to fetch all images found on a web page so that you can attach them to your post. The images shown below have been loaded from the URL, <http://cnn.com>.

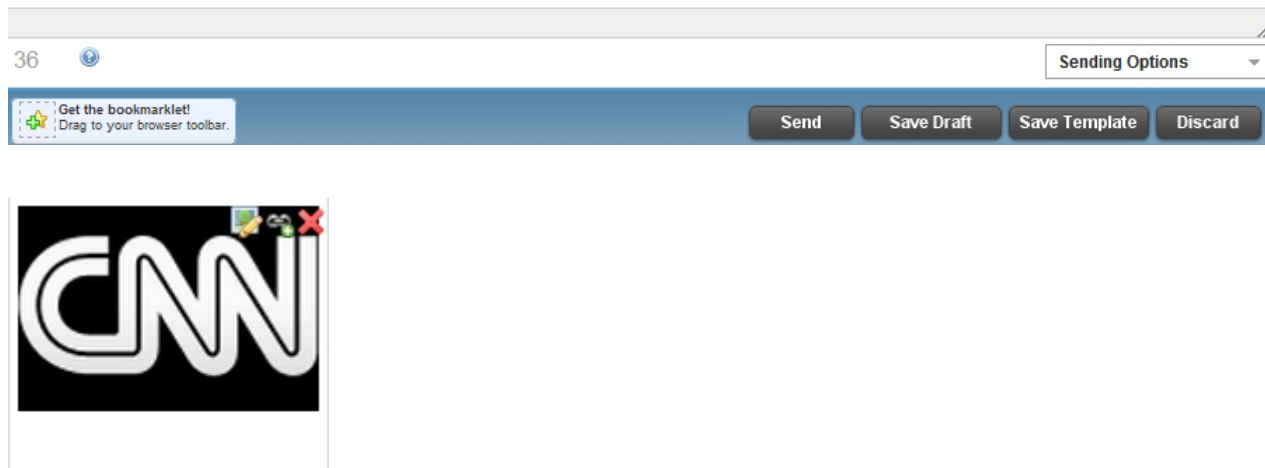
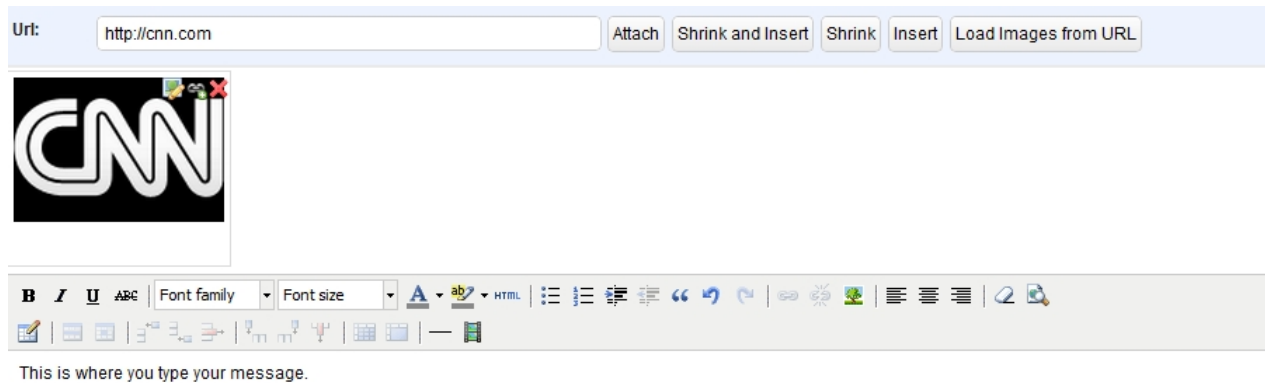
After selecting the required images, you then have the option to [Attach to message](#) or [Embed in Message](#). Embed in Message should only be used in emails and blog posts.



## Attach to message

Once your image has been chosen, you can attach it to message.

To do this, select **Attach to message**, your image will then be attached to your message. You can type your message below your image.



To embed your image in your message select the **Embed Message** icon (as shown in the CNN image above)

To convert your image to a link preview, select the link icon (as shown in the CNN image above)

To remove your image, select the red cross (as shown in the CNN image above)

## Embed in message

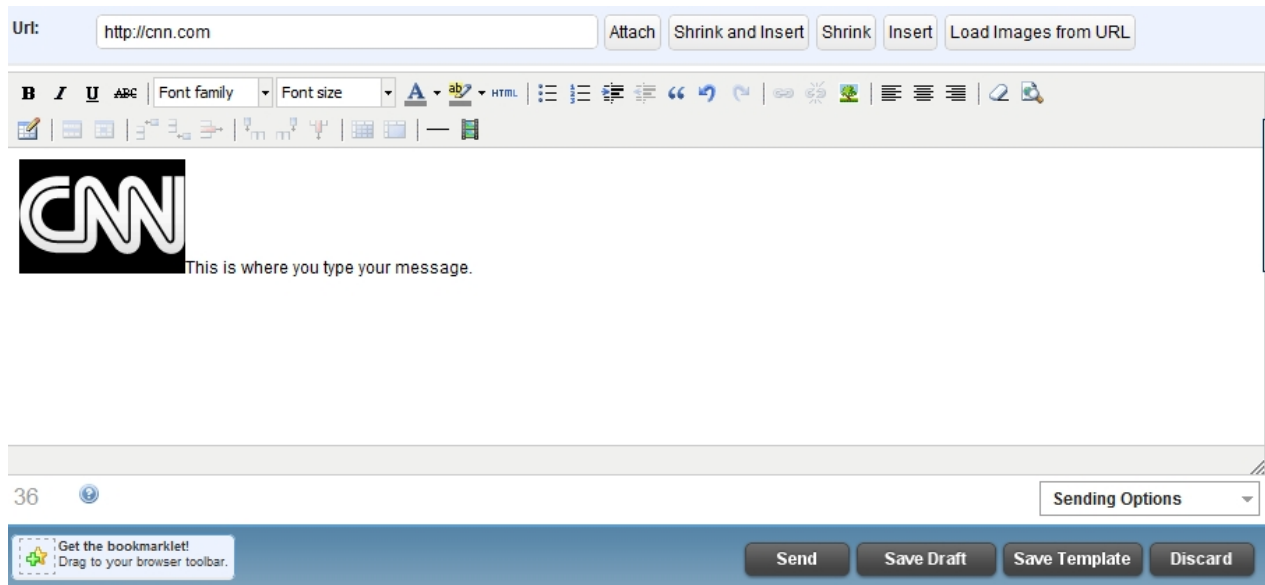
Once your image has been chosen, you can embed it in your message.

To do this, select **Embed in message**, your image will then be embedded in your message. You can type



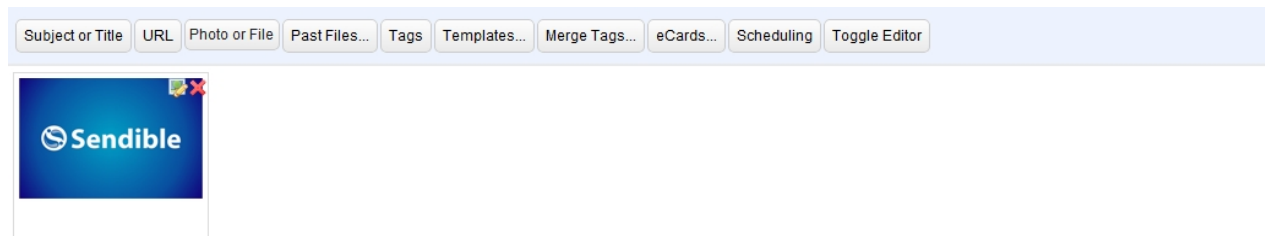
your message below your image.

Embed in Message should only be used in emails and blog posts.



## Photo or File

By clicking Photo or File, you can browse for a photo or a file on your computer and attach it to your message. This will appear in your message below.



If you wish to remove the image, click on the red cross in the right corner. To add text to your message, simply type in the box below the image.

To embed the photo into an email or blog post, click the icon on the left of the red cross.

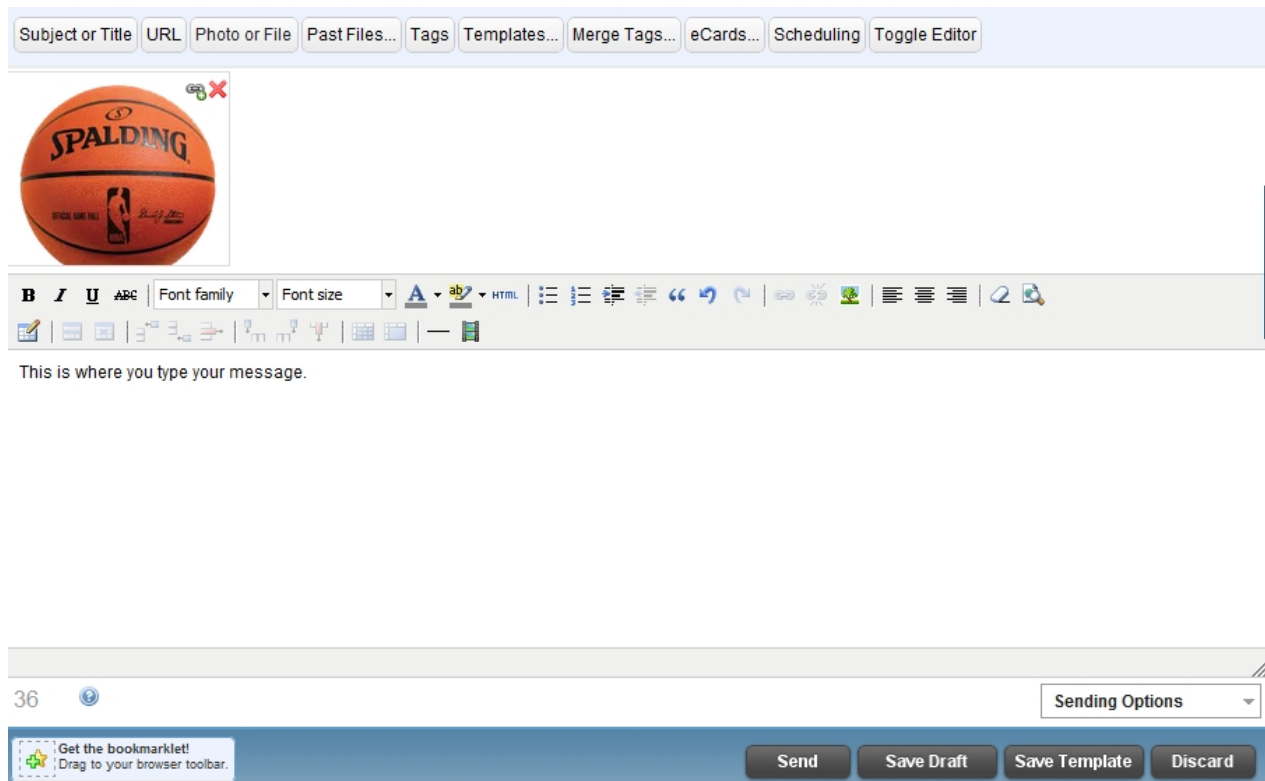


After clicking on Past File, you can locate your file by typing in the file name and clicking **Search**. You also have the option to filter your documents by **Photos** or **Files**. After selecting your Past File, you can [Attach to message](#) or [Embed in Message](#). **Embed in Message** should only be used for emails and blog posts.

### Attach to message

Once your image has been chosen, you can attach it to message.

To do this, select **Attach to message**, your image will then be attached to your message. You can type your message below your image.



To convert your image to a link preview, select the link icon (as shown in the image above)

To remove your image, select the red cross (as shown in the image above)

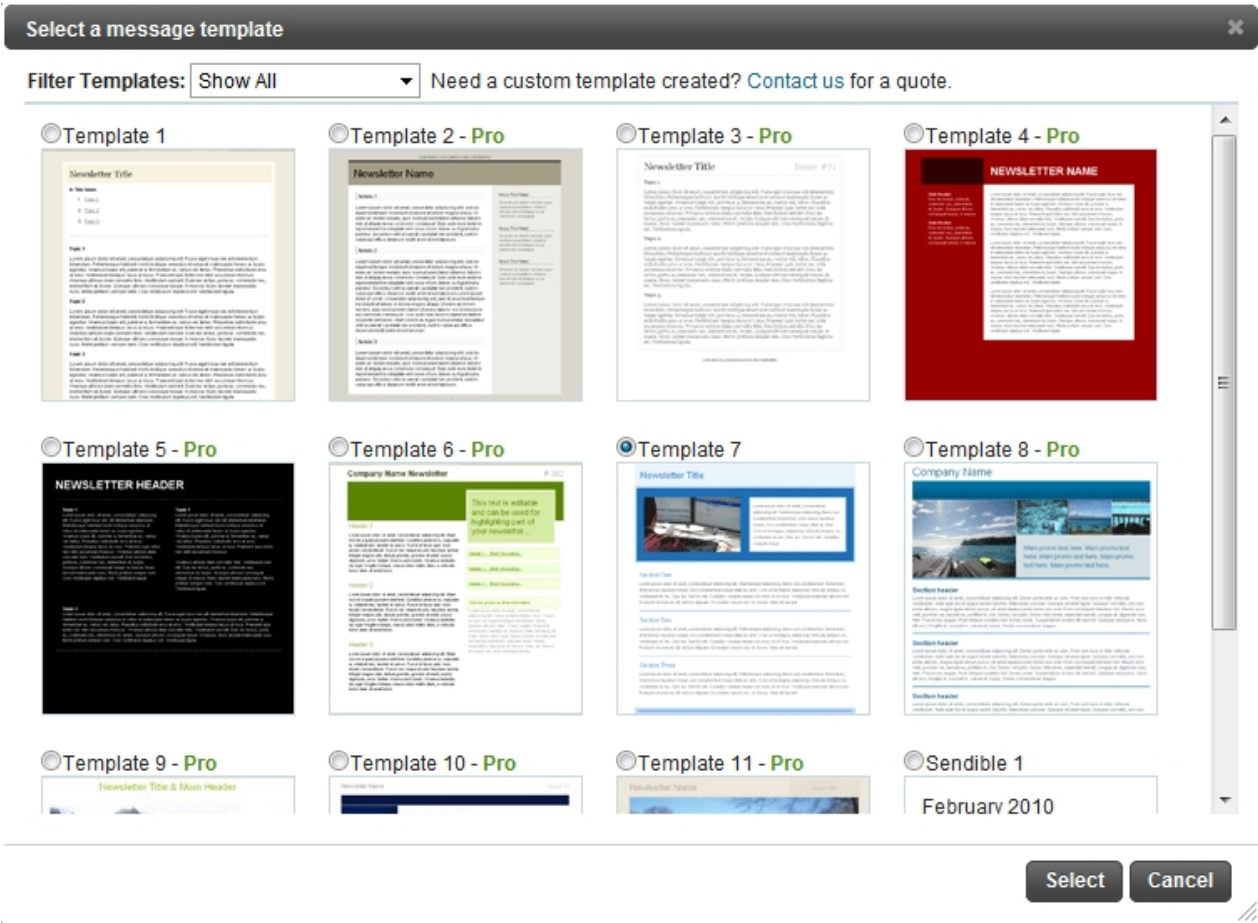
### Embed in message

Once your image has been chosen, you can embed it in your message.

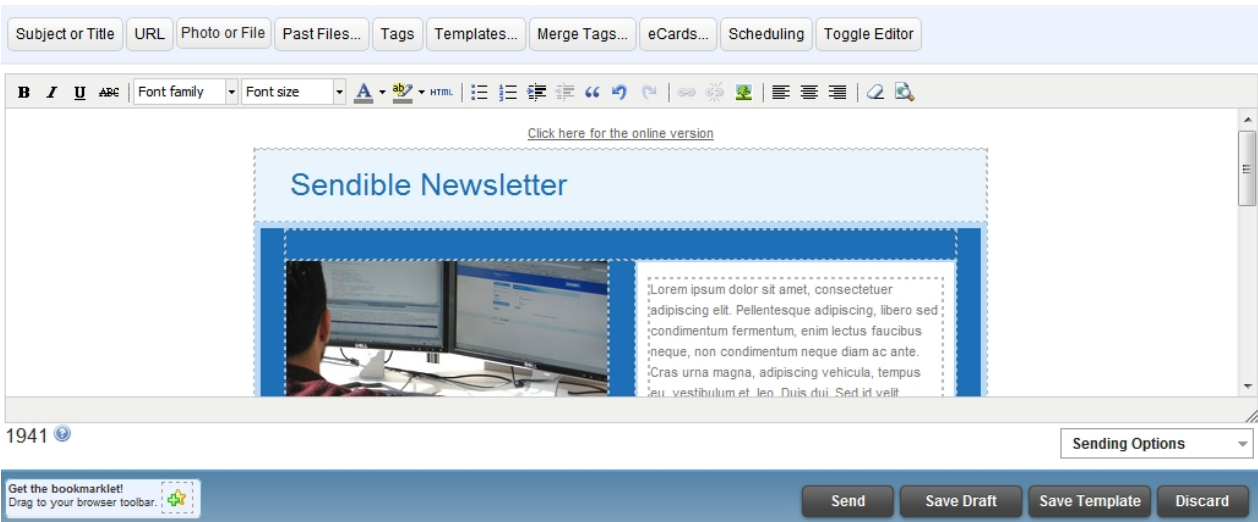
To do this, select **Embed in message**, your image will then be embedded in your message. You can type your message below your image.

Embed in Message should only be used in emails and blog posts.





Once you have chosen your template, you can then add your own information. This can be seen in the example below:



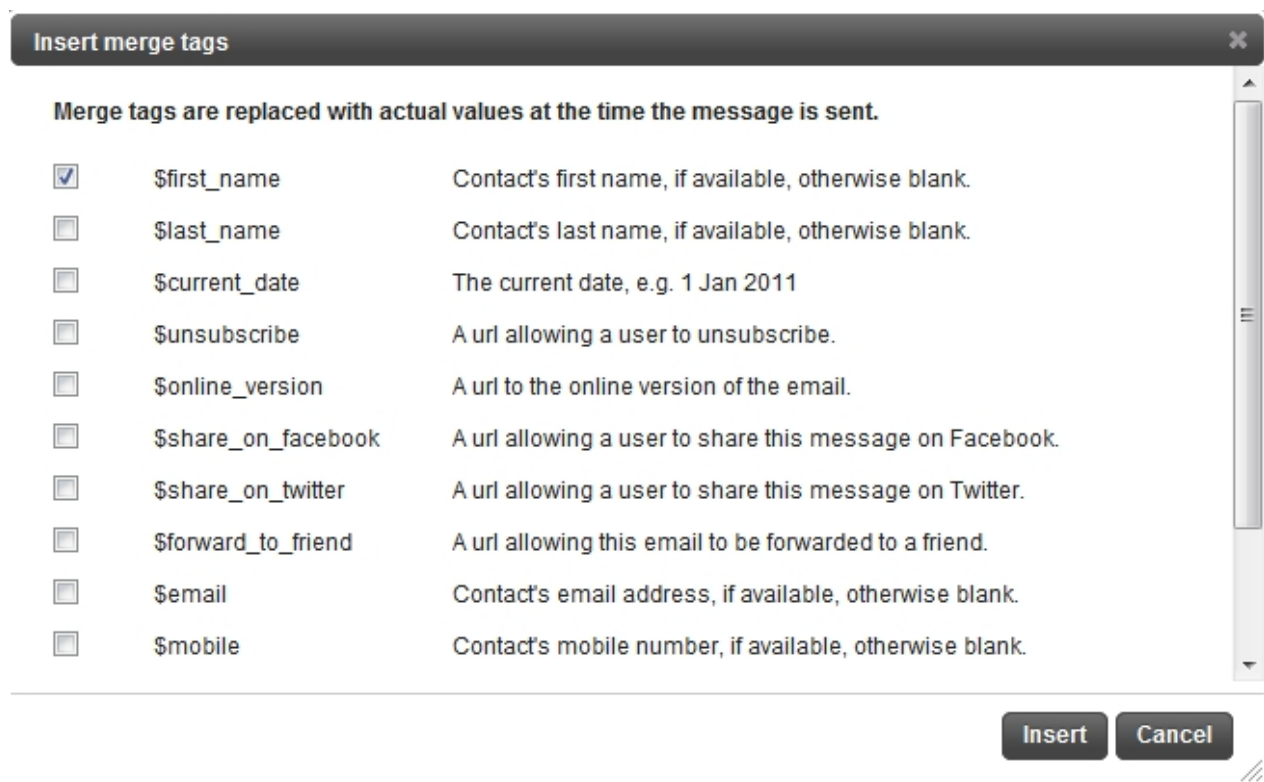
Once you've composed your message, select **Send** if you are ready to send, **Save Draft** if you would like to resume working on the message at a later stage, **Save Template** if you would like to save your message as an email template or **Discard** if you no longer wish to send your message.

There is also the option to preview your newsletter by clicking the preview button



## Merge Tags

Merge tags are place holders that will be replaced with actual values at the time the message is sent.



For example, you may wish to send an email to a group of contacts and have each contact's name inserted when the message is sent. After clicking the **Merge Tags** link, you'll be able to select one or more tags to insert into your message.

### eCard

eCards allows you to add an electronic greeting card or flash file to your post. After clicking on **eCard**, you can select an eCard and click **Embed in Email** or **Attach to Post**.



Select an eCard ✕

Filter Cards:  [Submit an eCard](#)

Belated Birthday

Birthday (4 Girls)

Birthday (Funky)

Birthday (Happy!)

Birthday (Old Man)

Birthday Bananas

Birthday Bear

Birthday Birdie

Birthday Cake

Birthday Cat

Birthday for dad

Birthday Log

Birthday Relax

Birthday Wax

Daffodils

The example below is an eCard that has been embedded in an email.

Subject or Title | URL | Photo or File | Past Files... | Tags | Templates... | Merge Tags... | eCards... | Scheduling | Toggle Editor

**B I U ABC** | Font family | Font size | | | | | | | |

**Happy birthday!**

Click the image below to view your eCard.

Sending Options ▾

Get the bookmarklet! Drag to your browser toolbar.

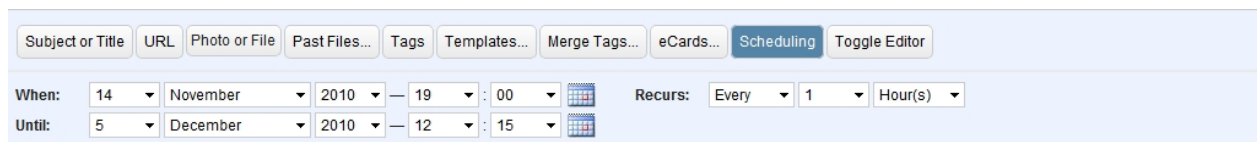
eCards can also be used when posting to Facebook and will be embedded in Facebook's native format. You can filter the eCards by Birthdays, Congratulations, Get Well Soon etc. You also have the ability to submit your own eCard, which allows you to upload a flash file.

### Scheduling



Scheduling allows you to send your message at a predetermined time in the future. You can choose to send your message at a time suggested by Sendible or by setting your own time. By clicking **Send at a specific time** in the drop down box next to **Send**, you can specify a time you wish your message to be sent.

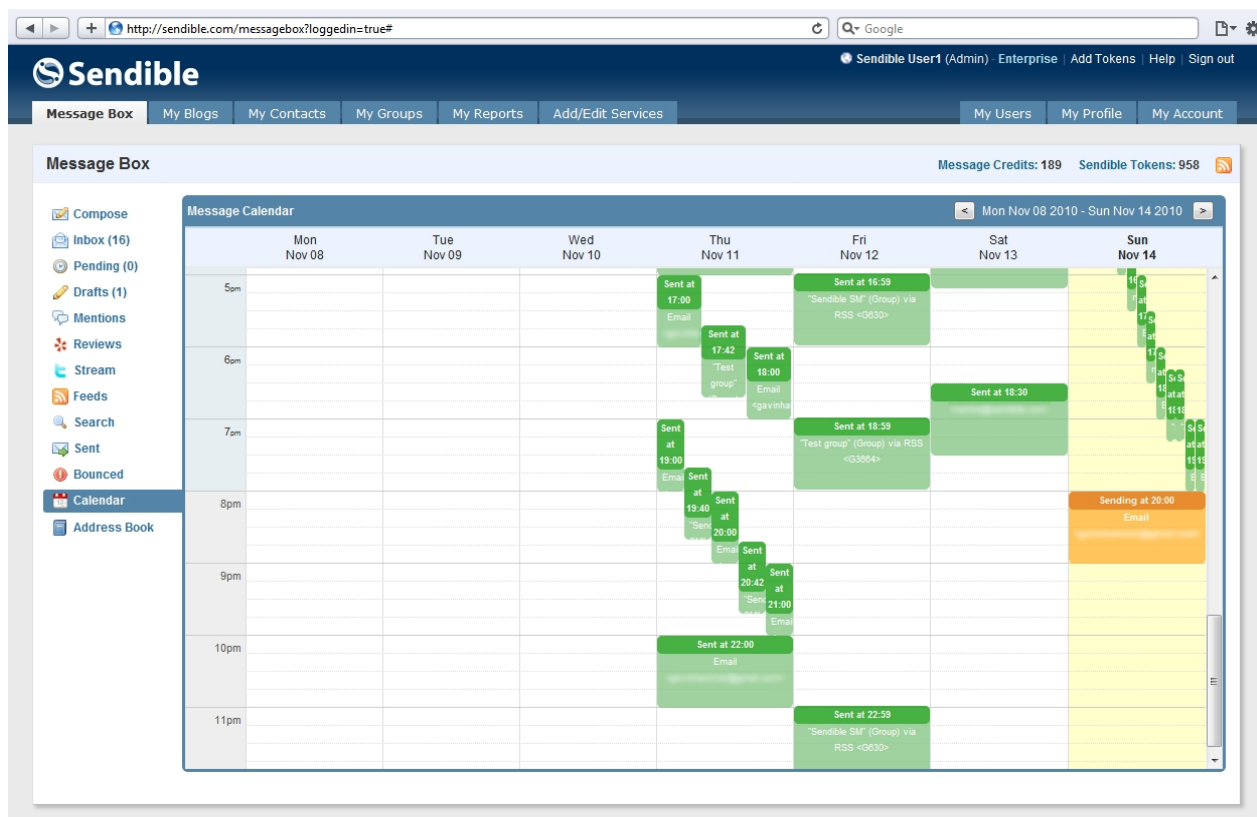
You can also choose to schedule the message on a recurring basis. You can then specify when you would like the message to stop recurring.



The screenshot shows the scheduling options in the Sendible interface. At the top, there are several tabs: "Subject or Title", "URL", "Photo or File", "Past Files...", "Tags", "Templates...", "Merge Tags...", "eCards...", "Scheduling", and "Toggle Editor". Below these tabs, there are two rows of date and time pickers. The first row is labeled "When:" and has dropdowns for "14", "November", "2010", "19", and "00". The second row is labeled "Until:" and has dropdowns for "5", "December", "2010", "12", and "15". To the right of these pickers, there is a "Rekurs:" section with dropdowns for "Every", "1", and "Hour(s)".

If you've selected a scheduled time, Sendible will only send the message at the time specified when you click **Send**.

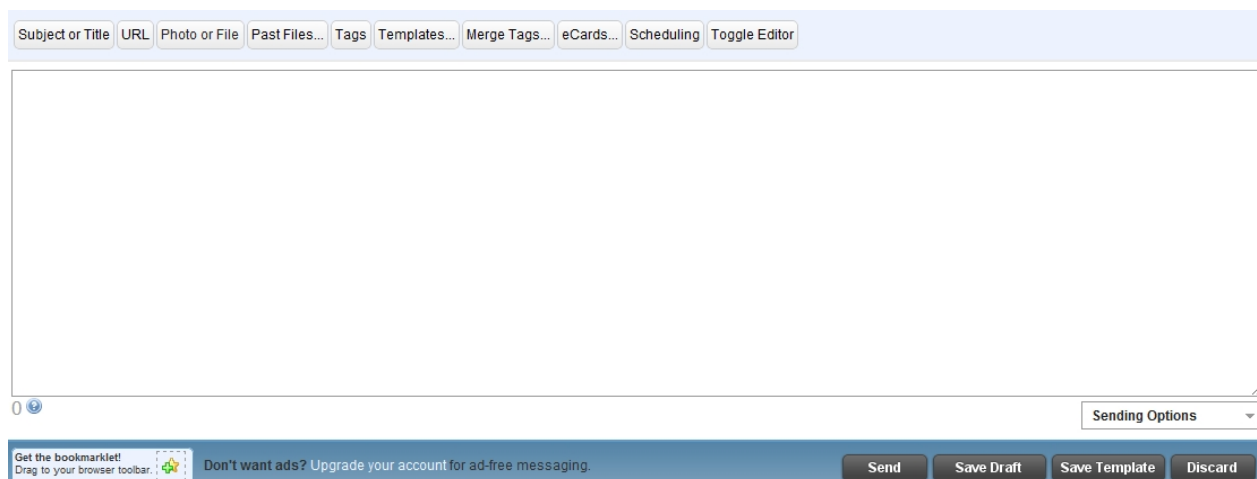
Your scheduled messages can then be seen by clicking on the [Pending](#) tab on the left as well as in your [Calendar](#). The scheduled message (above) can be seen in orange.



The screenshot shows the Sendible Message Calendar interface. The browser address bar shows "http://sendible.com/messagebox?loggedin=true#". The Sendible logo is in the top left, and the user is logged in as "Sendible User1 (Admin)". The navigation bar includes "Message Box", "My Blogs", "My Contacts", "My Groups", "My Reports", "Add/Edit Services", "My Users", "My Profile", and "My Account". The "Message Box" section is active, showing "Message Credits: 189" and "Sendible Tokens: 958". The "Message Calendar" is displayed for the period "Mon Nov 08 2010 - Sun Nov 14 2010". The calendar shows a grid of days and times. On the left, there is a sidebar with navigation options: "Compose", "Inbox (16)", "Pending (0)", "Drafts (1)", "Mentions", "Reviews", "Stream", "Feeds", "Search", "Sent", "Bounced", "Calendar", and "Address Book". The "Calendar" option is selected. The calendar grid shows several messages scheduled for Thursday, November 11, and Friday, November 12. A message is scheduled for Sunday, November 14, at 20:00, which is highlighted in orange. The messages are listed with their send times and content, such as "Sent at 17:00 Email", "Sent at 17:42 'Test group' Email", "Sent at 18:00 'Test group' Email", "Sent at 18:30 'Test group' (Group) via RSS <G3564>", "Sent at 18:39 'Test group' (Group) via RSS <G3564>", "Sent at 19:00 Email", "Sent at 19:40 'Send' Email", "Sent at 20:00 'Send' Email", "Sent at 20:42 'Send' Email", "Sent at 21:00 'Send' Email", "Sent at 22:00 Email", and "Sent at 22:59 'Sendible SM' (Group) via RSS <G630>".

## Toggle Editor

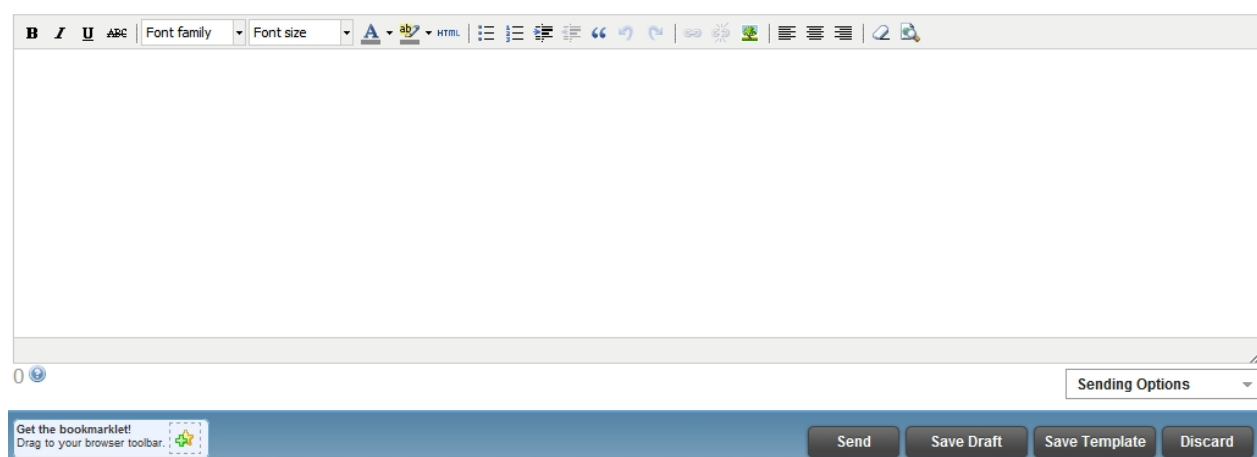
Toggle Editor can be clicked if you wish to remove the [Rich Text Editor](#).



## Rich Text Editor

The Rich Text Editor is where you type the content of your message or post. It supports rich text so that you can format your emails and blog posts. When posting to services such as Facebook and Twitter the text formatting is removed and just the plain text is posted.

There is a character counter just below the text editor that acts as a guide for posting to services with character limits, such as Twitter. This is purely a guide and can be ignored for message types without limits.



The functions supported by the Rich Text Editor are described below:

**B**

### **Bold**

By pressing this button, you can make your wording more prominent, for example **Sendible**.

*I*

### **Italics**

Italics is a type of cursive typeface that resembles handwriting, for example *Sendible*.



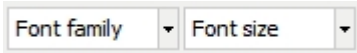
### Underline

This button enables you to underline certain keywords, for example Sendible.



### Strikethrough

This button produces a line through your text, for example ~~Sendible~~.



### Font Family and Font Size

By clicking on arrows you are able to change the font and the font size. These can be altered throughout your message if you wish.



### Colors

By clicking on the arrow, you can change the color you wish to use in your message. There is also the option to select **More Colors**, by clicking on this you can see a range of colors in different formats: **Picker, Palette or Named**.



### Highlight

This button enables you to highlight specific words in your message. By clicking on the arrow you can select your desired colors. There is also the option to select **More Colors**, by clicking on this you can see a range of colors in different formats: **Picker, Palette or Named**.



### HTML

HTML allows you to edit the HTML code used in the post. This is useful when sending a formatted email or posting to your blog.



### Bullets

By selecting this button, you can make lists using bullets, for example:

- Review Friday's meeting
- Discuss Tuesday's meeting



### Ordered list

By selecting this button, you can make lists using numbers, for example:

1. Review Friday's meeting
2. Discuss Tuesday's meeting



### Indent

These buttons enable you to indent (move) your text to the right or the left of the message. If the blue arrow is pointing to the right, it indents to the right and if it is pointing to the left, it indents to the left.



### Blockquote

Blockquote applies formatting to any quotes mentioned in your message.



### Undo and Redo

The arrow pointing to the left enables you to undo your typing or editing. You would use this if you made a mistake. Redo enables you to go back to your original editing ie: the way it was before you selected **Undo**.



### Insert Link

This button enables you to insert a link into your message. After clicking **Insert Link**, a box will appear asking you to **Insert/Edit Link**. You can then provide the URL, the target (open in same or new window) and title.

A screenshot of a dialog box titled "Insert/edit link". It contains three input fields: "Link URL" with the value "http://sendible.com", "Target" with a dropdown menu set to "Open link in the same window", and "Title" with the value "Sendible". At the bottom, there are two buttons: "Insert" and "Cancel".

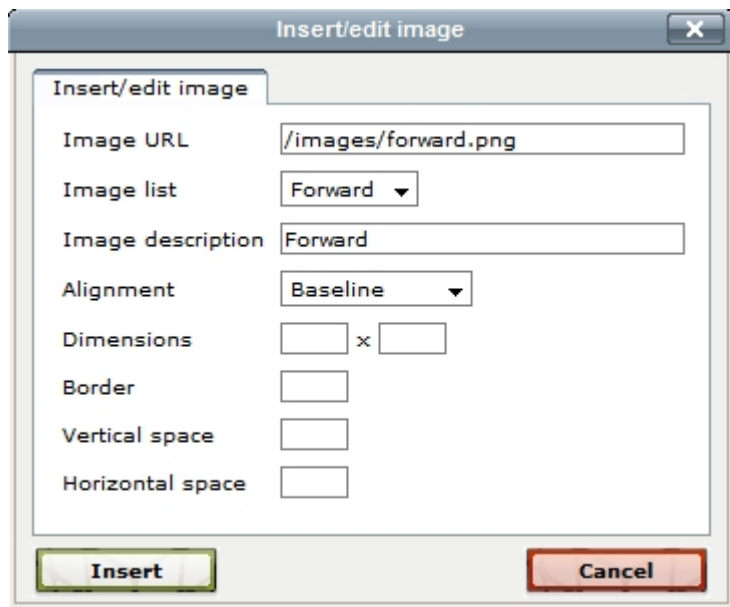
### Unlink

This button enables you to remove the link from your message.



### Insert/Edit Image

By selecting this button, you can insert an image into your message. You can enter the URL to the image you wish to embed and also specify the image size.



### Left, center and right align

These buttons allow you to align your text to the left, to the center and to the right.



### Remove Formatting

This button allows you to remove formatting from your message.



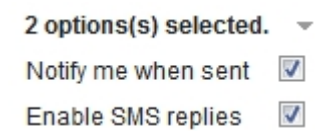
### Preview

This button enables you to preview your message.

You have the option to remove the Rich Text Editor by selecting [Toggle Editor](#).

### Sending Options

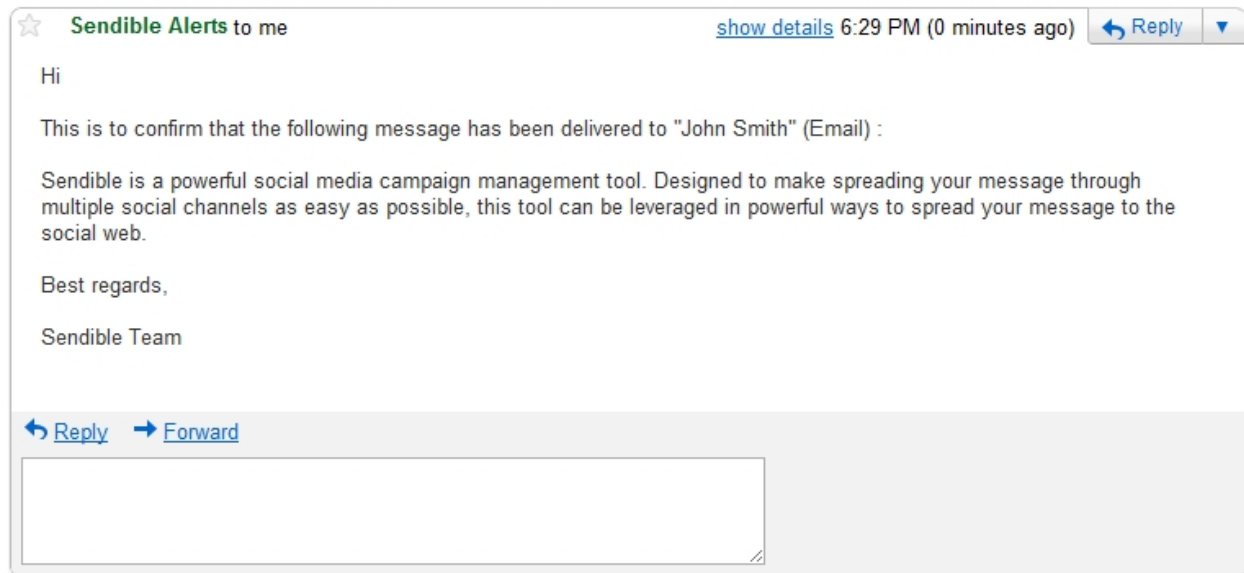
There are two Sending Options which are [Notify me when sent](#) and [Enable SMS replies](#).



## Notify Me When Sent

By checking this, Sendible will send you an email when your message has been sent. This is particularly useful when scheduling messages.

### Your message has just been delivered Inbox | X



## Enable SMS Replies

By checking this, Sendible will allow you to receive SMS replies to your messages. Please ensure to test this functionality first as it is only available in certain countries. SMS replies will be sent to you via email and will also appear in your [Sendible Inbox](#).

Once your reply has been received, you can reply to the SMS by clicking on the message in the [Inbox](#) or in your email.

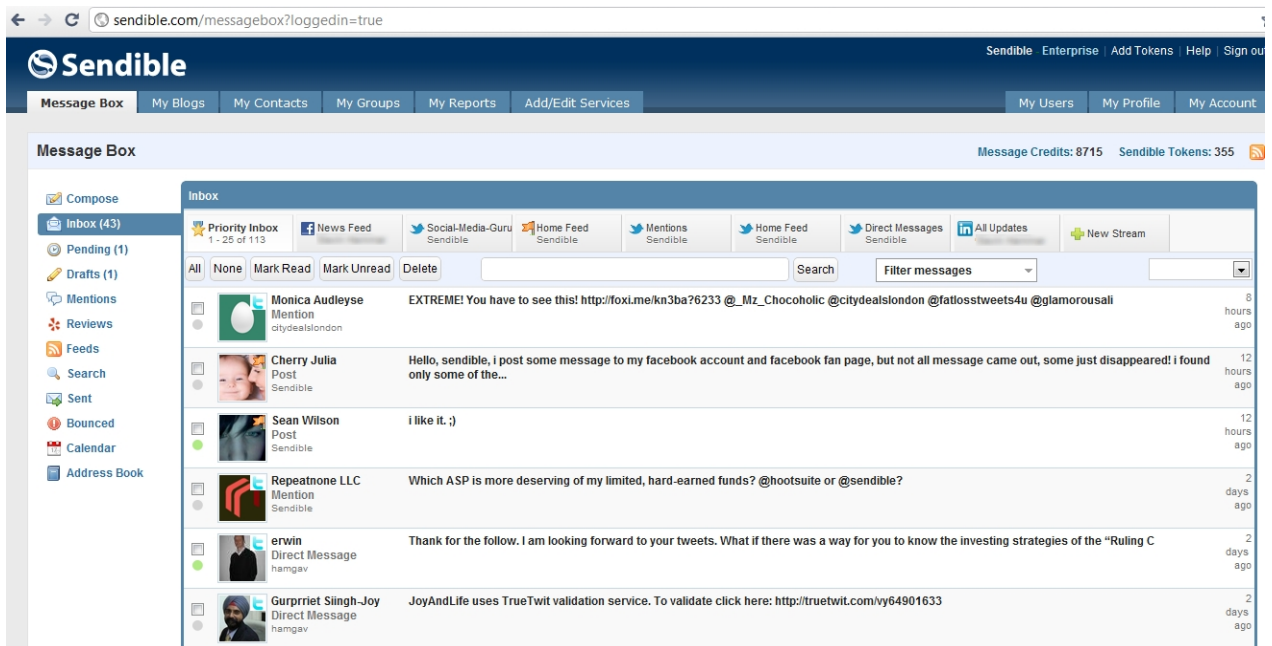
See [Responding to an SMS](#) for more information.

## Inbox

Sendible allows you to manage multiple streams from your social inbox. The Priority Inbox highlights the messages you should be responding to.

The Priority Inbox displays responses to messages that you have posted from Sendible, for example Facebook comments, Twitter mentions and retweets, SMS replies etc.

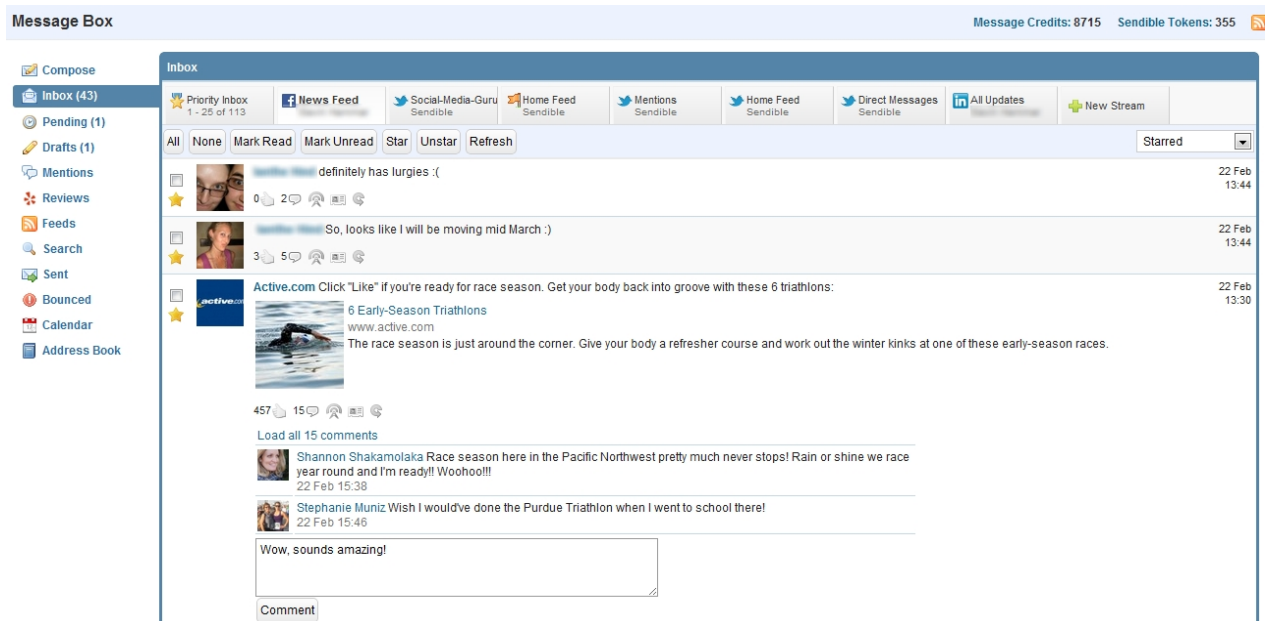
You have the option to search through your Priority Inbox by typing keywords into the search box and clicking **Search**.



## Streams

Sendible allows you to view your social media streams in your [Sendible Inbox](#). By selecting a stream, you can view and respond to messages in your social stream.

The example below shows Facebook Streams.



## Comments/Likes/Share

From your Inbox you are able to like, comment and share Facebook, Twitter and LinkedIn posts.



### Like

This image shows that 3 people have 'liked' the post. Select this icon if you wish to 'like' the post.



### Comment

This image shows that 5 people have commented on the post. Select this icon if you wish to comment on the post. This can be seen in the example below:

The screenshot shows a social media post from Active.com. The post title is "6 Early-Season Triathlons" with the URL www.active.com. The main text reads: "The race season is just around the corner. Give your body a refresher course and work out the winter kinks at one of these early-season races." Below the post, there are 457 likes, 15 comments, and share icons. A "Load all 15 comments" link is visible. Two comments are shown: one from Shannon Shakamolaka saying "Race season here in the Pacific Northwest pretty much never stops! Rain or shine we race year round and I'm ready!! Woohoo!!!" and another from Stephanie Muniz saying "Wish I would've done the Purdue Triathlon when I went to school there!". At the bottom, there is a text input field containing "Wow, sounds amazing!" and a "Comment" button.



### Share

This image enables you to share the post with others. By Selecting this icon, you will be taken to the [Message Box](#) where you will be able to select various services and recipients to send the post to.




### View Profile

This image allows you to view the user's profile. An example can be seen below:



Active.com (Activecom) ✕

**Bio** | Stream | Tagged



## Active.com

<http://www.facebook.com/Activecom>

Location: N/A






Category: Company

Websites: [www.active.com](http://www.active.com)

Overview: Active.com is the leading online community for people who want to discover, learn about, share, register for and ultimately participate in activities about which they are passionate. Millions of active individuals visit Active.com each month to search and register online for races, team sports and recreational activities; interact with others who have similar interests; start online training programs; and access nutrition, fitness and training tips.

Fans: 391000

**Recent photos of Active.com:**

**Close**

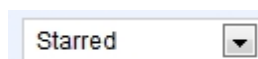


### Refresh

This images allows you to refresh and see the latest likes/comments from a specific post.

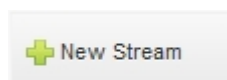
### Starring a post

By clicking the star icon, you are choosing the post as a favorite. Starred posts can be found easily by filtering your posts by **Starred**.



### Adding a new stream

To add a new stream, select the **Add A New Stream** button and you will be taken to the [Add/Edit Services](#) page.



See [Streams](#) for more information.

### Assigning a message

To assign a message from your [Inbox](#):

1. Click on the small Option Menu icon  .

2. Click **Assign**.
3. Select team member you want to assign message.
4. Click **Assign** to send your message.

Assign this to a team member ✕

---

**Assign to:**

Demo ▼

**Enter a description for this task:**

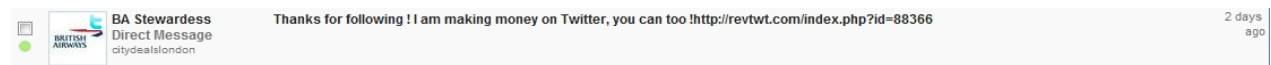
Hi,  
 This message should be responded ASAP

Assign
Cancel

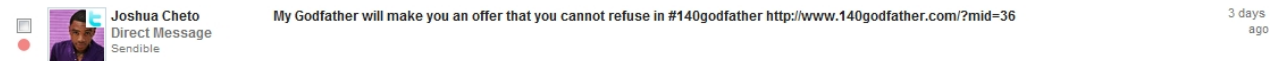
## Positive or Negative Sentiment

Sendible will indicate to you whether a post that appears in your [Inbox](#) is a positive or negative sentiment.

A positive sentiment is indicated by a green dot.



A negative sentiment is indicated by a red dot.

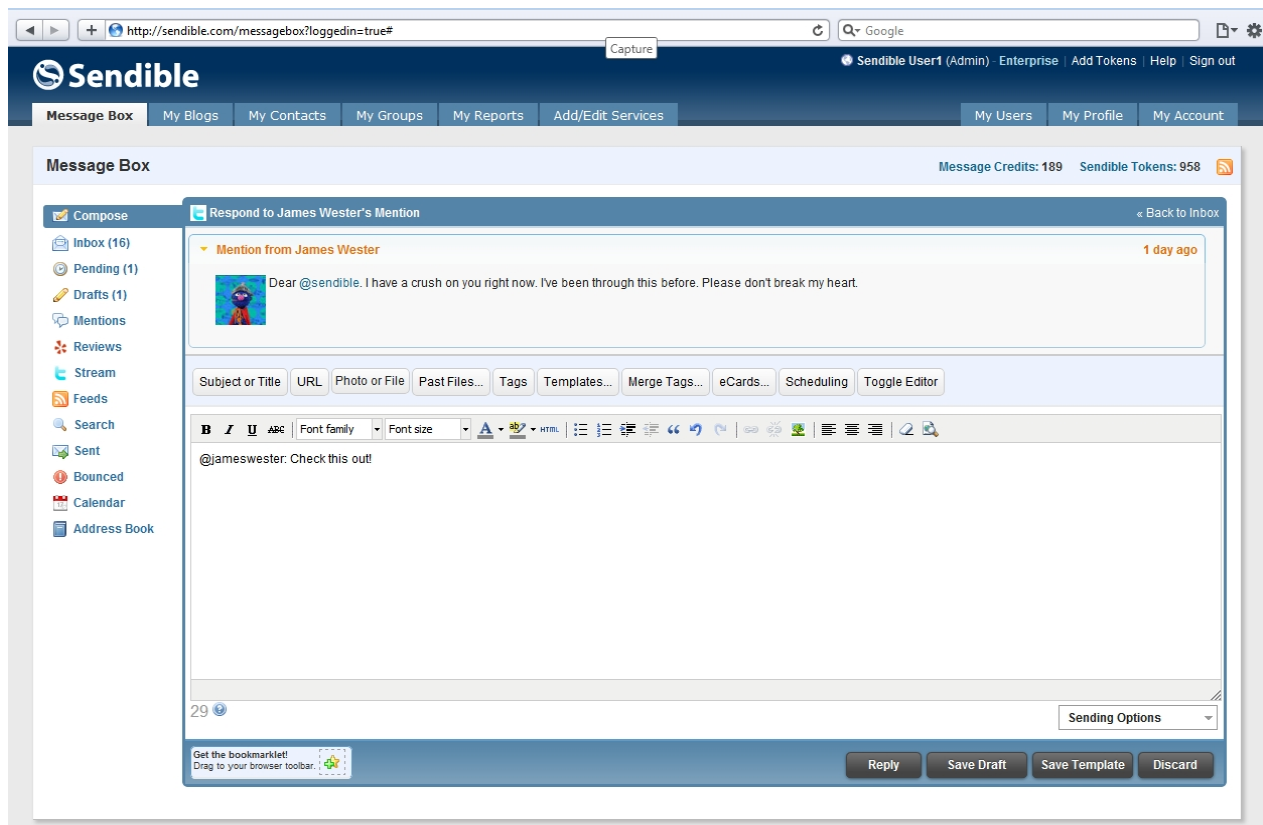


A neutral sentiment is indicated by a grey dot.

## Responding to a message

**To reply to a message from your [Inbox](#):**

1. Select the message you wish to reply to.
2. Type your message in the message entry field.
3. Click **Reply** to send your message.



## Responding to an SMS

Your SMS will appear in your [Sendible Inbox](#) as well as in your email account which is registered with Sendible.

See [Responding from your Sendible Inbox](#) and [Responding from your email account](#) for more information.

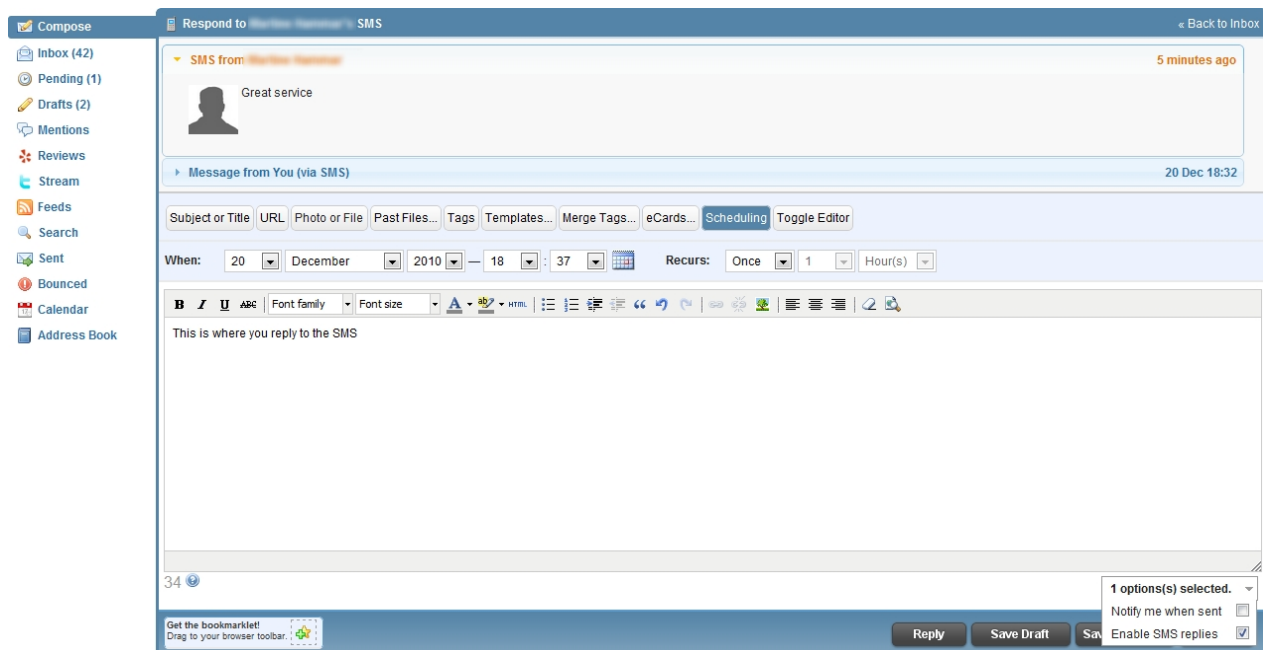
## Responding from your Sendible Inbox

The SMS will appear in your Sendible Inbox.



## To reply to the SMS from your [Sendible Inbox](#):

1. Select the message you wish to reply to.
2. Type your message in the message entry field.
3. Click **Reply** to send your message.

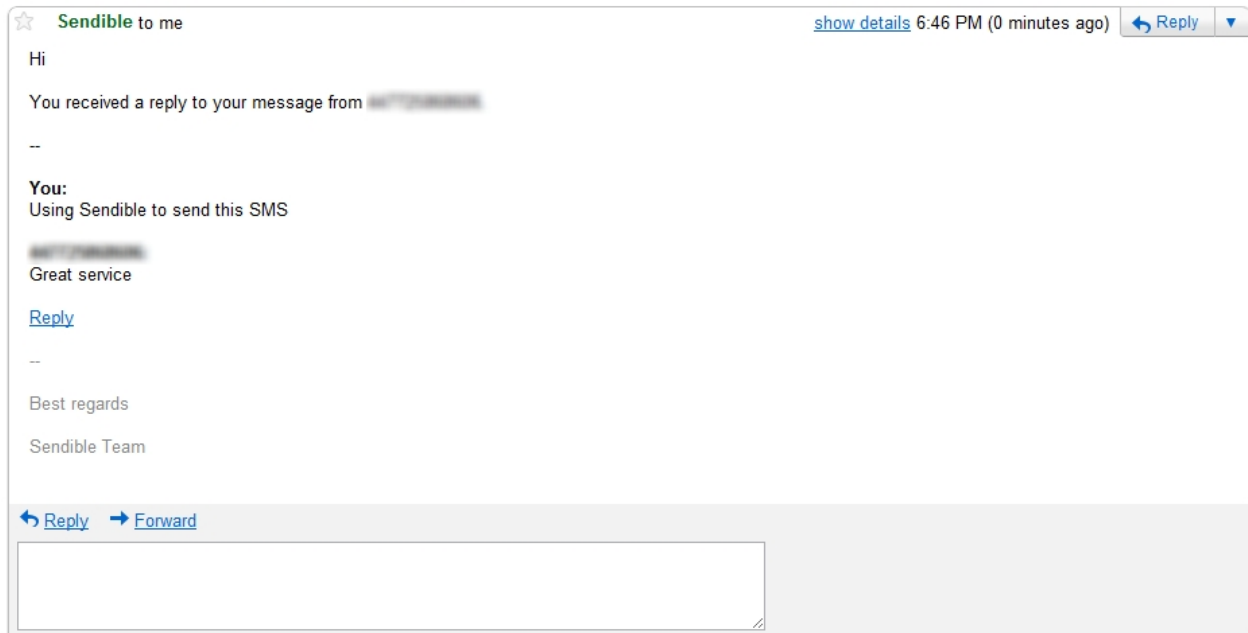


For information about the sending options - [Notify me when sent](#) and [Enable SMS replies](#).

### Responding from your email account

The SMS will appear in your email, this example shows an SMS appearing in a Gmail inbox.


















#### You received a reply to your message Inbox | X



To reply to the SMS from your email inbox:

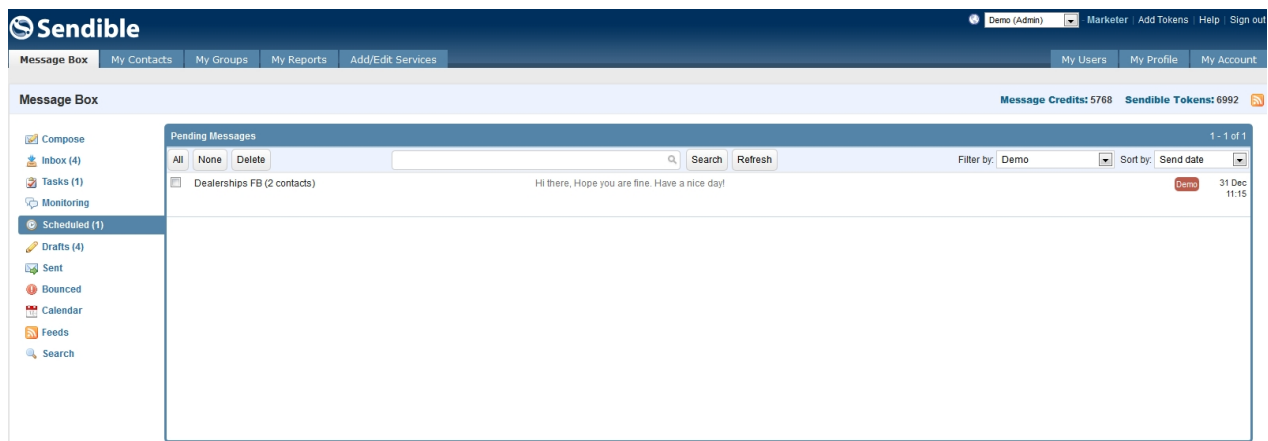
1. Select the message you wish to reply to.
2. Click **Reply**.
3. Type your message in the message entry field.
4. Click **Send** to send your message.



- 1 selected.
- 
  -  London Daily Deals
  -  Sendible.com
  -  Social Media Marketing Tips
  -  Sendible Web
  - 
  -  Arts Depot
  -  Coffee Republic North Finchley
  -  O'Neils North Finchley
  -  Vue Cinemas
  - 
  - 
  -  citydealslondon
  -  Sendible
  -  snippee\_news
  -  snippee\_news
  -  SMS

## Scheduled

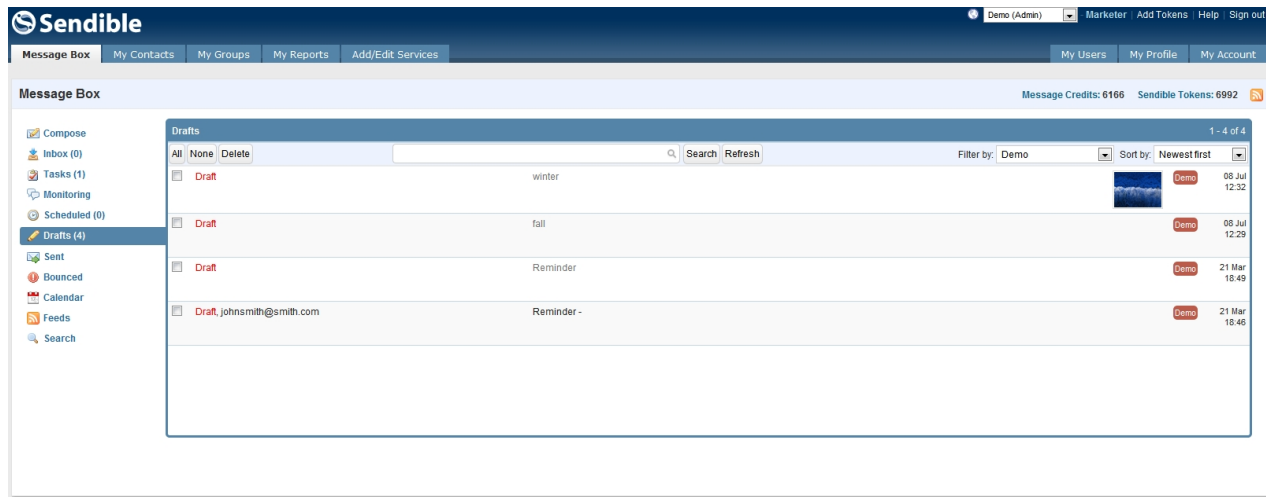
The Scheduled sub-tab shows you all your messages that have been scheduled and are in the queue to be sent.



You have the option to search through your pending messages by typing keywords into the search box and clicking **Search**.

## Drafts

The Draft folder is where you can store your messages that are incomplete and not yet ready to be sent. These messages can be sorted by recipient, oldest and newest first.



You have the option to search through your draft messages by typing keywords into the search box and clicking **Search**.

## Monitoring

Mentions allows you to read and respond to what's been said about your brand or various keywords on the social web.

You can set up Sendible to monitor mentions of keywords across the social web by clicking the **New Keyword** button. You will then be taken to the brand monitoring settings page, where you will be able to add a description and a brand name or term.

See [Responding to a mention](#) for more information.

## Adding a new keyword

### To add a new keyword

- Go to **New Keyword**.
- Description - Add a description for your own reference.
- Brand Name or Term - Add the brand name/term you wish to monitor.
- Related Terms - Add any terms related to the main keyword - this is optional.
- Exclusion filter - Exclude terms that contain a specific keyword - this is optional.

## Add Service: Brand and Keyword Monitoring

Monitor what's being said about your brand on blogs, microblogs, social networks and in comments.

Settings Brand and Keyword Monitoring

▼ Add Settings for Brand and Keyword Monitoring

Description:   
This is for your own reference.


Brand Name or Term:   
The brand or term you would like to monitor.

Related Terms (optional):   
Include other terms that are related to the main keyword. This allows you to filter out unrelated mentions. (Separate multiple terms a comma)

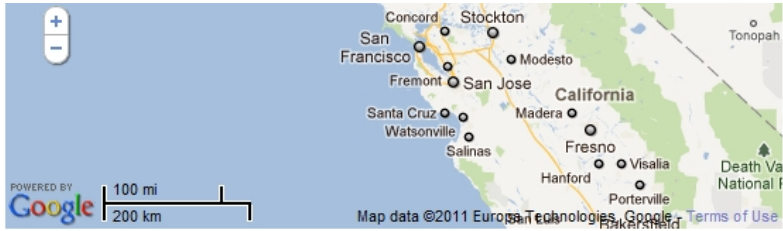
Exclusion Filter (optional):   
Exclude entries containing the keywords above. (Separate multiple keywords with a comma)

Country:    
Choose whether to only show mentions from a specific country or location.

Location:



- Country - Choose whether to only show mentions from a specific country.
- Location - Choose whether to only show mentions from a specific location.
- Latitude and Longitude - Choose whether to only show mentions from an exact location.
- Email notifications - Select how often you wish to be notified about mentions.
- Email address - Select which email address you want to use to receive your mentions.
- Save Settings



Latitude:

Longitude:

Within this distance (miles):

Email notifications:    
Select whether or not to receive email notifications when new mentions are discovered.

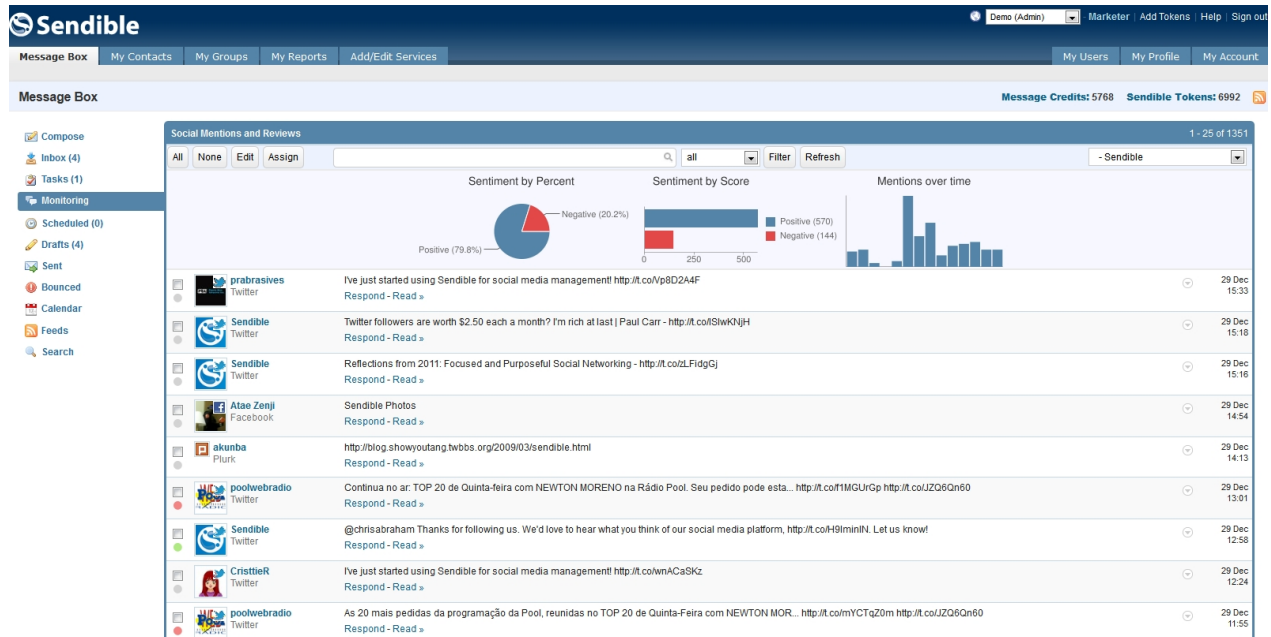
Send email notifications to:   
Separate multiple email addresses with commas.

or



## Reading your mentions

After a few minutes, when clicking on the **Monitoring** tab, you will be able to read and respond to what's being said about your brand on blogs, social networks and in comments across the web.

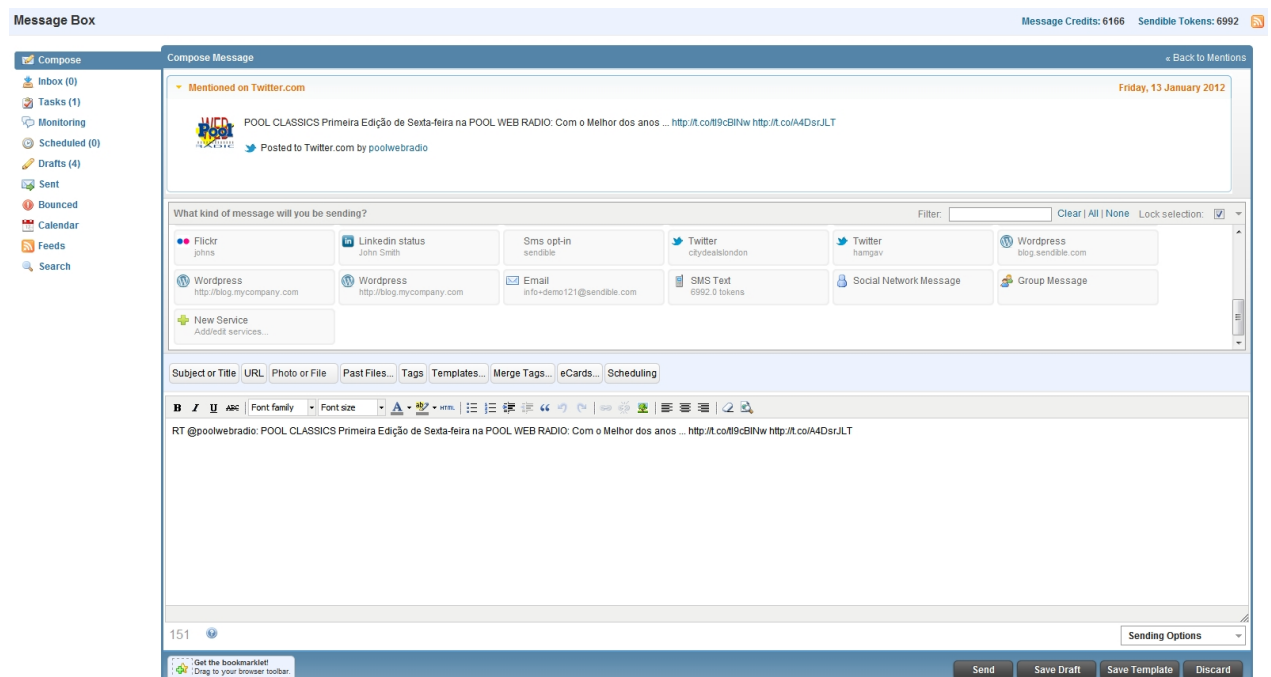


The screenshot shows the Sendible Monitoring interface. At the top, there's a navigation bar with 'Message Box', 'My Contacts', 'My Groups', 'My Reports', and 'Add/Edit Services'. Below this, a sidebar on the left contains various tools like 'Compose', 'Inbox (4)', 'Tasks (1)', 'Monitoring', 'Scheduled (0)', 'Drafts (4)', 'Sent', 'Bounced', 'Calendar', 'Feeds', and 'Search'. The main area is titled 'Social Mentions and Reviews' and displays a list of mentions. Above the list, there are three charts: 'Sentiment by Percent' (a pie chart showing 79.8% Positive and 20.2% Negative), 'Sentiment by Score' (a bar chart showing 570 Positive and 144 Negative), and 'Mentions over time' (a line graph). The list of mentions includes entries from users like 'prabrasives', 'Sendible', 'Atae Zenji', 'akunba', 'poolwebradio', and 'CristieR', each with a timestamp and a 'Respond - Read' link.

Positive mentions are highlighted in green and negative mentions are highlighted in red.

## Sharing a mention

If you wish to share a mention, you can click on the item in the mentions list. You will then be able to send it as an SMS, Facebook post, Email message etc.



The screenshot shows the Sendible Compose Message interface. At the top, there's a navigation bar with 'Message Box', 'Message Credits: 6166', and 'Sendible Tokens: 6992'. Below this, a sidebar on the left contains various tools like 'Compose', 'Inbox (0)', 'Tasks (1)', 'Monitoring', 'Scheduled (0)', 'Drafts (4)', 'Sent', 'Bounced', 'Calendar', 'Feeds', and 'Search'. The main area is titled 'Compose Message' and displays a mention from 'poolwebradio' about 'POOL CLASSICS Primeira Edição de Sexta-feira na POOL WEB RADIO'. Below the mention, there's a section titled 'What kind of message will you be sending?' with various options like 'Flickr', 'LinkedIn status', 'Sms opt-in', 'Twitter', 'Wordpress', 'Email', 'SMS Text', 'Social Network Message', and 'Group Message'. At the bottom, there's a 'Sending Options' dropdown menu and buttons for 'Send', 'Save Draft', 'Save Template', and 'Discard'.

## Responding to a mention

To respond to your mentions, click on the mention you wish to respond to. You will then be taken to the

Compose section of the [Message Box](#) where you will be able to share it.

By clicking on the mention link, you will be able to read the full article.

## Abendjournal Leaks. What you think?

DATING, SEX, LOVE AND NEWS LEAKS

Home What you think, ask a question

Search Keywords

HOME

### Thousands remain stranded at Newark Airport

01.01.2011 | Author: [admin](#) | Posted in [Airlines News](#)

#### Ponting defiant in defeat

Australian captain Ricky Ponting paid generous tribute to England after his side fell to an innings and 157-run defeat.

Read more on [Daily Mirror](#)

#### Strauss: Hard work has paid off

Andrew Strauss has cherished English cricket's 'Holy Grail' after his team retained the Ashes, to rapturous acclaim at the MCG, with an innings victory well inside four days of the fourth Test.

Read more on [Daily Mirror](#)

#### Greg Hansen: Oklahoma St. quarterback Weeden a man among boys

Dear Mr. Football: Is Oklahoma State quarterback Brandon Weeden really 27? Is that fair? Weeden is indeed 27. He's so old that he once was traded by the Yankees to the Dodgers for Kevin Brown. He's so old that he was selected in the same baseball draft that produced Prince Fielder, Cole Hamels and Joey Votto.

Read more on [Arizona Daily Star](#)

Just William star Daniel Roche: 'I don't think acting will be my job when I grow up'  
ACCLAIMED actor Daniel Roche, a British Comedy Award nominee, has just landed the lead in a hotly anticipated TV drama - and he's still only 11.

Read more on [Daily Mirror](#)

### Authorization

Login:

Password:

Remember me

[Register](#) [Lost your password?](#)

### Translate



Select Language

### Related Reading:

[Inside WikiLeaks: My Time with Julian Assange at the World's Most Dangerous Website](#)

Former WikiLeaks Insider and Spokesman Daniel Domscheit-Berg Authors an Exposé of the "World's Most Dangerous Website"

In an eye-opening... [Read More >](#)

 **DUTHELREPORT 2010:**  
WikiLeaks founder Julian Assange on the way to Guantanamo Bay detention center?

DUTHELREPORT 2010: WikiLeaks founder Julian Assange on the way to Guantanamo Bay detention center?

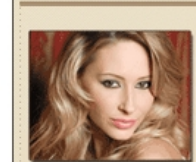
### Visitors

|  |   |
|--|---|
|  29,084 |  953 |
|  10,321 |  682 |
|  3,038  |  649 |
|  2,354  |  634 |
|  2,329  |  543 |
|  1,934  |  494 |
|  1,825  |  485 |
|  995    |  448 |
|  957    |  410 |

201,078 pageviews



### Vous voulez faire des rencontres pour :



avoir une aventure

réaliser vos fantasmes

From the article, you will be able to respond from the site.

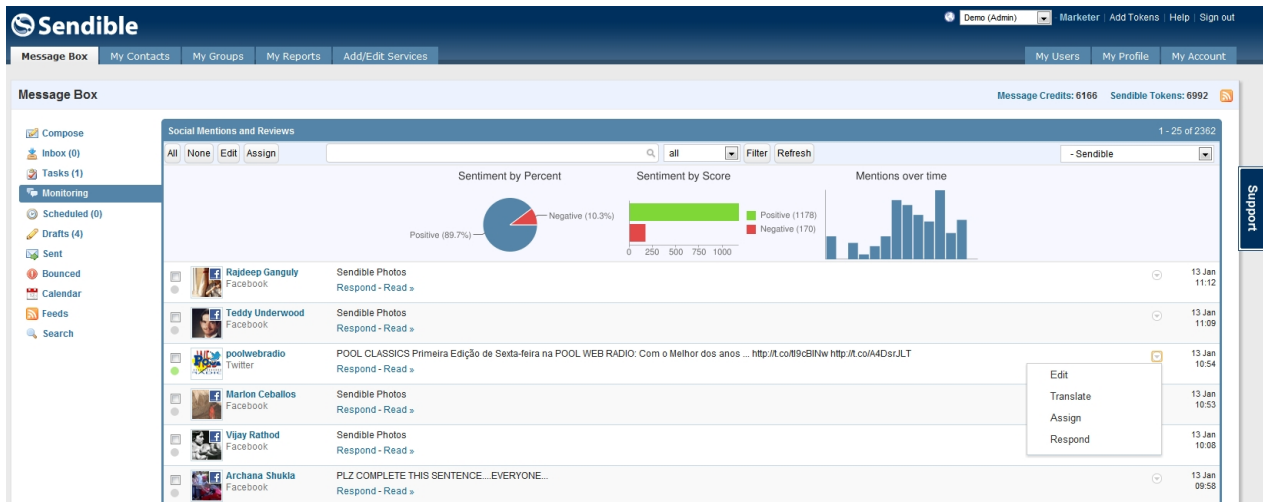
### post a comment

Comment as:

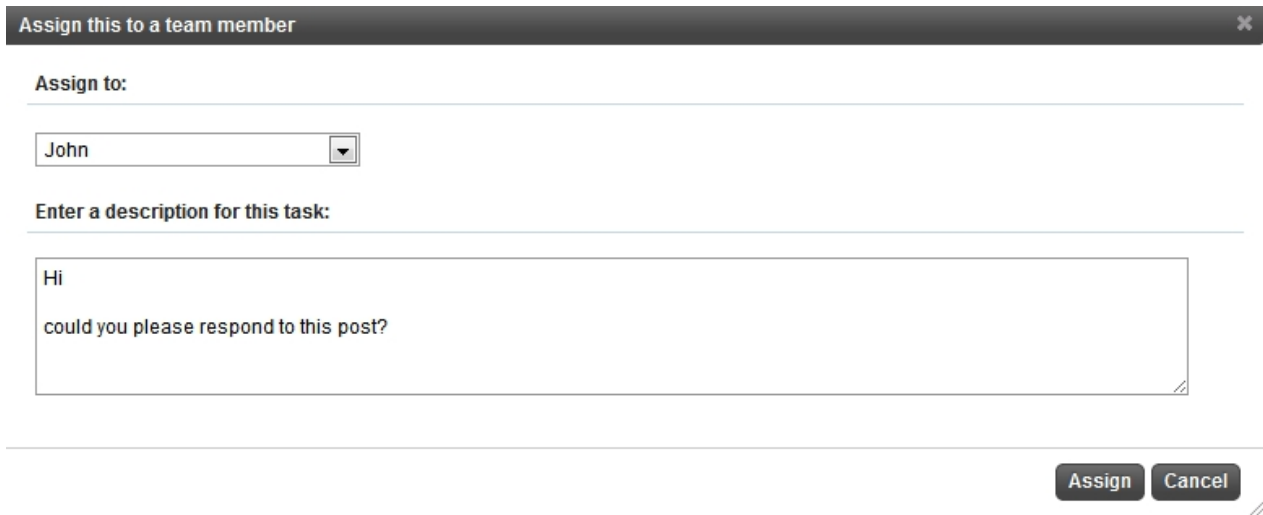
## Assigning a mention

With Sendible, you can assign a mention or post to a team member so that they can respond on your behalf.

To do this, locate the mention or post you'd like to assign and select the little drop down menu on the far right. Click **Assign**.

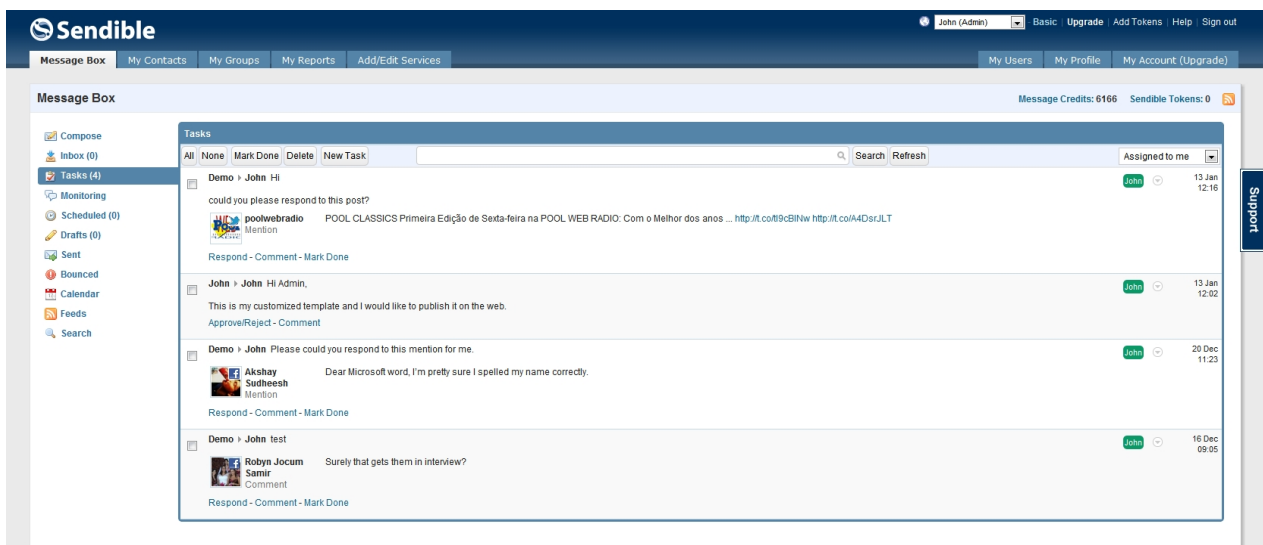


You will then be able to enter a message and select which team member the post should be assigned to.



The team member will receive an email notification, informing them that a task has been assigned to them.

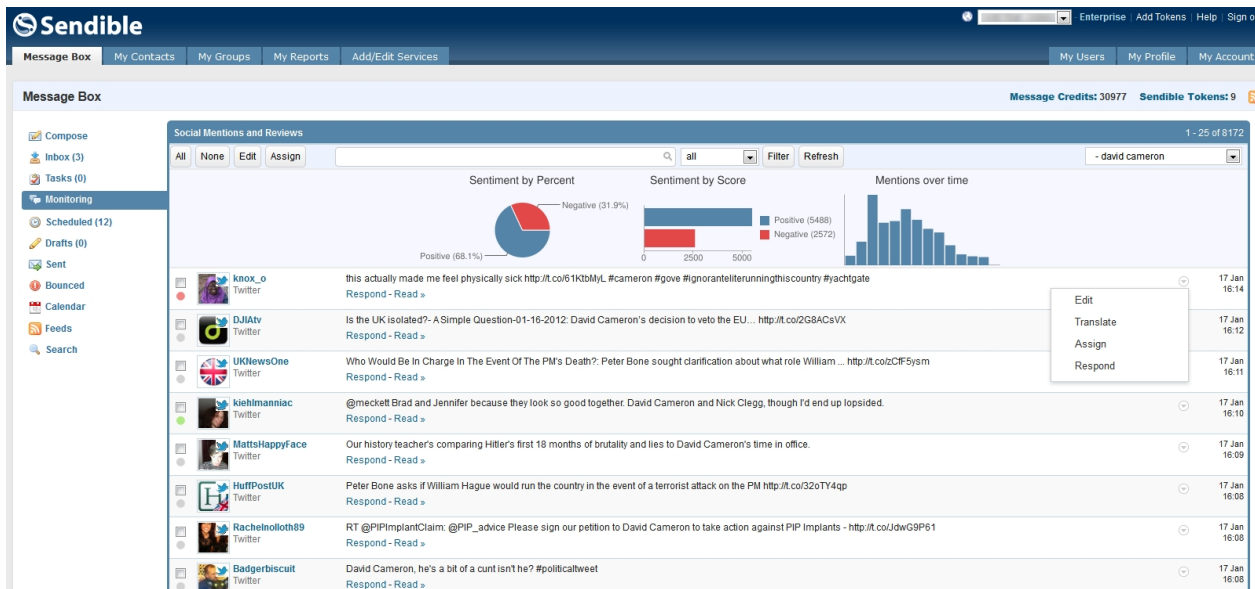
They can then respond to the task from within **Message Box > Tasks**. They can also collaborate on the task and post comments/questions.



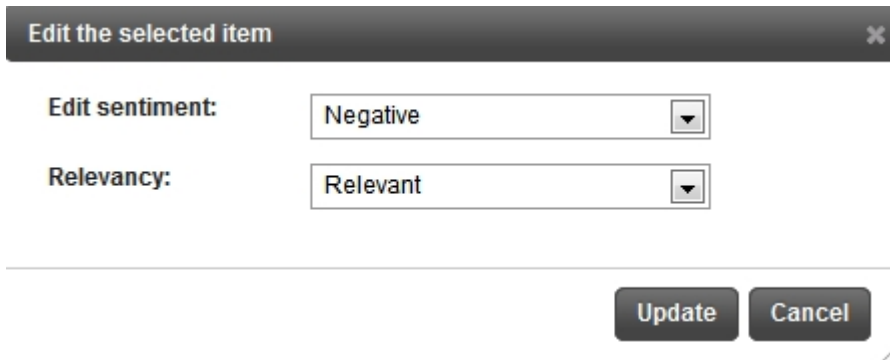
Once they've responded to the task, they click **Mark Done** and the user that originally assigned the task will be notified that the task has been completed.

## Editing a mention

To edit your mentions, click on the small icon  and click Edit as show in the image below:



Here, you can edit your mention Sentiments and Relevancy as shown below:

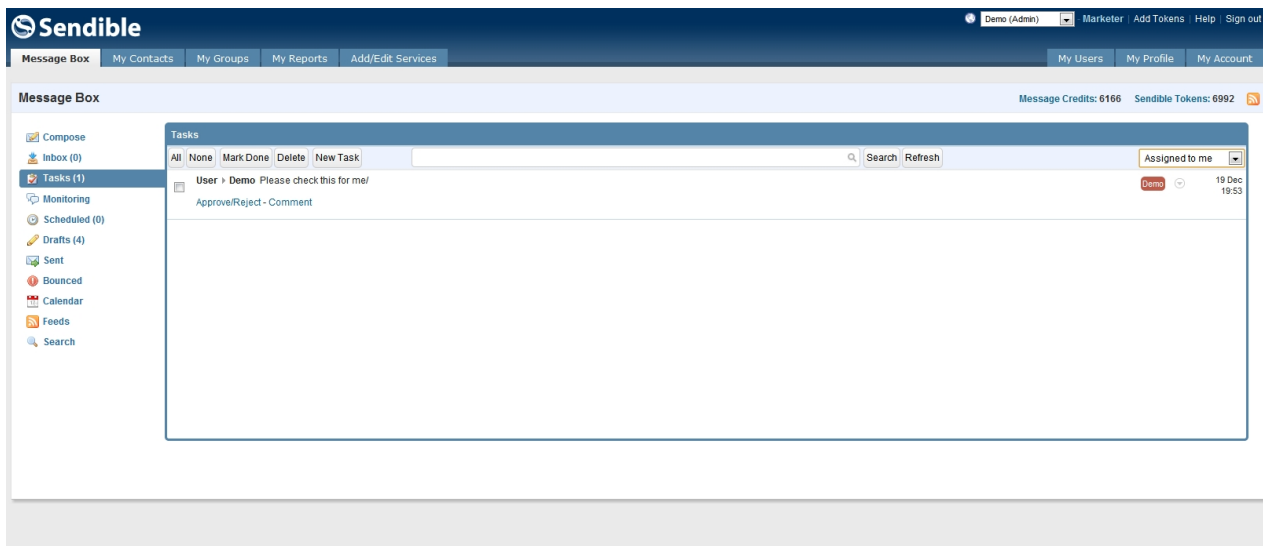


Under Edit Sentiment, you can select whether your mention is Positive, Negative or Neutral.

Under Relevancy, you can select whether your mention is Relevant or Irrelevant.

## Tasks

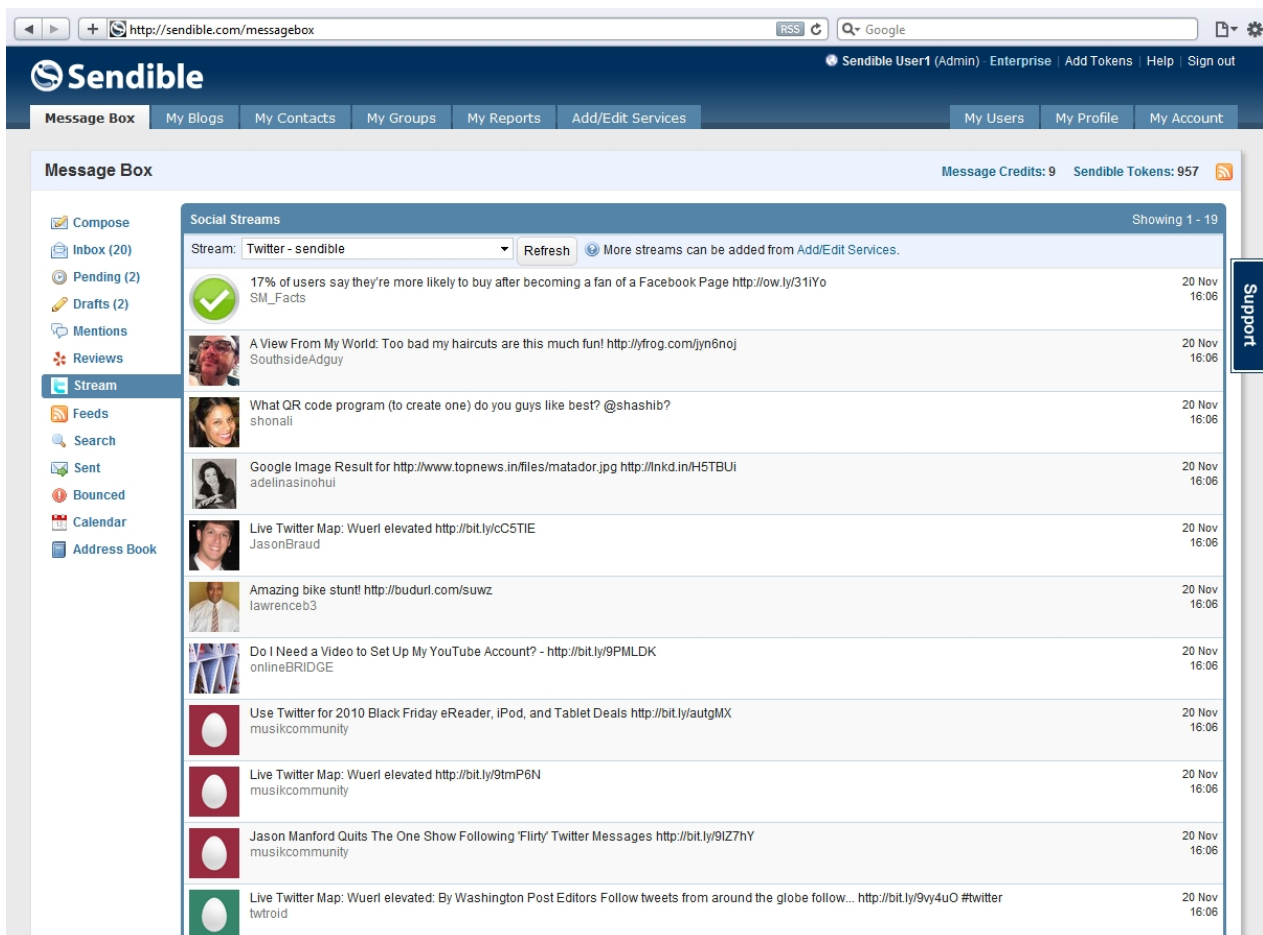
With Sendible, you can assign tasks to team members and/or clients. In the tasks section you can manage and collaborate on all tasks assigned to you by your team members.



You can then **Approve/Reject** the taks or **Comment** on the taks.

## Stream

Streams allow you to read and reply to messages from your live social streams, for example Twitter. Sendible automatically displays your live streams when you add services from within [Add/Edit Services](#). By clicking on one of your streams, you have the option to read, reply or share the post with others using Sendible services. You can also post retweets by clicking on one of the items and posting it out from the [Compose](#) section.

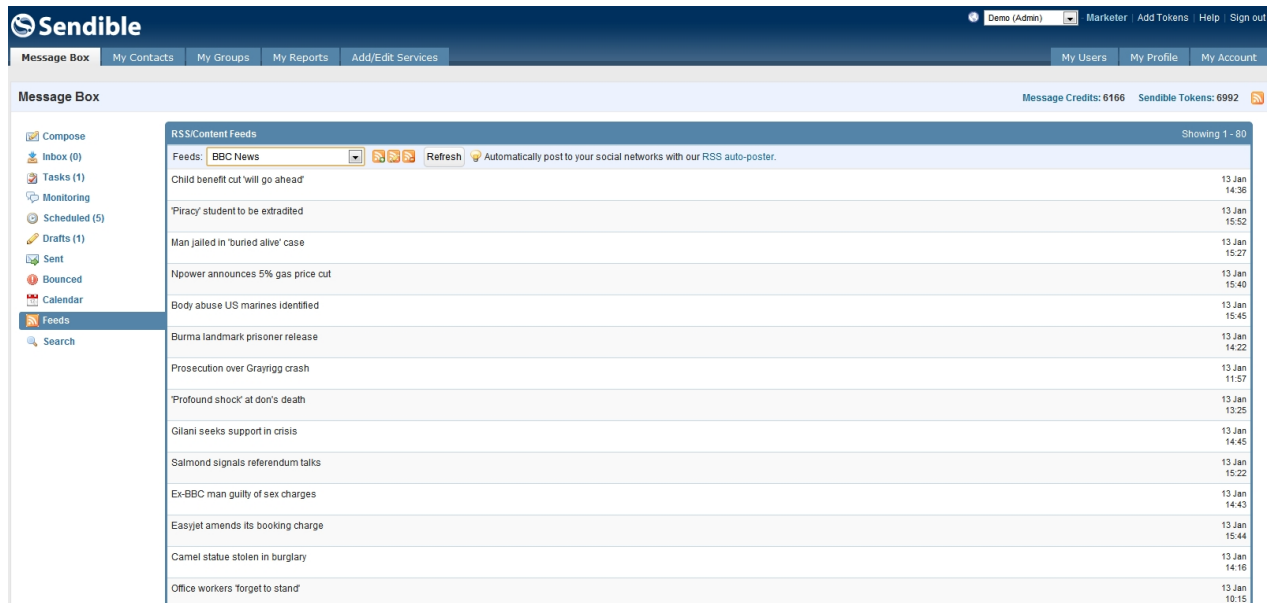


## Feeds

Sendible allows you to add your own feeds by clicking on the RSS symbol with the "+" and remove your feeds by clicking the RSS symbol with the "-".

Sendible will automatically pull in your Twitter feeds, allowing you to share the feed content with a single click by clicking on the item.

See [RSS](#) for information on the RSS Auto Poster which allows you to setup Sendible to automatically post to your social networks and/or contacts.



The screenshot shows the Sendible web interface. At the top, there's a navigation bar with the Sendible logo and user options like 'Demo (Admin)', 'Marketer', 'Add Tokens', 'Help', and 'Sign out'. Below this is a secondary navigation bar with tabs for 'Message Box', 'My Contacts', 'My Groups', 'My Reports', and 'Add/Edit Services'. The 'Message Box' tab is active, showing a sidebar with various message categories like 'Compose', 'Inbox (0)', 'Tasks (1)', 'Monitoring', 'Scheduled (5)', 'Drafts (1)', 'Sent', 'Bounced', 'Calendar', 'Feeds', and 'Search'. The main content area is titled 'RSS:Content Feeds' and shows a list of feeds. The first feed is 'BBC News', which is selected in a drop-down menu. Below the menu, there are icons for adding and removing feeds, a 'Refresh' button, and a note: 'Automatically post to your social networks with our RSS auto-poster.' The list of feeds includes headlines such as 'Child benefit cut 'will go ahead'', 'Piracy' student to be extradited', 'Man jailed in 'buried alive' case', 'Npower announces 5% gas price cut', 'Body abuse US marines identified', 'Burma landmark prisoner release', 'Prosecution over Grayrigg crash', 'Profound shock' at don's death', 'Gilani seeks support in crisis', 'Salmond signals referendum talks', 'Ex-BBC man guilty of sex charges', 'Easyjet amends its booking charge', 'Camel statue stolen in burglary', and 'Office workers 'forget to stand''. Each item has a date and time on the right side.

## Adding a feed

To add a feed, select the image with the '+' sign. You can then add the RSS Feed Name as well as the URL from the chosen website.



The screenshot shows a dialog box titled 'Add an RSS Feed' with a close button (X) in the top right corner. It contains two input fields: 'RSS Feed name:' with the value 'Mashable' and 'RSS Feed URL:' with the value 'http://feeds.mashable.com/Mashable'. At the bottom right, there are two buttons: 'Save' and 'Cancel'.

You will then be able to view your new feeds in the **Feeds** by choosing it from the drop-down box.



sendible.com/messagebox

**Sendible** Sendible Enterprise - Firehouse Add Tokens Help Sign out

Message Box My Blogs My Contacts My Groups My Reports Add/Edit Services My Users My Profile My Account

Message Credits: 8928 Sendible Tokens: 23

Compose  
Inbox (45)  
Pending (1)  
Drafts (30)  
Mentions  
Reviews  
**Feeds**  
Search  
Sent  
Bounced  
Calendar  
Address Book

RSS/Content Feeds Showing 1 - 30

Feeds: Mashable Refresh Automatically post to your social networks with our RSS auto-poster.

|  |              |
|--|--------------|
| Only 50% of U.S. Adults Use Social Media                   | 26 Aug 18:13 |
| NYPD Uses Twitter Tip To Shut Down Gang Meeting            | 26 Aug 17:22 |
| Diploma or Dropout: The Entrepreneur's Dilemma             | 26 Aug 16:44 |
| The Generation Gap [COMIC]                                 | 26 Aug 15:45 |
| Thanks to Mashable's Socially Savvy Supporters             | 26 Aug 15:19 |
| WikiLeaks Reveals Pollution Issues in China                | 26 Aug 15:09 |
| Pandora Now Represents 3.6% of All Radio Listening in U.S. | 26 Aug 15:00 |
| UK to Twitter, Facebook & RIM: We Won't Ban Social Media   | 26 Aug 14:36 |
| Today's Top Headlines in Tech & Social Media               | 26 Aug 13:50 |

Support

## Sharing feeds

If you find a feed you wish to share with others, you can click on it and share the post with others, thereby sending it as an SMS, Facebook post, Email message etc. The link will automatically be converted into a Bit.ly URL.

Sendible User1 (Admin) Enterprise Add Tokens Help Sign out

Message Box My Blogs My Contacts My Groups My Reports Add/Edit Services My Users My Profile My Account

Message Credits: 9 Sendible Tokens: 957

Compose Compose Message Back to Feeds

Share Post

**Social Media: Success, Straight Ahead**

Social media marketing lies ahead with uncertain results and outcomes – no, that was years ago. The road to success in social media has been well-lit these past few years and now filled with road signs and guidelines. You will not get lost if you would just drive straight ahead and follow the traffic signs. [...]

Link to story | Embed story

What kind of message will you be sending? Filter: Clear | All | None Lock selection:

|                        |                         |                            |                     |               |   |
|------------------------|-------------------------|----------------------------|---------------------|---------------|---|
| Myspace bulletin       | Myspace status          | Ping.fm Delicious via Ping | Plurk               | Posterous     | Sendiblog                               |
| Tumblr sendible        | Twitter Sendible        | Twitter                    | Typepad             | Wordpress     | Wordpress                               |
| Wordpress.com sendible | Email info@sendible.com | SMS Text 957.0 tokens      | Social Network Mess | Group Message | Add Social Network Add/edit services... |

Subject or Title URL Photo or File Past Files... Tags Templates... Merge Tags... eCards... Scheduling Toggle Editor

**B** *I* U **ABC** Font family Font size HTML

Social Media: Success, Straight Ahead - http://bit.ly/9lJAI2

Support

## Search

Search allows you to search for interesting content to share from Google News, Blogs, Flickr, Twitter and others.

You can share the content by clicking on the item and you'll be taken to the [Compose](#) section with the message prepopulated.

The screenshot displays the Sendible web application interface. At the top, the user is logged in as 'Sendible User1 (Admin) - Enterprise'. The main navigation bar includes 'Message Box', 'My Blogs', 'My Contacts', 'My Groups', 'My Reports', 'Add/Edit Services', 'My Users', 'My Profile', and 'My Account'. The 'Message Box' section is active, showing a 'Content Search' interface. The search criteria are set to 'Source: Twitter' and 'Keywords: Sendible'. The search results are displayed in a table with columns for the sender, message content, and time. The results show various tweets and posts related to Sendible, including mentions of @Ditaph, @2DegreesMktg, and @Sendible. A 'Support' button is visible on the right side of the interface.

| Source   | Keywords | Search | Translate to english | Showing 1 - 20 |
|--|----------|--------|----------------------|----------------|
| @Ditaph: is off - by Sendible <a href="http://plurk.com/p/91sk7y">http://plurk.com/p/91sk7y</a><br>Translated from dutch   |          |        |                      | 20 Nov 15:59   |
| @2DegreesMktg: Working weekends to catch up on managing your #socialmedia #marketing? How about a tool that makes it easier? <a href="http://bit.ly/b27Z3H">http://bit.ly/b27Z3H</a>           |          |        |                      | 20 Nov 15:28   |
| @Sendible: Golf Tip – Pulling Shots? Check Your Grip - <a href="http://bit.ly/aYZwfl">http://bit.ly/aYZwfl</a>   |          |        |                      | 20 Nov 12:44   |
| @ditaph: is (- via sendible <a href="http://plurk.com/p/91gcm">http://plurk.com/p/91gcm</a>  |          |        |                      | 20 Nov 11:59   |
| @Sendible: The Science Behind Enticing Blogs - <a href="http://bit.ly/a7ZkVv">http://bit.ly/a7ZkVv</a>   |          |        |                      | 20 Nov 11:44   |
| @ditaph: is - - - via sendible <a href="http://plurk.com/p/91gjq">http://plurk.com/p/91gjq</a>   |          |        |                      | 20 Nov 07:59   |
| @ditaph: is :D - via sendible <a href="http://plurk.com/p/91ccgo">http://plurk.com/p/91ccgo</a>  |          |        |                      | 20 Nov 04:05   |
| @pointhot: is having lunch! - via sendible <a href="http://plurk.com/p/91cccx">http://plurk.com/p/91cccx</a>   |          |        |                      | 20 Nov 04:04   |
| @Sendible: Teaching Students Computing at the Petascale Level - <a href="http://is.gd/hsjd6">http://is.gd/hsjd6</a>  |          |        |                      | 20 Nov 03:58   |
| @ Sendible: Trust me, Im a film-maker   Catfish   Film - <a href="http://bit.ly/bst22j">http://bit.ly/bst22j</a><br>Translated from german   |          |        |                      | 20 Nov 00:57   |
| @2DegreesMktg: #Marketing your #business with #FB & #email but dream of tool to make it easier faster automated inexpensive effective? <a href="http://bit.ly/b27Z3H">http://bit.ly/b27Z3H</a> |          |        |                      | 20 Nov 00:10   |
| @ditaph: is :D - via sendible <a href="http://plurk.com/p/918hq5">http://plurk.com/p/918hq5</a>  |          |        |                      | 19 Nov 23:59   |

## Sent

Sent displays your messages that have already been delivered. You can access these in order to view and forward them.

These messages can be sorted by recipient, first sent and last sent. You have the option to search through your sent messages by typing keywords into the search box and clicking **Search**.



The screenshot shows the Sendible web application interface. At the top, there's a navigation bar with the Sendible logo and user information: "Sendible User1 (Admin) Enterprise | Add Tokens | Help | Sign out". Below this is a secondary navigation bar with tabs for "Message Box", "My Blogs", "My Contacts", "My Groups", "My Reports", "Add/Edit Services", "My Users", "My Profile", and "My Account".

The main content area is titled "Message Box" and shows "Message Credits: 9" and "Sendible Tokens: 957". On the left side, there's a sidebar menu with options: Compose, Inbox (20), Pending (2), Drafts (2), Mentions, Reviews, Stream, Feeds, Search, Sent (highlighted), Bounced, Calendar, and Address Book.

The "Bounced" section is active, displaying a list of messages under the heading "Sent Messages" (1 - 25 of 1923). The list includes columns for checkboxes, sender information, subject, and time. The messages listed are:

| Sender   | Subject   | Time         |
|--|---|--------------|
| Sendible SM (Group) via RSS                      | Golf Tip – Pulling Shots? Check Your Grip - Golf Tip – Pulling Shots? Check Your Grip - <a href="http://bit.ly/aYZwfl">http://bit.ly/aYZwfl</a>   | 20 Nov 12:44 |
| Facebook fan page - Sendible, Twitter - Sendible | The Science Behind Enticing Blogs - <a href="http://bit.ly/a7ZkVy">http://bit.ly/a7ZkVy</a>   | 20 Nov 11:43 |
| Sendible SM (Group) via RSS                      | Teaching Students Computing at the Petascale Level - Teaching Students Computing at the Petascale Level - <a href="http://is.gd/hsjd6">http://is.gd/hsjd6</a>   | 20 Nov 03:57 |
| Sendible SM (Group) via RSS                      | Trust me, I'm a film-maker   Catfish   Film - Trust me, I'm a film-maker   Catfish   Film - <a href="http://bit.ly/bst22j">http://bit.ly/bst22j</a>   | 20 Nov 00:57 |
| Sendible SM (Group) via RSS                      | Nick Chase: A Detective Story Game Review and Discount - Nick Chase: A Detective Story Game Review and Discount - <a href="http://bit.ly/aeoyzk">http://bit.ly/aeoyzk</a>   | 19 Nov 19:52 |
| Sendible SM (Group) via RSS                      | Facebook credits go on sale in UK - Facebook credits go on sale in UK - <a href="http://bit.ly/aPUkYM">http://bit.ly/aPUkYM</a>   | 19 Nov 16:50 |
| Sendible SM (Group) via RSS                      | Reverse Economics And True Value Social Games - Reverse Economics And True Value Social Games - <a href="http://bit.ly/aLpRII">http://bit.ly/aLpRII</a>   | 19 Nov 11:41 |
| Sendible SM (Group) via RSS                      | Why Less Choice Is Driving iPad Success - Why Less Choice Is Driving iPad Success - <a href="http://bit.ly/920kE8">http://bit.ly/920kE8</a>   | 19 Nov 03:41 |
| Sendible SM (Group) via RSS                      | How do you turn off Paste+Match Style on a Mac? via @fixpert.   paste/select-all/cut inside browser URL bar -@tj - How do you turn off Paste+Match Style on a Mac? via @fixpert.   paste/select-all/cut inside browser URL bar -@tj - <a href="http://bit.ly/d07eKl">http://bit.ly/d07eKl</a> | 19 Nov 03:41 |
| Facebook fan page - Sendible, Twitter - Sendible | How Social Media Can Make Online Shopping Less Lonely - <a href="http://bit.ly/b77WB6">http://bit.ly/b77WB6</a>   | 19 Nov 01:33 |
| Sendible SM (Group) via RSS                      | What Companies Can Learn From Social Informants - What Companies Can Learn From Social Informants - <a href="http://bit.ly/cmZVS6">http://bit.ly/cmZVS6</a>   | 18 Nov 23:40 |
| Sendible SM (Group) via RSS                      | MySpace announces 'Mashup with Facebook' collaboration - MySpace announces 'Mashup with Facebook' collaboration - <a href="http://bit.ly/9EHl11">http://bit.ly/9EHl11</a>   | 18 Nov 23:40 |

## Bounced

Bounced is where Sendible will store any messages that were unable to be sent. You have the option to search through your bounced messages by typing keywords into the search box and clicking **Search**.

http://sendible.com/messagebox

Sendible User1 (Admin) Enterprise Add Tokens Help Sign out

Message Box My Blogs My Contacts My Groups My Reports Add/Edit Services My Users My Profile My Account

Message Credits: 9 Sendible Tokens: 957

Message Box

Compose  
Inbox (20)  
Pending (2)  
Drafts (2)  
Mentions  
Reviews  
Stream  
Feeds  
Search  
Sent  
Bounced  
Calendar  
Address Book

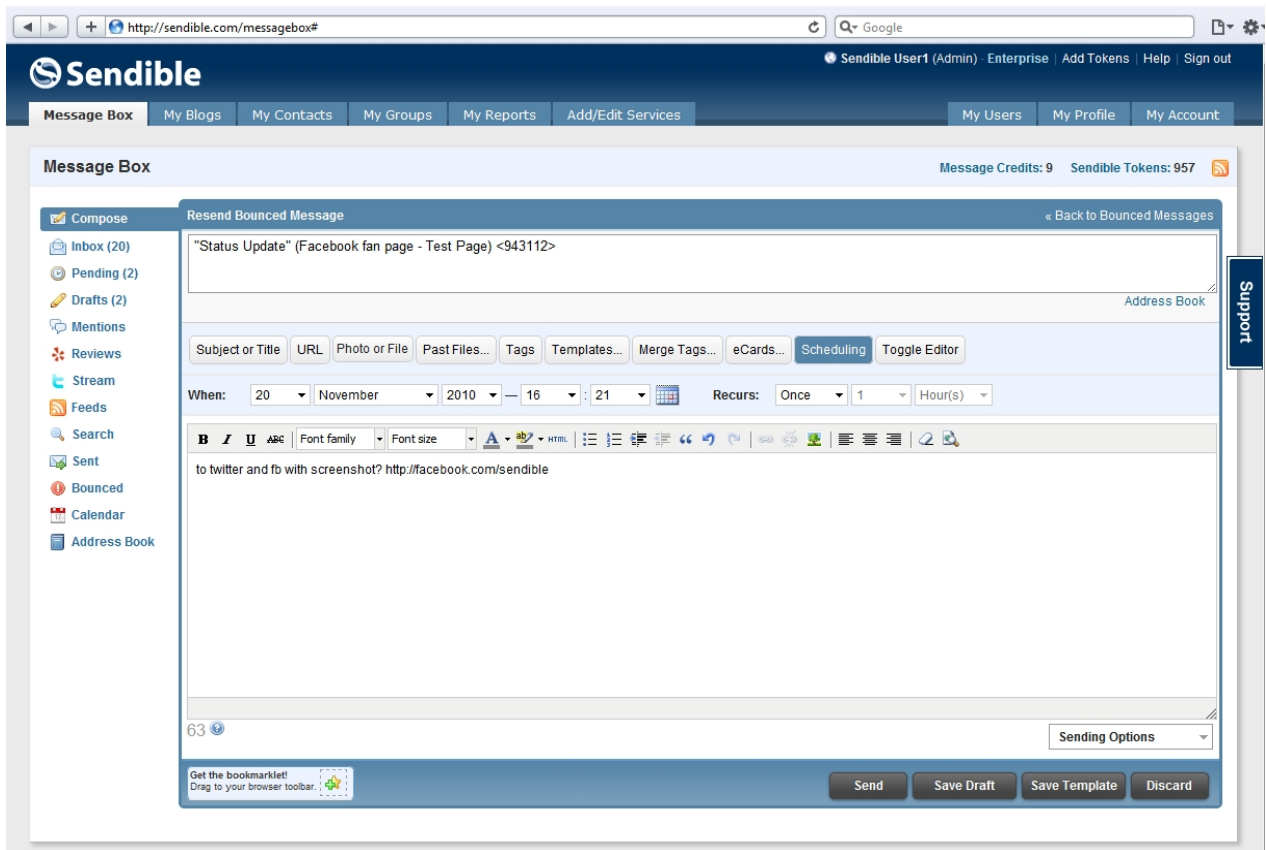
Bounced Messages 1 - 25 of 52

All None Delete Search Refresh Sort by:

|                          |               |   |              |
|--------------------------|---------------|---|--------------|
| <input type="checkbox"/> | Status Update | Great article about the founding of Sendible in this week's Finance We... - Please ensure you grant update access to your Facebook Status when configuring Facebook Status Updates in Add/Edit Services.            | 16 Nov 15:05 |
| <input type="checkbox"/> | Status Update | to twitter and fb with screenshot? http://facebook.com/sendible - Object reference not set to an instance of an object.   | 04 Nov 19:05 |
| <input type="checkbox"/> | Status Update | Quick test - FBCDN image is not allowed in stream: http://profile.ak.fcdn.net/hprofile-ak-snc4/hs625.ash1/27537_56381779049_8254_n.jpg  | 04 Nov 12:51 |
| <input type="checkbox"/> | Status Update | http://www.gasparinutrition.com/blog/reports/sms_single.php - Object reference not set to an instance of an object.   | 03 Nov 00:32 |
| <input type="checkbox"/> | Status Update | Mint Social's new online marketing platform arguably the most powerful... - Exception of type 'OAuth.Net.Common.OAuthRequestException' was thrown.  | 04 Oct 23:42 |
| <input type="checkbox"/> | Status Update | The woman who fixes marriages - The woman who fixes marriages - http://bit.ly/9wW5W - The remote server returned an error: (403) Forbidden.   | 04 Sep 12:54 |
| <input type="checkbox"/> | Status Update | Google Chrome Turns 2 with Version 6 Release - Google Chrome Turns 2 with Version 6 Release - http://bit.ly/cOzCbk - The remote server returned an error: (502) Bad Gateway.  | 02 Sep 17:56 |
| <input type="checkbox"/> | Status Update | Thanks for the review, @rappsodystudios: Sendible.com in Review: #Mark... - Object reference not set to an instance of an object.   | 02 Sep 17:31 |
| <input type="checkbox"/> | Status Update | Thanks for the review, @rappsodystudios: Sendible.com in Review: #Mark... - Object reference not set to an instance of an object.   | 02 Sep 17:28 |
| <input type="checkbox"/> | Status Update | Quickstart Guide to Sendible.com -- The underlying connection was closed: An unexpected error occurred on a receive.  | 24 Aug 10:39 |
| <input type="checkbox"/> | Status Update | ReadWriteWeb Events Guide, 21 Aug, 2010 - ReadWriteWeb Events Guide, 21 Aug, 2010 - http://bit.ly/9j1V8W - The remote server returned an error: (401) Unauthorized.   | 21 Aug 22:04 |
| <input type="checkbox"/> | Status Update | Confirmed: Google Tests Search Results That Update As You Type - http... - The remote server returned an error: (401) Unauthorized.   | 21 Aug 22:04 |
| <input type="checkbox"/> | Status Update | As Facebook Location Looms, Has Foursquare Entered The Pantheon Of Services? - As Facebook Location Looms, Has Foursquare Entered The Pantheon Of Ser... - The remote server returned an error: (401) Unauthorized. | 17 Aug 11:55 |
| <input type="checkbox"/> | Status Update | Foursquare For Boring People? Maybe, But It's the Future of TV - http... - The remote server returned an error: (403) Forbidden.  | 16 Aug 17:31 |
| <input type="checkbox"/> | Status Update | Facebook Acquires Web Publishing Startup Chai Labs - http://bit.ly/d0F... - The remote server returned an error: (403) Forbidden.   | 16 Aug 12:18 |
| <input type="checkbox"/> | Status Update | Facebook Acquires Web Publishing Startup Chai Labs - http://bit.ly/d0F... - The remote server returned an error: (403) Forbidden.   | 16 Aug 12:04 |

Support

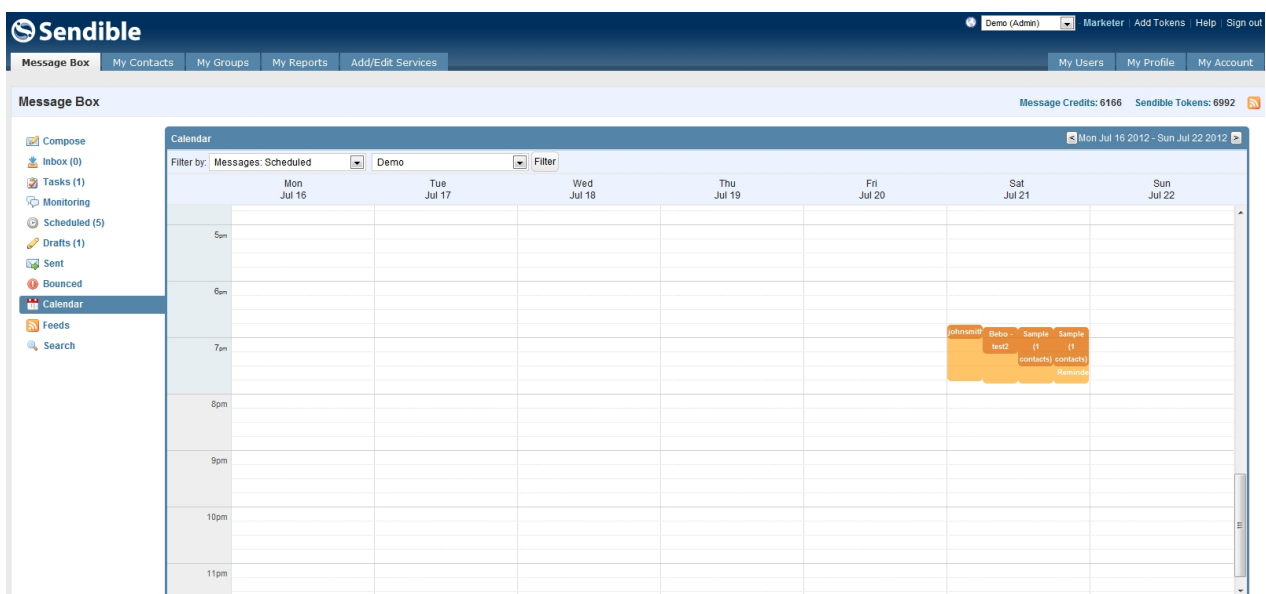
You can view the error message and resend them from the **Bounced** tab.



## Calendar

Calendar allows you to manage and view your scheduled messages. By clicking on each message, you can edit and forward the message. You can also drag the messages to be sent at a different time.

If you'd like to create a new scheduled message from the calendar, click on the time you would like it to be sent in the future.



## My Blogs

---

A Sendiblog is a microblog, hosted at *yourblog.sendible.com* and is the quickest way to get a blog up and running. A sendiblog allows you to easily create a blog presence.

You can create as many Sendiblogs as you like from within the [My Blogs](#) tab. Choose from one of our standard themes or create your own.

Below is an example of a Sendiblog hosted at *gavin.sendible.com*.



The screenshot shows a web browser window with the address bar displaying 'gavin.sendible.com'. The main content area features a date '17 AUGUST' and a title 'How to use Sendible for email marketing'. The text describes Sendible's features for email marketing, including sending newsletters and tracking opens. A video player is embedded, showing a thumbnail for 'Sendible Tutorial #3 - Email Marketing' with the Sendible logo and 'Tutorial Series E-Mail Marketing'. On the right side, there is a bio for Gavin Hammar, a search bar, a 'Subscribe to this sendiblog' link, and an RSS icon.

Each blog post you create is monitored for views and click-throughs and is tracked using Sendible's powerful analytics technology. You can configure Sendible to automatically share your new blogs posts via email or on your social networks.

By selecting [Statistics](#), you are able to see your blog views.

## My Blogs

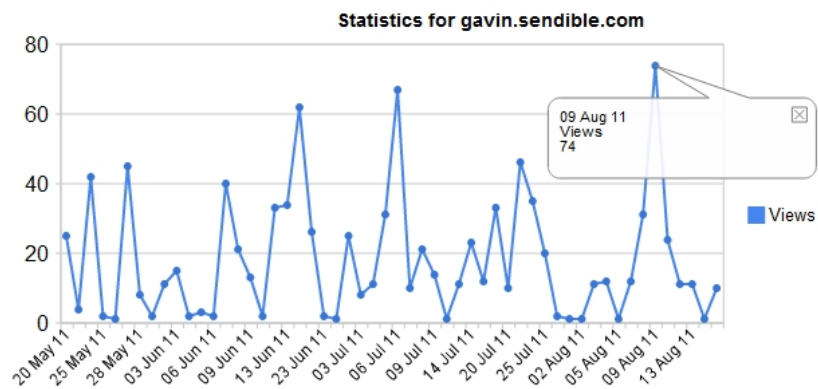
- New Post
- gavin
- londondeals
- siteaddress
- Edit Post
- Statistics

### Sendiblog Statistics

All Blogs

Top Posts

gavin.sendible.com



## Creating a New Blog

To create your own blog, follow the steps below:

1. Select **Create a Blog**, you will then be taken to a page where you can add settings.

http://sendible.com/services/new?id=39

Google

**Add Service: Sendiblog**

Set up and design a public facing blog, accessible from brand.sendible.com.

Settings Sendiblog [Back to Add/Edit Services](#)

**Add Settings for Sendiblog**

Site Address:

Site Name:

Site Subtitle:   
This will appear directly below the site name.

About:

Sendiblog Theme:

Explain to visitors of your site what this blog is about. Some HTML is allowed.

**This is the Blog Title**

**Miss Susan Connelley, Co**


**Learn about me, then**


Browse themes - Add your own theme  
Choose a theme for your Sendiblog.

Author Nickname:

Author Fullname:

Author Bio:

Author Picture: 

Authorpost to a group:    
When you publish a new post to your Sendiblog, Sendible can automatically post the url of your new post to a group you select here. The group will be notified 10 minutes after the post is published.

or

Support

2. You can also **Browse themes** or **Add your own theme**. Themes can be filtered and added as your Sendiblog theme.

3. After selecting your theme, **Select**.

## Select a sendiblog theme



Filter Themes:

Need a custom theme created? [Contact us](#) for a quote.

### Simplistic



### Minimalist - Pro



### Red Wine - Pro



### Stand-out - Pro



Select

Cancel

4. Type the text for your blog.
5. After clicking **Save Settings**, you can preview your Sendiblog.

## Creating a New Post

To create a new post, follow the steps below:

1. Click **New Post**.
2. Select the blog that you would like to post to.
3. Enter a title for your blog post.
4. Enter the body of the post.

The screenshot shows the Sendible user interface for creating a new blog post. The browser address bar shows <http://sendible.com/blogs>. The user is logged in as 'Sendible User1 (Admin)'. The main navigation bar includes 'Message Box', 'My Blogs', 'My Contacts', 'My Groups', 'My Reports', and 'Add/Edit Services'. The 'My Blogs' section is active, displaying a 'New Blog Post' form. The form has a 'Post to' dropdown set to 'siteaddress.sendible.com', a 'Title' field with 'My First Blog', and a 'Body' text area containing 'This is the text for my first blog'. A 'Path: p' field is at the bottom. 'Create Post' and 'Discard' buttons are at the bottom right. On the right sidebar, there is a 'Manage' section with a 'New Blog' link and a list of blogs: 'Gavin's Blog' and 'Your site name'. A 'Posting' section below explains that posts can also be made from the Message Box or via Email.

3. Once your post has been written, click **Create Post**.

4. Your post will appear on your blog and Sendible will automatically track the number of views for you.

The screenshot shows the published blog post on the Sendible platform. The browser address bar shows <http://siteaddress.sendible.com/my-first-blog>. The page header includes 'Powered by Sendible | Get an account'. The main content area features the site name 'Your site name' and a subtitle 'This is where you add a subtitle'. A link for '« Back to blog' is present. The post is dated '20 November, 2010' and titled 'My First Blog'. The text of the post is 'This is the text for my first blog'. Below the text, there are '0 Comments', a 'Like' button, and a 'DISQUS' comment system. A 'Post as ...' button is at the bottom right. On the right sidebar, it shows 'Viewed 1.0 times', a profile picture of a bear, and a link for 'Name (Name)'s bio ». There is also a search bar and a 'Subscribe to this sendiblog »' link.

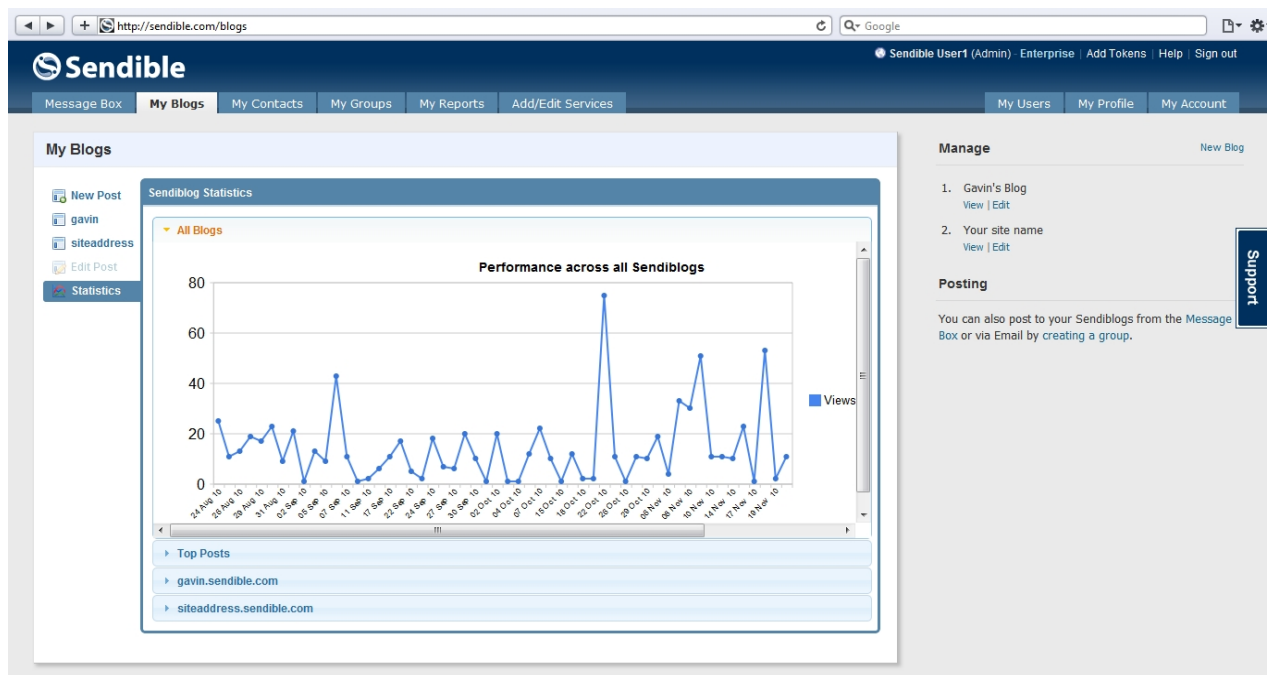


Blogs can also be created from the [Message Box](#) by selecting the blog service from the [Message Box](#). If this service has not been added, go to [Add/Edit Services](#).

## Statistics

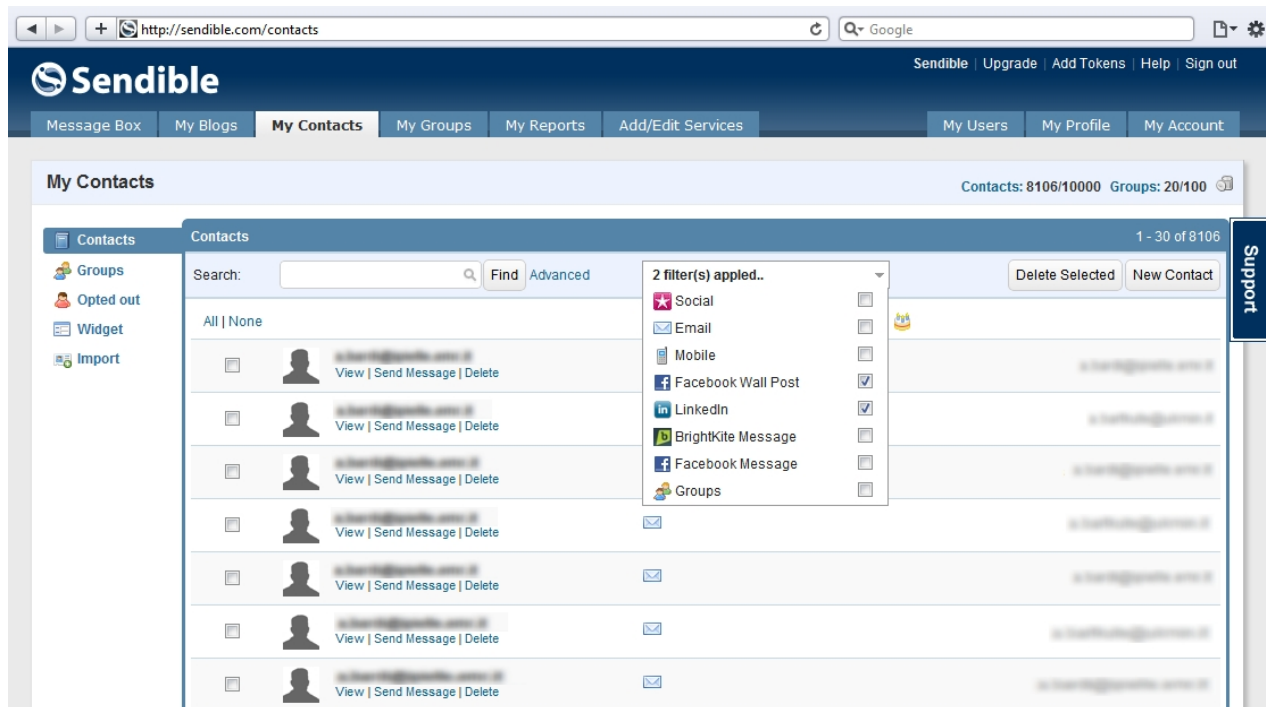
Statistics show you number of page views you've had across all your blog posts. Each blog post you create is monitored for views and click-throughs and is tracked using Sendible's powerful analytics technology. You can configure Sendible to automatically share your new blogs posts via email or on your social networks.

By selecting [Statistics](#), you are able to see your blog views.



## My Contacts

My Contacts is where your contacts will be displayed. You can easily filter your contacts using the **Search** block. There is also the option to filter your contacts by information you have about them, for example mobile numbers for SMS, email addresses or Facebook details.



To send a new message to one of your contacts, click the **Send Message** link and you will be taken to the [Message Box](#) where you will be able to compose your message.


For information on how to delete and edit contacts, see [Deleting or Editing Contacts](#).

### Adding a new contact

To add a new contact select **New Contact** and add in the relevant personal information.

New Contact
✕

▼ Personal Information

|            |            |   |
|------------|------------|---|
| First name | John       |  |
| Last name  | Smith      |   |
| Gender     | Male ▼     |   |
| Birthday   | 2000/08/15 |   |
| Company    | Google     |   |
| Occupation | Developer  |   |

▶ Contact Information

▶ Extra Information

▶ Address

Save Cancel

You can also add the contact's contact information.

New Contact
✕

▶ Personal Information

▼ Contact Information

|             |                          |
|-------------|--------------------------|
| Email       | johnsmith@gmail.com      |
| Tel         | +123456789               |
| Fax         | +223344455               |
| Mobile      | +122334455               |
| Preference  | Email ▼                  |
| Unsubscribe | <input type="checkbox"/> |

▶ Extra Information

▶ Address

▶ Groups

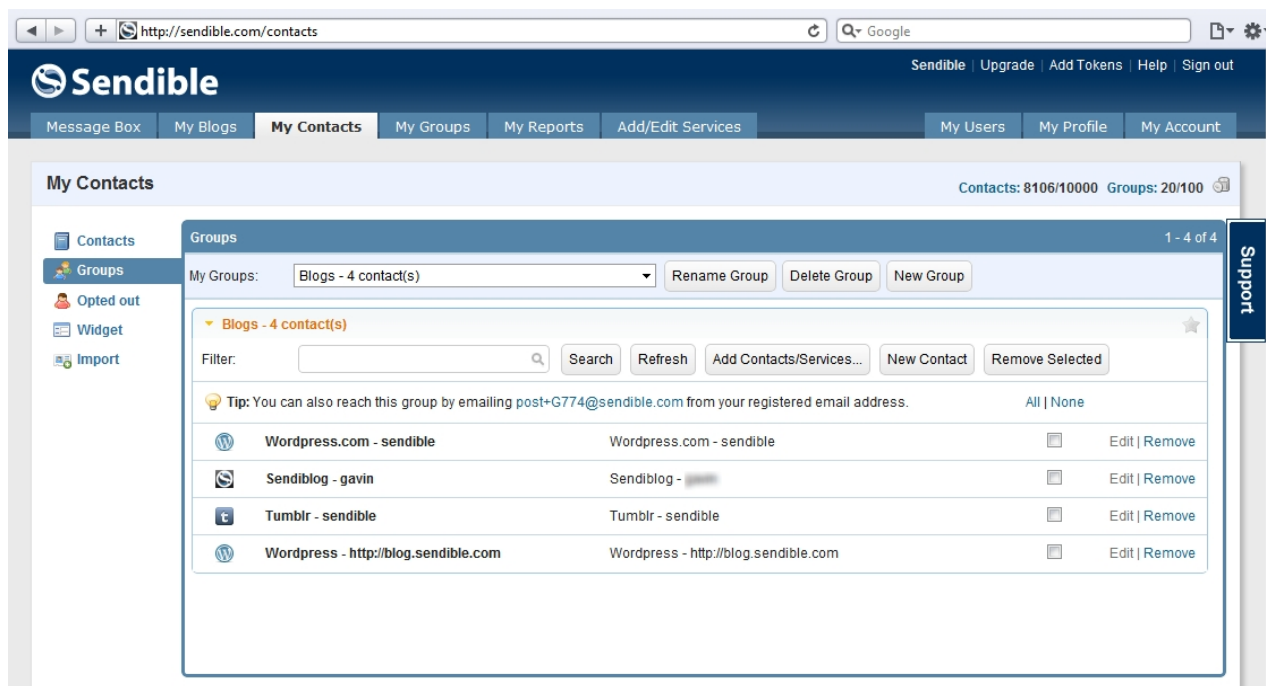
Save Cancel

Extra information

address.

## Groups

Contacts can be grouped together making it easy to send messages to multiple recipients at once.



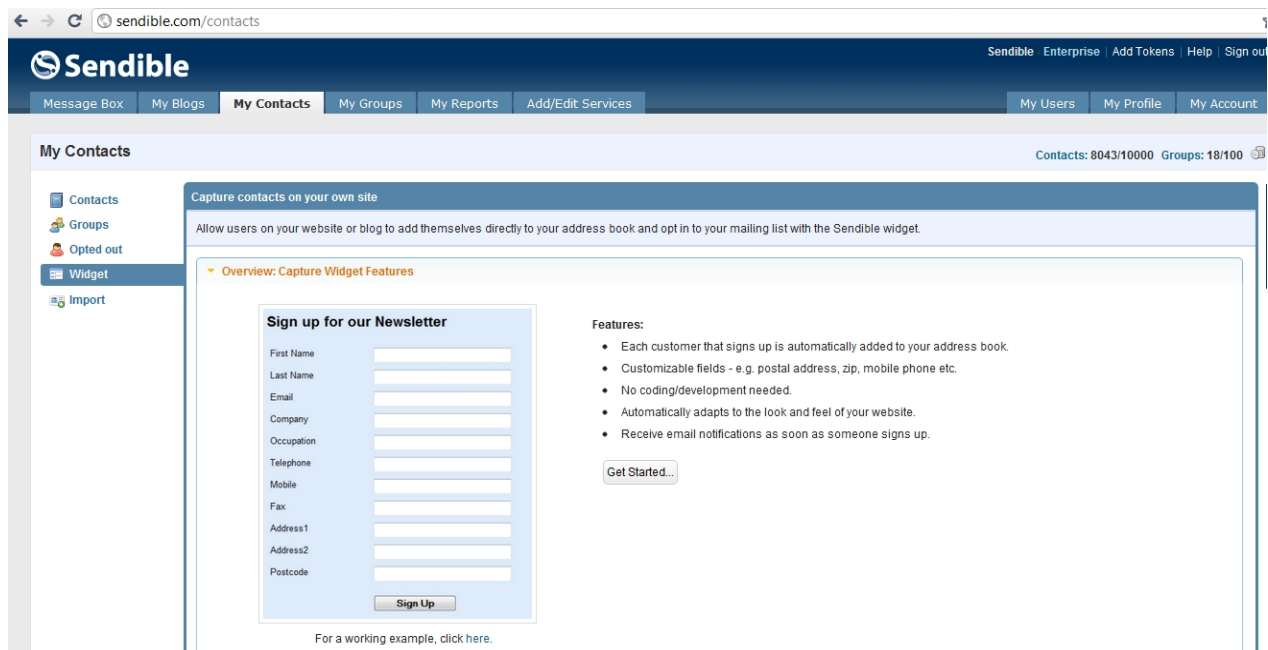
You can group any type of contact including email addresses and social media accounts. Grouping contacts allows you to post to multiple contacts and services at once. Sendible will also automatically generate a unique email address for each group. By sending an email to the unique address, Sendible will distribute your message to the relevant group members.

Groups can be favorited by clicking the star icon at the top right of the group. When a group is favorited, it is added to your services list in the [Message Box](#), enabling quick access. For more information, see [Favoriting a group](#).

See [My Groups](#) for more information.

## Widget

Sendible allows you to add a piece of code to your website so that visitors to your site can opt in to your marketing materials and can be contacted via email and/or SMS. Users who sign up on your site will be automatically added to your Sendible [Address Book](#) and will be added to the group you have specified before generating the widget code.

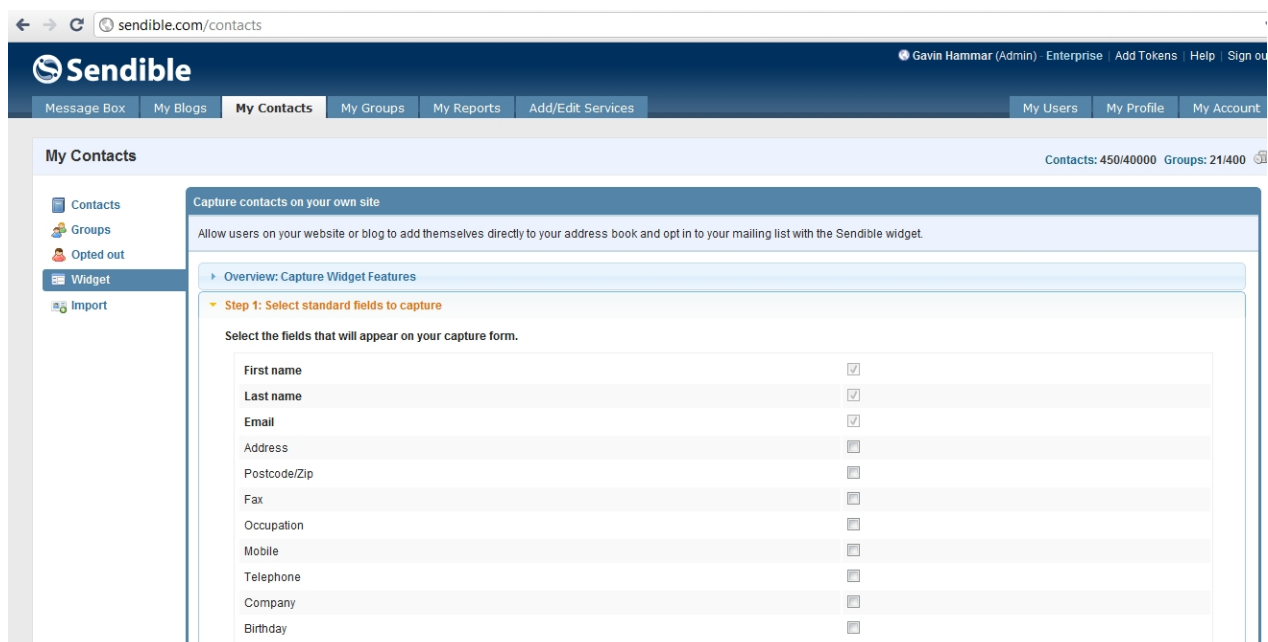


**Note:** Contacts will only be saved to your Sendible [Address Book](#) if you've upgraded to one of our paid plans. You can, however, install and test the widget on your site before [upgrading](#).

## Step 1

### Select standard fields to capture

Step 1 allows you to select the standard fields that you would like to appear on your capture form. To make your selection, check the boxes on the right.

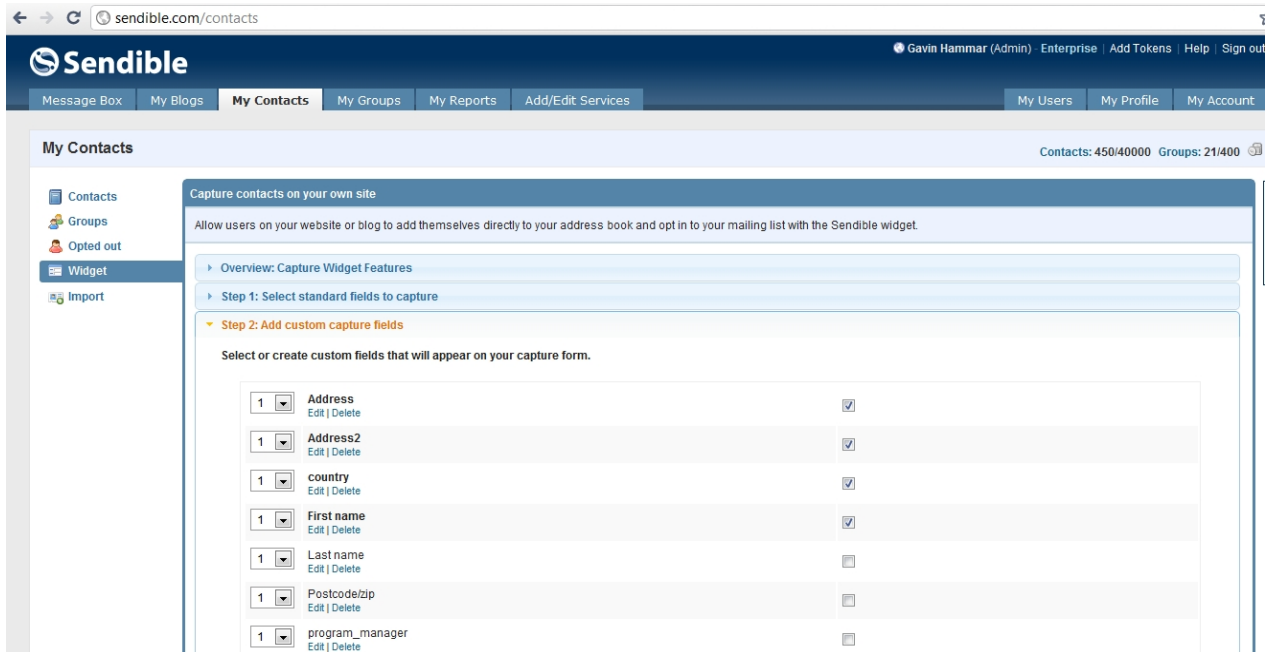


## Step 2

### Add custom capture fields

Step 2 allows you to create and select your own custom fields that will appear on your capture form. By checking the box next to each field, you will be able to define which fields appear on the form.

To create your own custom fields, see [Creating custom fields](#).



### Creating custom fields

To create a custom field, select **New Field** and enter the relevant information.

#### New Custom Field

Field Title\*:

Field Code\*:

Mandatory:

Field Type:

Field Options:

Please use one option per line.

Order:

Make this custom field available to all my users.

**Field Title** - Create a title for the field, in this example the field title is ID Number.

**Field Title** - Provide the field with a unique code.

**Mandatory** - By checking this field, the user will be forced to provide a value when completing the form.

**Field Type** - This allows you to choose between text, text area, password, list, date, time, url or numeric.

**Field Options** - When selecting the 'list' field type, this box allows you to define which fields will appear in the drop-down list. Each list item should be on a new line.

**Order** - This allows you to specify the order in which this field will appear on the form.

By checking the box at the bottom you allow your created custom field to be available to all users/clients.

When you are finished, select **Save**.

### Step 3

#### Customization and process flow

Sendible allows you to define where to direct users after they have signed up. You can direct users to a page on your site. You can also define which text will appear on the sign-up button.

The screenshot shows the Sendible web interface for managing contacts. The main navigation bar includes 'Message Box', 'My Blogs', 'My Contacts', 'My Groups', 'My Reports', 'Add/Edit Services', 'My Users', 'My Profile', and 'My Account'. The 'My Contacts' section is active, showing a sidebar with 'Contacts', 'Groups', 'Opted out', 'Widget', and 'Import'. The main content area is titled 'Capture contacts on your own site' and contains a list of steps: 'Overview: Capture Widget Features', 'Step 1: Select standard fields to capture', 'Step 2: Add custom capture fields', and 'Step 3: Customization and process flow'. The 'Step 3' section is expanded, showing configuration options for the sign-up button. The options include: 'Button Text' (Sign Up), 'Redirect here after sign-up:' (http://yoursite.com/success.html), 'Redirect here if sign-up fails:' (http://yoursite.com/signupfailed.html), 'Notify the following group after sign-up:' (None), and 'Notification message:' (The following contact has signed up at \$referer. Firstname: \$first\_name, Lastname: \$last\_name, Email: \$email). The notification message field includes a link for 'Insert merge tags'.

**Button Text** - This is the text that will appear on the sign-up button.

**Redirect here after sign-up** - This is where users will be directed to once they have completed your form. This can be a page on your website.

**Redirect here if sign-up fails** - If the sign-up fails, you can specify where users should be directed to.

**Notify the following group after sign-up** - This allows you to add a group that contains contacts that should be notified as soon as a contact signs up from your form.

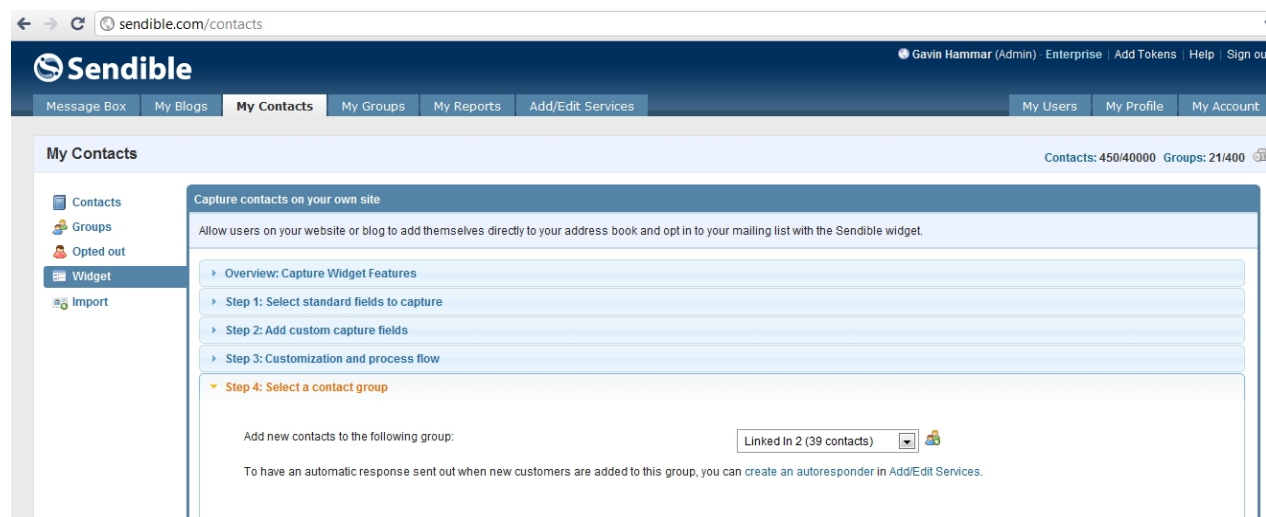
**Notification message** - This is the message that is sent to contacts in the group when a user signs up.

You can use the [Insert Merge Tags](#) link to specify which contact data should be included in the message.

## Step 4

### Select a contact group

Step 4 allows you to specify which contact group contacts that sign up through your form are added to.



An autoresponder can be set up to send a customized message to the contact when he/she signs up. See [Autoresponders](#) for more information.

## Previewing Widget

Once you have completed the 4 steps, select **Preview Widget** and you will be able to preview your widget.



Below is an example of a widget generated by Sendible.



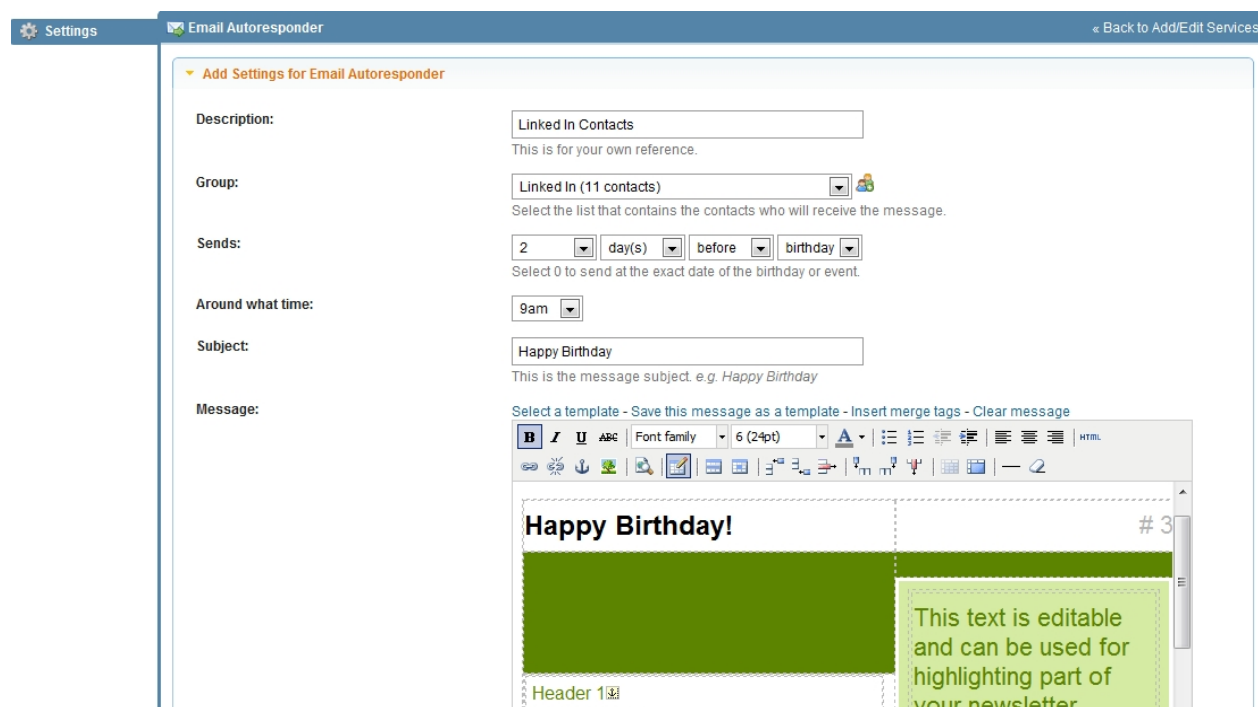


## Add Autoresponder

By selecting **Add Autoresponder** you will be able to add an autoresponder. An autoresponder allows you to configure Sendible to send the new contact an email when they sign up to your form.



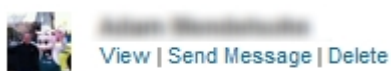
You will then be able to add settings to your email autoresponder. This can be seen in the example below:



## Deleting or Editing Contacts

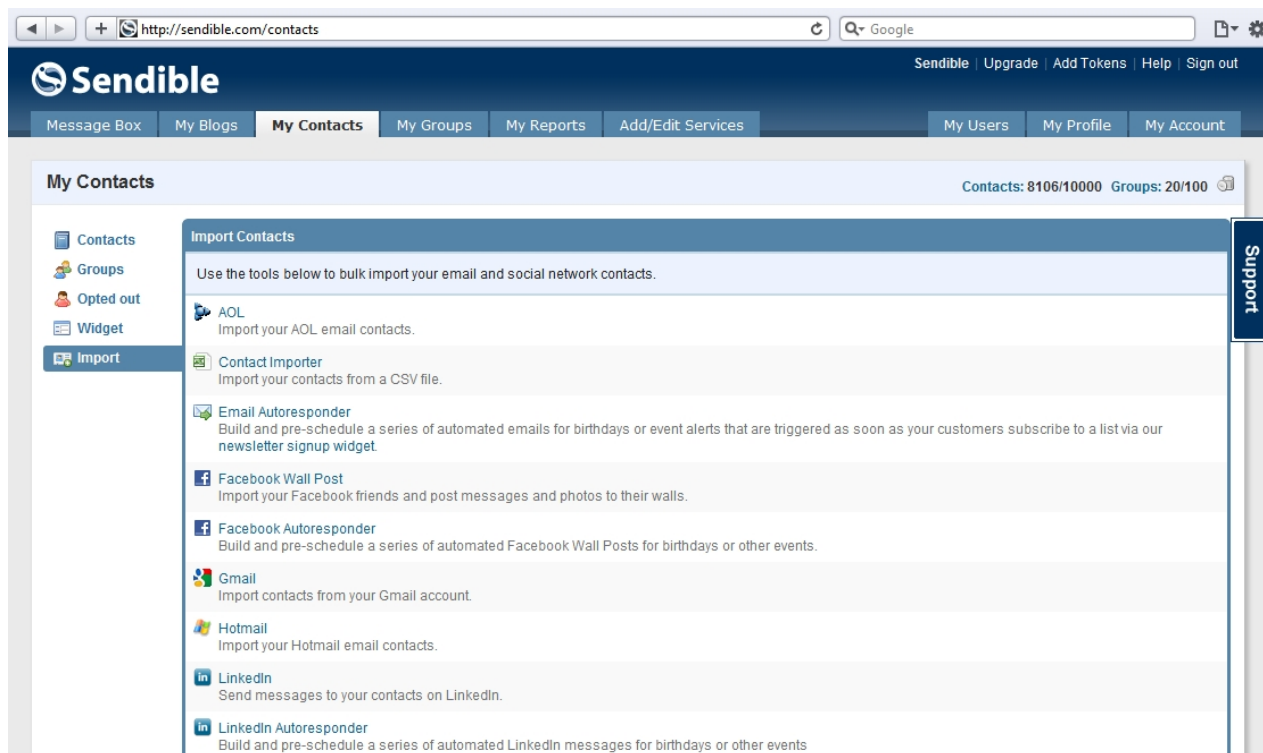
To delete a contact, go to [My Contacts](#), click the **Delete** link below the contact you would like to delete.

To edit a contact, click the **Edit** link below the contact you would like to edit.



## Import

Import allows you to import contacts from your Social Networks, public email accounts and via CSV.



Once imported, you'll be able to reach these contacts by sending them a message from your [Message Box](#).

See [Importing Contacts](#) for more information.

### Importing Contacts

Sendible allows you to import contacts from your Social Networks and public email accounts. After importing your contacts you will be able to reach these contacts across multiple platforms from your [Message Box](#).

To import your contacts follow the steps below. In this example you will be shown how to import LinkedIn contacts:

1. Click on **My Contacts** and **Import**

2. Select **LinkedIn**
3. Log in with your LinkedIn email address and password and click **Ok, I'll Allow It**.

4. You will then be asked to choose your contacts, select **Fetch Contacts**.


## Add Service: LinkedIn

Send messages to your contacts on LinkedIn.

Settings LinkedIn Back to Add/Edit Services

▼ Add Settings for LinkedIn

Username or Email:



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**Fetch Contacts** [Switch LinkedIn User or Cancel](#)











5. You will then be able to select your contacts by checking the box on the left of their names.
6. You can select which group your imported contacts should be added to. See [My Groups](#) for more information.

## Select the contacts you would like to import

Import Import your contacts Back to Add/Edit Services

Select All |  Filter Clear | 0 contact(s) selected.

1 - 100 101 - 200 **Please note:** You can only import up to 100 contacts at a time.

|                                     |  |   |
|-------------------------------------|--|---|
| <input type="checkbox"/>            | <b>Gavin Williams</b><br>Information Technology and Services Professional                      |  |
| <input checked="" type="checkbox"/> | <b>James Williams</b><br>Freelancing   |  |
| <input type="checkbox"/>            | <b>James Williams</b><br>QA Consultant at <b>LinkedIn Technologies</b>                         |  |
| <input checked="" type="checkbox"/> | <b>James Williams</b><br>Developer at <b>LinkedIn</b>  |  |
| <input checked="" type="checkbox"/> | <b>James Williams</b><br>President at <b>LinkedIn Marketing Solutions</b>                      |  |
| <input type="checkbox"/>            | <b>James Williams</b><br>Social Media & Affiliate Marketing Lead at <b>LinkedIn Consulting</b> |  |
| <input checked="" type="checkbox"/> | <b>James Williams</b><br>Marketing Manager at <b>LinkedIn Marketing Solutions</b>              |  |
| <input checked="" type="checkbox"/> | <b>James Williams</b><br>Online Marketing Manager  |  |
| <input checked="" type="checkbox"/> | <b>James Williams</b><br>Business Analyst and Project Manager                                  |  |
| <input type="checkbox"/>            | <b>James Williams</b><br>Department Manager at <b>LinkedIn Marketing Solutions</b>             |  |

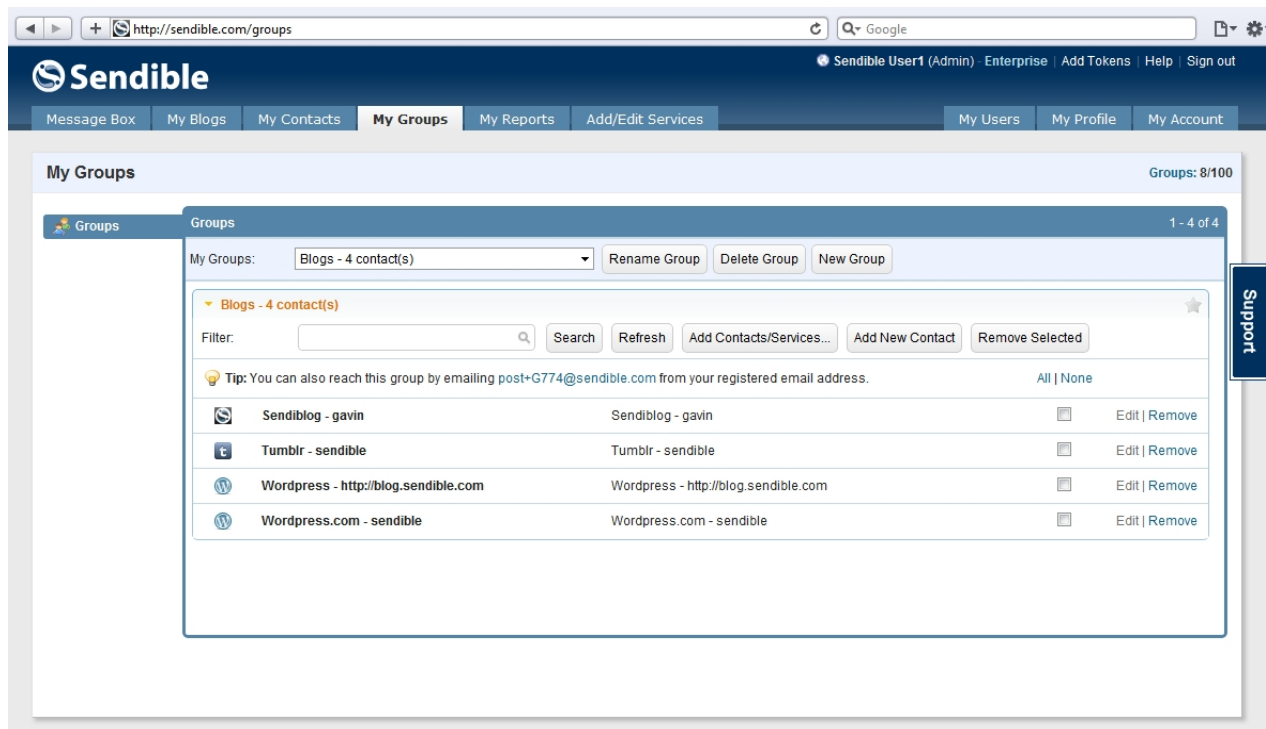
Add imported contact to a group:

**Import** or **Cancel**

7. Once imported, you'll be able to reach these contacts by sending them a message from your [Message Box](#).

## My Groups

You can use groups to send to multiple contacts or social media accounts at once.



You can group any type of contact including email addresses and social media services. Grouping contacts allows you to post to multiple contacts and services at once. Sendible will also automatically generate a unique email address for each group. By sending an email to the unique address, Sendible will distribute your message to the relevant group members.

See [Favoriting a Group](#) for more information.

### Setting up a group

1. Click on **My Groups**.
2. Click **New Group**.
3. You will be asked to give your group a name.
4. Next to your group name is a yellow star, if you want your group favorited keep this yellow, if you would not like it to be favorited, deselect it so that it is displayed as grey. See [Favoriting a group](#) for more information.

Create a new group
✕

Group Name:  ★

Create
Cancel

5. Click **Create**
6. To add contacts to your group, click **Add Contacts/Services**
7. Add your contacts by checking the box on the right of their names
8. If you have a number of contacts using different services, the **Filter** box can help filter through the services.

**My Groups** Groups: 15/400

---

Groups
Groups
1 - 9 of 9

My Groups: New Group - 9 contact(s) Rename Group Delete Group New Group

New Group - 3 contact(s)
★

Filter:  Search Refresh Add Contacts/Services... New Contact Remove Selected

Tip: You can also reach this group by emailing post+G4808@sendible.com from your registered email address. All | None

|  |   |  |                          |               |
|--|---|--|--------------------------|---------------|
|  | @Knowledge                                  | LinkedIn                                     | <input type="checkbox"/> | Edit   Remove |
|  | @Knowledge                                  | LinkedIn                                     | <input type="checkbox"/> | Edit   Remove |
|  | @Knowledge                                  | SMS - 1111111111                             | <input type="checkbox"/> | Edit   Remove |
|  | @Knowledge                                  | Bebo - 1111111111                            | <input type="checkbox"/> | Edit   Remove |
|  | @Knowledge                                  | Delicious - 1111111111                       | <input type="checkbox"/> | Edit   Remove |
|  | Blogspot: http://www.knowledge.blogspot.com | Blogspot - http://www.knowledge.blogspot.com | <input type="checkbox"/> | Edit   Remove |
|  | http://www.knowledge.com                    | Diigo - sendible                             | <input type="checkbox"/> | Edit   Remove |
|  | Blogspot: http://www.knowledge.blogspot.com | Delicious (via yahoo) - 1111111111           | <input type="checkbox"/> | Edit   Remove |
|  | Blogspot: http://www.knowledge.blogspot.com | Delicious (via yahoo) - 1111111111           | <input type="checkbox"/> | Edit   Remove |

### Favoriting a group

Groups can be favorited by clicking the star icon at the top right of the group. When a group is favorited, it is added to your services list in the [Message Box](#), enabling quick access.

What kind of message will you be sending? Filter:  Clear | All | None Lock selection:

|                                       |  |  |                                  |                              |                                |
|---------------------------------------|--|--|----------------------------------|------------------------------|--------------------------------|
| ★ LinkedIn Contacts<br>128 contact(s) | ★ Social Network Ac...<br>2 contact(s) | ★ Facebook Friends<br>320 contact(s)   | ★ Birthday Test<br>12 contact(s) | ★ CSV Tester<br>1 contact(s) | ★ Linked In 2<br>38 contact(s) |
| ★ Linked In<br>11 contact(s)          | ★ London Deals<br>3 contact(s)         | ★ LondonDealsSubscr...<br>0 contact(s) | ★ Test<br>1 contact(s)           | ★ Test2<br>1 contact(s)      | ★ New Group<br>9 contact(s)    |

### Sending a group message

1. If your groups have been favorited, (see [Favoriting a group](#) for more information), your groups will appear in the box on the [Message Box](#) page and you can select the group you wish to send the group message to.
2. After clicking on the name of the group, you can type your post in the box and click **Send**.

Compose Message

1 service(s) selected. Filter:  Clear | All | None Lock selection:

|                                       |  |  |                                  |                              |                                |
|---------------------------------------|--|--|----------------------------------|------------------------------|--------------------------------|
| ★ LinkedIn Contacts<br>128 contact(s) | ★ Social Network Ac...<br>2 contact(s) | ★ Facebook Friends<br>320 contact(s)   | ★ Birthday Test<br>12 contact(s) | ★ CSV Tester<br>1 contact(s) | ★ Linked In 2<br>38 contact(s) |
| ★ Linked In<br>11 contact(s)          | ★ London Deals<br>3 contact(s)         | ★ LondonDealsSubscr...<br>0 contact(s) | ★ Test<br>1 contact(s)           | ★ Test2<br>1 contact(s)      | ★ New Group<br>9 contact(s)    |
| Bebo                                  | Blogspot                               | Delicious (via va...)                  | Delicious (via ya...)            | Delicious                    | Diigo<br>sendible              |

Subject or Title | URL | Photo or File | Past Files... | Tags | Templates... | Merge Tags... | eCards... | Scheduling | Toggle Editor

**B** *I* U ABC | Font family | Font size | HTML |

I am typing a post to the contacts of my group "New Group."

59 Sending Options

Get the bookmarklet!  
Drag to your browser toolbar.

Send Save Draft Save Template Discard



## My Reports

---

**My Reports** allows you track various statistics from your social media profiles, messages and also emails. You can also track social media mentions in this section and export your data to Excel.

For more information, see:

- [General](#)
- [Profiles](#)
- [Messages](#)
- [Clicks](#)
- [Mentions](#)
- [Site Analytics](#)
- [Reports](#)

### General

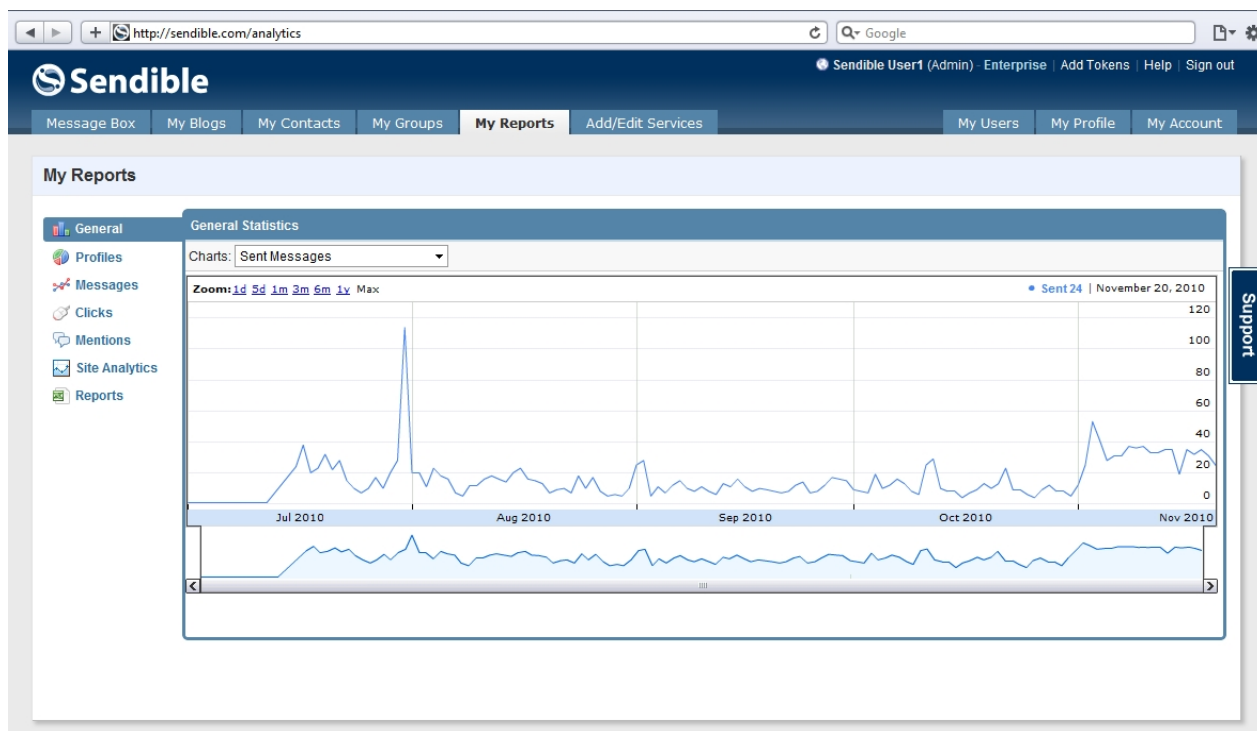
The **General** reports tab shows you general statistics about all of your previously sent or pending messages. You can use the drop-down list to select different reports.

For more information, see

- [Sent Messages](#)
- [Pending Messages](#)
- [Message Effectiveness](#)

### Sent Messages

The sent messages report shows you a chart of your sent messages over time.



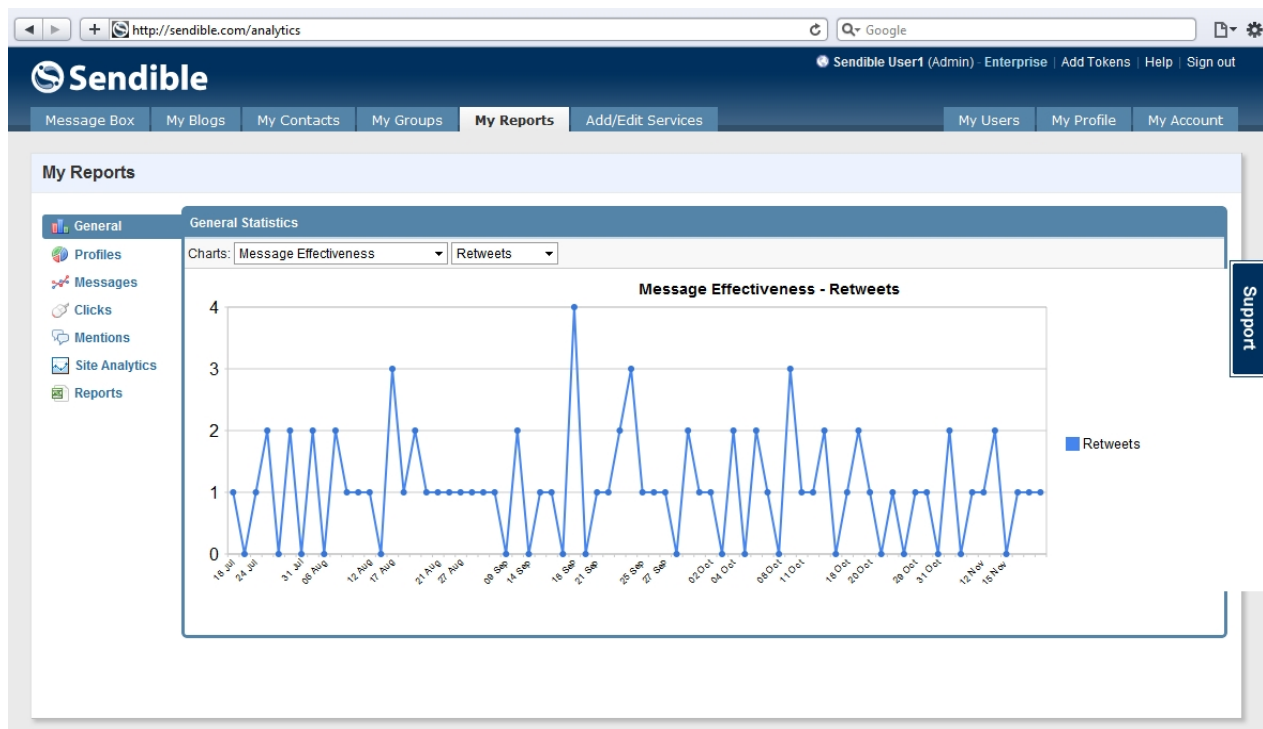
## Pending Messages

The pending messages report shows you how many messages are queued to be sent out.

## Message Effectiveness

The message effectiveness reports show you how well your messages have done over time. The message effectiveness takes into account statistics across all sent messages.

You can use the statistics type drop-down list to narrow down the results.



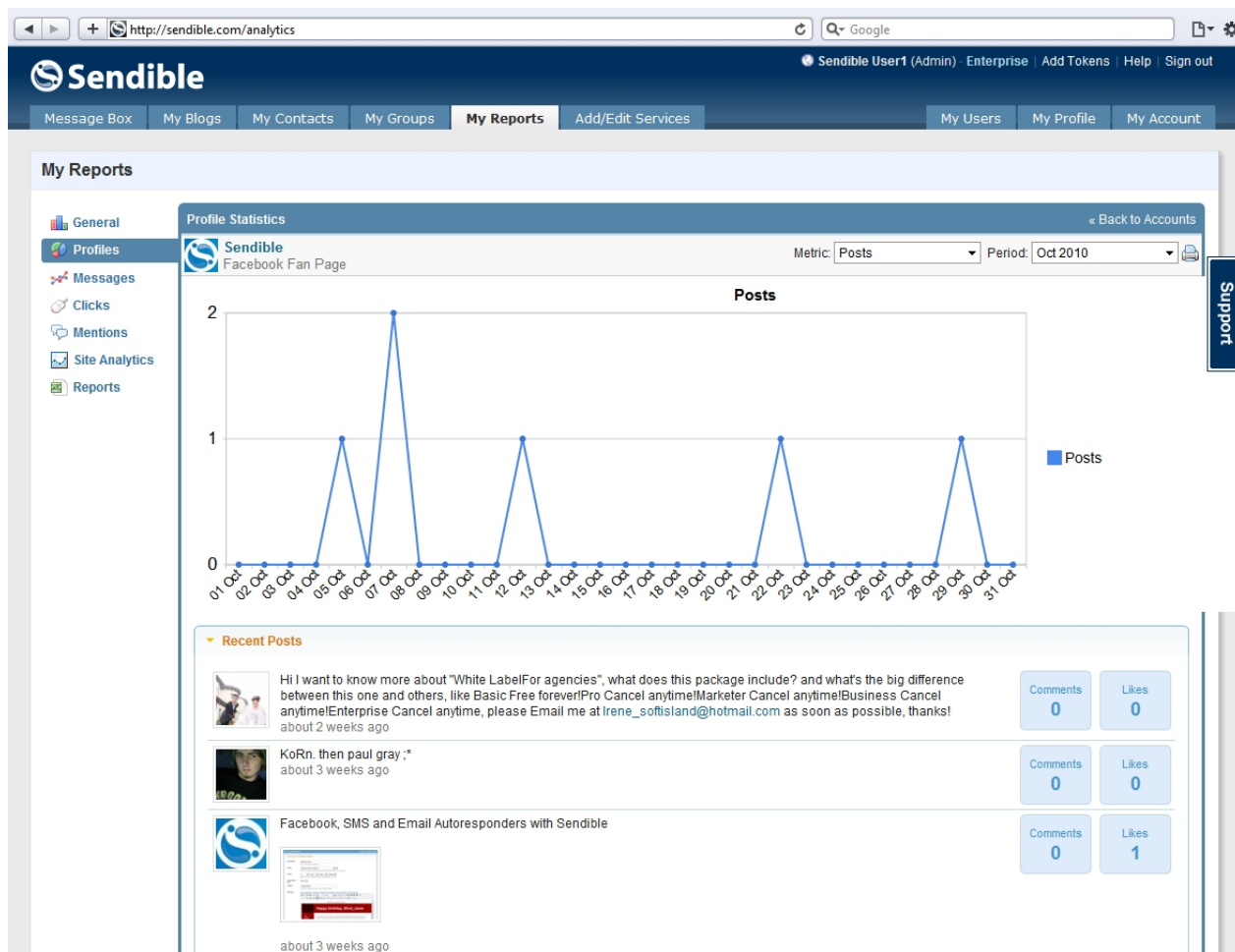
The screenshot shows the Sendible web interface. At the top, the browser address bar displays 'http://sendible.com/analytics'. The Sendible logo is on the left, and the user 'Sendible User1 (Admin)' is logged in. The navigation menu includes 'Message Box', 'My Blogs', 'My Contacts', 'My Groups', 'My Reports' (selected), and 'Add/Edit Services'. On the right, there are links for 'My Users', 'My Profile', and 'My Account'. A 'Support' button is visible on the right edge.

The main content area is titled 'My Reports' and contains a sidebar with navigation options: General, Profiles (selected), Messages, Clicks, Mentions, Site Analytics, and Reports. The 'Profile Statistics' section is active, displaying a list of monitored accounts under the heading 'Facebook Fan Page'. A note states: 'Sendible will periodically check certain accounts that you've set up in Add/Edit Services for metrics.'

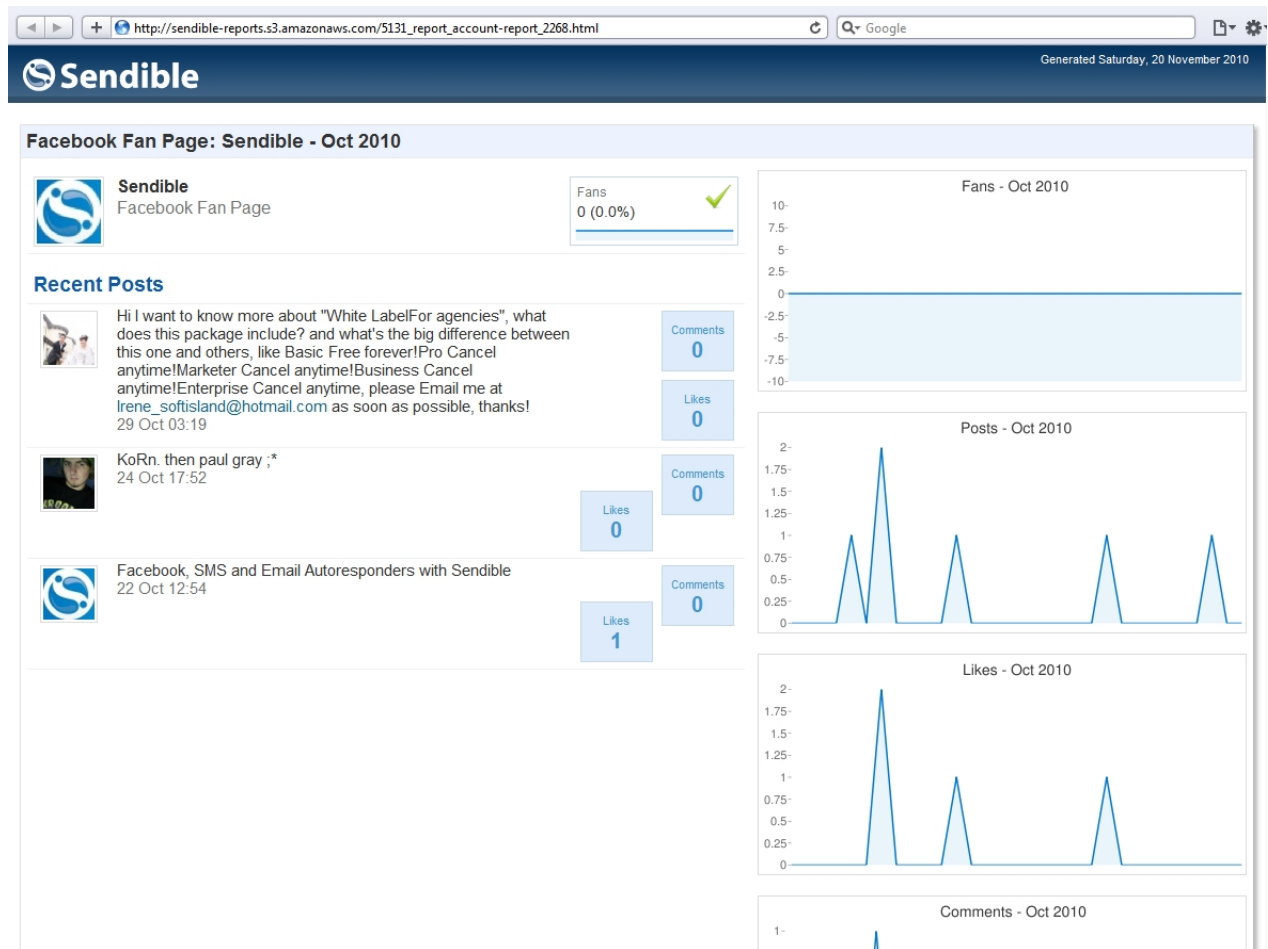
| Account Name                | Last Checked                   | Fans                    | Change | Status |
|-----------------------------|--------------------------------|-------------------------|--------|--------|
| Amazon bestsellers          | Last checked about 3 hours ago | 8 (Prev: 8 / Max: 8)    | 0.0%   | ✓      |
| Sendible                    | Last checked about 3 hours ago | 0 (Prev: 0 / Max: 0)    | 0.0%   | ✓      |
| Social media marketing tips | Last checked about 4 hours ago | 22 (Prev: 22 / Max: 22) | 0.0%   | ✓      |
| Test page                   | Last checked about 4 hours ago | 0 (Prev: 0 / Max: 0)    | 0.0%   | ✓      |
| Test page 2                 | Last checked about 4 hours ago | 0 (Prev: 0 / Max: 0)    | 0.0%   | ✓      |

Below the list, there are expandable sections for other services: Facebook Group, Facebook Profile, Flickr, Foursquare Venue, LinkedIn, and Twitter.

After selecting a service, you'll be able to drill down into more specific details about the profile.



You can also view a printer-friendly version of the reports by clicking the **Printer** icon.



## Messages

The **Messages** tab shows you detailed statistics about any of the messages you've sent. You can select a message from the list to view detailed statistics about any particular message. The success of a message is depicted by the number of points that it has received. The higher the score, the more clicks/views/shares/comments etc.

Sendible User1 (Admin) Enterprise | Add Tokens | Help | Sign out

Message Box | My Blogs | My Contacts | My Groups | **My Reports** | Add/Edit Services | My Users | My Profile | My Account

### My Reports

- General
- Profiles
- Messages**
- Clicks
- Mentions
- Site Analytics
- Reports

**Message Analytics** 1 - 10 of 144

Sort by: Alphabetical

|             |   |              |
|-------------|---|--------------|
| 5 points    | "I Have 1,500 Facebook Friends, and I Don't Know Who Any of Them Are." - <a href="http://bit.ly/9FgX3N">http://bit.ly/9FgX3N</a>  | 09 Oct 17:44 |
| 3 points    | 10 Fascinating Facebook Facts - 10 Fascinating Facebook Facts - <a href="http://bit.ly/cUuiL0">http://bit.ly/cUuiL0</a>   | 22 Jul 17:03 |
| 3 points    | 3 Awesome Features of New Facebook Groups - 3 Awesome Features of New Facebook Groups - <a href="http://bit.ly/aySKp8">http://bit.ly/aySKp8</a>   | 04 Nov 13:49 |
| 4 points    | 5 New Ways to Market Your Brand on Facebook - 5 New Ways to Market Your Brand on Facebook - <a href="http://bit.ly/dnGx1T">http://bit.ly/dnGx1T</a>   | 25 Oct 18:13 |
| 1 points    | A Closer Look at the Privacy Features of Facebook Places [PICS] - <a href="http://bit.ly/9IEBII">http://bit.ly/9IEBII</a>   | 19 Aug 23:27 |
| 14 points   | A Graphic Guide to Facebook Portraits - <a href="http://bit.ly/a1rUsi">http://bit.ly/a1rUsi</a>   | 05 Oct 16:54 |
| 14 points   | A Graphic Guide to Facebook Portraits - <a href="http://bit.ly/a1rUsi">http://bit.ly/a1rUsi</a>   | 05 Oct 16:58 |
| 90 points   | How to bulk post Facebook Wall posts to friends with Sendible - A popular feature on Sendible, is the ability to import your Facebook contacts and send out wall posts in bulk to each of your friends' walls. The steps below show you how to import your Facebook contacts into a group and send out wall posts in bulk or individually. Step 1: Import your contacts from FacebookTo import your contacts from Facebook, go to Add/Edit Services and scroll down to the c... | 17 Jul 07:16 |
| 1166 points | How to post links to Facebook Pages with Sendible - A question that we're frequently asked by our users, is "What's the best way to post links to Facebook Pages using Sendible?". If you'd like to post an update to Facebook with the title, caption and image in Facebook's native format, the best way to achieve this is as follows:After adding the Facebook Page service from Add/Edit Services, return to   | 01 Sep 10:58 |

## Message Analytics

After clicking the message, the detailed report will load. The message section shows you the original message that was sent.

**Sendible** Sendible User1 (Admin) Enterprise Add Tokens Help Sign out

Message Box My Blogs My Contacts My Groups **My Reports** Add/Edit Services My Users My Profile My Account

**My Reports**

General Profiles Messages **1,166 points** Clicks Mentions Site Analytics Reports

**Message Analytics** Back to Messages

Message (Sent Wednesday, 01 September 2010 at 10:58)

A question that we're frequently asked by our users, is "What's the best way to post links to Facebook Pages using Sendible?". If you'd like to post an update to Facebook with the title, caption and image in Facebook's native format, the best way to achieve this is as follows: After adding the Facebook Page service from Add/Edit Services, return to the Message Box. Select the Facebook Page you'd like to post to. Click URL and enter the URL of the link you'll be posting to Facebook. Click "Load Images from URL" to find a suitable image on the page to act as your link preview and click "Attach to message". Now click, "Shrink and Insert" to insert the link into your message. You can type any text you like, as long as your message contains a link. Sendible will extract the link for you automatically and post it to Facebook in its native format with the attached image acting as the link preview.

Address: Subject or Title - URL - Photo or File - Past Files - Tags - Template - Merge Tags - eCard - Schedule - Sending Options

URL: http://sendible.com Shrink Insert Shrink and Insert Load images from URL

Font family Font size

Attach an image to your post

Social Media Management Software for Businesses: Sendible  
Sendible is a social media marketing platform that helps you engage with your audience across multiple social media channels at any time.

86 @

Get the bookmarklet: Drag to your browser toolbar.

Blog | Advertise | Explore | API | Feedback

Attach to message Embed in

Sendible is a social media management and email marketing platform used by individuals, agencies and small businesses. To get started, sign up for a free account at <http://sendible.com/signup>.

- Recipients (Displaying 5 of 5)
- Responses (0)
- Daily Statistics
- Message Statistics
- Click Analysis
- Recipient Analysis

## Recipients

Recipients displays the list of services or recipients that received this particular message.



The screenshot shows the Sendible interface with the 'My Reports' section active. Under 'Message Analytics', a message from Wednesday, 01 September 2010 at 10:58 is selected. It has earned 1,166 points. The recipients list includes:

- Status Update Tumblr - sendible
- Status Update Posterous - http://hamgav.posterous.com
- Status Update Wordpress.com - sendible
- Status Update Wordpress - http://blog.sendible.com
- Sendiblog Post Sendiblog - gavin

Below the recipients, there are expandable sections for 'Responses (0)', 'Daily Statistics', 'Message Statistics', 'Click Analysis', and 'Recipient Analysis'. A vertical 'Support' button is located on the right edge of the main content area.

## Responses

The responses section shows you any comments or responses to the message. Responses include Facebook comments, retweets etc.

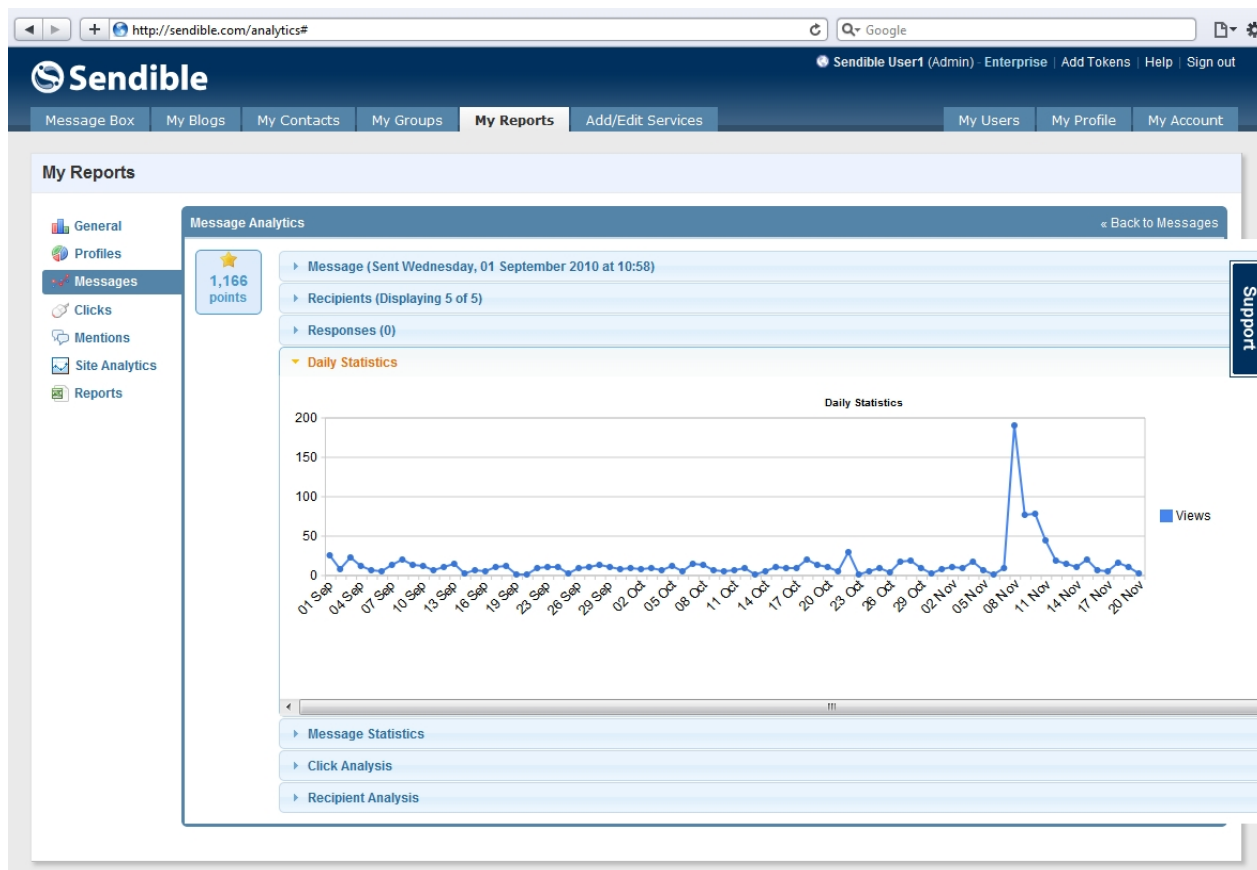
This screenshot shows the 'My Reports' page for a message sent on Thursday, 18 November 2010 at 00:35. It has earned 3 points. One response is displayed:

**Sarah Amani** RT @Sendible: Social Media Paying Off For Brands - http://bit.ly/bRTAjT  
18 Nov 07:47

Similar to the first screenshot, there are expandable sections for 'Daily Statistics', 'Message Statistics', 'Click Analysis', and 'Recipient Analysis'. A vertical 'Support' button is on the right.

## Daily Statistics

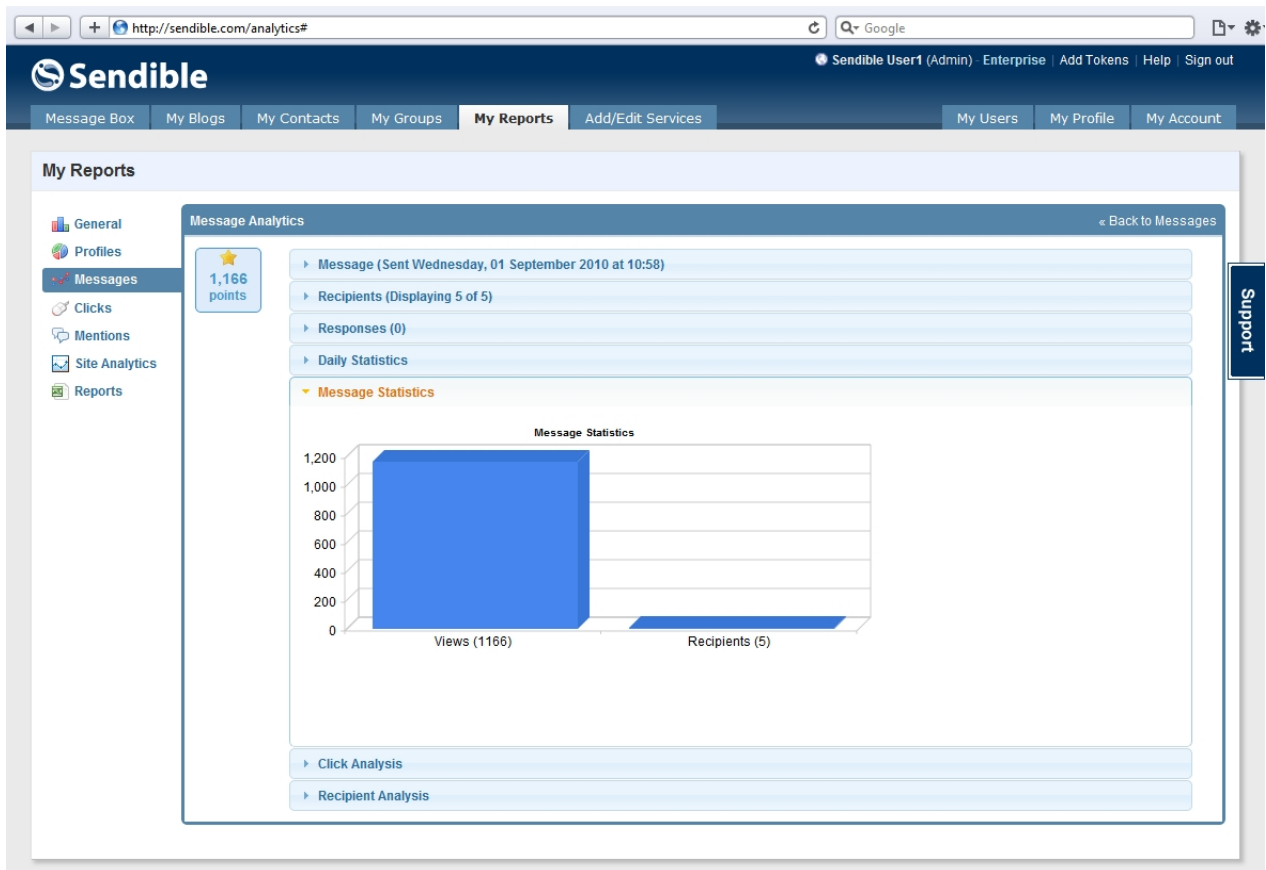
Daily statistics shows you message statistics that have been tracked about this particular message over time. This section can be made up of various metrics measured over time including views, comments, likes, shares, opens, views etc.



Sendible will track statistics for a period of up to 4 days.

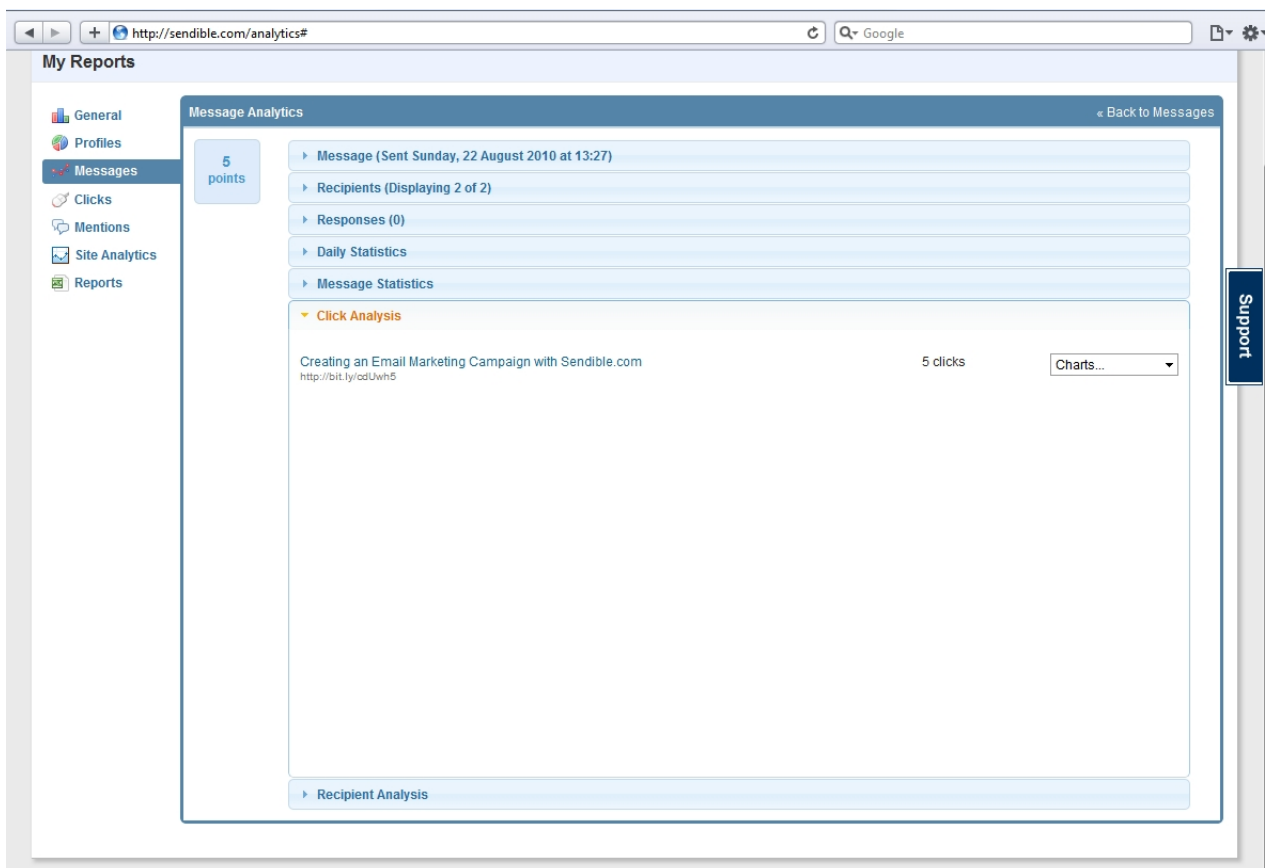
## Message Statistics

The Message Statistics section displays a bar chart of the various statistics that have been measured.



## Click Analysis

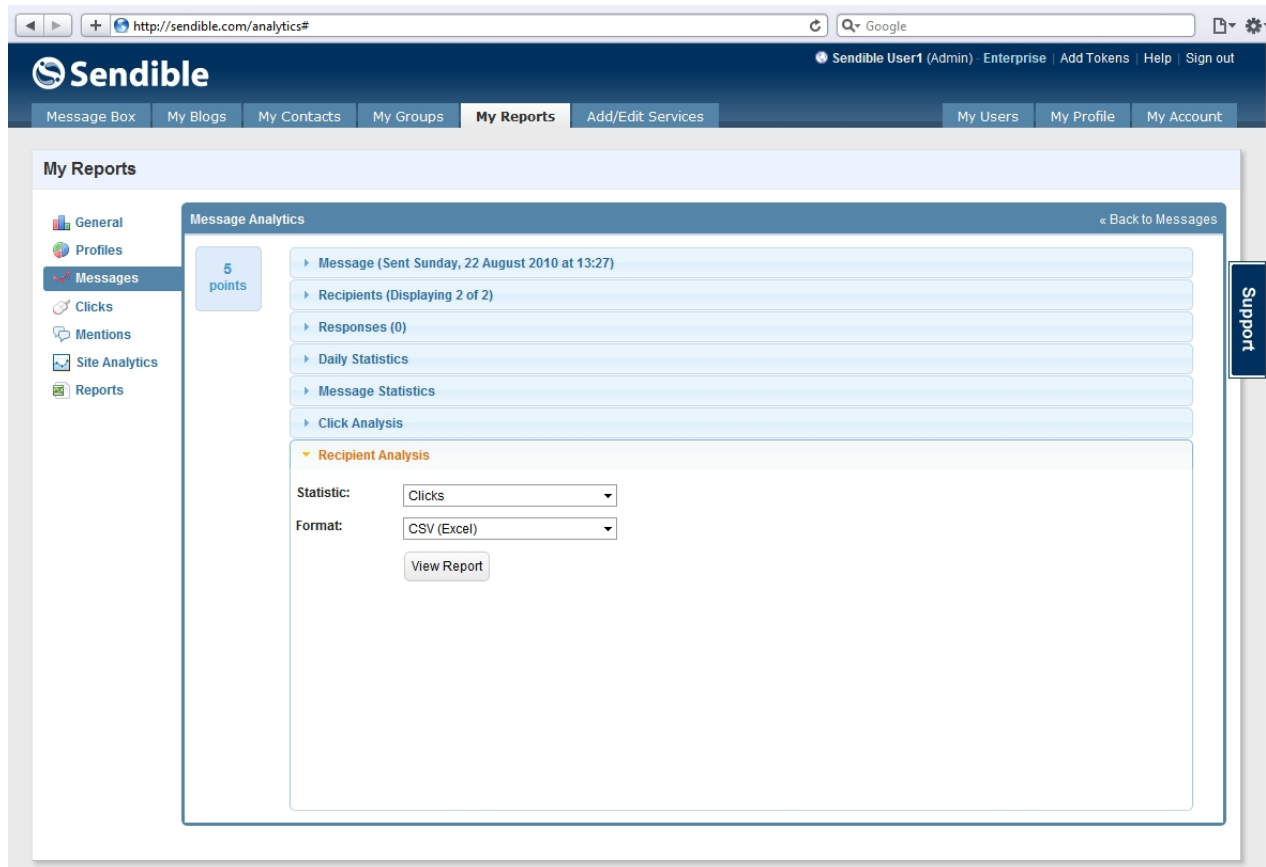
This section allows you drill down into the message clicks and allows you to track the number of **Clicks Over Time** and the **Referring Sites**.



Sendible reports on statistics about any links you've sent out in your message.

## Recipient Analysis

The **Recipient Analysis** section shows you a break-down of each services or recipient. You can drill down and see exactly which recipient generated the most views, clicks or opens. The reports can be exported to Excel or HTML.



The screenshot shows the Sendible analytics dashboard. The top navigation bar includes 'Message Box', 'My Blogs', 'My Contacts', 'My Groups', 'My Reports', 'Add/Edit Services', 'My Users', 'My Profile', and 'My Account'. The 'My Reports' section is active, displaying 'Message Analytics' for a message sent on Sunday, 22 August 2010 at 13:27. The message has 5 points. The analytics section includes tabs for 'Recipients (Displaying 2 of 2)', 'Responses (0)', 'Daily Statistics', 'Message Statistics', and 'Click Analysis'. The 'Recipient Analysis' section is expanded, showing a 'Statistic' dropdown set to 'Clicks' and a 'Format' dropdown set to 'CSV (Excel)'. A 'View Report' button is visible below the dropdowns. A 'Support' button is located on the right side of the dashboard.

## What does the yellow star mean?

For each message, we allocate points as a measure of success. Points are based on metrics such as number of clicks, retweets, comments, likes, shares etc. We allocate a star to a message that has above average points so that you can immediately see which messages were the most successful.



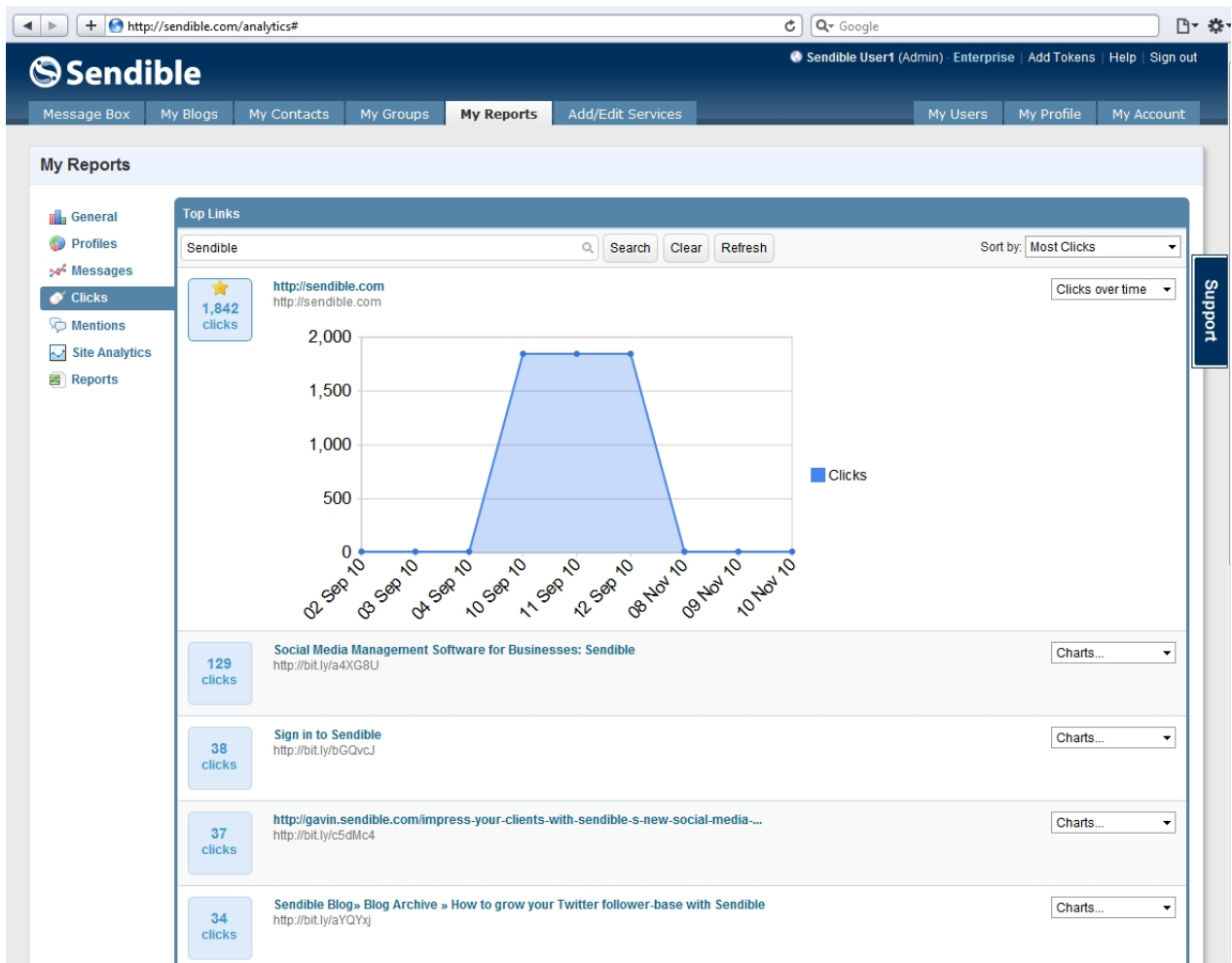
## Clicks

The clicks tab shows you statistics for any of the links you've sent out in your messages. This allows you to measure how many clicks your marketing efforts have generated. You can also keep track of which sites have generated the most clicks.

Use the drop-down list to select [Clicks Over Time](#) or [Referring Sites](#).

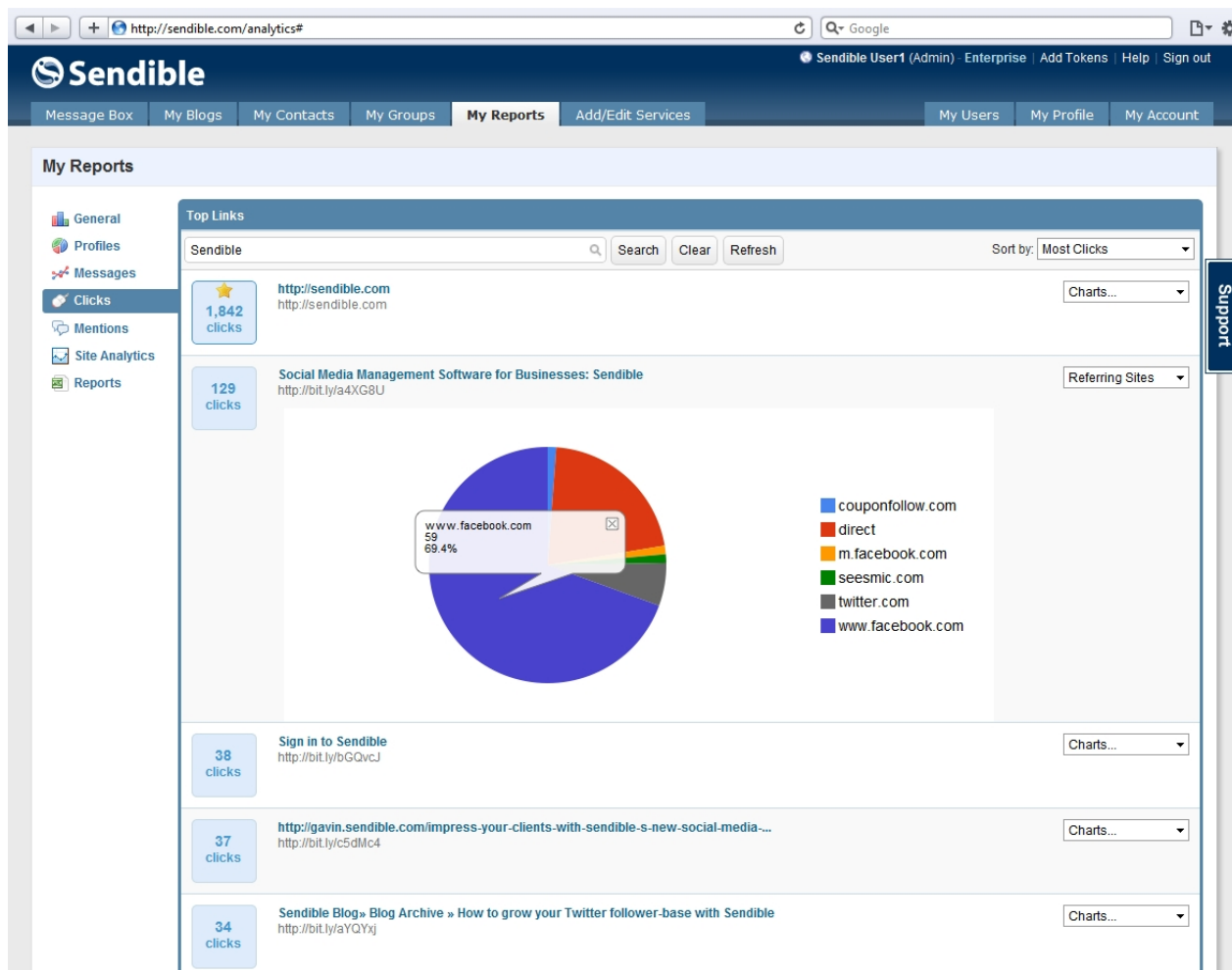
## Clicks Over Time

This chart shows the cumulative number of clicks over time.



## Referring Sites

The Referring Sites pie chart gives you a breakdown of which sites have lead to the most clicks on the link you sent out.



## What does the yellow star mean?

For each message, we allocate points as a measure of success. Points are based on metrics such as number of clicks, retweets, comments, likes, shares etc. We allocate a star to a message that has above average points so that you can immediately see which messages were the most successful.

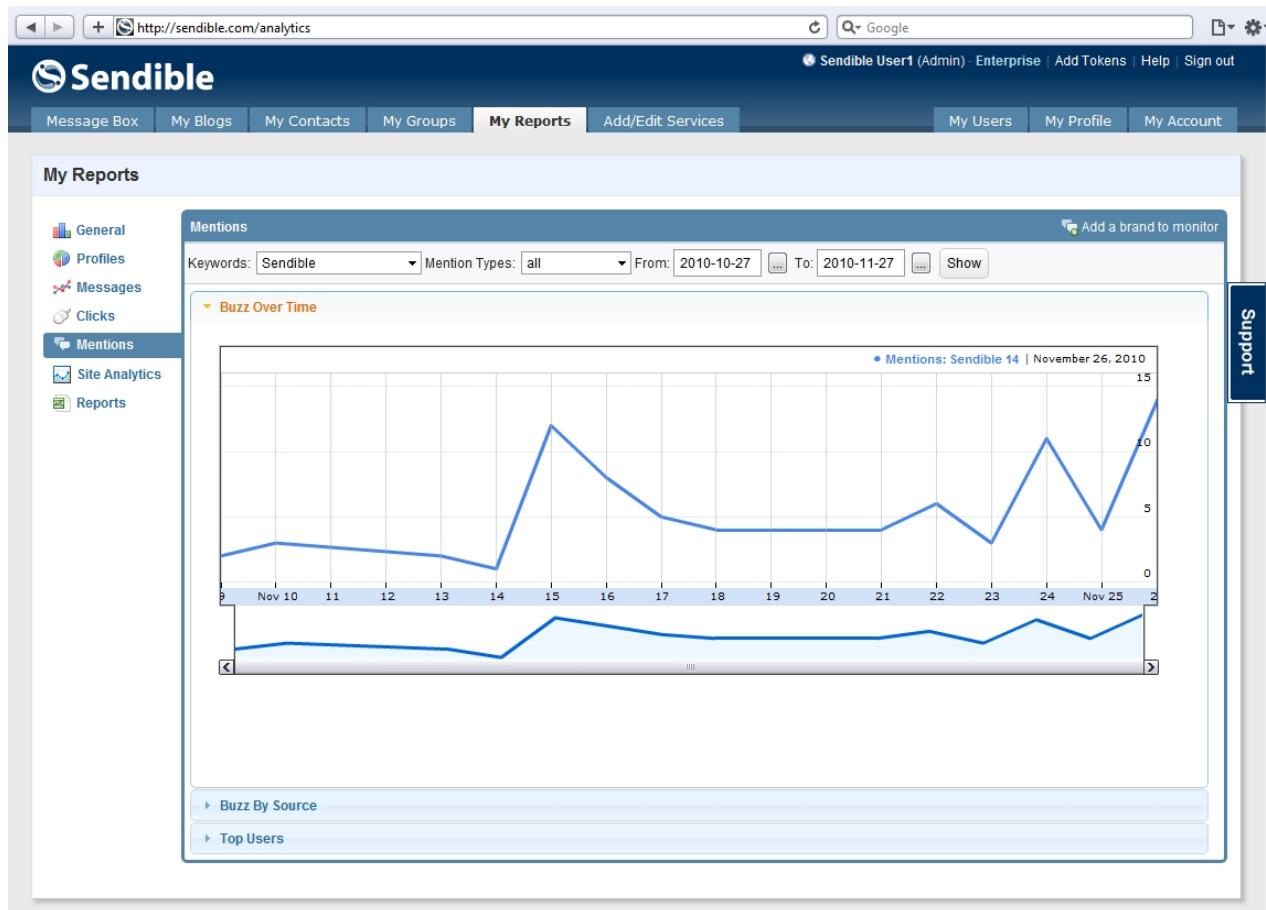


## Mentions

The Mentions tab allows you to understand how much buzz the keywords and brands you're monitoring has generated. You can configure which keywords you'd like to monitor from within [Add/Edit Services](#) under the [Brand Monitoring](#) category.

## Buzz Over Time

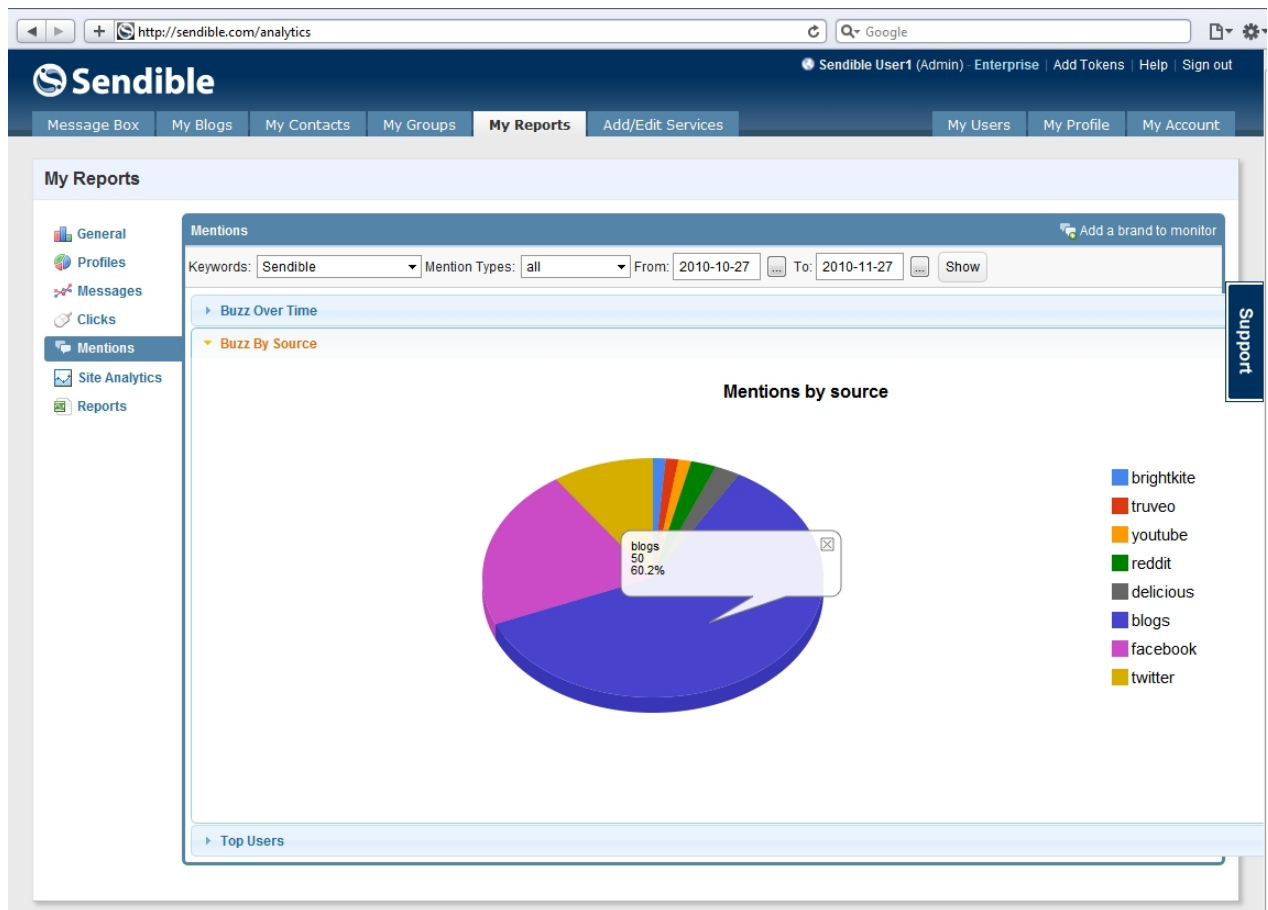
The Buzz Over Time report shows you how many times your brand or keyword has been mentioned over time.



You can filter your search results by mention type. You can also view mentions over a specific period of time by adjusting the from and to date.

### Buzz By Source

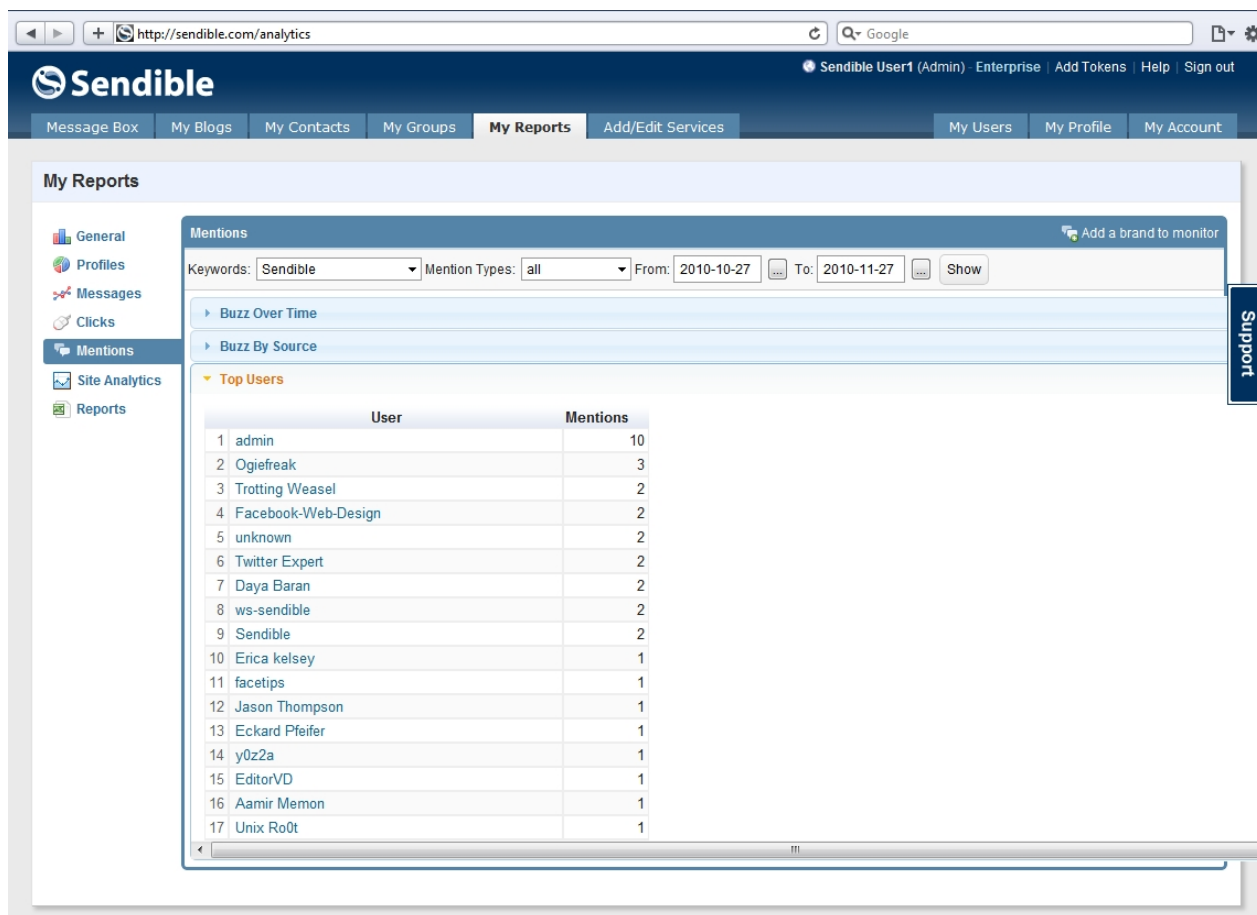
The Buzz By Source report shows you a pie chart of which sites/sources have generated the most buzz about your brand or keyword.



## Top Users

The top users report shows a list of the users that have mentioned your brand or keyword the most times.





You can click on their username to be taken to the user's profile page.

## Site Analytics

The site analytics tab allows you to integrate with your Google Analytics reports. By integrating with Google Analytics, you can keep track of how your email and social media campaigns are affecting overall traffic to your websites.

To link up your Google Analytics account to Sendible, simply do the following:

- Click on **My Reports**.
- Click on the **Site Analytics** sub-tab and you'll be prompted to connect to Google Analytics.
- Click **Connect to Google Analytics** and **Grant Access**

## Connect to Google Analytics



Monitor your social media and email campaigns from within Sendible with baked-in Google Analytics to identify trends and compare marketing strategies.



Connect to Google Analytics

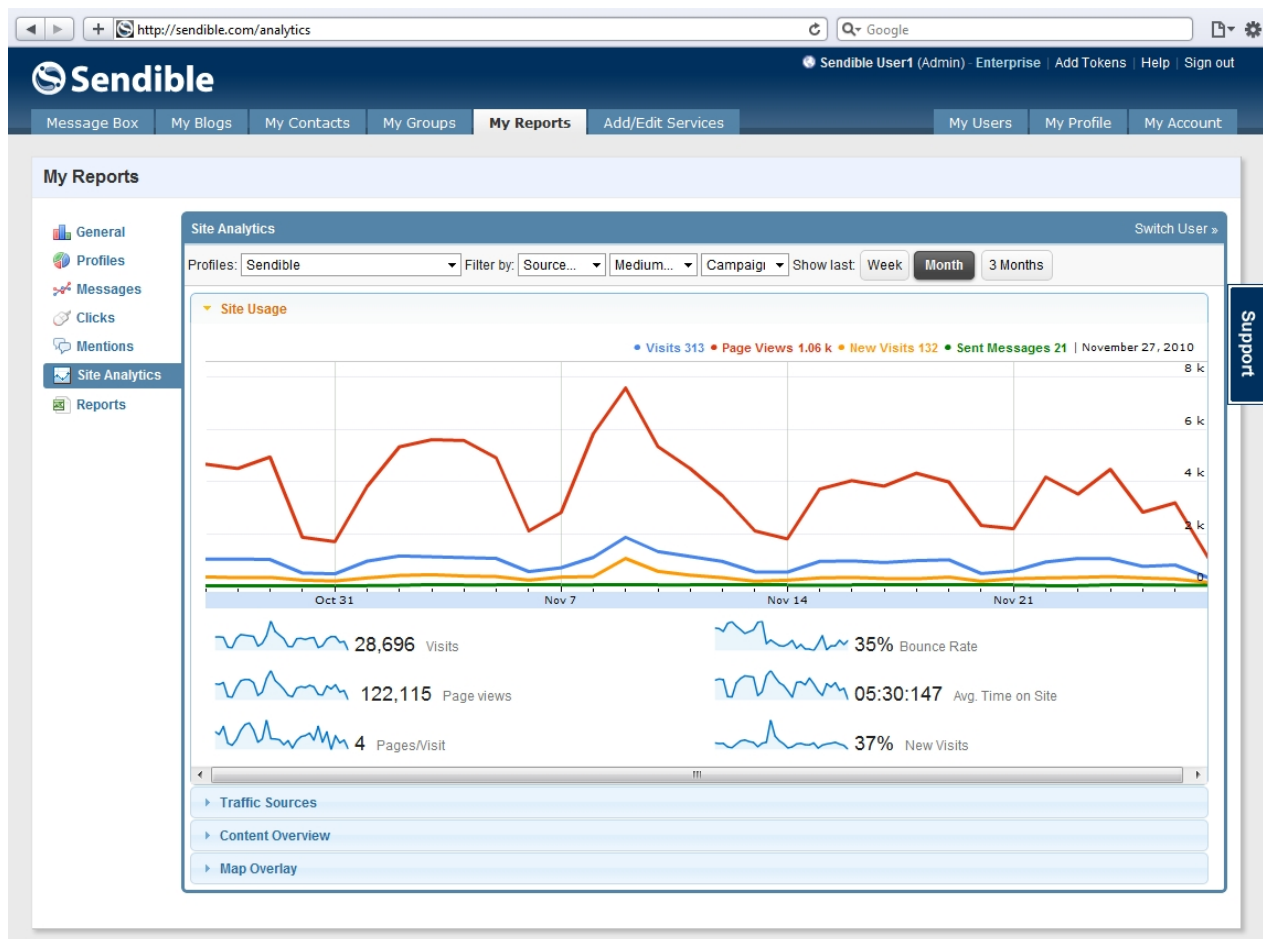
Close

- After connecting, you'll be returned to the My Reports tab – go back to Site Analytics and start monitoring your site stats.

You can view web site statistics over period of 1 week, 1 month or 3 months. You can also filter results by source, medium and campaign which uses Google Analytics standard tracking parameters to filter results.

### Site Usage

The site usage reports shows the number of visits, new visit and page views over time in relation to messages you've sent from Sendible.



Other metrics shown are:

- **Visits:** The number of unique visits over the selected period.
- **Page Views:** The total number of page views on your site.
- **Pages per visit:** The number of pages a user visits on average on your site.
- **Bounce Rate:** The rate at which new users immediately leave your site.
- **Average Time on Site:** The amount of time a visitor spends on your site on average.
- **New Visits Percentage:** The percentage of users that are visiting your site for the first time.

## Traffic Sources

This report shows a pie chart of the referring sites that have generated visits to your site.



## Content Overview

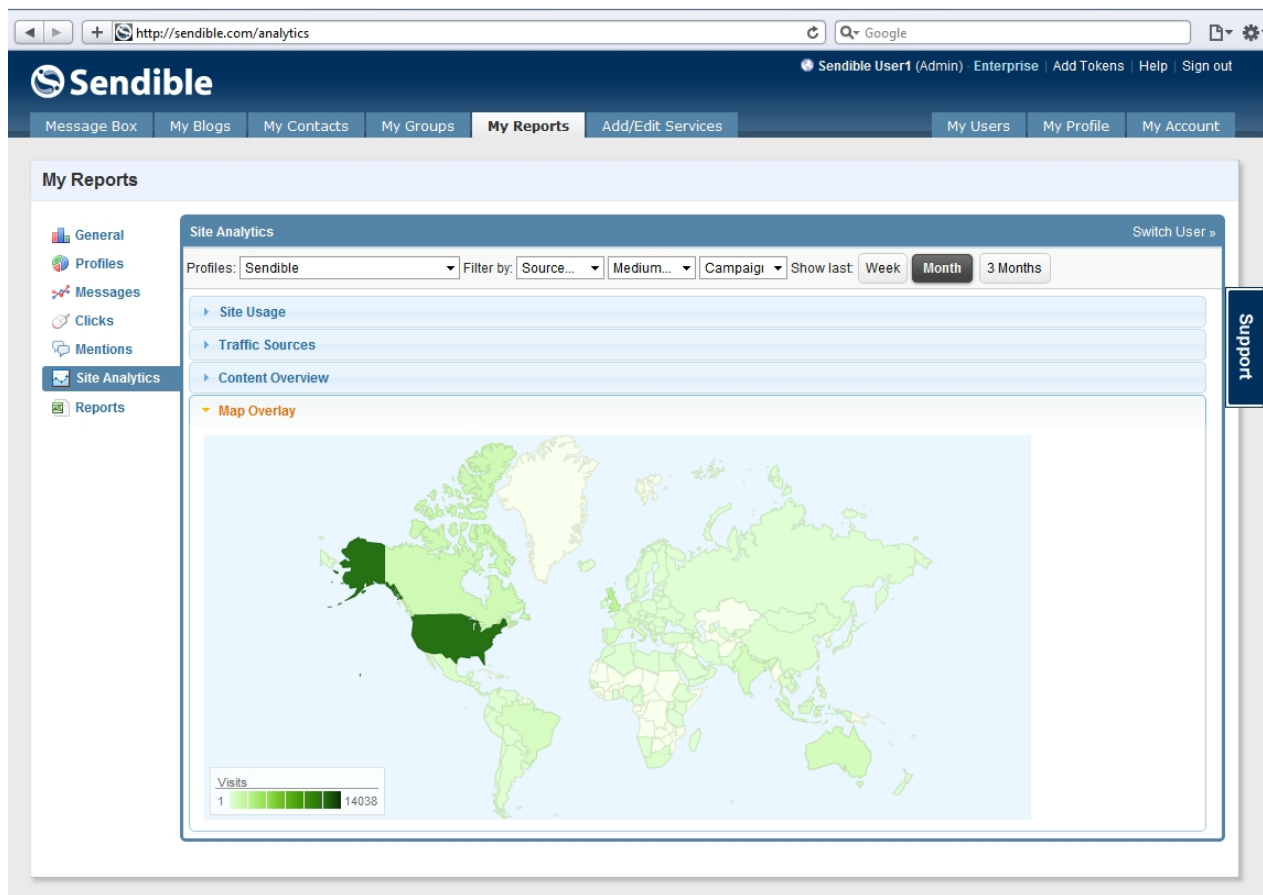
The content overview reports shows the most popular pages on your site over the period selected.

The screenshot shows the Sendible website analytics dashboard. The main content area is titled "Site Analytics" and displays a "Content Overview" table. The table lists various pages and their corresponding page views. The browser address bar shows "http://sendible.com/analytics" and the user is logged in as "Sendible User1 (Admin)".

| Pages                     | Page Views |
|---------------------------|------------|
| /messagebox               | 17821      |
| /                         | 16752      |
| /login                    | 8309       |
| /messagebox?loggedin=true | 8271       |
| /services                 | 7523       |
| /pricing?country=US       | 3064       |
| /contacts                 | 2597       |
| /profile/edit             | 2573       |
| /analytics                | 2498       |
| /login?=&                 | 2289       |
| /tour                     | 2284       |
| /signup                   | 1859       |
| /login?=/messagebox       | 1748       |
| /groups                   | 1523       |

## Map Overlay

The map overlay shows a breakdown of the number of visits by location.

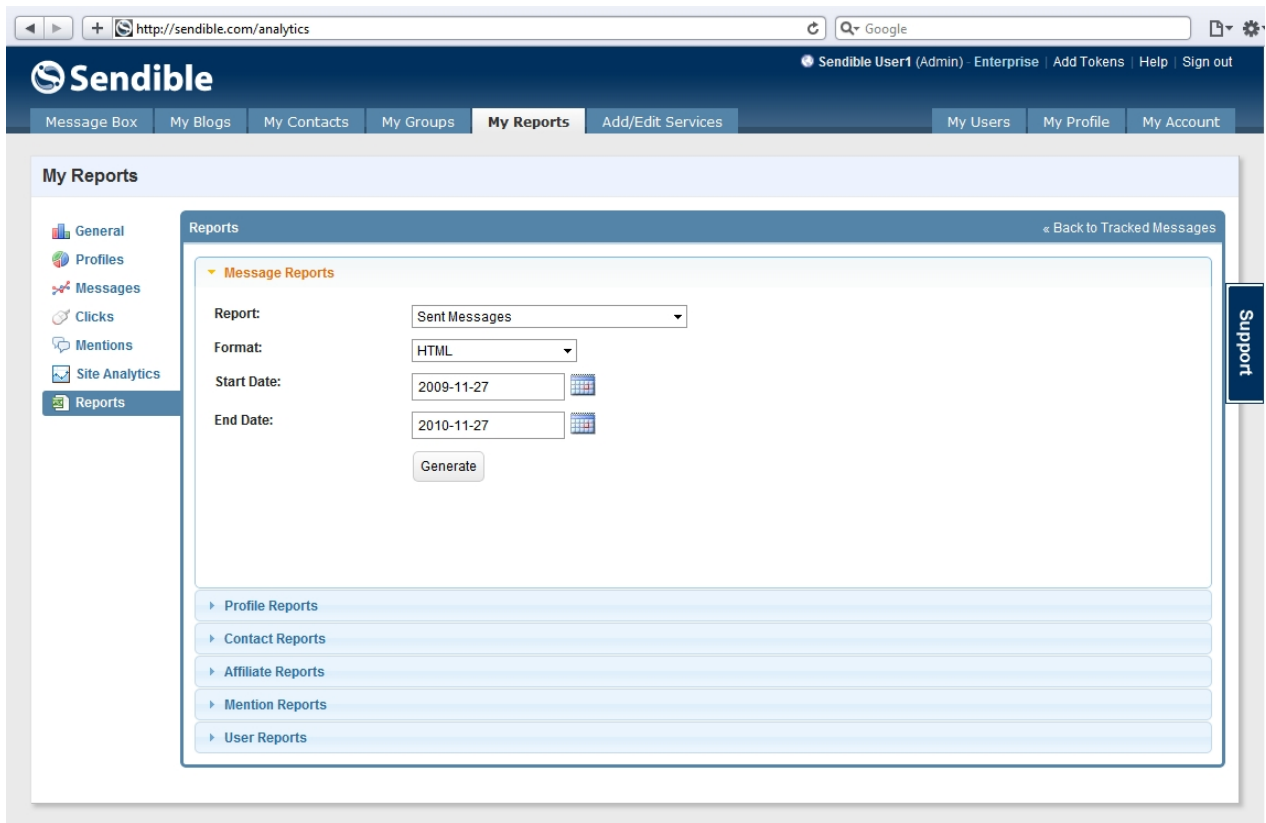


## Reports

The reports tab allows you to export your Sendible data in Excel/CSV or HTML format.

## Message Reports

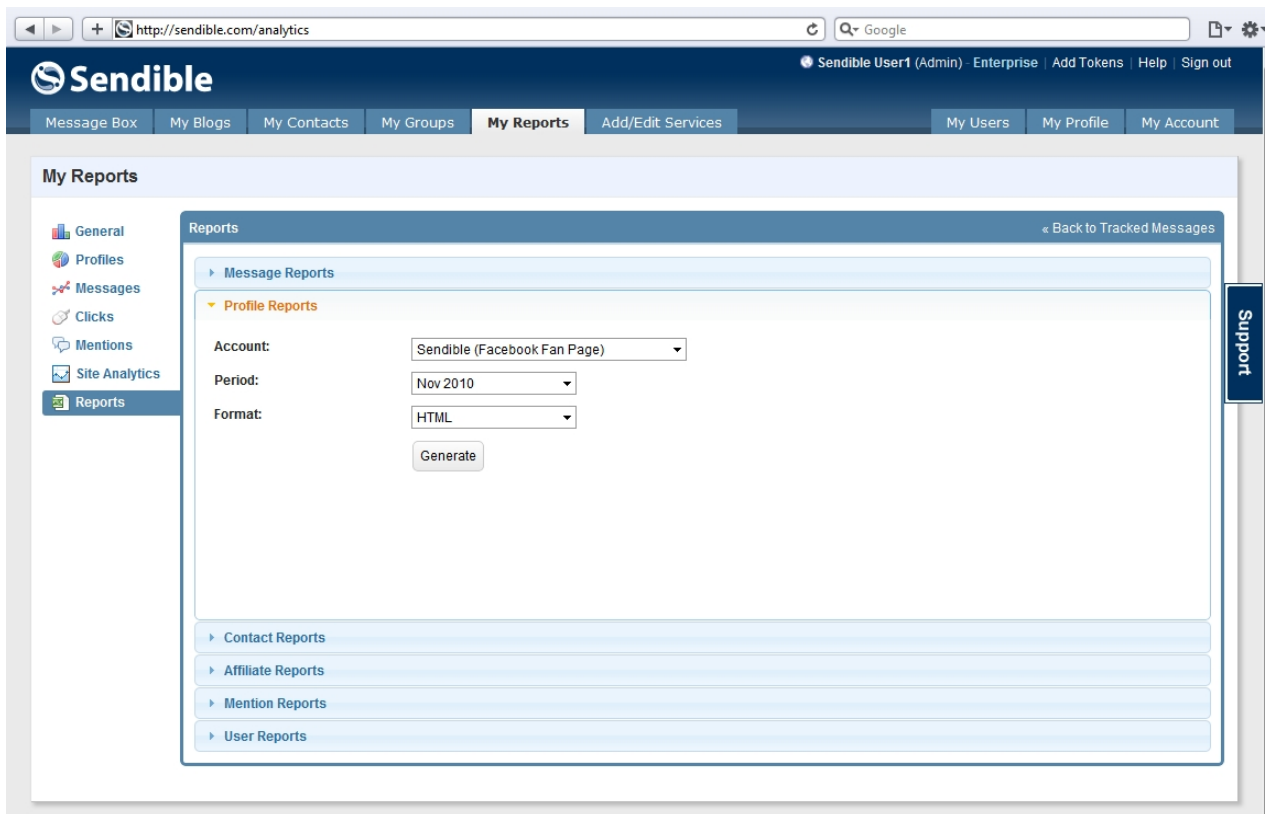
In this section you can export various types of message data, including Sent Messages, Pending Messages, Drafts, Received Messages and Clicked Links.



You can choose to export data over a specific period.

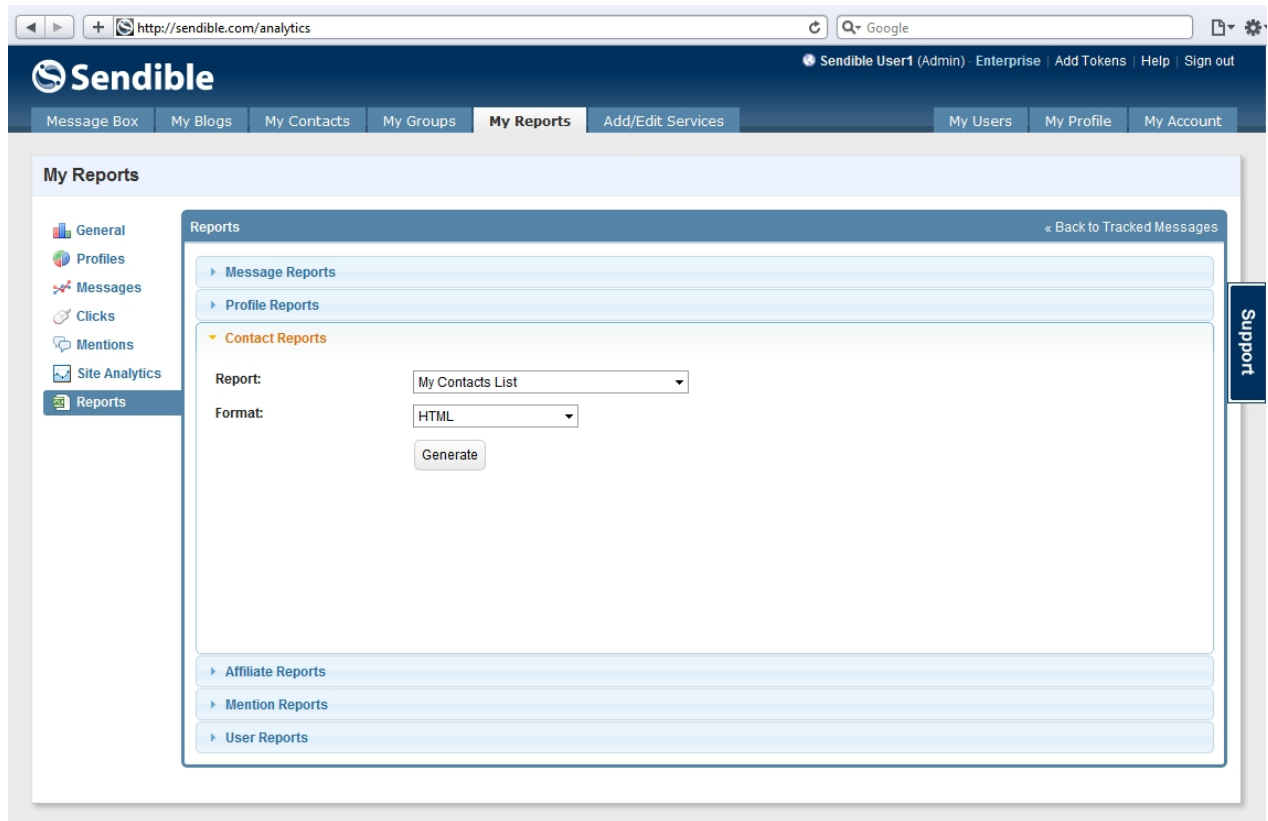
## Profile Reports

The profile reports section allows you to export report information about specific social network accounts.



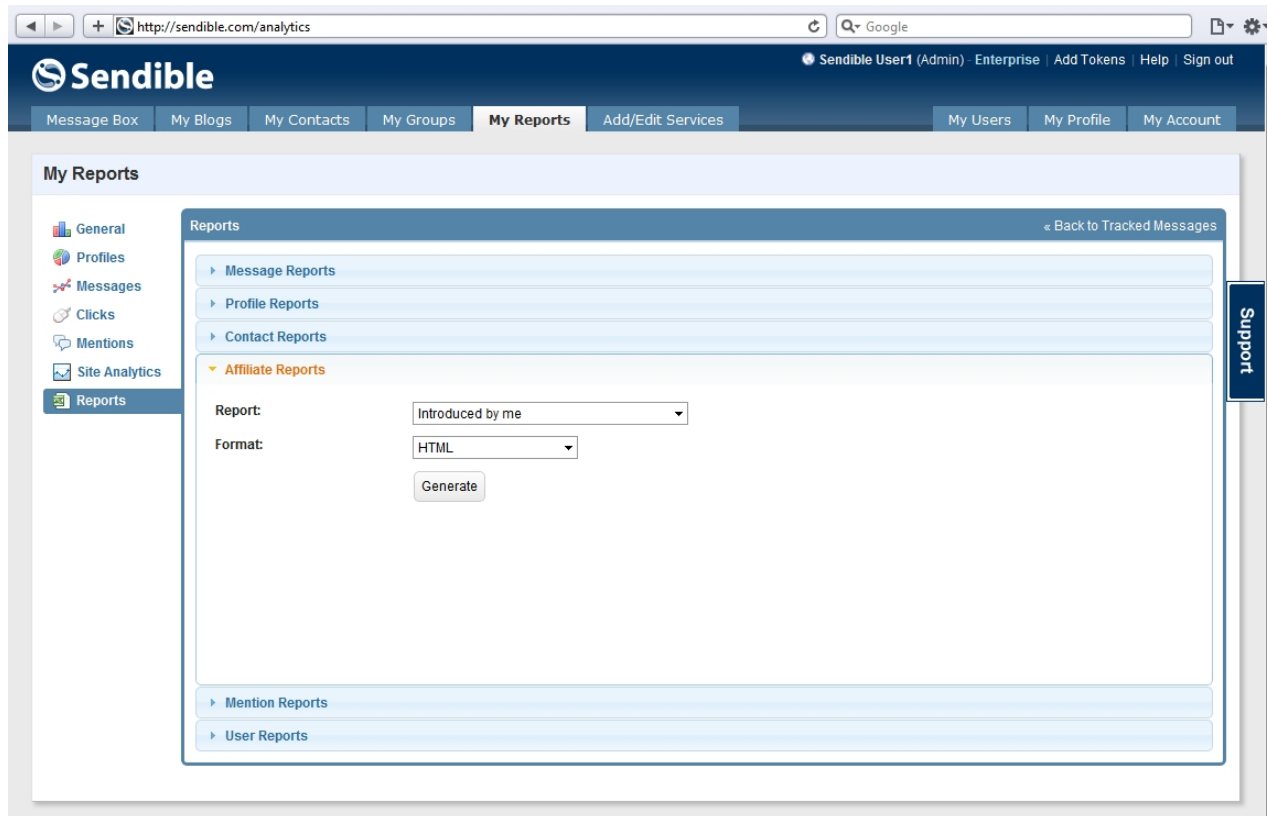
## Contact Reports

You can export your contacts to CSV or HTML from the contact reports section.



## Affiliate Reports

The affiliate reports are used by Sendible affiliates who would like to keep track of the new users they've signed up. You can export the list of users from this section.



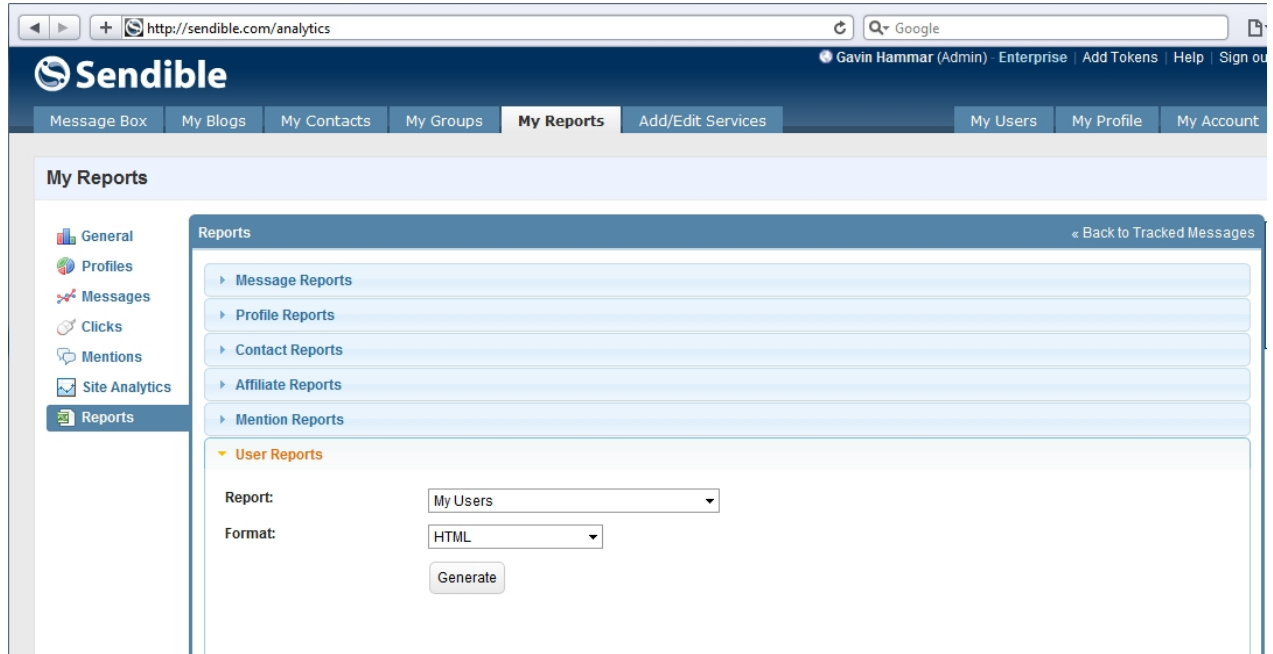


If you're interested in becoming an affiliate, please send an email to [partnerships@sendible.com](mailto:partnerships@sendible.com).

See [How do I become an affiliate?](#) for more information.

## User Reports

The user reports allow you to export the users that you have added to your white-label site.



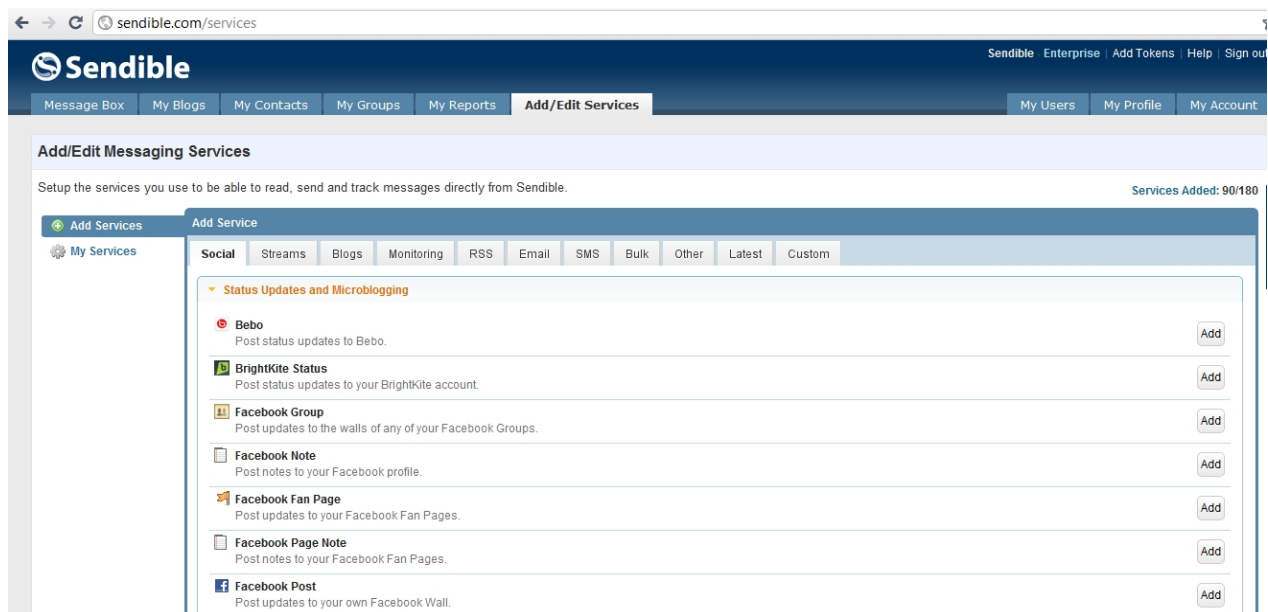
## Add/Edit Services

Sendible allows you to integrate your account with various social media services.

By clicking on the **Add/Edit Services** tab, you can setup the services you would like to integrate your Sendible account with.

You can add each service multiple times and for different accounts by clicking the **Add** button next to each service. You'll then be able to utilize them using your Sendible account.

Sendible will also load [Profile Reports](#) for each social media service that you have added.



### Social

Services in this category are for posting updates, photos, link sharing, location-based services and social media messaging. Services include Bebo, Brightkite, Facebook, Friendfeed, Buzz, Twitter, Foursquare etc. See [Social](#) for more information.

### Streams

Streams allows you to read and respond to posts from various streams e.g. Facebook, LinkedIn and Twitter.

See [Streams](#) for more information.

### Blogs

This category allows you to update your blogs directly from Sendible or create your own Sendiblog. Sendiblogs are hosted at brand.sendible.com.

See [Blogs](#) for more information.

## **Monitoring**

Monitor what's being said about your brand on blogs, microblogs, social networks and in comments.

See [Monitoring](#) for more information.

## **RSS**

RSS Auto Poster allows you to automatically post to your social networks and contacts.

See [RSS](#) for more information.

## **Email**

Sendible allows you to import your email contacts from services like Gmail, Hotmail, AOL and Yahoo Mail.

See [Email](#) for more information.

## **SMS**

Sendible allows you to build and pre-schedule automated SMS texts. This can be useful for birthdays and other events.

See [SMS](#) for more information.

## **Bulk**

Bulk allows you to import your contacts from CSV files. This is useful when importing a large number of contacts.

See [Bulk](#) for more information.

## **Other**

Twitter Auto Follower allows you to automatically follow people on Twitter. The Auto Follower allows you to extend your fan base and follow people with common interests.

See [Other](#) for more information.

## **Services**

Service categories include:

- Social
- Streams
- Blogs
- Monitoring
- RSS
- Email
- SMS

- Bulk
- Other
- Latest
- Custom

You can add multiple accounts for each service by clicking the **Add** button and filling in the details for each one.

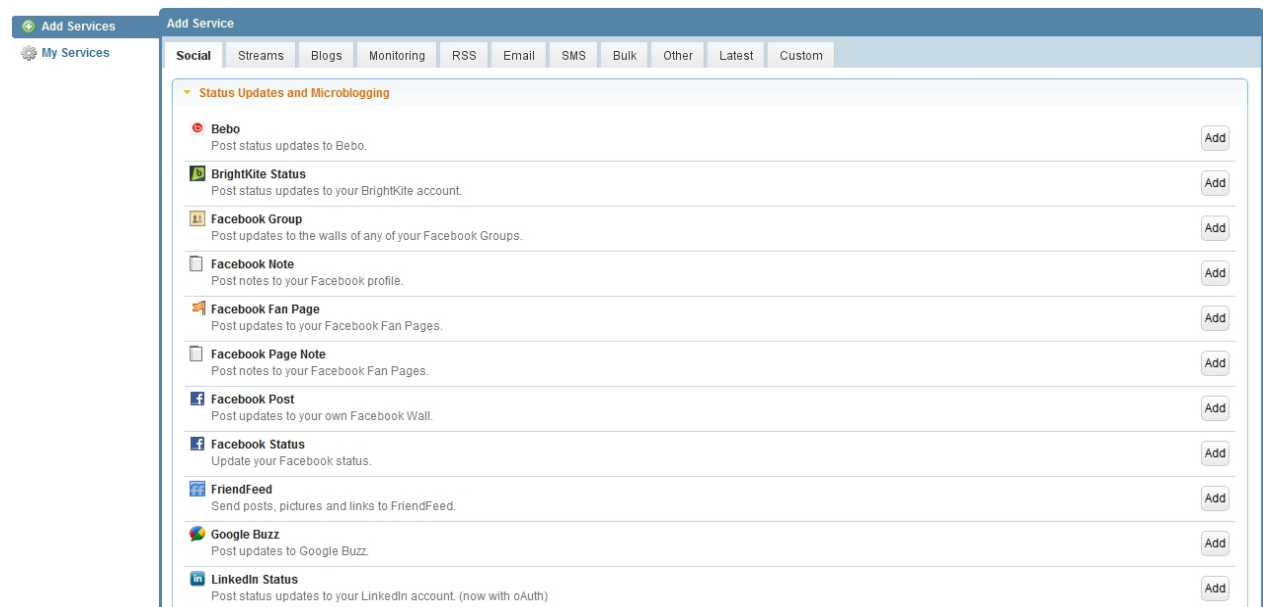
## Social

Social media services in this section include:

- [Status Updates and Microblogging](#)
- [Photo Sharing](#)
- [Link Sharing and Bookmarking](#)
- [Location-based Services](#)
- [Social Media Messaging](#)

### Status Updates and Microblogging

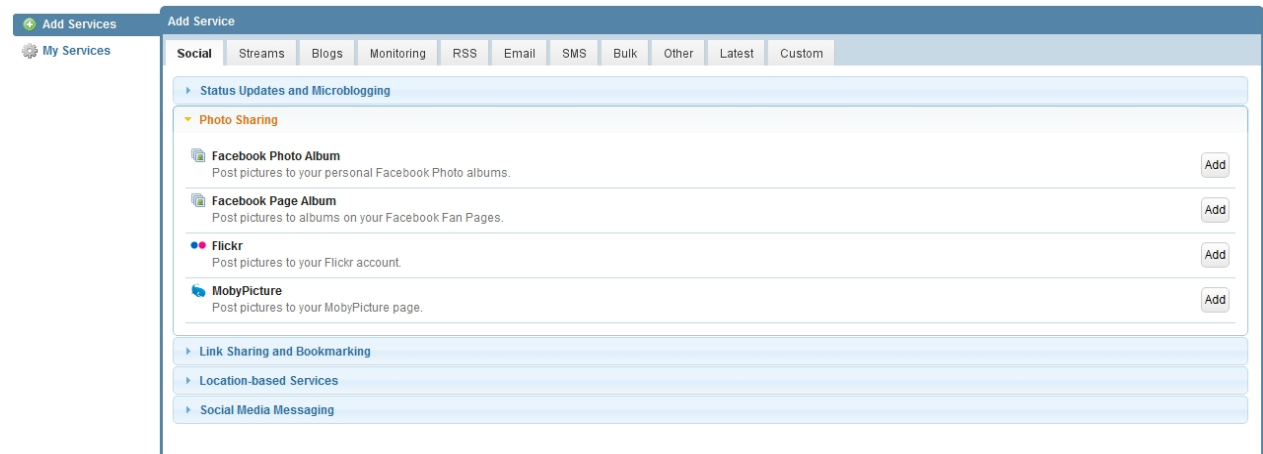
Status Updates and Microblogging allows you to add services which enable you to post status updates to services such as Twitter, Facebook and LinkedIn.



For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

### Photo Sharing

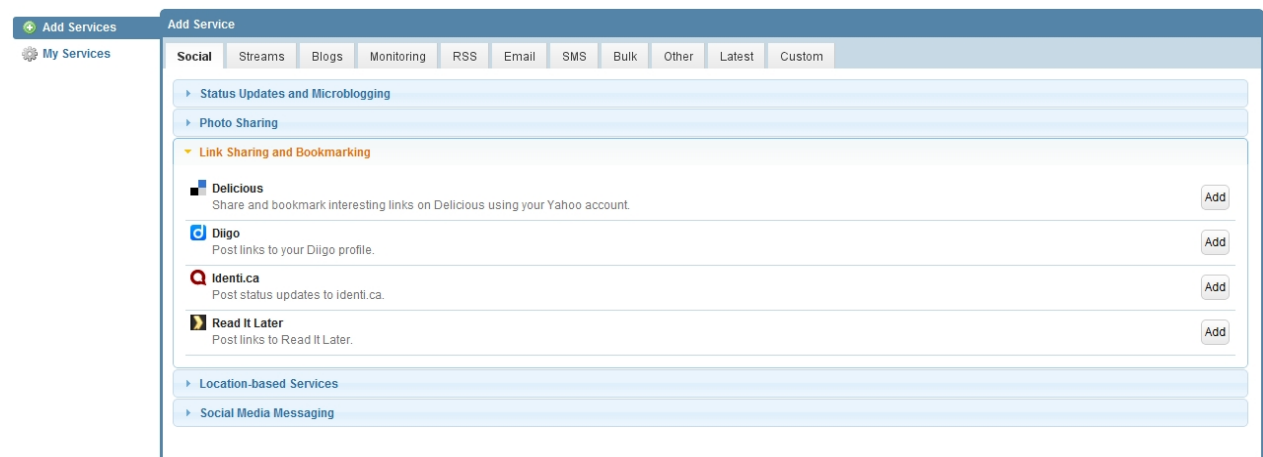
Photo Sharing allows you to add services which enable you to post photos using services such as Facebook Photo Album and Flickr.



For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

### Link Sharing and Bookmarking

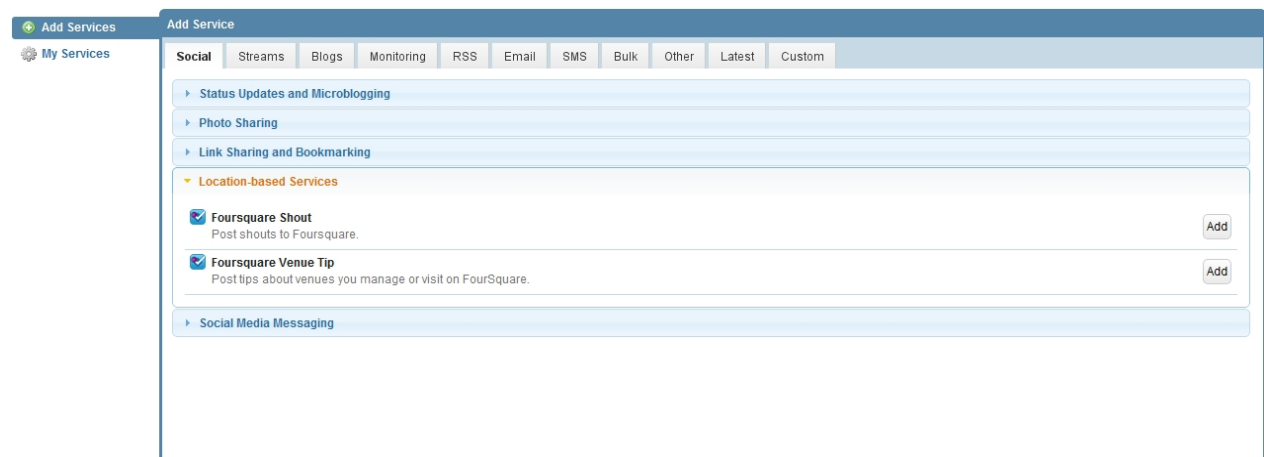
Link Sharing and Bookmarking allows you to add services which enable you to share links using services such as Delicious and Diigo.



For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

### Location-based Services

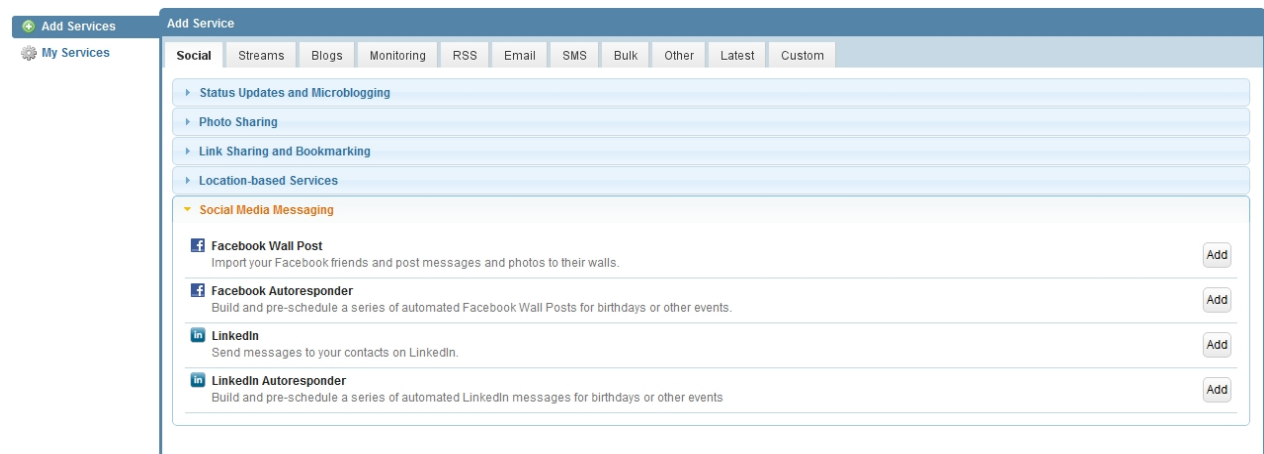
Location-based Services allows you to add services which enable you to post location-specific updates using services such as Foursquare.



For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

### Social Media Messaging

Social Media Messaging allows you to import your social network contacts and post social media messages/photos using services such as Facebook Wall Post and LinkedIn.



For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

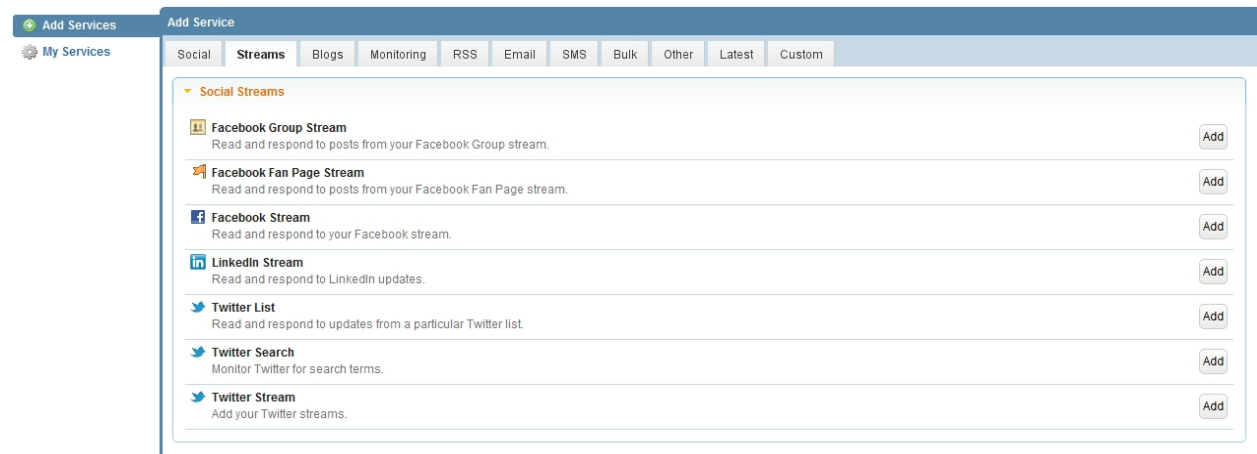
### Streams

Streams allows you to read and respond to posts from various streams in real-time e.g. Facebook, LinkedIn and Twitter. Once added, these streams will appear in your [Inbox](#) in the [Message Box](#).

See [Social Streams](#) for more information.

### Social Streams

Social Streams include Facebook, LinkedIn and Twitter streams.



For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

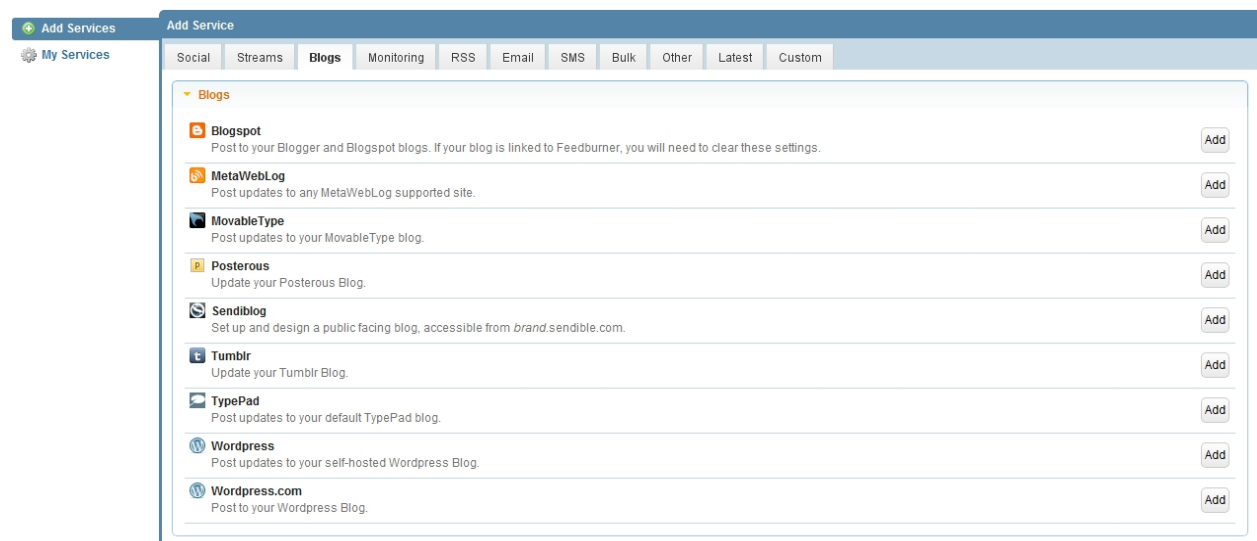
## Blogs

Blogs allows you to post updates to your blogs using services such as Blogspot, Tumblr, Wordpress and Sendiblog.

See [Blogs](#) for more information.

## Blogs

Blogs allows you to add services which enable you to create and post updates to your blogs using services such as Blogspot, Wordpress and Sendiblog.



For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

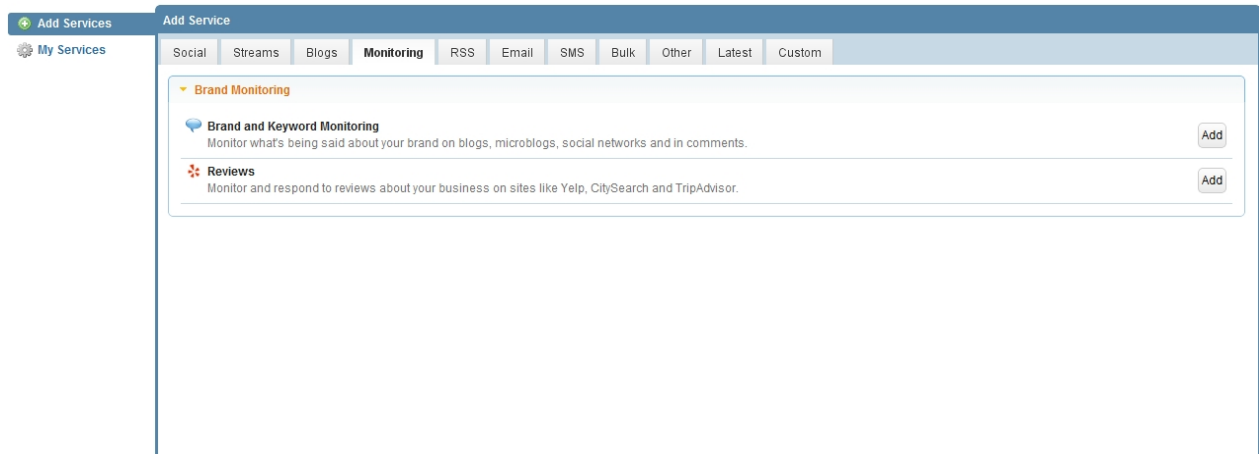
## Monitoring

Sendible allows you to monitor what's being said about your brand online, e.g. in blogs, microblogs and social networks. You can also read reviews about your brands using services like Yelp, CitySearch and Tripadvisor. Once added, Sendible will start monitoring the brands you've added and results will be displayed in the [Mentions](#) section of the [Message Box](#).

See [Brand Monitoring](#) for more information.

## Brand Monitoring

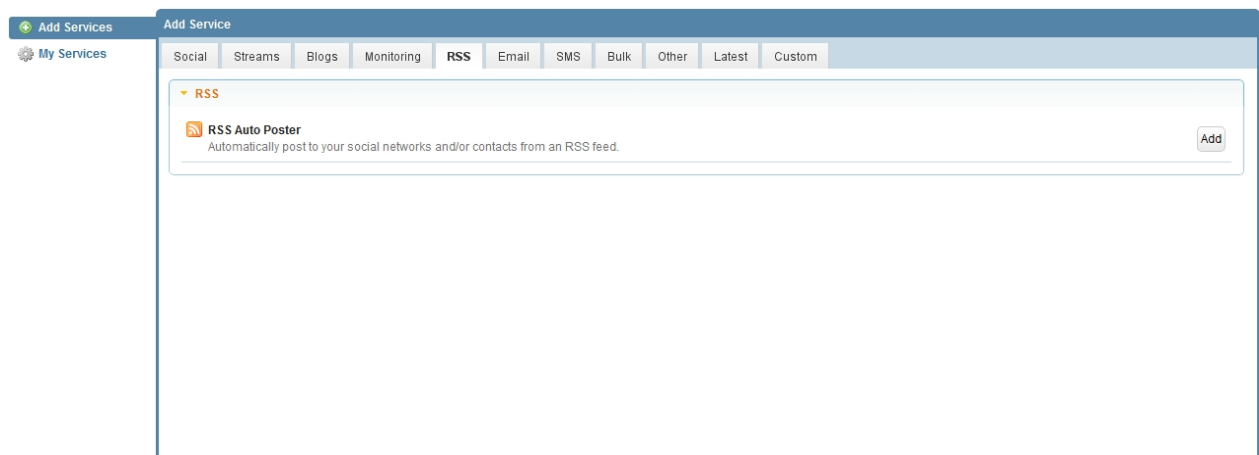
Brand Monitoring allows you to add services which enable you to monitor what's being said about your brand and competitors through [Brand and Keyword Monitoring](#) and [Reviews](#).



For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

## RSS

RSS Auto Poster allows you to setup Sendible to automatically post to your social networks and/or contacts.



For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

## Email

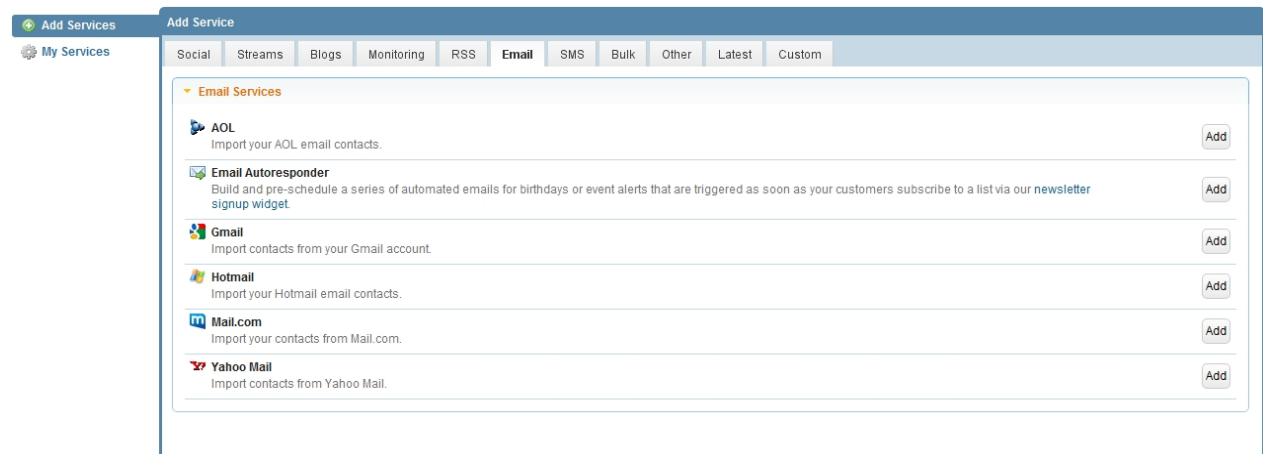
Sendible allows you to import your email contacts from services like Gmail, Hotmail, AOL and Yahoo Mail.

See [Email Services](#) for more information.

## Email Services

Email Services allows you to import your contacts from public email services such as Gmail and Hotmail.





For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

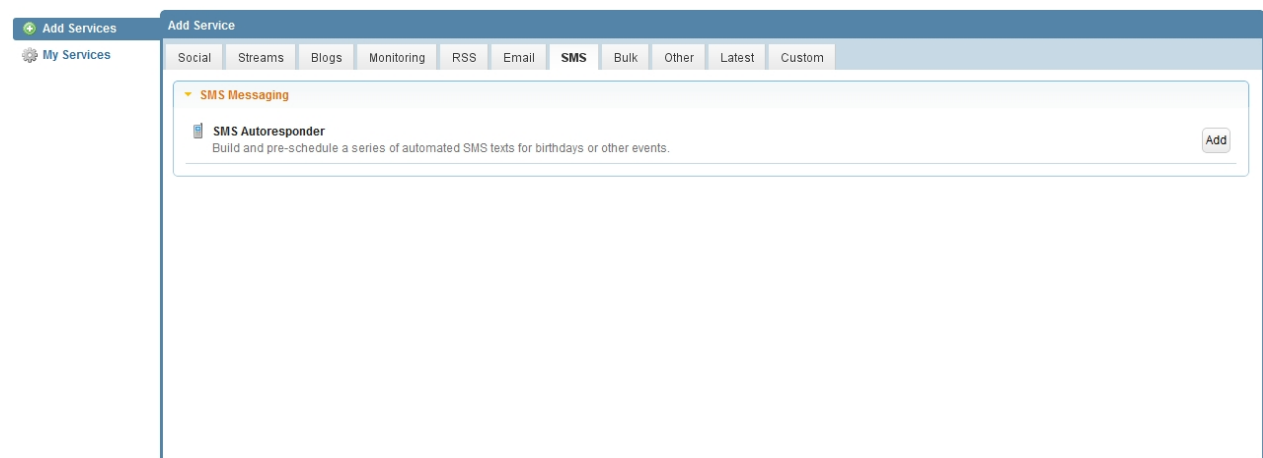
## SMS

Sendible allows you to build and pre-schedule automated SMS texts. This can be useful for birthdays and other events.

See [SMS Messaging](#) for more information.

## SMS Messaging

Sendible's SMS Autoresponder allows you to build and pre-schedule automated SMS texts. This can be useful for birthdays and other events.



For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

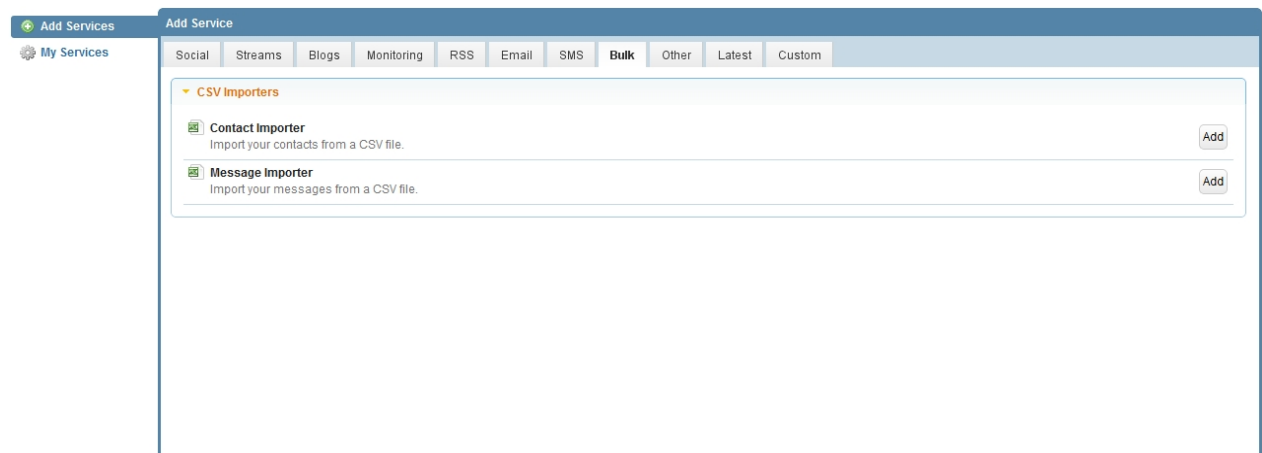
## Bulk

Bulk allows you to import your contacts from CSV files. This is useful when importing a large number of contacts.

See [CSV Importers](#) for more information.

## CSV Importers

CSV Importers allows you to add services which enable you to bulk import your contacts or messages from a CSV file.



For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

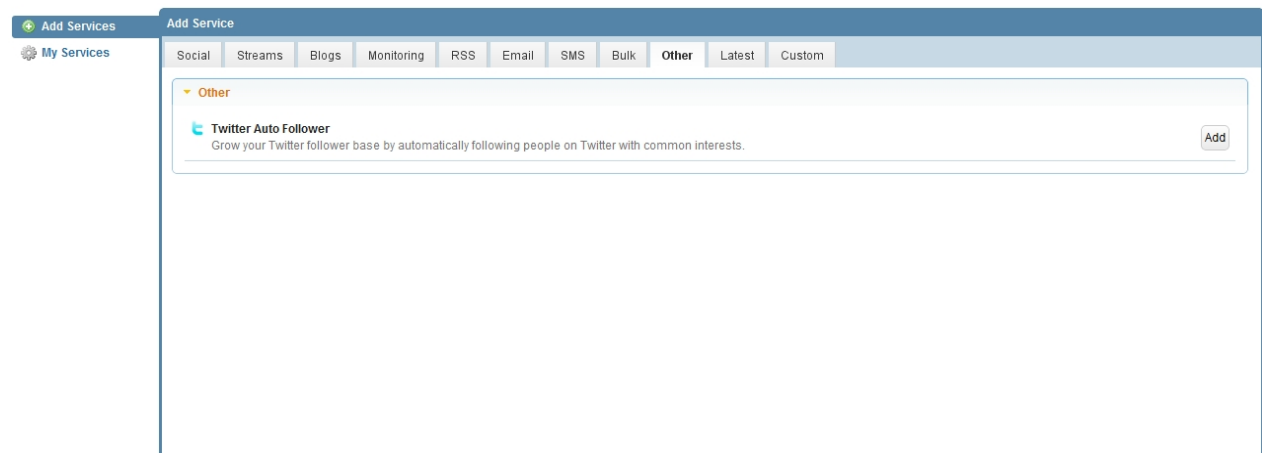
### Other

Twitter Auto Follower allows you to automatically follow people on Twitter. The Auto Follower allows you to extend your fan base and follow people with common interests.

See [Twitter Auto Follower](#) for more information.

### Twitter Auto Follower

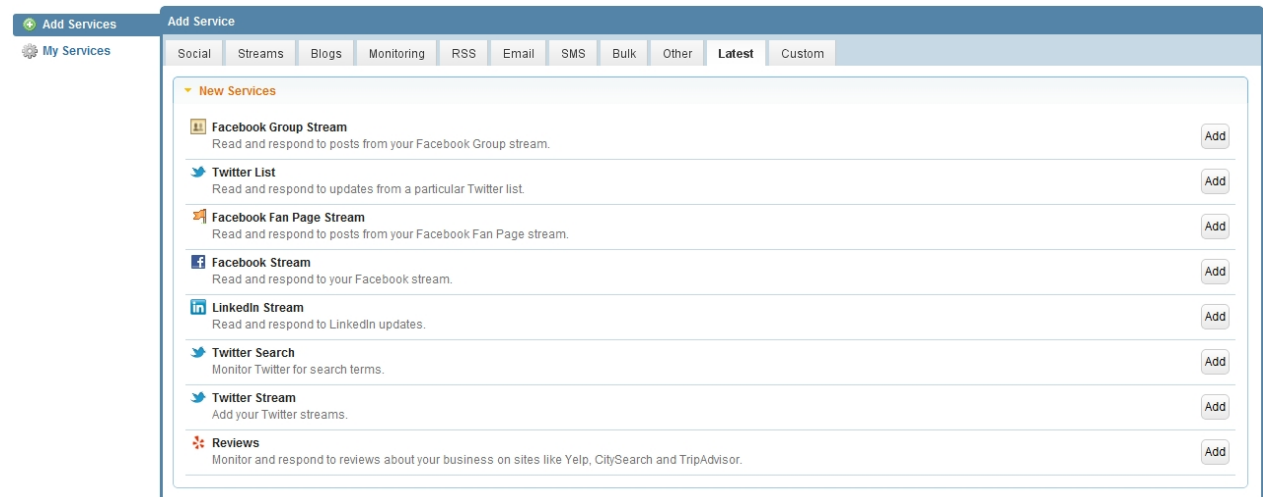
Twitter Auto Follower allows you to automatically follow people on Twitter.



For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

### Latest

Latest displays Sendible's new services. This list changes all the time as new services are added.



For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

## Branded Post

By default, posts to Facebook and Twitter will have a "via Sendible" tagline below each post. To have this changed, you can apply for rebranding by going to <http://bit.ly/sendiblebranding>.

Once we've setup the rebranding for you, you'll be able to add the custom services from within this section.



Sendible Web Message text goes here.



### How Social Media Can Make Online Shopping Less Lonely

mashable.com

A recent Harris Interactive poll shows that shopping, once a highly social activity, has become a lonely experience online. That may change with the rise of social shopping platforms.

8 hours ago via Sendible · Like · Comment · Share

For more information see, [Can I change 'Via Sendible' to 'Via My Company'?](#)

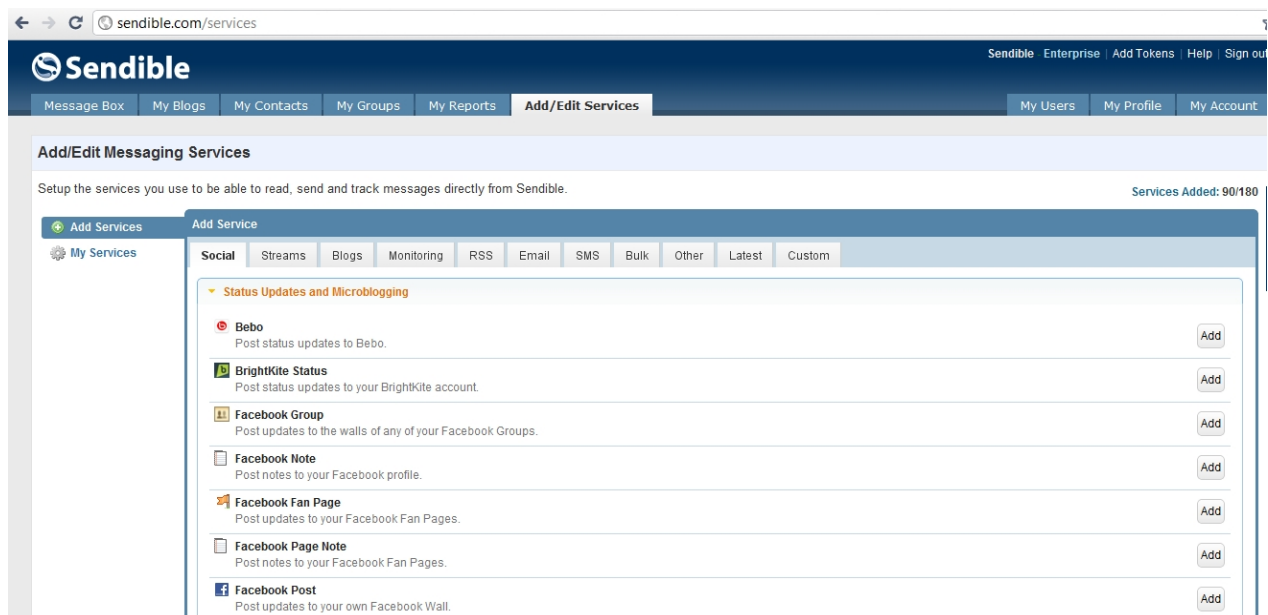
For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

## Adding services

### To add a service:

1. Go to [Add/Edit Services](#)
2. Search for the service you wish to add.

For a list of the social media services supported by Sendible, see [What Social Media services do you support?](#)

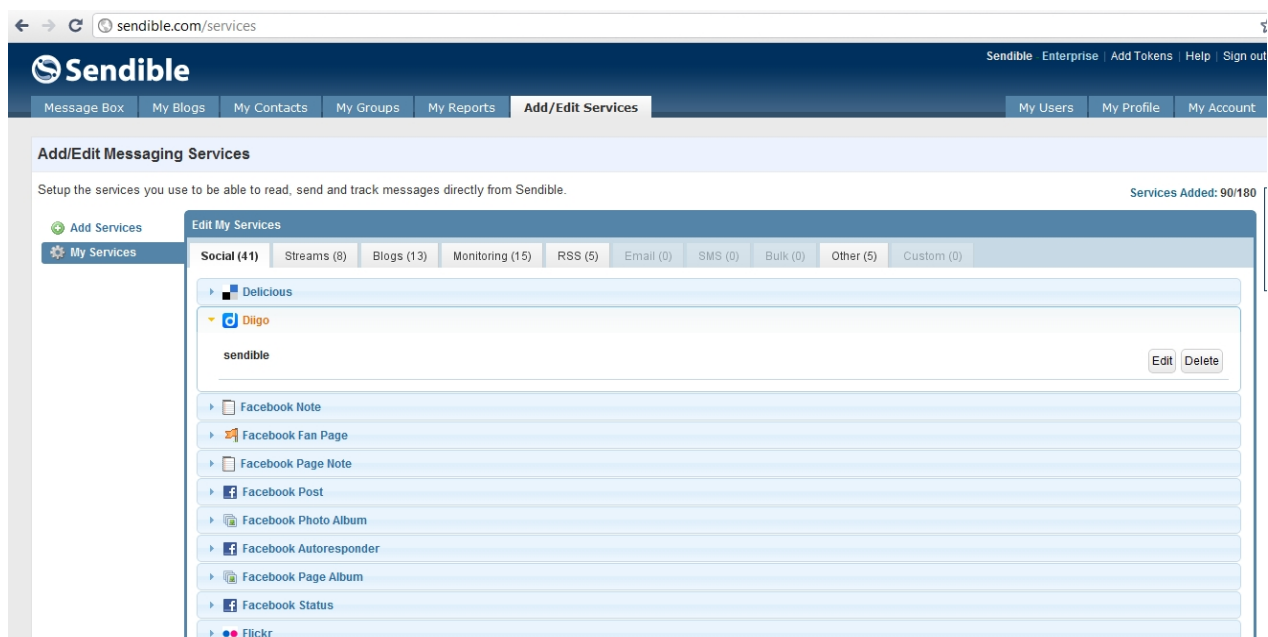


3. Find the service you wish to add and click **Add**
4. Sign in to the service with your username etc
5. When prompted, grant Sendible permission to link with the service
6. You will then see the service in your list of services in the [Message Box](#)
7. Type your post and click **Send**

See [How to add a Facebook Fan Page](#) for an example of adding a service

## My Services

By clicking on **My Services** you can edit or delete any of the services you've already added to your Sendible account.



See [Editing and Deleting Services](#) for more information.

### **Editing and deleting services**

To edit or delete a service go to [My Services](#).

For more information on how to edit and delete services, see [Editing and Deleting Services](#)

## How to's...

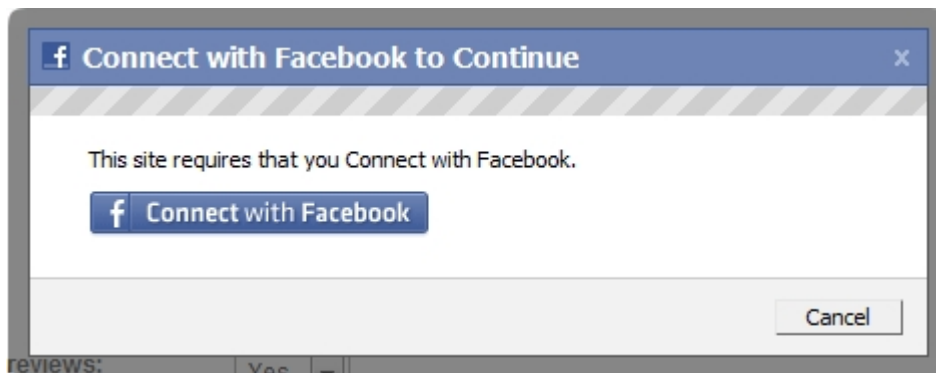
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Below are a list of How to's...

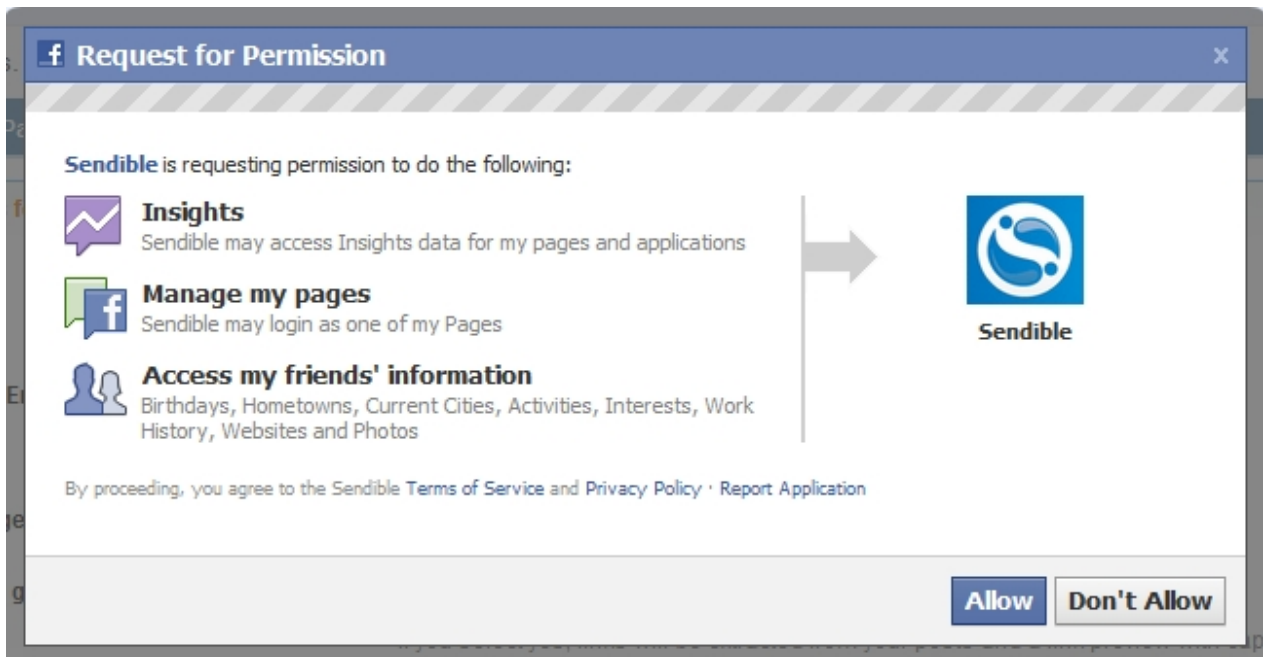
If you have a question that is not listed here and you think it should be, please email [support@sendible.com](mailto:support@sendible.com).

### How to add a Facebook Fan Page

1. Go to [Add/Edit Services](#).
2. Select Facebook Fan Page under **Status Updates and Microblogging**.
3. Click **Add**.
4. Connect to your Facebook account when prompted.

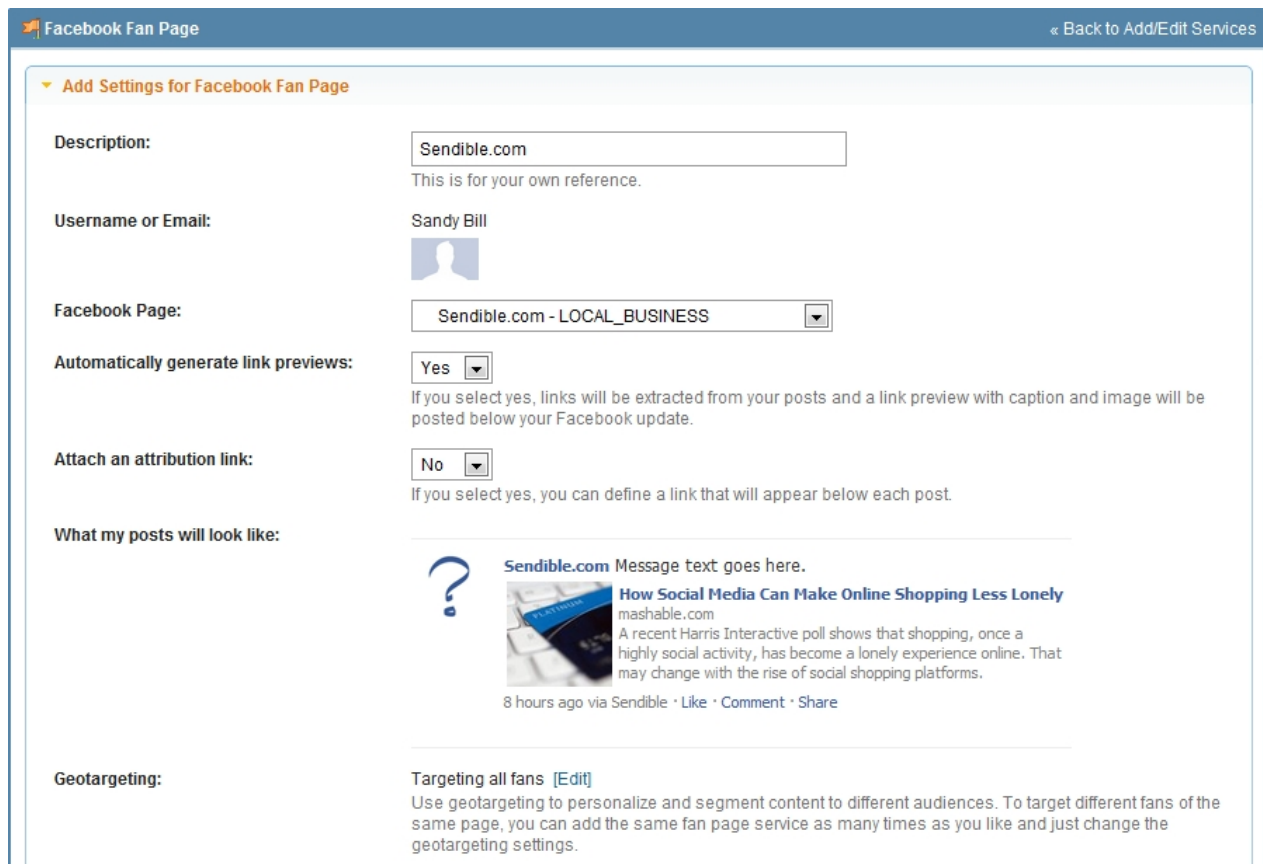


5. If prompted, grant Sendible permission to access your Facebook account by selecting **Allow**.



6. Enter a description for this service, this is for your own reference.
7. Select your Facebook Fan Page from the list.

8. Click **Save Settings** to link your account.



The screenshot shows the 'Add Settings for Facebook Fan Page' interface. It includes the following fields and options:

- Description:** A text input field containing 'Sendible.com' with a note: 'This is for your own reference.'
- Username or Email:** A text input field containing 'Sandy Bill' and a profile picture icon.
- Facebook Page:** A dropdown menu showing 'Sendible.com - LOCAL\_BUSINESS'.
- Automatically generate link previews:** A dropdown menu set to 'Yes' with a note: 'If you select yes, links will be extracted from your posts and a link preview with caption and image will be posted below your Facebook update.'
- Attach an attribution link:** A dropdown menu set to 'No' with a note: 'If you select yes, you can define a link that will appear below each post.'
- What my posts will look like:** A preview area showing a post from 'Sendible.com' with a question mark icon, a link to 'How Social Media Can Make Online Shopping Less Lonely' from 'mashable.com', and a description: 'A recent Harris Interactive poll shows that shopping, once a highly social activity, has become a lonely experience online. That may change with the rise of social shopping platforms.' The post is dated '8 hours ago via Sendible' and includes 'Like', 'Comment', and 'Share' options.
- Geotargeting:** A section titled 'Targeting all fans [Edit]' with a note: 'Use geotargeting to personalize and segment content to different audiences. To target different fans of the same page, you can add the same fan page service as many times as you like and just change the geotargeting settings.'

9. You can repeat the process to add more Facebook Fan Pages.

For more information on geotargeting, see [Geotargeting Facebook Fans](#).

## Add Settings for Facebook Fan Page

Using Sendible, you can add a Facebook Fan Page by selecting [Add/Edit Services](#), choosing Facebook Fan Page and clicking **Add**. For more information see [How to Add a Facebook Fan Page](#). Sendible allows you to define exactly which fans your post will target.


After clicking **Add**, you will be able to fill in your Facebook Fan Page settings.

- **Description** - this is for your own reference when using Sendible.
- **Username or Email** - this will be automatically populated with your Facebook profile information.
- **Facebook Page** - these are the Facebook Fan Pages that you manage.
- **Automatically generate link previews** - by selecting **Yes**, Sendible will automatically extract the first link that it finds in your post and a link preview will be generated with a image, caption and description.
- **Attach an attribution link** - by selecting **Yes**, you can add a link that will appear below each Facebook post.
- **What my posts will look like** - this shows you a sample of what your post will look like.

- **Geotargeting** - this is where you can choose who your post will target. See below for more information
- After adding your settings, click **Save Settings**.

▼ Add Settings for Facebook Fan Page

**Description:**   
This is for your own reference.


**Username or Email:** Sendible Web  


**Facebook Page:**


**Automatically generate link previews:**  Yes  
If you select yes, links will be extracted from your posts and a link preview with caption and image will be posted below your Facebook update.

**Attach an attribution link:**  No  
If you select yes, you can define a link that will appear below each post.

**What my posts will look like:**



**Sendible Web** Message text goes here.



**How Social Media Can Make Online Shopping Less Lonely**  
mashable.com  
 A recent Harris Interactive poll shows that shopping, once a highly social activity, has become a lonely experience online. That may change with the rise of social shopping platforms.

8 hours ago via Sendible · Like · Comment · Share

**Geotargeting:** Targeting all fans [\[Edit\]](#)  
Use geotargeting to personalize and segment content to different audiences. To target different fans of the same page, you can add the same fan page service as many times as you like and just change the geotargeting settings.

## Geotargeting Facebook Fans

Sendible has a powerful piece of functionality exclusive to the Sendible platform.

### What is Geotargeting?

Geotargeting in geomarketing and internet marketing is the method of determining the geolocation (the physical location) of a website visitor and delivering different content to that visitor based on his or her location, such as country, region/state, city, metro code/zip code, organization etc.

### Targeting specific fans using Facebook

In Facebook, users disclose a lot of relevant information about themselves – for example their age, gender, location, work history, language etc. As a Facebook Page administrator, you have the ability to deliver content that's only relevant to specific fans. For example, you may be promoting an event in Los Angeles and only want your promotion to be visible to your fans located near LA who speak a specific language.

An example of a targeted message could be:

*“Free comedy tonight at the Spanish Comedy Club in downtown LA.”*

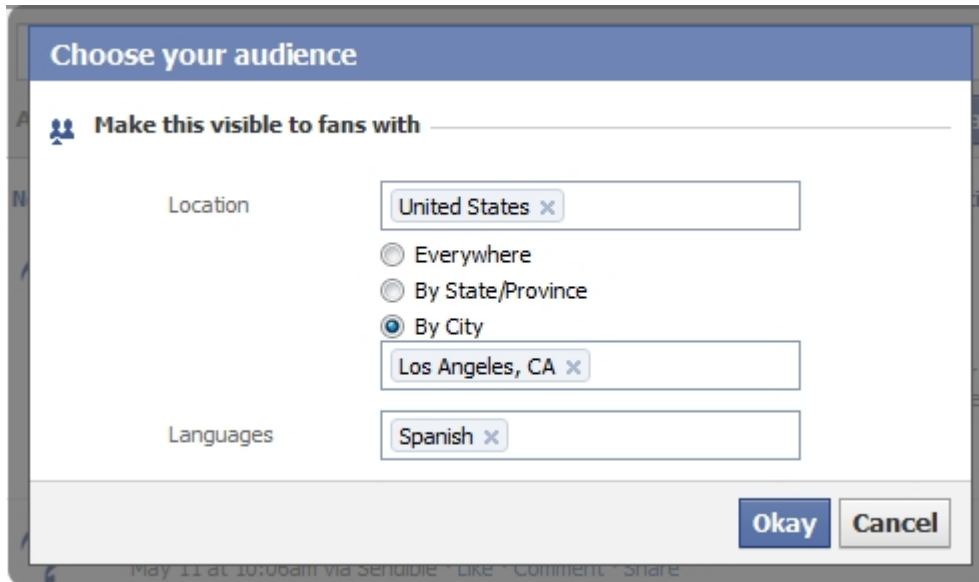
And you could target this directly to all fans who are most likely to be engaged by it. For example all people



in Los Angeles who speak Spanish.

### How do I do this in Facebook?

In Facebook, you would select the **customize** option just before you post your update to your fans. Here you can decide exactly which fans your post will be visible to.



### Targeting Specific Fans using Sendible

To target specific fans select **Edit** next to Geotargeting. This will allow you to select fans according to regions.

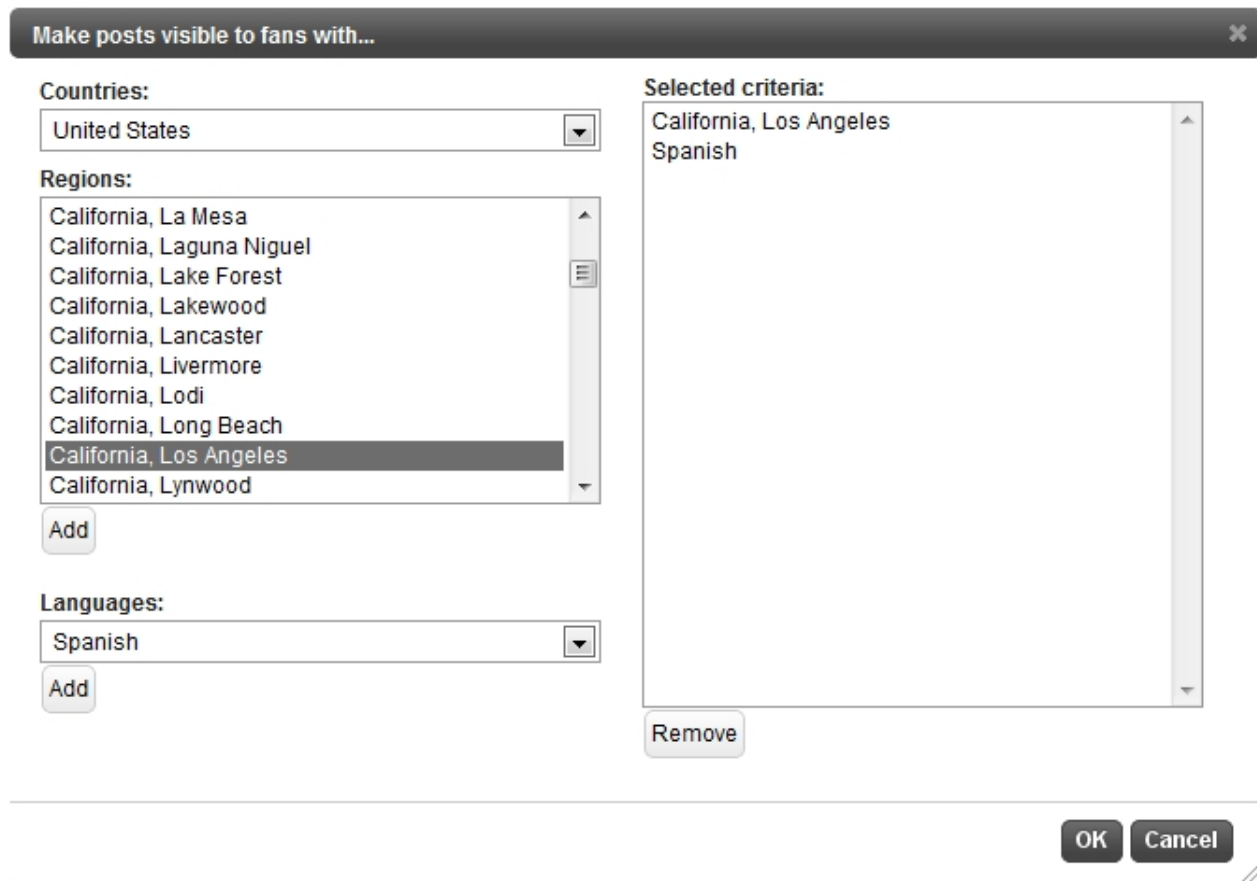
Geotargeting:

Targeting all fans [\[Edit\]](#)

Use geotargeting to personalize and segment content to different audiences. To target different fans of the same page, you can add the same fan page service as many times as you like and just change the geotargeting settings.

You will then be able to select who your posts will be visible to.

- **Countries** - select a country from the drop-down list
- **Regions** - select regions from within that country
- **Languages** - select the languages of fans you wish you target.
- Once you have made your choices, select **Add** and you will be able to view your selected criteria in the box on the right.
- You can remove any of your selected criteria by selecting it and clicking **Remove**.



- Once you have made your selections, click **Ok**.
- You will be able to view your targeted fans on the **Add Settings** page, example below

**Geotargeting:**

Targeting California, Los Angeles, Spanish [Edit]

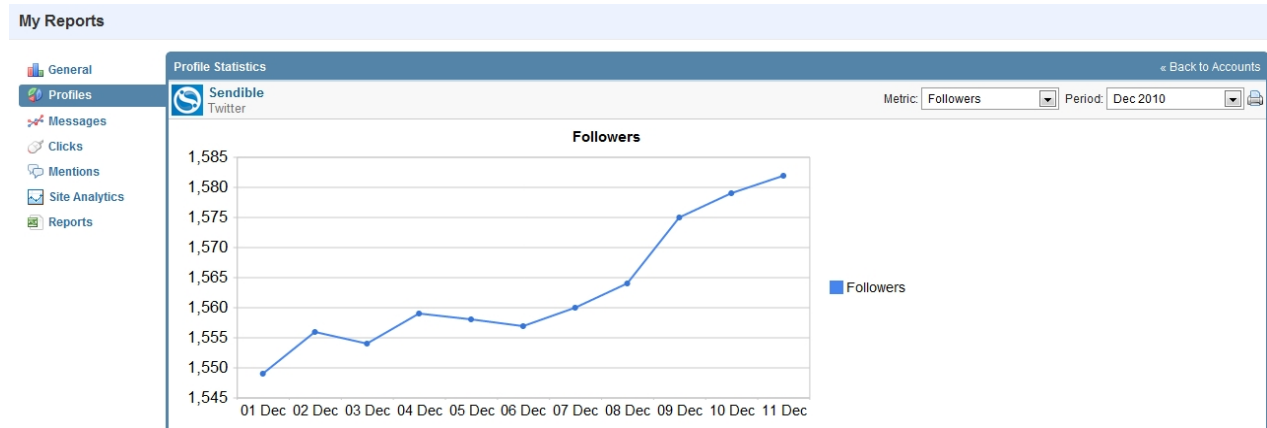
Use geotargeting to personalize and segment content to different audiences. To target different fans of the same page, you can add the same fan page service as many times as you like and just change the geotargeting settings.

To post to different fans, you can add the same Facebook Fan Page multiple times and just change the “geotargeting” options each time.

## How to grow your Twitter follower-base with Sendible

Sendible allows you to grow your Twitter audience with minimal effort. The service works by automatically following people on Twitter who mention terms that you specify in the hope that these Twitter users will follow you back.

The chart below is proof that this technique clearly works:



## How to add Twitter Auto Follower

1. Go to [Add/Edit Services](#) and under **Add Services** select **Premium Services**.
2. Select **Twitter Auto Follower** and click **Add**.
3. On the settings screen, complete the required fields.

settings Twitter Auto Follower | ← Back to Add/Edit Services

**Twitter Auto Follower**

→ Add Settings for Twitter Auto Follower

**Description:**   
This is for your own reference.

**Twitter account:**   
More Twitter accounts can be added from Add/Edit Services

**Keywords/Interests:**   
Follow people who mention these terms. All standard search operators are accepted. For examples of supported operators see <http://search.twitter.com/operators>.

**Follow Frequency (in hours):**   
How frequently do you want to follow new Twitter users.

**No. of people to follow each time:**   
Select the number of Twitter users to follow each time.

**Language:**   
Only follow people who speak this language.

**Country:**   
Only follow people from a specific country or location.

**Location:**

Map | Satellite | Terrain

**Latitude:**

**Longitude:**

**Within this distance (miles):**

**Email Notifications:**   
Send an email notification when new users are followed.

4. You can configure Sendible to notify you via email whenever it follows new users.

Email Notifications:

Yes ▾

Send an email notification when new users are followed.

Send notifications to:

[redacted] - info@sendible.com

**Save Settings** or [Cancel](#)

5. Click **Save Settings** to add the service

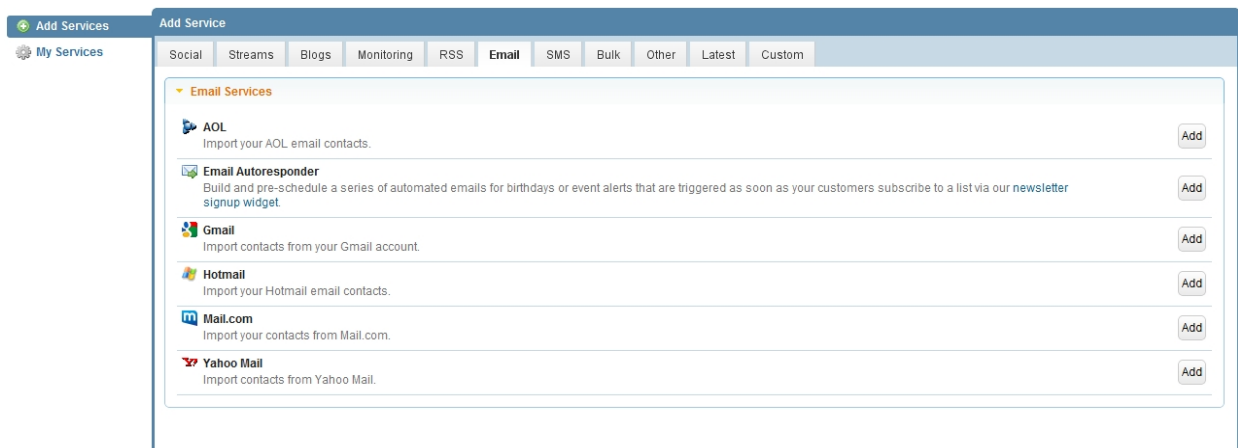
## How to setup an email autoresponder

Sendible allows you to build and pre-schedule a series of automated messages, birthday greetings or event alerts that are triggered as soon as a new customer adds themselves to your address book.

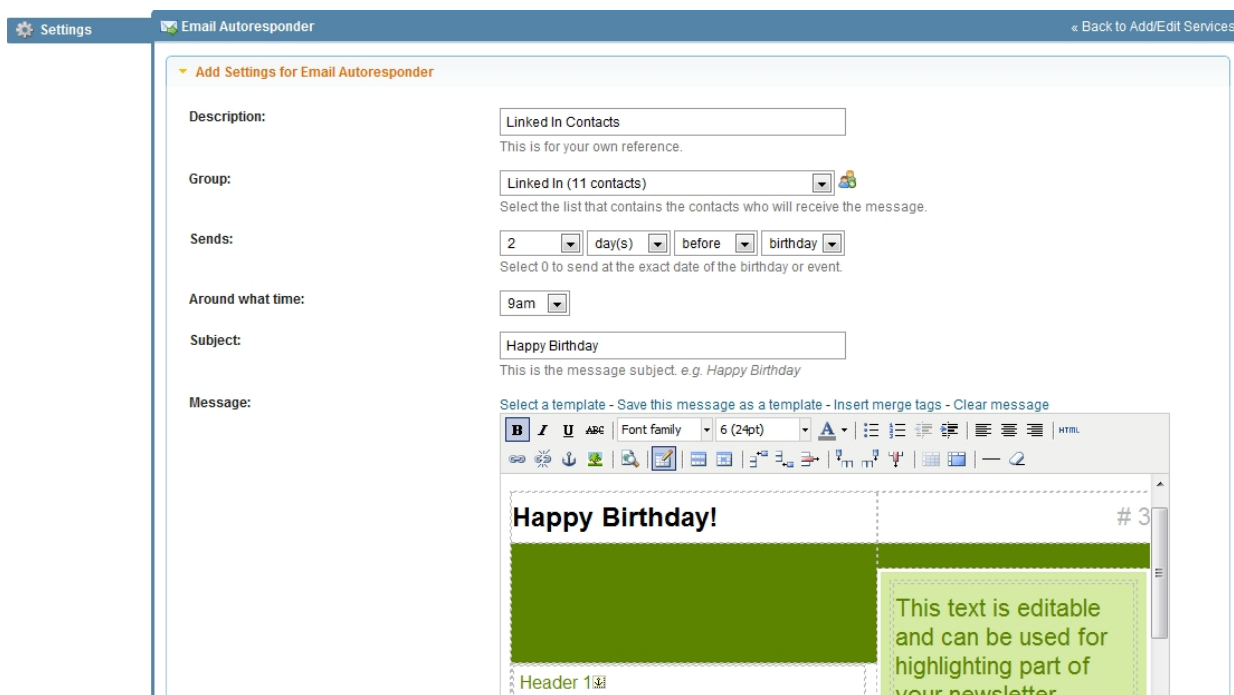
Sendible's autoresponders allow you to configure and send automatic messages via Email, Facebook, LinkedIn and SMS that are triggered by a date or an event.

### Steps required to setup an email autoresponder:

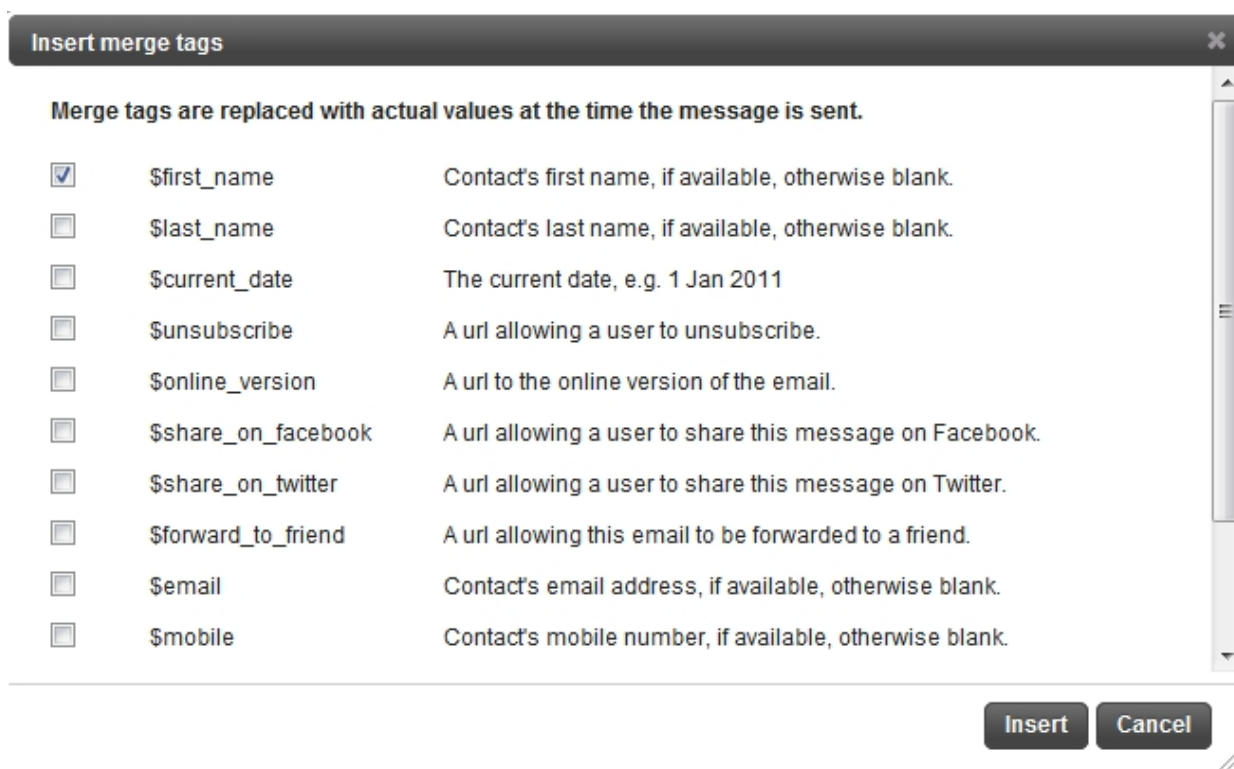
1. If you haven't already done so, you should use Sendible's capture widget on your website to start capturing new email and SMS contacts. You can set this up under the [Widget](#) section in [My Contacts](#).
2. New users will be added to a group you define in [My Groups](#).
3. Using Sendible's email autoresponder, you can trigger automatic emails to users in this group.
4. From [Add/Edit Services](#), select **Email Autoresponder** under the [Email](#) category. Click **Add**.



5. Fill in the details on the Email Autoresponder settings screen, and be sure to select the group that you set up to store new contacts on the [Capture](#) widget in Step 1.



6. You can define how soon after or before an event your email should be sent, using the **Send** settings.
7. Enter a subject and a message that will be sent to the contact that triggers the event in your group. You can use our merge tags to ensure that appropriate values are replaced at the time the message is sent. You can also use an email template to give your emails a professional look. A template can be seen in the screenshot above.



8. Click **Save Settings** so that your changes take effect.

Sendible will now monitor the group you chose for contacts who match the criteria of the event you specified. i.e. users with a matching birthday or users who added themselves to your address book.

You can check which emails Sendible has sent out from within the [Sent](#) tab in [Message Box](#).

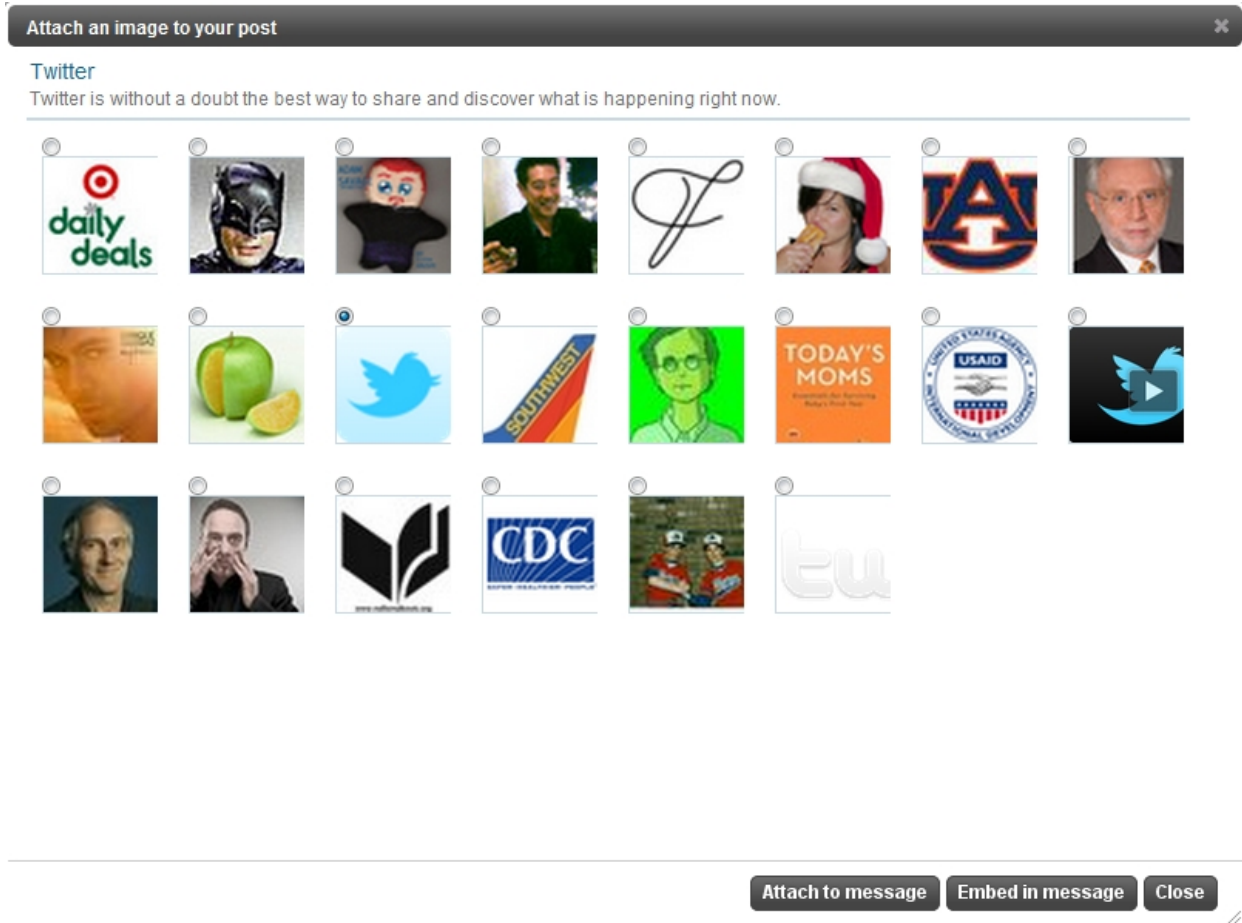
## How to post links to Facebook Fan Pages

Sendible allows you to post an update to Facebook with the title, caption and image in Facebook's native format

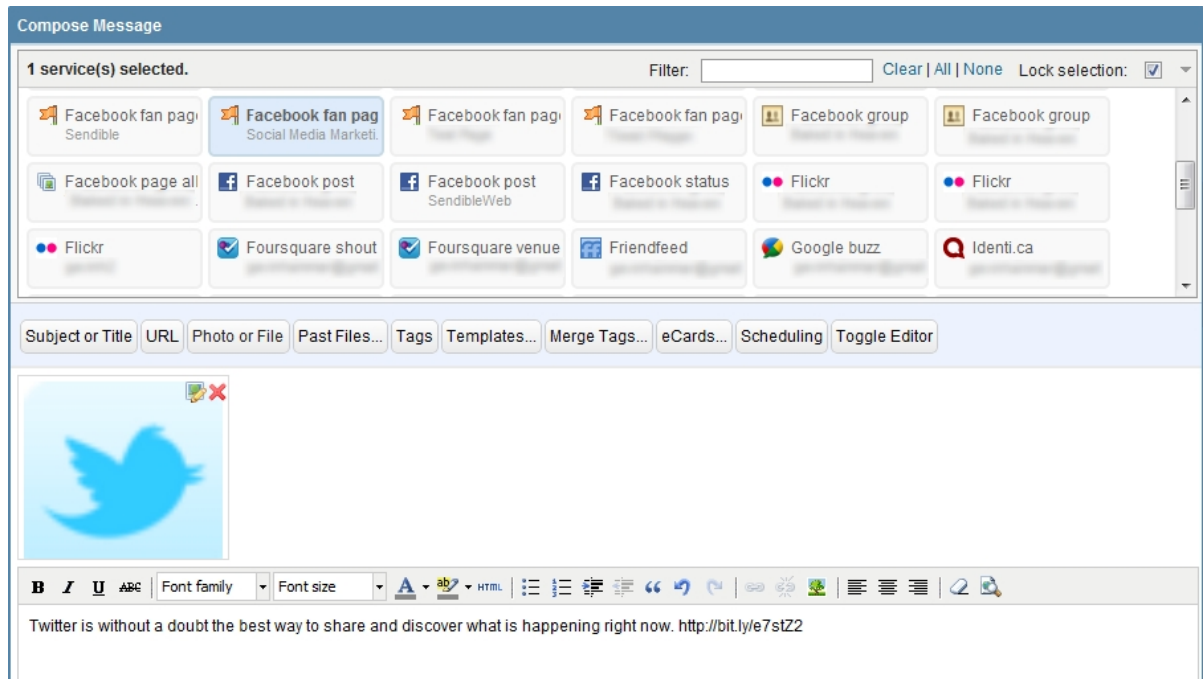
1. After adding the Facebook Page service from [Add/Edit Services](#), return to the [Message Box](#). For more information on adding a Facebook Fan Page, see [How to add a Facebook Fan Page](#).
2. Select the Facebook Page you'd like to post to.
3. Click URL and enter the URL of the link you'll be posting to Facebook.



4. Click **Load Images from URL** to find a suitable image on the page to act as your link preview and click **Attach to message**.



5. Click **Shrink and Insert** to insert a trackable link into your message.
6. You can type any text you like, as long as your message contains a link. Sendible will extract the link for you automatically and post it to Facebook in its native format with the attached image acting as the link preview.



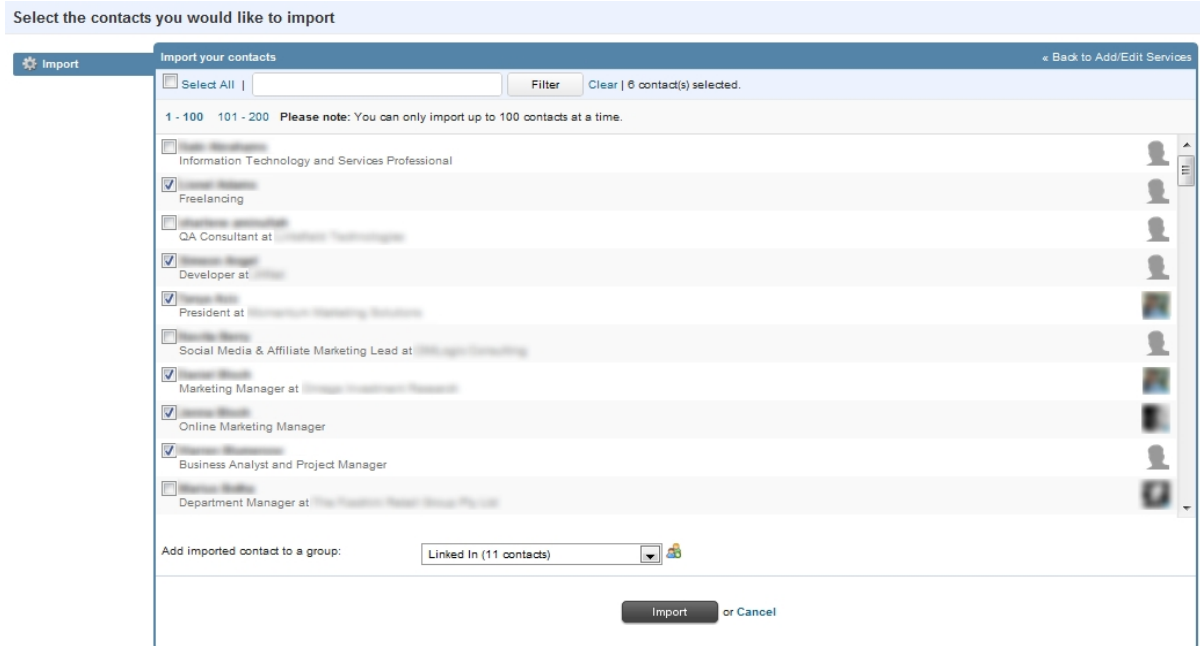
## How to send an email newsletter

Sendible allows you to send out an email campaign in a single click and will automatically track your campaign and manage unsubscribes for you.

### 1. Import your contacts into a group

If you haven't already done so, import your contacts by clicking on the [Import](#) section within [My Contacts](#). From here, you can import your contacts from just about any email service or via a CSV file. During the import process, you'll be able to select or create a group that the contacts should be added to. This acts like a mailing list and Sendible will automatically remove any email addresses from this group if anyone unsubscribes.

When creating a group, be sure to toggle the star icon so that it is added to your favorites and appears in the services section of your [Message Box](#).

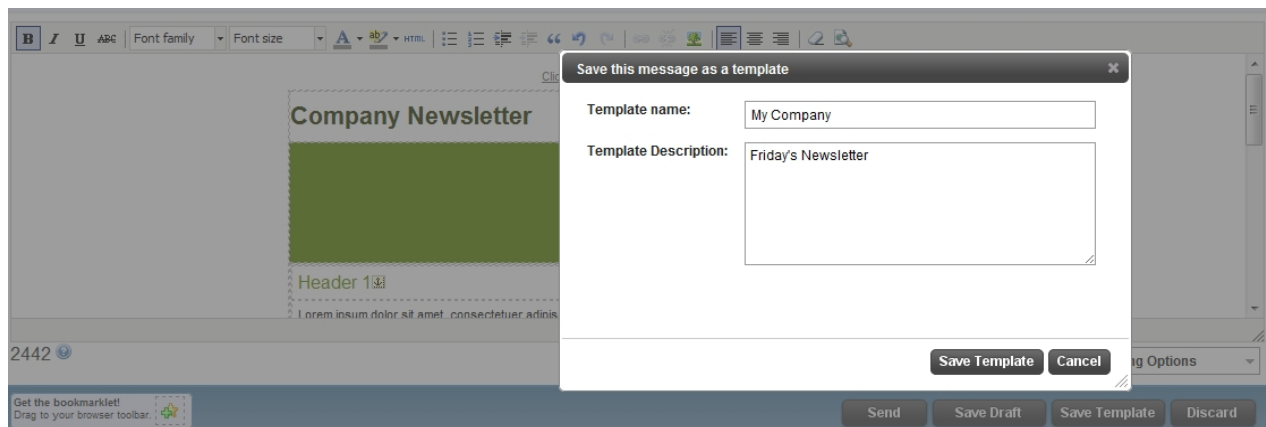


## 2. Choose or create an email template

Once your contacts have been imported, you can return to the [Message Box](#) and select one of Sendible's standard email templates.

To select a template, click [Templates](#) and select a template from one of the options.

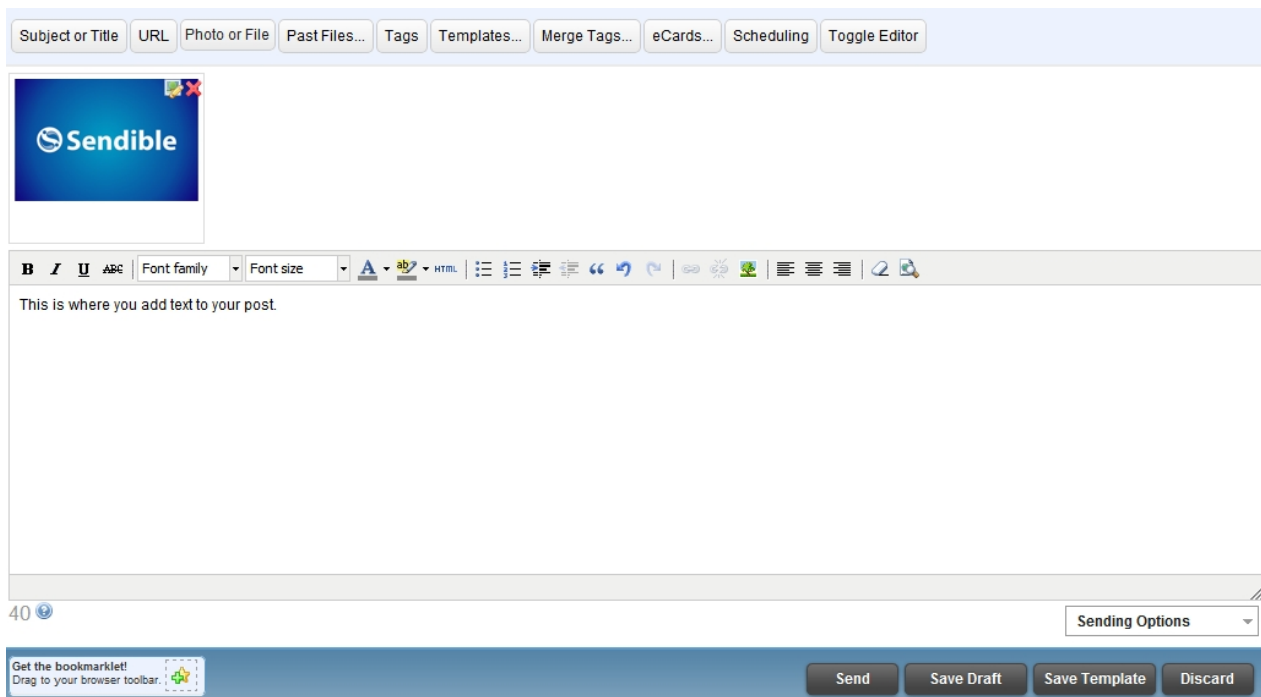
After selecting a template and editing the content, you can click **Save Template** to save your email template for future use.



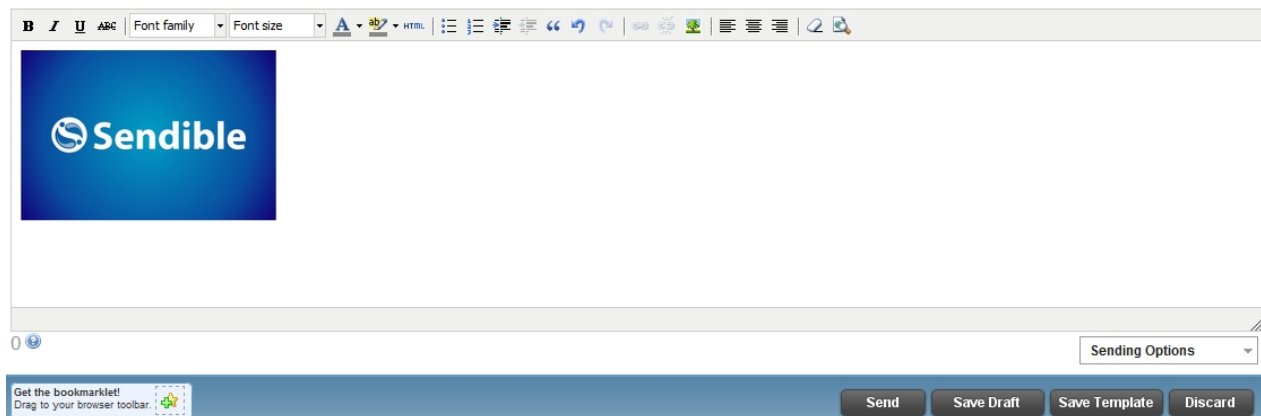
## 3. Upload and embed images into your email

You can upload and embed images into your email by clicking the [Photo or File](#) link.





After uploading your photo, you'll be able to embed it into your email by clicking the embed icon at the top right of the image.



#### 4. Insert merge tags

[Merge tags](#) are placeholders that can be inserted into your email and replaced with actual values at the time of sending. For example, you could insert merge tags to be replaced with a recipient's first name when the email is sent.

To insert a merge tag, click the [Merge Tags](#) link and insert the ones you require into your email.

**Insert merge tags** ✕

**Merge tags are replaced with actual values at the time the message is sent.**

|                                     |                     |  |
|-------------------------------------|---------------------|--|
| <input checked="" type="checkbox"/> | \$first_name        | Contact's first name, if available, otherwise blank.     |
| <input type="checkbox"/>            | \$last_name         | Contact's last name, if available, otherwise blank.      |
| <input type="checkbox"/>            | \$current_date      | The current date, e.g. 1 Jan 2011                        |
| <input type="checkbox"/>            | \$unsubscribe       | A url allowing a user to unsubscribe.                    |
| <input type="checkbox"/>            | \$online_version    | A url to the online version of the email.                |
| <input type="checkbox"/>            | \$share_on_facebook | A url allowing a user to share this message on Facebook. |
| <input type="checkbox"/>            | \$share_on_twitter  | A url allowing a user to share this message on Twitter.  |
| <input type="checkbox"/>            | \$forward_to_friend | A url allowing this email to be forwarded to a friend.   |
| <input type="checkbox"/>            | \$email             | Contact's email address, if available, otherwise blank.  |
| <input type="checkbox"/>            | \$mobile            | Contact's mobile number, if available, otherwise blank.  |

Insert
Cancel

## 5. Select your mailing list

When you're ready, select your mailing list from within your sending services in [Message Box](#). If you didn't save your group as a favorite, you can access it by selecting the [Groups](#) service and typing the name of the group into the text area.

**1 service(s) selected.**

★ **LinkedIn Contacts**  
128 contact(s)

★ Social Network Ac...  
2 contact(s)

★ Facebook Friends  
320 contact(s)

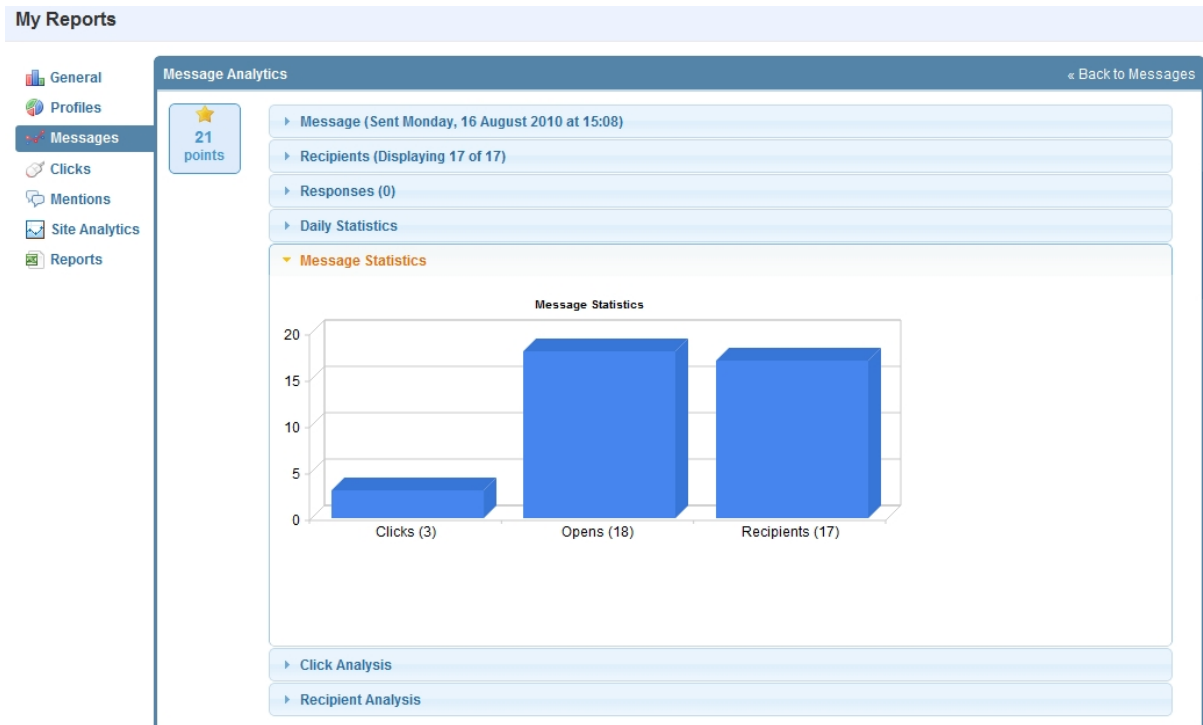
## 6. Send your email newsletter

When you're ready to send your email newsletter click the **Send** button. If you'd like it to be sent at a later stage, you can use Sendible's scheduling option, see [Scheduling](#) for more information.

## 7. Email tracking and reports

Sendible will monitor who viewed, unsubscribed, opened and clicked links in your email.

To view your email statistics, go into the [My Reports](#) tab and open up the message reports for your email.

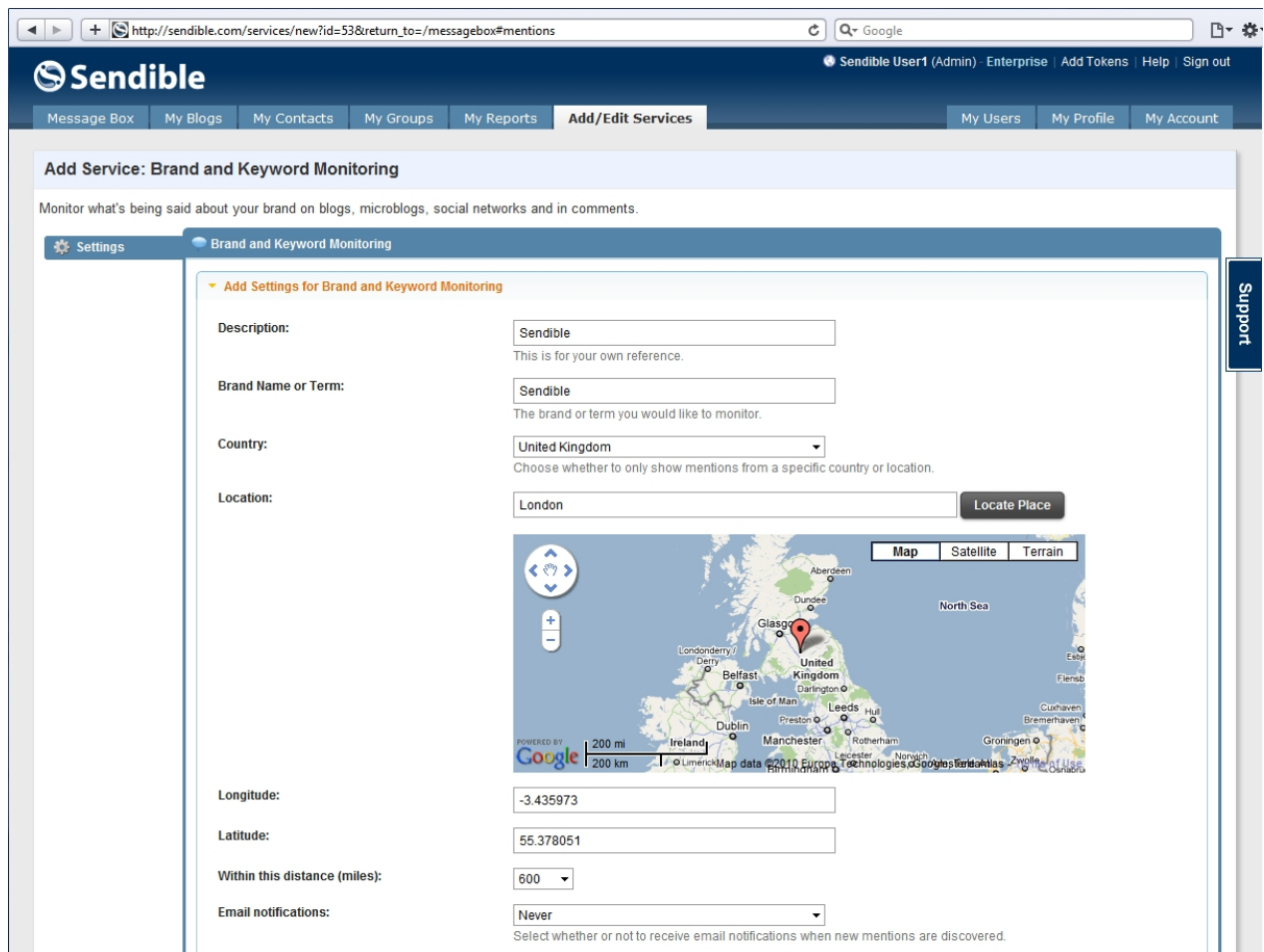


## How to track localized social media mentions and engagement

Sendible has implemented our own social media monitoring functionality that delivers localized, more relevant results than our competitors.

Here are the steps you can take to set up a keyword for social media monitoring:

1. From within [Message Box](#), click on the [Mentions](#) sub-tab.
2. Click the **New Keyword** button.
3. Fill in the details on the settings page – you can optionally select a country and location to localize results.



4. You can also decide whether Sendible should notify you or any of your team members via email when new mentions are discovered.

**Email notifications:**

Select whether or not to receive email notifications when new mentions are discovered.

**Send notifications to:**

[User Name] - info@sendible.com

5. After saving your settings, Sendible will start to retrieve mentions for you. You can keep track of the latest mentions about your keyword or brand from the mentions tab within [Message Box](#). Sendible will automatically analyse your mentions and highlight posts with both negative and positive sentiment so that you can easily locate the most meaningful posts and respond immediately.

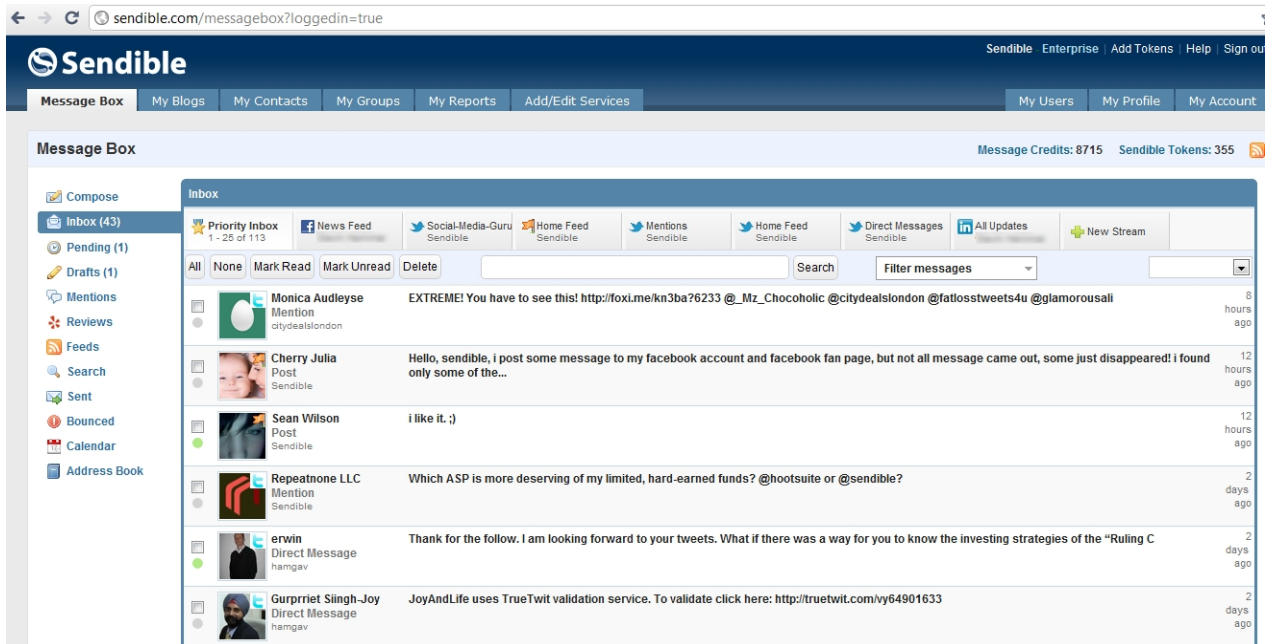
The screenshot shows the Sendible web interface. At the top, there's a navigation bar with the Sendible logo and user information: "Sendible User1 (Admin) Enterprise Add Tokens Help Sign out". Below this is a secondary navigation bar with tabs: "Message Box", "My Blogs", "My Contacts", "My Groups", "My Reports", "Add/Edit Services", "My Users", "My Profile", and "My Account".

The main content area is titled "Message Box" and shows "Message Credits: 10" and "Sendible Tokens: 957". The "Social Mentions" section is active, displaying a list of mentions. Above the list are three charts: "Sentiment by Percent" (a pie chart showing 73.9% Positive and 26.1% Negative), "Sentiment by Score" (a bar chart showing 34 Positive and 12 Negative), and "Sentiment over time" (a line graph). The list of mentions includes items like "Changhua La - via sendible", "is (- via sendible http://plurk.com/p/91gcm)", "(- Via Sendible", "The Science Behind Enticing Blogs - http://bit.ly/a7ZKvY", "daily update... (LOL) - via Sendible", "Maybe before you were often docked at the time, - via sendible", "Scales at first serve pop XD - via sendible", "time for dinner (hungry) - via Sendible", "update (code) - via sendible", "Good afternoon... cheat Kama - via sendible", "is -\_- - via sendible http://plurk.com/p/91giql", "- - Via Sendible", and "Do not want to have nasty afternoon needle incident occurred at 8 !!!!!!!!!!!!! I do not want to go home (worship) - via sendible".

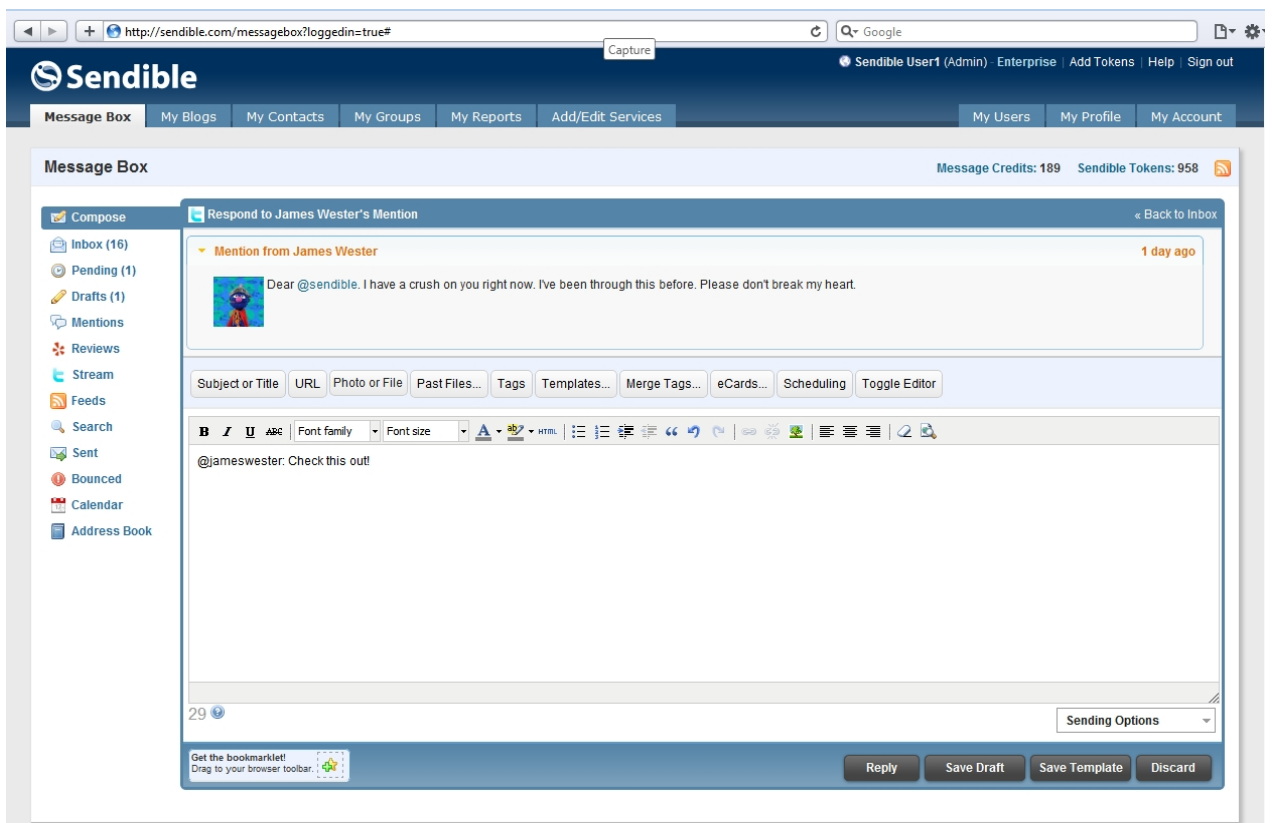
6. To respond to a mention, you can just click the item in the list and respond directly from Sendible.

## How to read and respond to social media messages

Sendible's unified social media [Inbox](#) allows you to read and respond to social media messages – all from one place. For almost every social media account you set up in [Add/Edit Services](#), Sendible regularly checks your profile for new posts and updates your [Inbox](#).



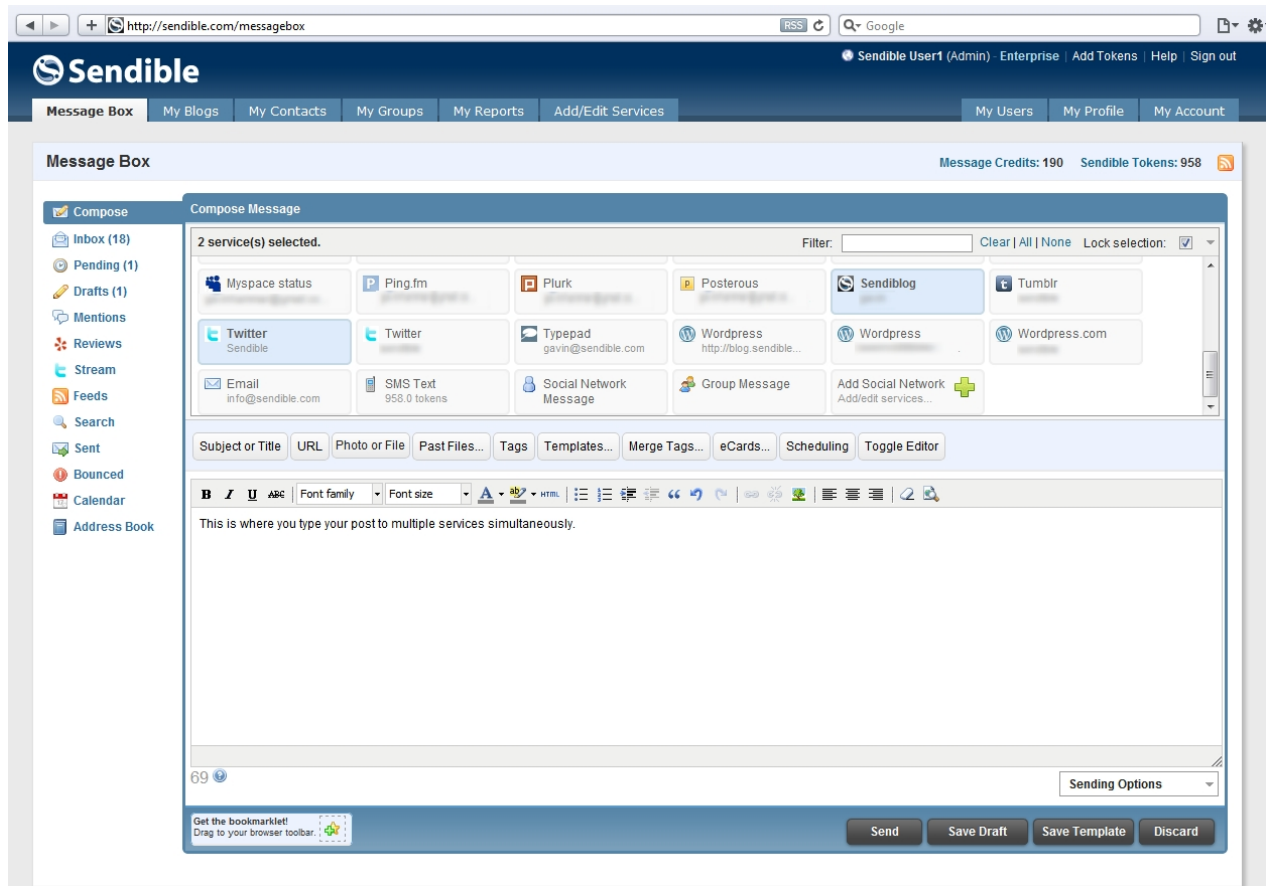
To respond to a post that Sendible pulls into your inbox, you can just click the message, type a response and click the **Reply** button.



## How to send your first message

Sending your first message has been explained in points below. The example below is for a Sendiblog and a Twitter post.

1. Start by integrating your services using the [Add/Edit Services](#) tab
2. Select the [Message Box](#) tab
3. Select the services you wish to utilize - in this example, Sendiblog and Twitter
4. Type your message in the box below
5. Select **Send** to send your message



**Note:** There is a character counter just below the text editor that acts as a guide for posting to services with character limits. This is purely a guide and can be ignored for message types without limits.

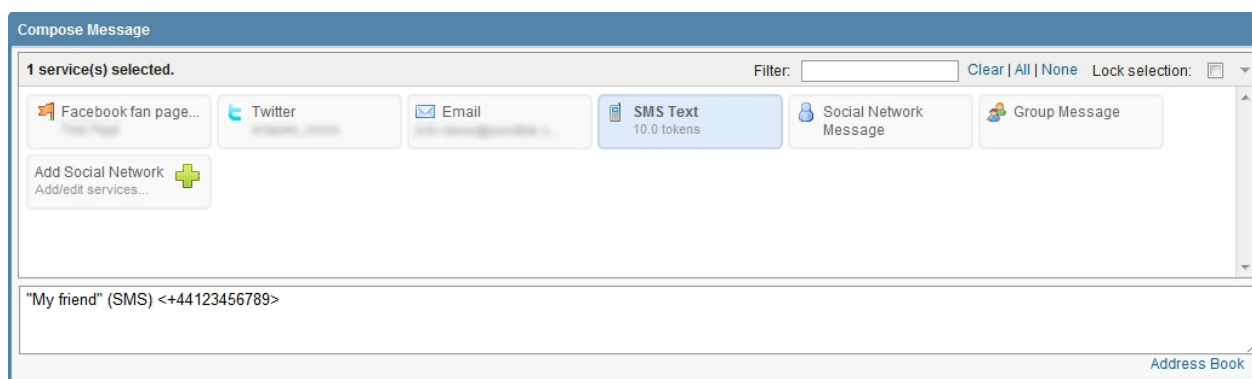
## How to send an SMS

SMS Text allows you to send SMS messages using your Sendible Tokens. These can be topped up using the [Add Tokens](#) link at the top of the page.

**To compose an SMS, follow the steps below:**

1. Go into [Message Box](#) and select **SMS Text**
2. You will then be asked to type in the cellphone number
3. If you know the recipient's cellphone number, you can simply type it in the box or click on **Address Book** to find a list of your contacts. For more information on your address book and how to use it, see [Address Book](#). Please remember to include the country code.

- Multiple cellphone numbers must be separated with commas.



- You are then able to compose and send SMS messages.
- Once your SMS is complete, select **Send** if you are ready to send, **Save Draft** if you would like to continue working on the SMS, **Save Template** if you would like to continue working on your template or **Discard** if you no longer wish to send your SMS.



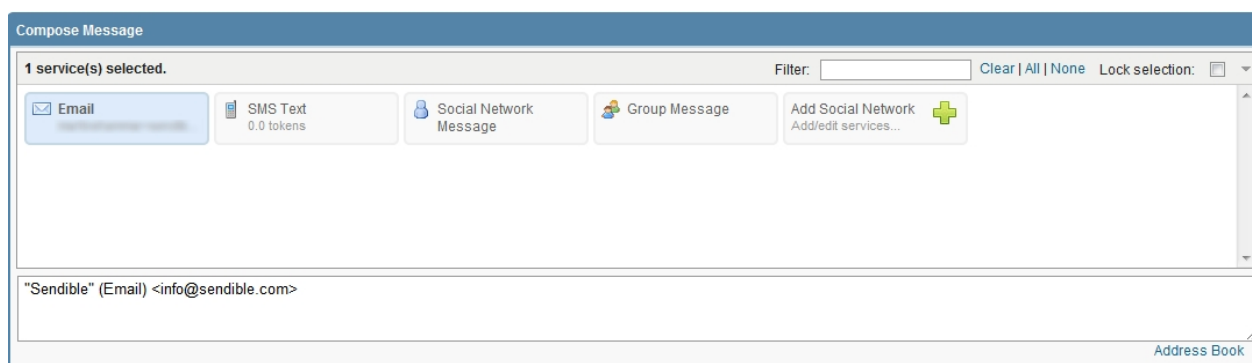
- Sendible also allows you to receive a notification when your SMS is sent and enable SMS replies. See [Sending Options](#) for more information.

## How to send an Email

By selecting Email, you are able to compose and send email messages.

### To compose an email, follow the steps below:

- Go into [Message Box](#) and select **Email**
- You will then be asked to type in the email address
- If you know the recipient's email address, you can simply type it in the box or click on **Address Book** to find a list of your contacts. For more information on your address book and how to use it, see [Address Book](#).
- Multiple emails must be separated with commas.





5. You are then able to compose and send email messages.
6. Once your email is complete, select **Send** if you are ready to send, **Save Draft** if you would like to continue working on the email, **Save Template** if you would like to continue working on your template or **Discard** if you no longer wish to send your email.



7. Sendible also allows you to receive a notification when your Email is sent and enable SMS replies. See [Sending Options](#) for more information.

## How to import and send message to LinkedIn contacts

1. Go to [Add/Edit Services](#)
2. Under **Social** and **Social Media Messaging** find **LinkedIn**
3. Click **Add**
4. Log in with your LinkedIn details
5. Grant Sendible permission to link to your LinkedIn Account
6. Select **Save Settings**
5. You will then be able to send LinkedIn Status updates by going to [Message Box](#) and toggling

### LinkedIn Status

6. Type your post (with LinkedIn Status selected) and click **Send**

## How to create an email opt-in form with Sendible

A great way to grow your email mailing list is through Sendible's opt-in widget.

Our opt-in widget allows users on your website, blog or even Facebook Page to add themselves directly to your address book and can be setup in 4 easy steps:

1. Go to [My Contacts](#) and select the [Widget](#) section.
2. Click **Get Started** and select the standard fields that you would like to appear on your capture form.
3. Go to Step 2 and click **New Field** to create any additional custom fields you would like your customers/contacts to fill in.
4. After creating any additional fields, proceed to Step 3. Here you can customize the button text and the page to direct users to after signing up. You can also create/select a group of contacts that can be notified whenever a new customer signs up.
5. Finally, go to Step 4, where you can select the Sendible group (mailing list) that all new contacts are added to.

Sendible.com/contacts

Gavin Hammar (Admin) Enterprise Add Tokens Help Sign out

Message Box My Blogs **My Contacts** My Groups My Reports Add/Edit Services My Users My Profile My Account

**My Contacts** Contacts: 450/40000 Groups: 21/400

Contacts Groups Opted out **Widget** Import

Capture contacts on your own site

Allow users on your website or blog to add themselves directly to your address book and opt in to your mailing list with the Sendible widget.

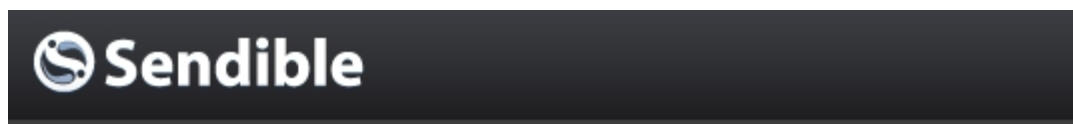
Overview: Capture Widget Features

Step 1: Select standard fields to capture

Select the fields that will appear on your capture form.

|              |                                     |
|--------------|-------------------------------------|
| First name   | <input checked="" type="checkbox"/> |
| Last name    | <input checked="" type="checkbox"/> |
| Email        | <input checked="" type="checkbox"/> |
| Address      | <input type="checkbox"/>            |
| Postcode/Zip | <input type="checkbox"/>            |
| Fax          | <input type="checkbox"/>            |
| Occupation   | <input type="checkbox"/>            |
| Mobile       | <input type="checkbox"/>            |
| Telephone    | <input type="checkbox"/>            |
| Company      | <input type="checkbox"/>            |
| Birthdate    | <input type="checkbox"/>            |

You can click the Preview button to preview and test the widget.



## Newsletter

Sign up for the Sendible Newsletter and we'll keep you updated of all the latest Sendible news:

First Name\*

Last Name\*

Email\*

Mobile

Preferred Contact Method

[Sign Up](#)

Powered by [Sendible](#)

When you're ready, click **Get Widget Code**. This is the code that you'll need to copy and paste onto your website or blog to have the capture form appear.

Get started...

**Copy and paste the code below onto a web page on your site or blog for the widget to appear:**

```
<script type="text/javascript" src="http://sendible.com/widgets/add_contact.js"></script>
<script type="text/javascript">
  newContactForm( {
    api_key: [REDACTED],
    button_text: "Sign Up",
    group_id: -1,
    notify_group_id: -1,
    notify_message:
"The%20following%20contact%20has%20signed%20up%20at%20%24referer%3A%0AFirstname%3A%
20%24first_name%0ALastname%3A%20%20%24last_name%0AEmail%3A%20%20%20%20%20%24e
mail%0A",
    show_gender: false,
    show_address: false,
    show_zip: false,
    show_fax: false,
    show_occupation: false,
    show_mobile: false,
    show_telephone: false,
    show_company: false,
    show_birthday: false,
    custom: [],
    success_url: "http://yoursite.com/success.html",
    failure_url: "http://yoursite.com/signupfailed.html"
  },
```

CLOSE X

## How to send SMS text messages to a group using Sendible

Sendible allows you to send SMS text messages to any country and any network in the world.

With Sendible, there are several ways to send SMS text messages to a group of contacts. This post details the simplest way.

To create a group of contacts who will be receiving SMS text messages from you, follow the steps blow:

1. Go into [My Contacts](#)
2. Select [Groups](#)
3. Click **New Group** and give your group name, then click **Create**.

Create a new group X

Group Name:  ★


---

**Create** **Cancel**

4. Click **New Contact** and enter the details for the contact. Make sure under Contact Information, you select SMS as the preference. Also, be sure to include the country code for the mobile number.

New Contact
✕

▼ Personal Information

|            |            |   |
|------------|------------|---|
| First name | John       |  |
| Last name  | Smith      |   |
| Gender     | Male ▼     |   |
| Birthday   | 2011/07/20 |   |
| Company    | Sendible   |   |
| Occupation | IT Support |   |
|            |            |   |

▶ Contact Information

▶ Address

▶ Groups

Save

Cancel

5. Click Save.

6. Repeat steps 4 and 5 to add multiple SMS contacts.

Now, to send a bulk SMS to this group, go to [Message Box](#) and select the group you created in Step 3 above.

## How to customize and send an email newsletter using Sendible's prebuilt templates

Sendible's Pre-built templates could be used to customize and send an email newsletter.

This could be done by following the steps below:

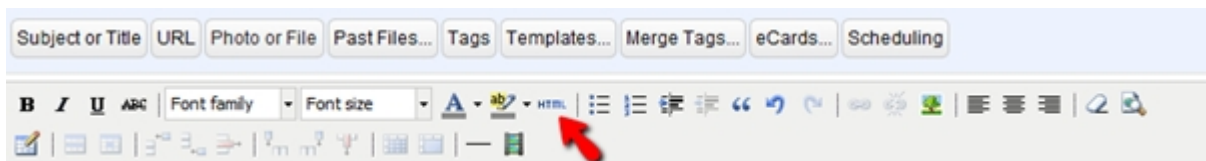
1. Log in to your account
2. Go to Message Box
3. Click on "Templates" button
4. After the templates get loaded Select the template you want to use and Click "Select"
5. Click "Photo or File" button
6. Select the images that you want to put into your template from your computer
7. Now, Click on the place where you want to put your image
8. Also, don't forget to see the dimensions of the default (placeholder) image as shown in the video so that

when you replace the image with the new one, you should make it the size of the required dimension.

9. Click "Save Template"
10. Congratulations! You are done.

## How to import, customize and send your own HTML template using Sendible

1. Log in to your account
2. Go to Message Box
3. Click on "HTML" button as shown in the image below



4. Copy your HTML into it with the CSS in the **<style>your CSS goes here</style>** tag.
5. Click "Update"
6. Click "Photo or File" button
7. Select the images you want to put into your template
8. Now, Click on the place where you want to put your image
9. Also, don't forget to see the dimensions of the inbuilt image as shown in the video so that when you replace the image with new one, you should make it the size of the required dimension.
10. Click "Save Template"
11. Congratulations! You are done.

## FAQ's

---

Below are some Frequently Asked Questions. For more questions see: <http://sendible.zendesk.com/forums/270786-community-help>

For more information email [support@sendible.com](mailto:support@sendible.com)

### What Social Media services do you support?

#### **Social**

Services in this category are for posting updates, photos, link sharing, location-based services and social media messaging. Services include Bebo, Brightkite, Facebook, Friendfeed, Buzz, Twitter, Foursquare etc. See [Social](#) for more information.

#### **Streams**

Streams allows you to read and respond to posts from various streams e.g. Facebook, LinkedIn and Twitter.

See [Streams](#) for more information.

#### **Blogs**

This category allows you to update your blogs directly from Sendible or create your own Sendiblog. Sendiblogs are hosted at brand.sendible.com.

See [Blogs](#) for more information.

#### **Monitoring**

Monitor what's being said about your brand on blogs, microblogs, social networks and in comments.

See [Monitoring](#) for more information.

#### **RSS**

RSS Auto Poster allows you to automatically post to your social networks and contacts.

See [RSS](#) for more information.

#### **Email**

Sendible allows you to import your email contacts from services like Gmail, Hotmail, AOL and Yahoo Mail.

See [Email](#) for more information.

#### **SMS**

Sendible allows you to build and pre-schedule automated SMS texts. This can be useful for birthdays and other events.

See [SMS](#) for more information.

## **Bulk**

Bulk allows you to import your contacts from CSV files. This is useful when importing a large number of contacts.

See [Bulk](#) for more information.

## **Other**

Twitter Auto Follower allows you to automatically follow people on Twitter. The Auto Follower allows you to extend your fan base and follow people with common interests.

See [Other](#) for more information.

## **Social**

### **Social Updates and Microblogging**

- Bebo
- BrightKite Status
- Facebook Fan Page
- Facebook Group
- Facebook Note
- Facebook Page Note
- Facebook Post
- Facebook Status
- FriendFeed
- Google Buzz
- LinkedIn Status
- Myspace Bulletin
- Myspace Status
- Ping.fm
- Plurk
- Twitter

## **Photo Sharing**

- Facebook Page Album
- Facebook Photo Album
- Flickr
- MobyPicture

## **Link Sharing and Bookmarking**

- Delicious
- Delicious (via Yahoo)
- Diigo
- Identi.ca
- Ma.gnolia
- Read It Later

## **Location-Based Services**

- Foursquare Shout
- Foursquare Venue Tip

## **Social Media Messaging**

- Facebook Wall Post
- Facebook Autoresponder
- LinkedIn
- LinkedIn Autoresponder

## **Streams**

- Facebook Group Stream
- Facebook Fan Page Stream
- Facebook Stream
- LinkedIn Stream
- Twitter List
- Twitter Search
- Twitter Stream



## **Blogs**

- Blogspot
- MetaWebLog
- MovableType
- Posterous
- Sendiblog
- Tumblr
- TypePad
- Wordpress
- Wordpress.com

## **Monitoring**

- Brand and Keyword Monitoring
- Reviews

## **RSS**

- RSS Auto Poster

## **Email**

- AOL
- Gmail
- Hotmail
- Mail.com
- Yahoo Mail

## **SMS**

- SMS Autoresponder

## **Bulk**

- Contact Importer
- Message Importer

## **Other**

- Twitter Auto Follower

## Latest

- Facebook Group Stream
- Twitter List
- Facebook Fan Page Stream
- Facebook Stream
- LinkedIn Stream
- Twitter Search
- Twitter Stream
- Reviews

## Custom

By default, posts to Facebook and Twitter will have a "via Sendible" tagline below each post. To have this changed, you can apply for rebranding by going to <http://bit.ly/sendiblerebranding>.

You'll be able to add the custom services which we rebrand for you from within this section.

## Can I change 'Via Sendible' to 'Via My Company' for Facebook posts?

Yes. If you'd like to replace "via Sendible" with your own company name when posting to Facebook, we can set up a custom Facebook application for you. You will need to send us your company logo, a short description about your company and your company website url. If you haven't upgraded to our top account, there will be a one-off charge to have this set up.

To apply for this, go to <http://bit.ly/sendiblerebranding>.

## Do recurring messages count towards my messaging limit?

Yes. Each message that is sent counts as a credit. So, if you send a status update to Twitter and Facebook every hour for 24 hours, your message credits will be reduced by 48 at the end of the 24 hour period.

## My Facebook posts are not going through. What must I do?

If your Facebook messages are failing, we recommend deleting the account from [Add/Edit Services](#) and recreating it. When you set up the account in Sendible, you need to make sure Facebook prompts you for Extended Permissions so that your account can be updated even when you're offline.

## My Tweets are not going through to Twitter. What must I do?

Make sure your Twitter account settings are correct in Sendible. If you've recently changed your Twitter password, you'll also have to update this in Sendible. Twitter has clamped down on recurring tweets and will ignore tweets that are constantly repeated. Twitter also has posting limits, so be sure you haven't exceeded this limit for the day.

## How can I send out a bulk email campaign when I run out of message credits?

If you ever run out of message credits, you can either upgrade your account or you can purchase a bundle of [Sendible Tokens](#). Tokens can be used as message credits when your standard credits run out.

## My messages aren't going out immediately or at the scheduled time. What must I do?

Make sure your time zone is set correctly in [My Profile](#). After updating your timezone, be sure to uncheck **Automatically detect timezone**.

## How do I become an affiliate?

The affiliate program works as follows:

- We give you a link with a tracking code that we use to track your sign ups. This link can be used in Twitter posts, blog posts, emails etc.
- For every user you introduce that upgrades to a paid account, we pay you 30% for the duration that the user is a paying subscriber. We make payments quarterly.

If you'd like to join our affiliate program, simply send an email to [partnerships@sendible.com](mailto:partnerships@sendible.com) with:

- Your Sendible username
- Your Paypal email address

## What networks and countries do you support for SMS?

### Afghanistan +93

Areeba  
AWCC  
Etisalat  
Roshan

### Albania +355

AMC  
Eagle  
Vodafone

### Algeria +213

AMN  
Djezzy (Orascom)  
Nedjma (Wataniya)

### Andorra +376

Sta (Mobiland)

**Angola +244**

Unitel

**Antigua & Barbuda +1268**

APUA

C & W

Digicel

**Argentina +54**

C.T.I. Compania DTDI S.A.

Movistar (Unifon; TCP)

Nextel (iDEN)

Telecom Personal S.A.

**Armenia +374**

Armentel

MTS Armenia

**Aruba +297**

Digicel

SETAR GSM

**Australia +61**

Hutchinson 3G

Orange (Hutchison) CDMA

Telstra (MobileNet)

Virgin Mobile

Vodafone

YES Optus (Singtel)

**Austria +43**

ACOTEL

Bob

Mobilkom (Telekom,A1)

Orange (ONE)

T-Mobile (Max.Mobil, Teling)

Tele2 mobil

TRE (H3G)

Yesss

**Azerbaijan +994**

Azercell Telekom B.M.

J.V.Bakcell GSM

Nar Mobile

**Bahamas +1242**

Bahamas Telecoms Co.

**Bahrain +973**

Batelco

ZAIN (Vodafone/MTC)

**Bangladesh +880**

Aktel (TM International)

Banglalink (Orascom)

GrameenPhone

Teletalk

Warid

**Barbados +1246**

bMobile (C & W)

Digicel

**Belarus +375**

Life

MTS

Velcom

**Belgium +32**

BASE (KPN Orange)

Dolphin Telecom

Mobistar

Proximus (Belgacom)

**Belize +501**

Belize Telecommunication Ltd

**Benin +229**

Areeba (Spacetel)

Bell Benin Communications

Libercom

Telecel

**Bermuda +1441**

Cellular One

Digicel

M3 Wireless

**Bhutan +975**

B-mobile

Bolivia +591

Entel

Tigo

Viva

**Bosnia-Herzegovina +387**

ERONET/HPT

m:tel

PTT BIH

**Botswana +267**

BTC Mobile

Mascom Wireless

Orange (Vista)

**Brazil +55**

Claro

TIM

TNL PCS (Oi, Telemar)

Vivo

**Brunei +673**

B-mobile

DST Communications Sdn Bhd

**Bulgaria +359**

BTC Vivatel

Cosmo Bulgaria Mobile (Globul)

MobilTel AD

**Burkina Faso +226**

Celtel Burkina

Onatel

Telecel

**Burundi +257**

Spacetel

Telecel

**Cambodia +855**

Cadcomms

CamGSM

Camshin (Shinawatra) DCS-1800

Casacom (Samart) GSM-900

S Telecom

**Cameroon +237**

MTN

Orange (SCM)

**Canada +1**

Alliant (text only)

BELL CELLULAR

Cleartel

Fido (Microcell)

Rogers (AT&T)

Telus Mobility

**Cape Verde Islands +238**

CV Movel

**Cayman Islands +1345**

C & W

Cingular

Digicel

**Central African Republic +236**

Moov

Orange

Telecel Centrafrique

**Chad +235**

CelTel Tchad SA

Millicom

**Chile +56**

Claro

Entel PCS

Entel Telefonía

Movistar

**China +86**

China Mobile

China Unicom

**Colombia +57**

Comcel

Movistar

Tigo (Colombia Movil)

**Congo +242**

CelTel

MTN Congo

Warid

**Congo, Democratic Republic +243**

CCT

CelTel (Zain)

Oasis

Supercell

Vodacom (CWN)

**Costa Rica +506**



ICE

**Croatia +385**

T-mobile

Tele2

VipNet

**Cuba +53**

C-COM

**Cyprus +357**

CY TA

MTN (Areeba)

**Czech Republic +420**

O2 Telefonica (EuroTel)

T-Mobile (Radiomobil,Oskar)

Vodafone

**Denmark+45**

Dominican Republic

Orange

Orange (Mobilix)

Sonofon

TDC (Tele Denmark)

Tele2

Telemore (Virtual:Tele Denmark)

Telia AB

**Djibouti+253**

Evatis

**Dominica+1767**

C & W

Orange

**Dominican Republic +1829**

Claro

Orange

Viva

**Ecuador+593**

Alegro

Movistar (Otecel)

Porta (Conecel)

**Egypt+20**

ECMS MobiNil

Etisalat

Vodafone (Misrfone +CLICK GSM)

**El Salvador+503**

CTE Telecom PERSONAL

Digicel

**Estonia+372**

AS EMT

Elisa (Radiolinja)

Tele2

**Ethiopia+251**

ETMTN

**Falkland Islands+500**

Touch (C & W)

**Faroe Islands+298**

FaroeseTelecom

Kall GSM

**Fiji Islands+679**

Digicel

Vodafone

**Finland+358**

Alands Mobiltelefon Ab

Dna Finland Oy

Finnet (Finnish 2G Suomen)  
Oy Radiolinja Ab  
Saunalahti Group Oyj (Jippii)  
Sonera (Tele)  
Telia Mobile

### **France+33**

Bouygues Telecom  
Infomobile  
Nilcom Prosedie  
Orange  
SFR  
Te.Sa.M

### **French Guiana+594**

Digicel  
Orange  
Outremer

### **French Polynesia +689**

Tikiphone

### **Gabon+241**

Celtel  
Libertis  
Telecel

### **Gambia+220**

Africell  
Comium  
Gamcel

### **Georgia+995**

Beeline  
Geocell  
Magticom Ltd.

### **Germany+49**

E-Plus

Group 3G

MobilCom

O2 (Viag, E2)

T-Mobil (D1, Detemobil)

Vodafone (D2, Man.man, Mobilfunk)

### **Ghana+233**

Millicom (Mobitel)

Onetouch (Ghana Telecom)

Scancom

### **Gibraltar+350**

Gibtel

### **Greece+30**

Cosmote

Q-Telecom/Infoquest - now part of WIND

Vodafone (Panafon)

WIND (TIM/STET Hellas)

### **Greenland+299**

TELE Greenland

### **Grenada+1473**

AT & T

C&W

Digicel

### **Guadeloupe+590**

Digicel (Bouygues Telecom)

Orange (France Caraibe Mobiles)

Outremer

### **Guam+671**

DOCOMO Pacific

Guam Wireless (Hafatel)

IT & E

mPulse

**Guatemala+502**

Claro

Telefonica

Tigo

**Guernsey+44**

C & W

Guernsey Telecoms

JT-Wave

**Guinea+224**

Celtel

Lagui

Orange

**Guyana+592**

Cellink Plus

Digicel

**Haiti+509**

Comcel

Digicel

**Honduras+504**

Claro

Digicel

Hondutel

Tigo

**HongKong+852**

3 Hong Kong (Hutchison)

China Motion Telecom

China Unicom International

CHKTL

**HK CSL (900/1800)**

PCCW Mobile

Peoples

SmarTone Vodafone

Trident

### **Hungary+36**

Pannon GSM

T-mobile

Vodafone Ltd.

Westel - now T-Mobile

### **Iceland+354**

Nova

Núll níu ehf

Og Vodafone (Islandssimi)

Og Vodafone (TAL)

Siminn

Viking Wireless(IMC)

### **India+91**

ADIL - Haryana

ADIL - Rajasthan

ADIL - UP(E)

Aircel - Tamil Nadu

Airtel - Kerala

Barakhamba - AP

Barakhamba - Chennai

Barakhamba - Karnataka

Bharti - AP (Airtel)

Bharti - Karnataka

Bharti - Punjab

Bharti Cellular - Delhi

Bharti Cellular - Gujarat

Bharti Cellular - Haryana

Bharti Cellular - Kerala

Bharti Cellular - Maharashtra

Bharti Cellular - MP

Bharti Cellular - Mumbai

Bharti Cellular - Tamil Nadu

Bharti Cellular - UP(W)

Bharti Mobinet - Chennai

Bharti Mobitel - Kolkata

Bharti Telenet - HP  
Birla - AT&T Commns - Delhi  
Birla - AT&T Commns - Gujarat  
Birla - AT&T Commns - Maharashtra  
BPL Mobile - Kerala  
BPL Mobile - Maharashtra  
BPL Mobile - Tamil Nadu  
BPL Mobile Commns - Mumbai  
BSNL - A&N  
BSNL - AP  
BSNL - Assam  
BSNL - Bihar  
BSNL - Chennai  
BSNL - Gujarat  
BSNL - Haryana  
BSNL - HP  
BSNL - J&K  
BSNL - Karnataka  
BSNL - Kerala  
BSNL - Kolkata  
BSNL - Maharashtra  
BSNL - MP  
BSNL - NE  
BSNL - Orissa  
BSNL - Punjab  
BSNL - Rajasthan  
BSNL - Tamil Nadu  
BSNL - UP(E)  
BSNL - UP(W)  
BSNL - WB  
BTA Cellcom - MP  
C-DOT - Delhi  
C-DOT - Kolkata  
Escorts Telecom - HP  
Escorts Telecom - Punjab  
Escorts Telecom - Rajasthan  
Escorts Telecom - UP(E)  
Escotel Mobile - Haryana  
Escotel Mobile - Kerala  
Escotel Mobile - UP(W)

Fascel - Gujarat  
Hexacom - NE  
Hexacom - Rajasthan  
Hutchinson East (Usha Martin-Kolkata)  
Hutchison Essar (Sterling-Delhi)  
Hutchison Max Telecom - Mumbai  
IDEA Cellular - Gujarat  
IDEA Cellular - Maharashtra  
Koshika - Bihar  
Koshika - Orissa  
Koshika - UP(E)  
Koshika - UP(W)  
MTNL - Delhi  
MTNL - Mumbai  
Reliance Internet Serv - Kolkata  
Reliance Telecom - Assam  
Reliance Telecom - Bihar  
Reliance Telecom - HP  
Reliance Telecom - MP  
Reliance Telecom - NE  
Reliance Telecom - Orissa  
Reliance Telecom - Punjab  
Reliance Telecom - WB  
RPG Cellular - Chennai  
Spice Commns - Karnataka  
Spice Commns - Punjab  
Swan  
Tata Cellular - AP  
Vodafone

## **Indonesia+62**

3 Indonesia  
Axis  
PT Indosat (IM3)  
Satelindo  
Telkomsel  
XL

## **Iran+98**



Irancell  
Taliya  
TCI  
TKC (KFZO)  
Iraq+964  
Asia Cell  
Iraqna  
Korek Telecom  
Zain Iraq

### **Ireland+353**

3 Ireland  
Meteor  
O2 (Esat Digifone)  
Vodafone (Eircell)  
Isle of Man+44  
O2 (Manx)

### **Israel+972**

Cellcom Israel Ltd  
Mirs  
Orange (Partner)  
Pelephone

### **Italy+39**

3 Italia  
TIM  
Vodafone (Omnitel)  
WIND

### **Ivory Coast+225**

Comstar Cellular S.A.  
KoZ (Comium)  
Moov  
MTN  
Orange (SIM Ivoiris)

### **Jamaica+1876**

bMobile (C & W)

Digicel

### **Japan+81**

J-phone

NTT Do Co Mo

### **Jersey+44**

C & W

Jersey Airtel

Jersey Telecoms

### **Jordan+962**

Orange (Mobile com)

Umniah

Xpress

Zain (JMTS)

### **Kazakhstan+7**

Beeline

KCell

MTS

### **Kenya+254**

Celtel (KenCell)

Safaricom (GSM)

### **Korea (South)+82**

KT Freetel

Shinsegi Telecom

SK Telecom

### **Kuwait+965**

Viva

Wataniya Telecom

ZAIN (Vodafone/MTC)

### **Kyrgyzstan+996**

Bitel

Megacom

O!

### **Laos+856**

Laotel

Tigo

### **Latvia+371**

Latvijas Mobilais Telefons (LMT)

SIA Bite Latvia

Tele2 (Baltkom)

Triatel (Baltija)

ZetCOM (LMT)

### **Lebanon+961**

Alfa (FTML Cellis)

MTC (LibaCell)

### **Lesotho+266**

Econet

Vodacom Lesotho (Pty) Ltd

### **Liberia+231**

Cellcom

Comium

### **Libya+218**

Al Madar

Libyana Mobile

### **Liechtenstein+423**

Mobilkom LIE AG

Orange (VIAG EuroPlatform)

Swisscom (Telecom FL, Comfone)

Tele2 AG (Tango)

### **Lithuania+370**

Bite GSM

Omnitel GSM

Tele2

**Luxembourg+352**

Orange (VOXmobile)

P&T LuxGSM

Tango

**Macau+853**

CTM

Hutchison 3

SmarTone

**Macedonia+389**

Cosmofone

Makedonski Telekomunikacii

Mobimak (Post and Tele...)

T-Mobile

VIP

**Madagascar+261**

Madacom

Orange

Telecel

Zain (Celtel)

**Malawi+265**

TNML

Zain (Celtel)

**Malaysia+60**

Celcom

Digi Telecom

Maxis (Binariang)

Mobikom

TimeCel (Adam, Time Wireles)

TMTouch

**Maldives+960**

Dhiraagu

U Mobile

Wataniya

### **Mali Republic+223**

Malitel-SA

Orange

### **Malta+356**

3G Telecom

Go Mobile

Vodafone Malta Ltd

### **Martinique+596**

Digicel (Bouygues Telecom)

Orange (France Caraibe Mobiles)

Outremer

### **Mauritania+222**

Mattel

Mauritel Mobiles

### **Mauritius+230**

Emtel

Orange (Cellplus)

### **Mayotte Island+269**

SRR Mayotte

### **Mexico+52**

Movistar (Telefonica-Pegaso GSM)

Nextel

Skytel (pager)

Telcel

Unefon-lusacel

### **Moldova+373**

Eventis

MoldCell

Voxtel

**Monaco (Kosovo) +377**

Monaco Telecom

**Mongolia+976**

MobiCom

Unitel

**Montenegro+382**

MTEL Podgorica

Promonte

T-mobile

**Montserrat+1664**

C & W

**Morocco+212**

Maroc Telecom (IAM)

Medi Telecom

Wana

**Mozambique+258**

mCel

Vodacom

**Namibia+264**

Cell One

MTC

**Nepal+977**

Mero (Spice)

Nepal TC

**Netherlands+31**

KPN Telecom B.V.

Orange (Dutchtone)

T-Mobile (BEN)

Tele2 (Netherlands) B.V.

Telfort (O2)

Vodafone (Libertel)

**Netherlands Antilles +599**

Digicel

Telbo

TelCell (St Maarten)

UTS (Curacao+Antelecom)

**New Caledonia+687**

OPT (Mobilis)

**New Zealand+64**

Telecom New Zealand

Telstra New Zealand

Two degrees

Vodafone (BellSouth)

**Nicaragua+505**

Claro

Movistar

Sercom

**Niger+227**

Orange

Telecel

Zain (Celtel)

**Nigeria+234**

Etisalat

Globacom

MTEL (Nitel)

MTN

Zain (Celtel, V-mobile)

**Norway+47**

NetCom

Tele2 Norge AS

Telenor Mobil AS

**Oman+968**

Oman Mobile  
Qatari (NAWRAS)

### **Pakistan+92**

Mobilink  
Telenor  
UFone  
WARID Telecom  
Zong

### **Palestine+970**

Telekom Co (Jawwal)

### **Panama+507**

Bell South  
Cable & Wireless  
Nucleo Personal  
Telefonica Movistar  
VOX

### **Papua New Guinea +675**

B-mobile  
Digicel

### **Paraguay+595**

Claro  
Nucleo Personal  
Tigo  
VOX Hola Paraguay

### **Peru+51**

Claro  
Movistar  
Nextel

### **Philippines+63**

Globe Telecom  
Islacom  
Nextel Communications



Smart Communications  
Sun Cellular (DIGITEL)

### **Poland+48**

Era (PTC)  
Orange (Idea, PTK Centertel)  
P4  
PlusGSM (PolKomTel)

### **Portugal+351**

OniWay  
Sonaecom (Optimus)  
TMN  
Vodafone (Telecel)  
Zonas Cabo

### **Puerto Rico+1787**

Claro  
Newcomm  
Suncom

### **Qatar+974**

Qatar Telecom  
Vodafone

### **Reunion+262**

Orange (France Telecom)  
Outremer  
SRR

### **Romania+40**

Cosmorom  
Orange (Dialog, Mobil Rom)  
RCS & RDC (Digi)  
Vodafone

### **Russia+7**

BaykalWestCom  
BM-Telecom

Delta Telecom  
Dontelecom  
Ermak RMS  
Far East Cellular Systems  
KB Impuls  
Kuban  
MegaFon (North-West)  
Mobile Communications Systems  
Mobile TeleSystems  
New telephone company  
Orensot  
Prim Telephon  
Siberia Cellular Systems  
Sibintelecom  
SMARTS (Zao)  
Sonic Duo  
TAIF-Telecom  
Tambov Electrosvyaz  
TELECOM-XX1  
Telesot Alania  
Tomskaya Cellular System  
Uraltel Ltd  
Vimpelcom  
Yenisey Telecom

### **Rwanda+250**

Rwandacell (MTN)

### **Saint Kitts and Nevis +1869**

C & W  
Digicel  
UTS CariGlobe

### **Saint Lucia+1758**

AT & T  
C&W  
Digicel

### **Samoa+685**

Digicel  
Samoatel

### **San Marino+378**

San Marino Telecom

### **Saudi Arabia+966**

Al Jawal (Saudi Telecom, STC)  
Mobily (Etihad Etisalat)  
Zain (MTC)

### **Senegal+221**

Expresso  
Orange (SonaTel)  
Tigo (SenTel)

### **Serbia+381**

Mobilna Telefonija Srbije  
Mobtel  
MONET  
Promonte  
Telekom Srbija  
VIP

### **Seychelles+248**

Cable and Wireless  
Telecom Seychelles (Airtel)

### **Sierra Leone+232**

Africel  
Comium  
Millicom S.L. Ltd.  
Zain (Celtel)

### **Singapore+65**

M1  
Singtel (1800)  
SingTel (900)  
StarHub Pte Ltd.

**Slovakia+421**

Eurotel

Orange (Globtel)

T-mobile

Telefonica

**Slovenia+386**

Mobitel GSM

SiMobil (Vodafone)

T-2 d.o.o

Vega (Western Wireless / Tasmobil)

**Somalia+252**

Golis

Hormuud

Nationlink

Somafone

Telcom

Telesom

**South Africa+27**

Cell C

MTN

SA Landlines

Vodacom

**Spain+34**

BaraBlu

BT

DigiMobil

Euskatel

Movistar (Telefonica)

ONO

Orange

R móvil

Simyo

TeleCable

Vodafone

Yoigo

### **Sri Lanka+94**

Bharti Airtel

Celltel (Tigo)

Mobitel

MTN Networks (Pvt) Ltd

### **St. Vincent and The Grenadines+1784**

AT & T

C & W

Digicel

### **Sudan+249**

Bashair Telecom (Areeba)

MobiTel

MTN

NOW

### **Suriname+597**

Digicel

Telesur

### **Swaziland+268**

Swazi MTN

### **Sweden+46**

3

Spring Mobile

Tele2 (Comviq)

Telenor

Telia (Sonera, Mobitel)

### **Switzerland+41**

IN&Phone

Orange

Sunrise (TDC, diax)

Swisscom AG

Tele2

**Syria+963**

MTN

SyriaTel

**Taiwan+886**

Chunghwa-LDM- (GSM)

FarEasTone

FarEasTone (DCS)

FarEasTone Mobitai TransAsia

KGT (DCS)

Mobitai (GSM)

TCC (DCS)

TransAsia

**Tajikistan+992**

Babilon-Mobile

Beeline

Indigo Tajikistan

Somoncom

TT Mobile

**Tanzania+255**

Celltel

MIC (T) Ltd.

Tritel (T) Ltd.

Vodacom (T) Ltd.

Zantel Ltd.

**Thailand+66**

AIS (1-2-call)

Digital (Hello, Virtual for AIS)

Orange

TAC (DTAC)

**Timor-Leste+670**

Timor Telecom

**Togo+228**

Telecel

Togocel

### **Trinidad and Tobago +1868**

Digicel

TSTT

### **Tunisia+216**

Orascom

Tunisie Telecom (Tunicell)

### **Turkey+90**

Aria (now part of AVEA)

AVEA

Turkcell

Vodafone

### **Turkmenistan+993**

BCTI

### **Uganda+256**

MTN

Orange

Uganda Telecom

Warid

Zain (CelTel)

### **Ukraine+380**

Golden Telecom

Kyivstar GSM

life :)

MTS

URS (Beeline, Mobi, Wellcom)

### **United Arab Emirates +971**

DU

Etisalat

### **United Kingdom+44**

3 UK

Cloud9

Earthadvice

Fixed lines

Intelligent

O2 (BT Cellnet)

Orange

Swiftnet

T-Mobile (One-2-One, Virgin, C&W)

Tesco (Virtual for O2)

Vodafone

### **United States of America+1**

ActionComm(text only)

Airpage (text only)

Airtouch (text only)

Allpage (text only)

Alltel (text only)

AmericanPaging (text only)

Answer Paging (text only)

Arch (text only)

Arch Paging (text only)

AT&T

AZ Paging (text only)

Beeper Arizona (text only)

Beeper West (text only)

Canadian Cellular Networks

Cingular (text only)

Cingular-Bellsouth (text only)

Cingular-Pacific Bell (text only)

Co Paging (text only)

Contact Paging (text only)

Courteous (text only)

DataComm Rogers (text only)

Dekota Electrical (text only)

Dobson

DunneComm (text only)

Handypage (text only)

Kelleys (text only)

Link Paging (text only)



Metro PCS  
Metrocall (text only)  
Mobile Comm (text only)  
Mobile Paging (text only)  
Nextel (text only)  
Page Northwest (text only)  
Page One (text only)  
Page Plus (text only)  
Page West (text only)  
PageNet (text only)  
Skytel (text only)  
Sprint  
T-Mobile  
US Cellular  
Verizon

### **Uruguay+598**

Ancel  
Claro  
Movistar

### **Uzbekistan+998**

Coscom  
Unitel  
Uzdunrobita  
Uzmacom

### **Vanuatu+678**

Telecom Vanuatu (SMILE)

### **Venezuela+58**

DigiCel  
Digitel GSM  
Infonet  
Movilnet  
Movistar

### **Vietnam+84**

Mobifone (VMS)

Vinaphone

### **Yemen+967**

MPC (Sabafon)

### **Zambia+260**

Cell Z (Zamtel MTS)

MTN (Telecel)

Zain (Celtel)

### **Zimbabwe+263**

Econet

NetOne

Telecel Zimbabwe

## **Does Sendible allow me to receive MMS messages?**

We don't support sending of native MMS, but you can attach images/files to your SMS texts and they'll be converted to short URLs.

## **How do I upload images to a newsletter?**

You can upload an image using the [Photo or File](#) button. Once it's uploaded, click the embed icon on the image to embed the image in your email.

## **How do I replace an image in a newsletter?**

To replace an image, the easiest way is as follows:

1. Click [Photo or File](#) and upload an image from your computer.
2. Once the image has been uploaded, click the **Embed** icon at the top right of the image.
3. This will embed the image in your email.
4. You should then be able to drag the image into place.

## **Can I post a Sendiblog update to Facebook?**

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Yes. You do this by adding the Facebook Page Note service from [Add/Edit Services](#). This allows you to post rich HTML to a Facebook Fan Page. You would then setup your Sendiblog to automatically syndicate new posts to a Sendible group that contains this service.

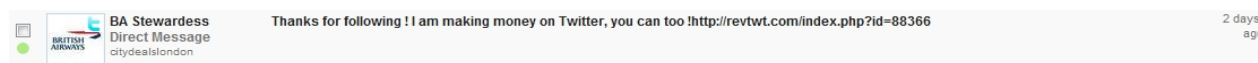
## **My Facebook posts have stopped posting. How do I fix this?**

1. Open up [Add/Edit Services](#) and select the [My Services](#) tab.
2. Edit each Facebook Page that is posting incorrectly.
3. On the settings screen, click **Switch Facebook User** and reconnect your Facebook account to Sendible.
4. Save your settings.

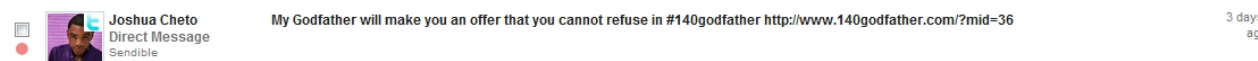
## Why does my Inbox have green and red dots?

Sendible will indicate to you whether a post that appears in your [Inbox](#) is a positive or negative sentiment.

A positive sentiment is indicated by a green dot.



A negative sentiment is indicated by a red dot.



A neutral sentiment is indicated by a grey dot.

## What is a Facebook Wall Post?

A Facebook Post allows you to post a single update to Facebook. This appears in all your friends' newsfeeds.

## What does the yellow star mean?

In [My Reports](#), you will see a yellow star on some of your messages. This means that your message has achieved above average engagement score.



## What is the number of services I could add to my account with Pay-As-You-Go Pricing?

We recommend upgrading to a monthly plan, such as the Solo plan. If you're on Pay-as-you-go, you can only add 4 services to your account. See [Upgrading](#) for more information.

## I can't post to facebook fan page, it keeps getting bounced.

This means that the session key used by Sendible to post to Facebook has become invalid. This usually happens if your Facebook password has changed or you've edited your privacy settings.

You'll need to reconnect your Facebook account to Sendible. You can do this by following the steps below:

1. Go to Add/Edit Services
2. Select My Services
3. Edit the Facebook account that failed.
4. Click Switch Facebook User and reconnect your account to Facebook.
5. Save your settings.

## Why are Bulk Facebook Wall Posts only reaching about 20 contacts?

Facebook has a limit for the number of wall posts you can send in a 24 hour period. Once this limit has

been reached, Facebook will block your account from posting updates until the next 24 hour period. This is why only 20 people got the post.

To get around this, we suggest splitting up your 200 Facebook contacts into 10 groups of 20 and schedule posts 1 day apart.

## Why are my posts being sent early?

By default, Sendible automatically detects your timezone when you sign in. It takes this information from your browser. If you signed in from a different timezone, then all the posts you schedule from that time on, will be in the new timezone which may be why your posts are sending at the wrong time.

To fix this, please go into [My Profile](#) and under [Time Settings](#), select the correct timezone. Also, be sure to uncheck **Automatically detect timezone** so that this doesn't happen again.

## What are the image sizes for newsletter template #9?

The large image is 600px x 300px and the smaller ones are 124px x 91px.

## If I send a group email to 1,000 people does it count as 1 message credit or 1,000?

An email to a group containing 1,000 people counts as 1,000 message credits.

## What's the best plan for a freelance Social Media marketer?

We have 2 options:

### Option 1:

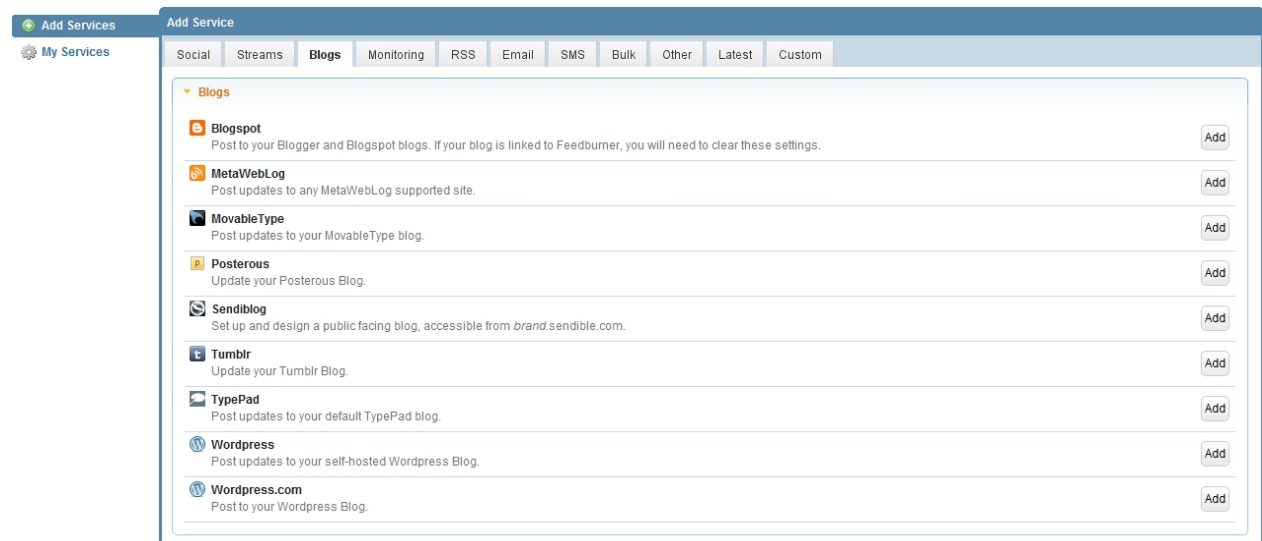
You could go with a Business or Enterprise account. The Business account allows you to have up to 4 clients initially and the Enterprise account allows 8. You can always add more clients as you bring them on. Your clients can log into Sendible and manage things themselves or you can manage things for them. See [My Account](#) for more information.

### Option 2:

You could go for a White Label. This is a stand-alone, rebranded version of Sendible with your own logo, design and URL. For more info, see <http://sendible.com/white-label>.

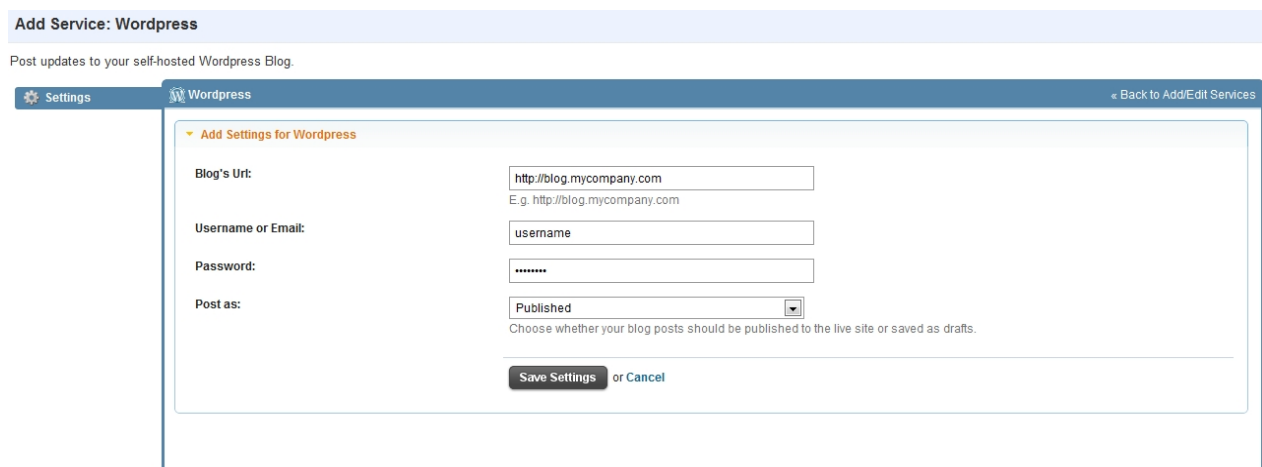
## How do I add a post to Wordpress?

1. Go to [Add/Edit Services](#) and find Wordpress under **Blogs**.



2. Click **Add**.

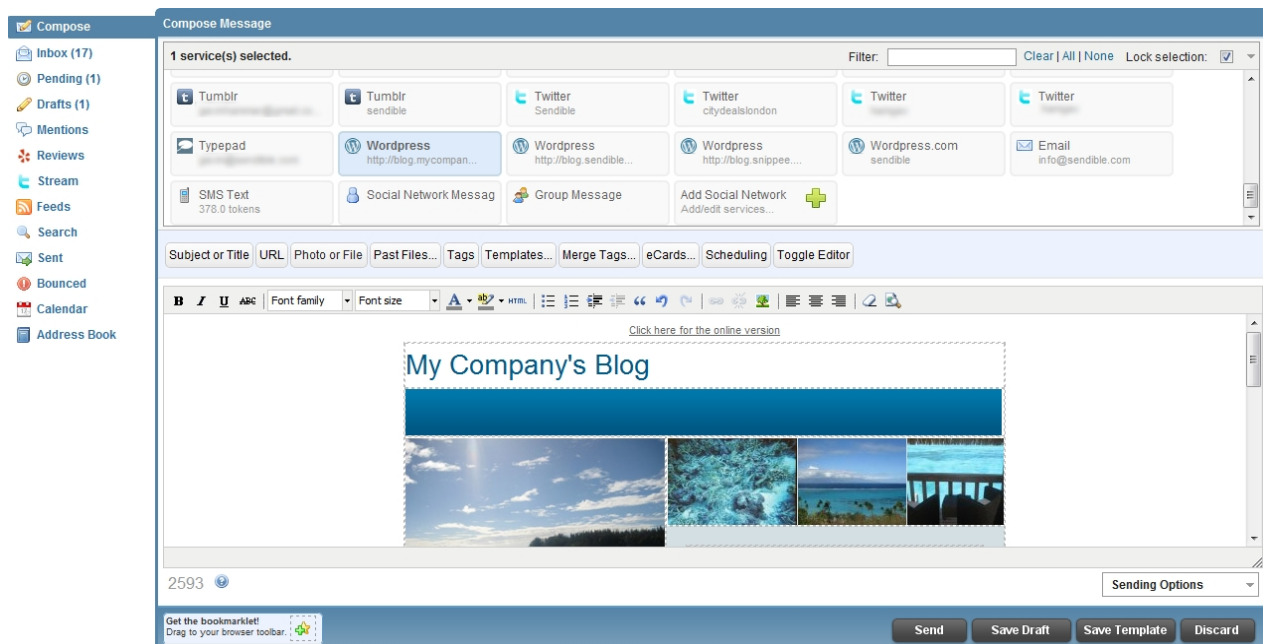
3. Enter your settings for Wordpress, this can be seen in the example below.



4. Select **Save Settings**

5. Go to the [Message Box](#) and toggle Wordpress.

6. Type your blog post in the box. In this example a template was used, for more information on how to use a template, see [Templates](#).



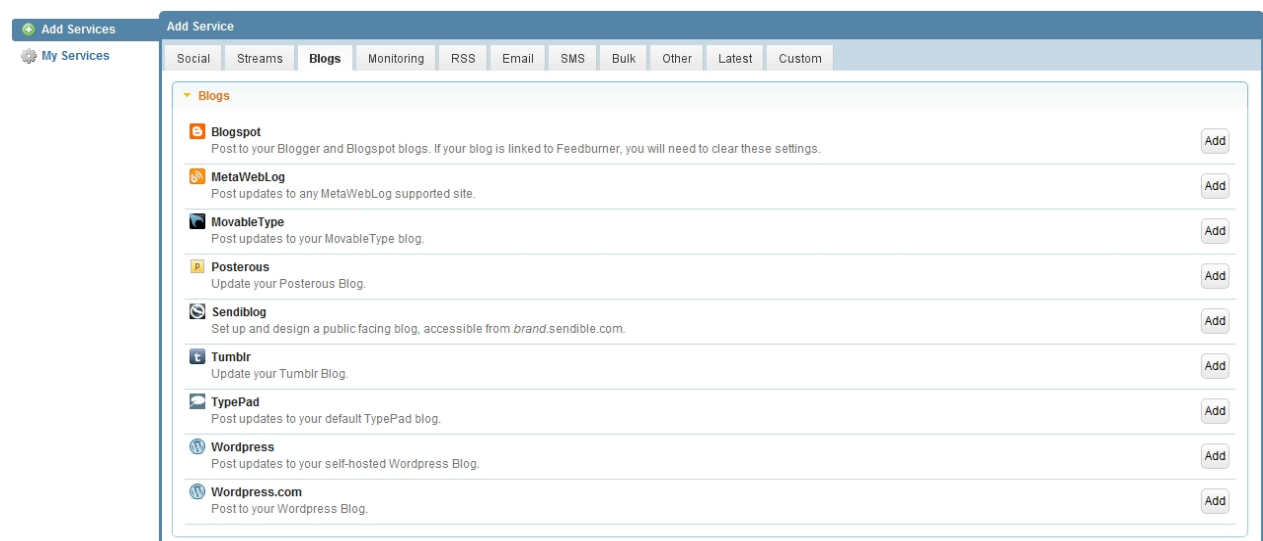
7. Once your blog post is complete, select **Send** if you are ready to send, **Save Draft** if you would like to resume working on the post at a later stage, **Save Template** if you would like to save your post as a template or **Discard** if you no longer wish to send your post.

### Having problems?

To ensure you can post to your self-hosted Wordpress blog, you need to ensure that XML RPC is enabled. To enable XML-RPC, see this post: <http://wpmu.org/daily-tip-how-to-enable-xml-rpc-access-to-your-wordpress-site/>.

## How do I add a post to Blogspot?

1. Go to [Add/Edit Services](#) and find Blogspot under **Blogs**.



2. Click **Add**.

3. Enter your settings for Blogspot, this can be seen in the example below.

**Add Service: Blogspot**

Post to your Blogger and Blogspot blogs. If your blog is linked to Feedburner, you will need to clear these settings.

Settings Blogspot Back to Add/Edit Services

**Add Settings for Blogspot**

Blog's Url:   
E.g. http://name.blogspot.com

Username or Email:

Password:

or

4. Select **Save Settings**

5. Go to the [Message Box](#) and toggle Blogspot.

6. Type your blog post in the box. In this example a template was used, for more information on how to use a template, see [Templates](#).

Compose Compose Message

1 service(s) selected. Filter: blog Clear | All | None Lock selection:

Blogspot Blogspot Posterous Sendiblog Sendiblog Sendiblog  
http://name.blogspot... londondeals

Tumblr Tumblr Typepad Wordpress Wordpress Wordpress  
sendible sendible http://blog.mycompan... http://blog.sendible... http://blog.snippee...

Wordpress.com  
sendible

Subject or Title URL Photo or File Past Files... Tags Templates... Merge Tags... eCards... Scheduling Toggle Editor

Click here for the online version

My Company's Blog

1952 Sending Options

Get the bookmarklet! Drag to your browser toolbar.

7. Once your blog post is complete, select **Send** if you are ready to send, **Save Draft** if you would like to resume working on the post at a later stage, **Save Template** if you would like to save your post as a template or **Discard** if you no longer wish to send your post.

### Having problems?

- Sign into your Blogspot account at <http://blogspot.com>.
- Edit the settings for the particular blog that's failing.

- Click **Site Feed** and make sure that the “Post Feed Redirect URL” is empty. If this is set to point to **Feedburner**, then you will need to remove this setting to be able to post from third party applications like Sendible.
- Save Settings.
- Try posting again from Sendible. You can repost the failed item from within the [Bounced](#) tab in the Message Box.

## How do I import phone numbers into Sendible for text messaging?

1. Go to [Add/Edit Services](#).
2. Under the [Bulk](#) tab, select CSV Importer.
3. Download our sample CSV file from <http://sendible-public.s3.amazonaws.com/static/contacts.csv> and add your contacts and their phone numbers. Be sure to include your contacts' country code when adding cellphone numbers.
4. Select or create a group to store your contacts.
5. Select **SMS** for contact preferences.
6. Click **Save Settings** and Sendible will import all your contacts from the CSV file into that group.

## Getting an error on Twitter: The remote server returned an error: (403) Forbidden

Usually this error is because Twitter doesn't allow the same tweet to be posted within a 24 hour period. If this is not the case, email [support@sendible.com](mailto:support@sendible.com).

## What do the "star" and points mean in the reporting analytics?

For each message, we allocate points as a measure of success. Points are based on metrics such as number of clicks, retweets, comments, likes, shares etc. We allocate a star to a message that has above average points so that you can immediately see which messages were the most successful.

## Does Sendible have a way to post a Sendiblog update to Facebook?

Yes. You do this by adding the Facebook Page Note service from [Add/Edit Services](#). This allows you to post rich HTML to a Facebook Fan Page. You would then setup your Sendiblog to automatically syndicate new posts to a Sendible group that contains this service.

## When posting to a self hosted Wordpress site, is there the ability to pick a category?

At the moment, you can't choose a category, but you can tag your posts using the [Tags](#) option in the [Message Box](#).

## Is it possible to import csv et al for scheduled posting?

Yes, it is possible if you're on one of our paid plans.

You can do this as follows:

1. Go to [Add/Edit Services](#)
2. Select the category, [CSV Importers](#)
3. Select the Message Importer



4. Download our sample CSV file and populate it with your own messages and send dates.

Note: When uploading your file, you'll be asked to select a Group. If you haven't already done so, you can create a Group from within [My Groups](#) and add the social media accounts that you'd like to update. When your scheduled posts are sent out, they'll post to all the accounts in your group.

## Contact Us

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If you have any queries, questions or comments please email [support@sendible.com](mailto:support@sendible.com).