Sendible User Manual

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What is Sendible?

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.

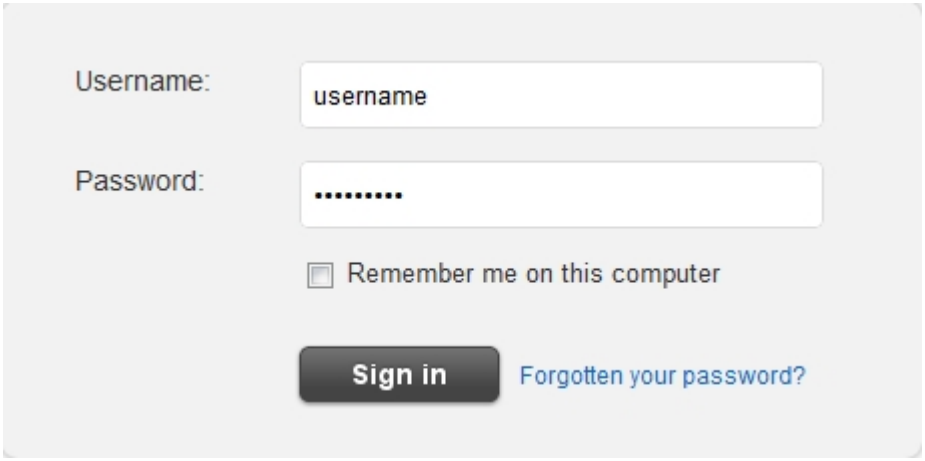
By selecting Take a Tour, you are able to see a brief overview of Sendible, the services we support as well as the various features.

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.

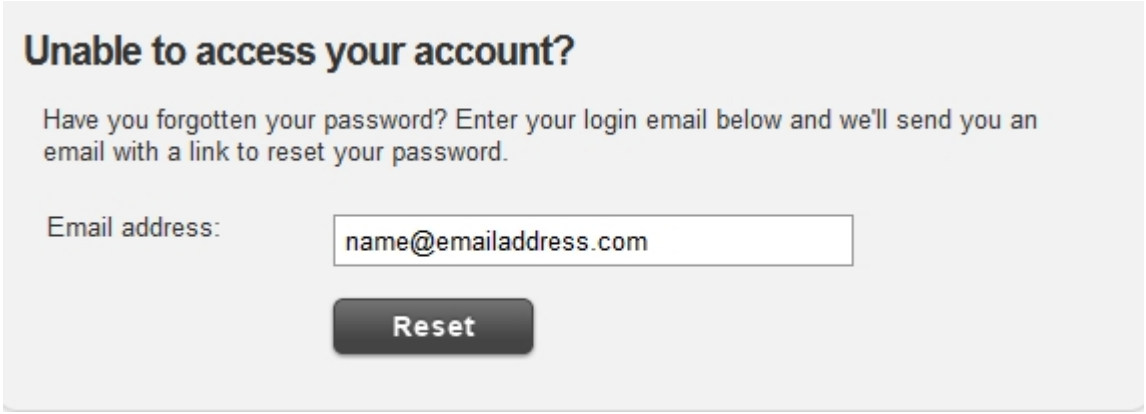
Signing in

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.



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.

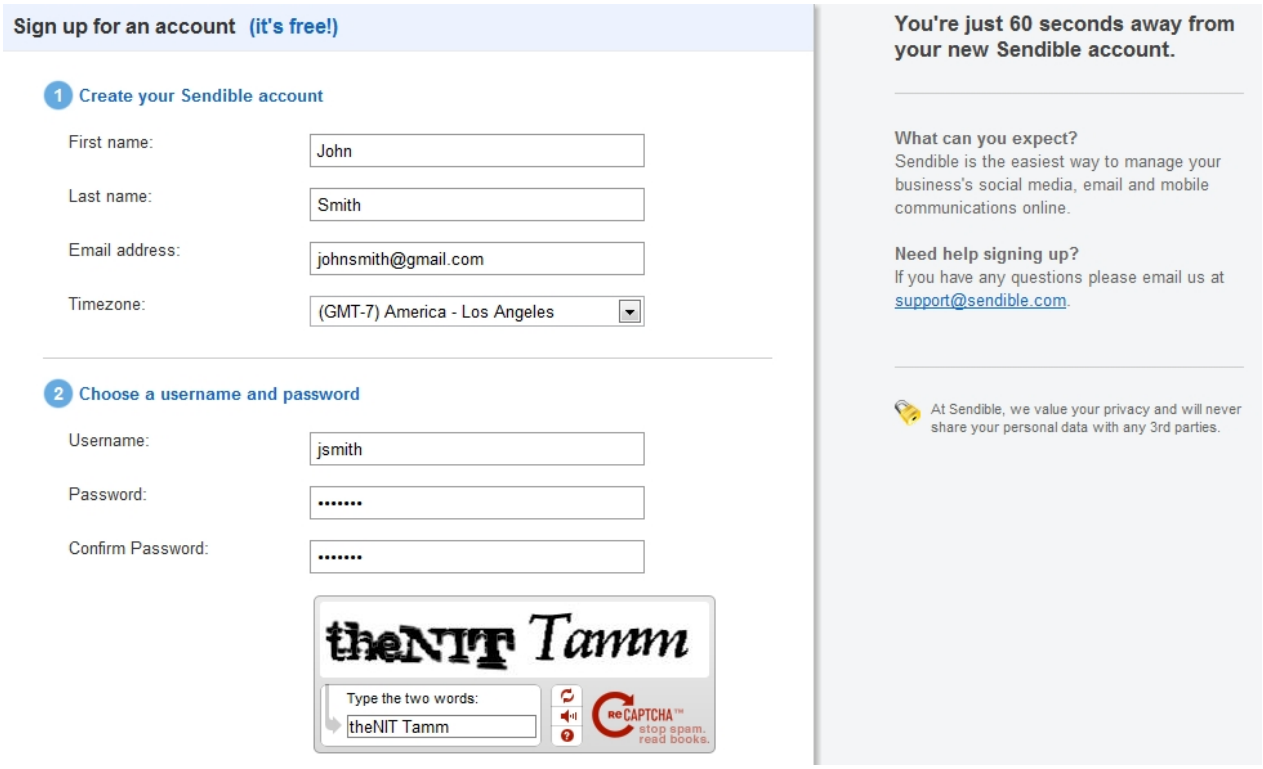


Free Trial

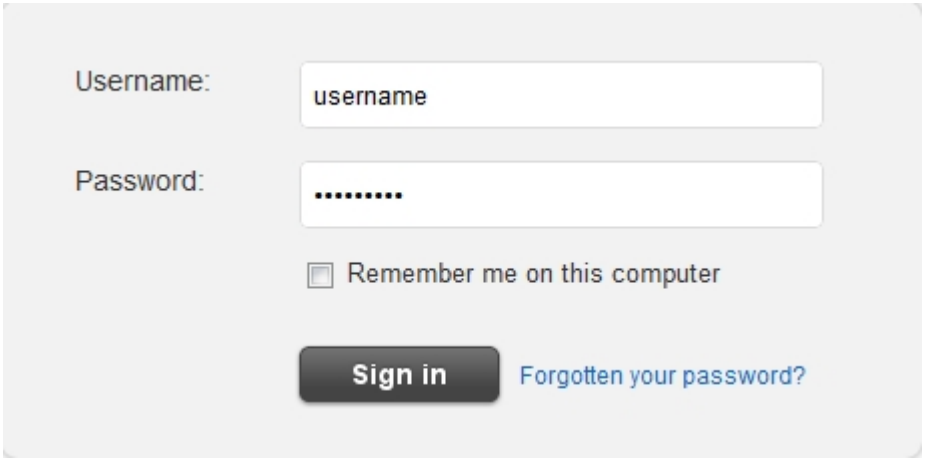
Sendible allows you to use the service for 30 days at no charge.

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.



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.



After signing in, you will be taken to the Message Box.

Paid Plans

Find the plan that's right for you!

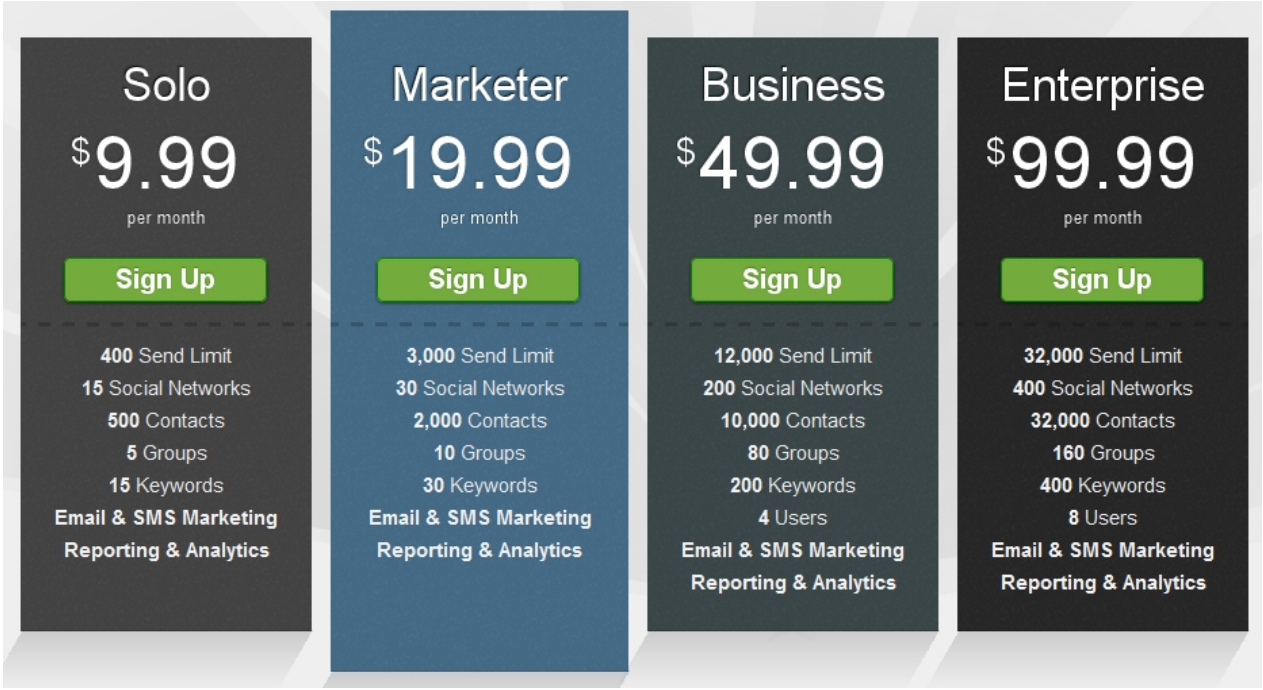
Sendible has four main payment plans each with its own limits to fit your specific needs.

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	Sign Up
Specialist $124.99/month	40,000	500	40,000	200	500	—	10	Sign Up
Agency $69.99/month	18,000	300	18,000	120	300	—	6	Sign Up
Social Marketer $39.99/month	8,000	100	4,000	40	100	—	4	Sign Up
Publisher $34.99/month	6,000	75	6,000	30	75	—	3	Sign Up
Startup $24.99/month	4,000	50	4,000	20	50	—	2	Sign Up
Free 30-day trial	100	8	100	3	8	—	—	Sign Up
White Label $995 setup fee	Make Sendible your own and resell to clients. Pay per user. More information.						Unlimited	Apply

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

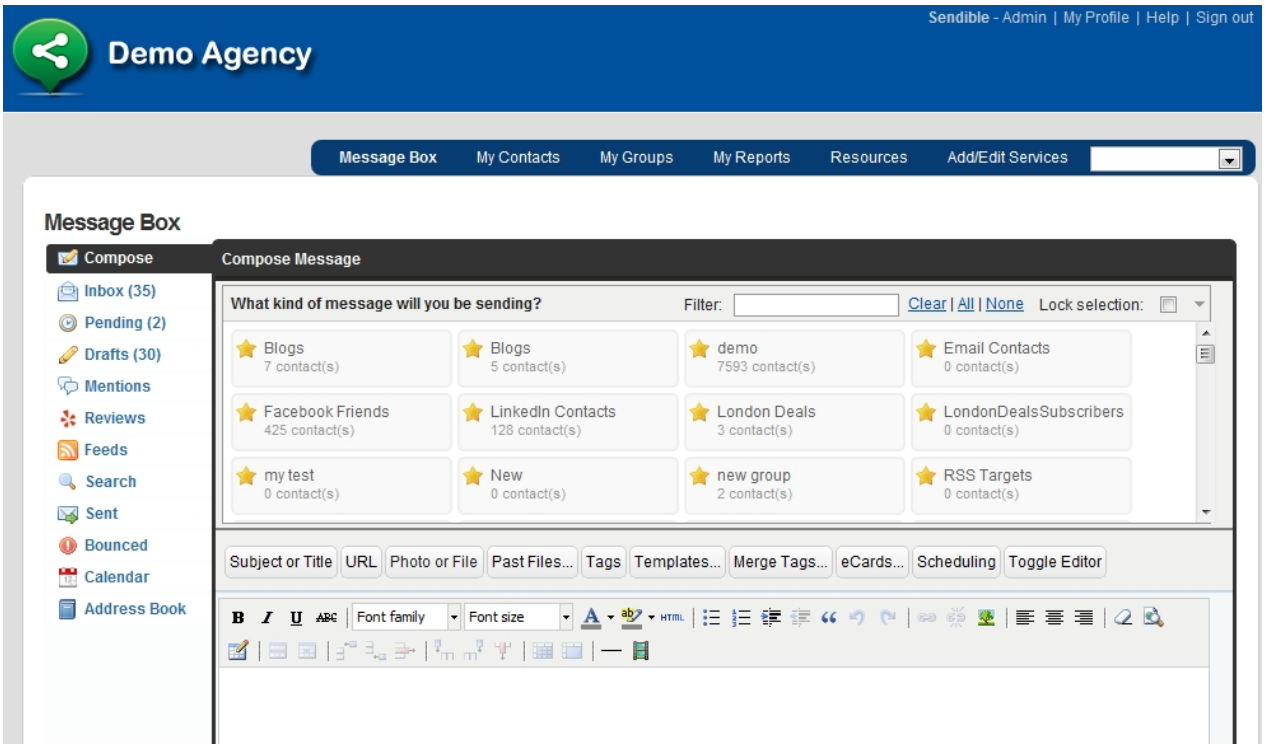
Not sure which paid plan suits you, see Which plan should I choose?

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

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. 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.

Pay-As-You-Go Pricing

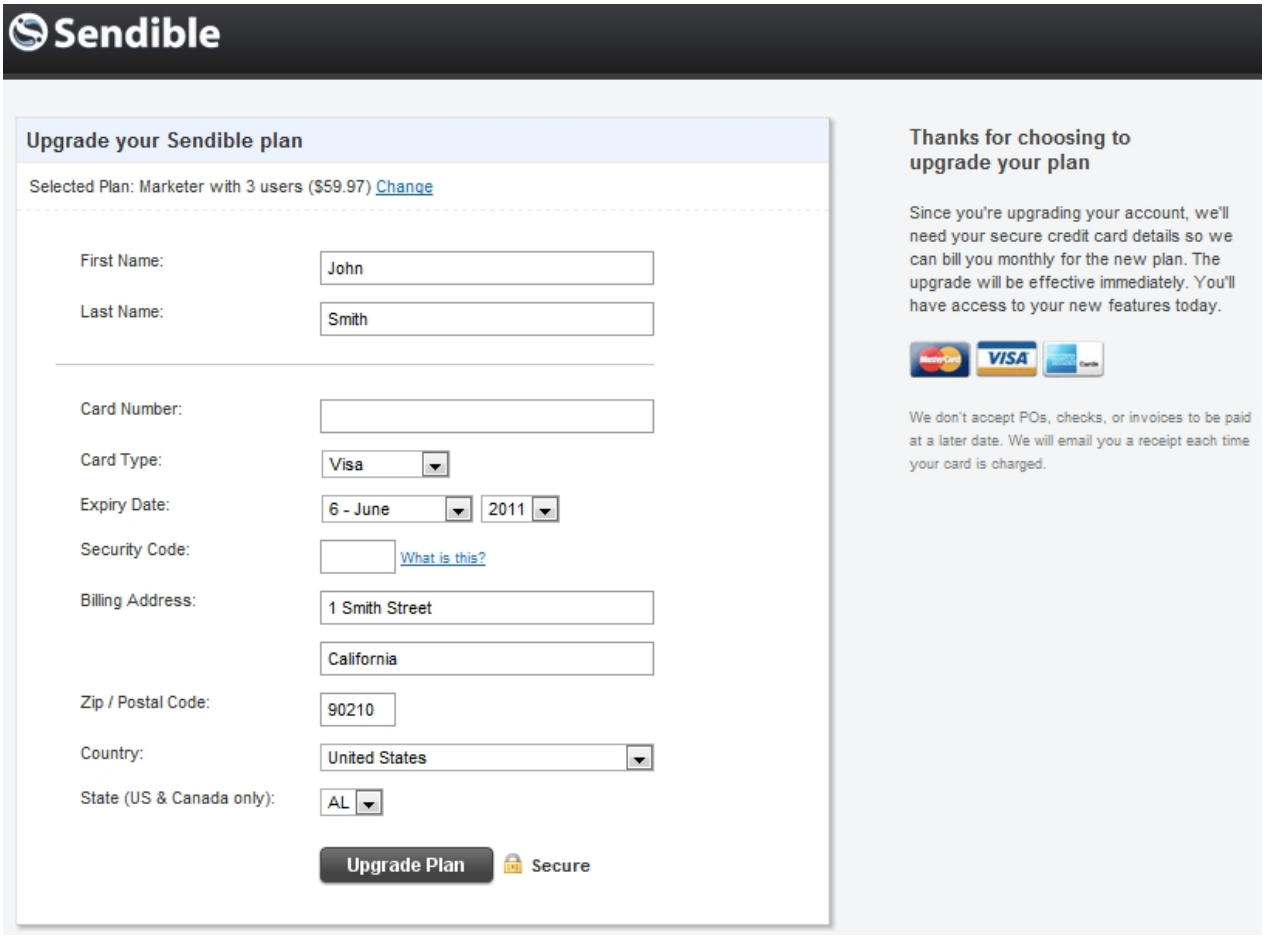
Looking for something more flexible? Sendible also offers pay-as-you go pricing.
Pay only when you actually send an Email, SMS or Social Media campaign. Tokens carry over from month to month and never expire.

Sendible Tokens	Price per bundle	Price per Email or Social Media message	Price per SMS
200 ~ 3,600 emails or 200 texts	$ 16.67	$ 0.005	$ 0.083
300 ~ 5,400 emails or 300 texts	$ 22.80	$ 0.004	$ 0.076
500 ~ 9,000 emails or 500 texts	$ 37.30	$ 0.004	$ 0.075
1,000 ~ 18,000 emails or 1,000 texts	$ 72.85	$ 0.004	$ 0.073
5,000 ~ 90,000 emails or 5,000 texts	$ 346.50	$ 0.004	$ 0.069
10,000 ~ 180,000 emails or 10,000 texts	$ 673.75	$ 0.004	$ 0.067
50,000 ~ 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.



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.

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.

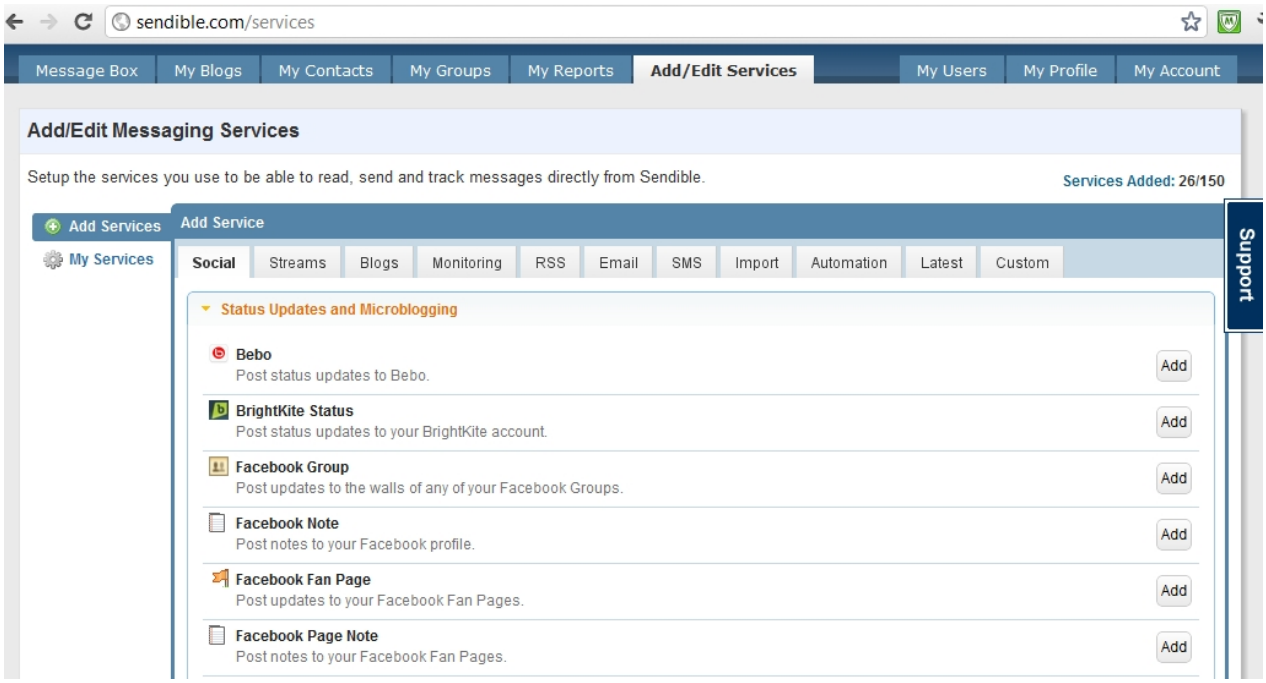
- Contact Management - Access all your social, email and mobile contacts in a single, unified address book.
- Autoposting - Sendible's automatic RSS poster makes it easy to distribute content from RSS feeds.
- Google Analytics - Prove the impact your email & social media campaigns are having on traffic 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.

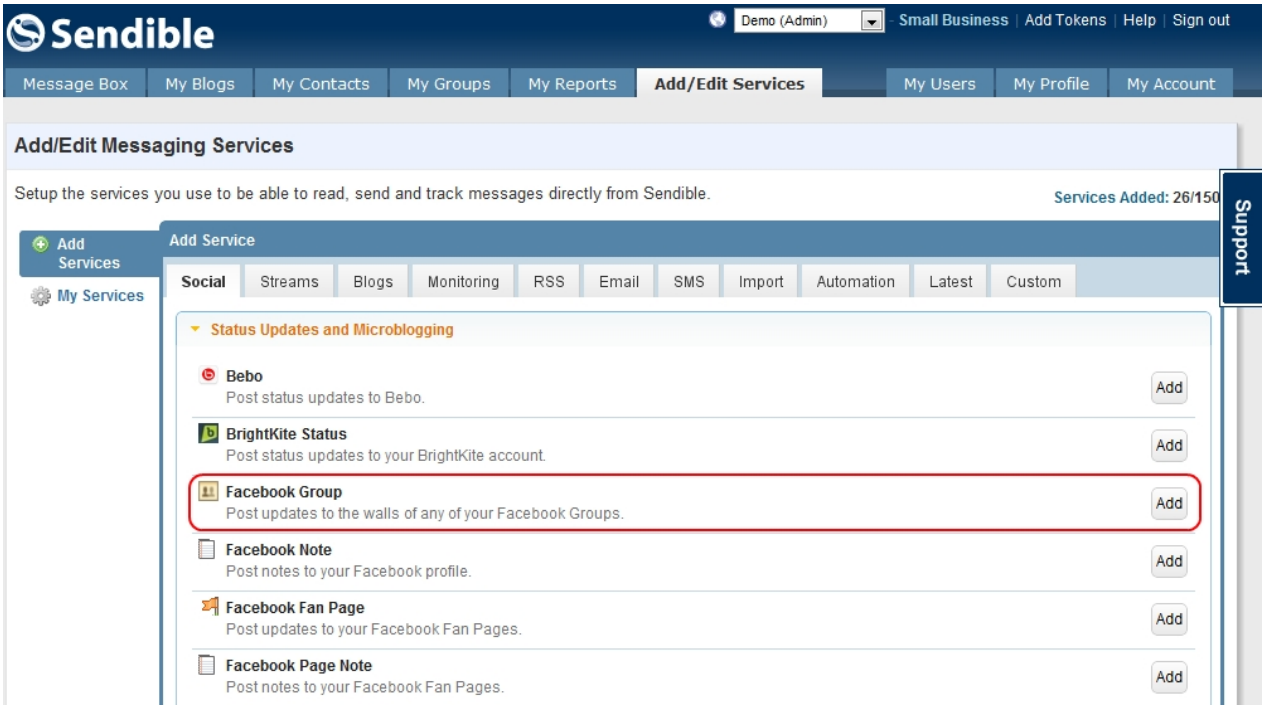


See How to add a Facebook Group for a detailed explanation.

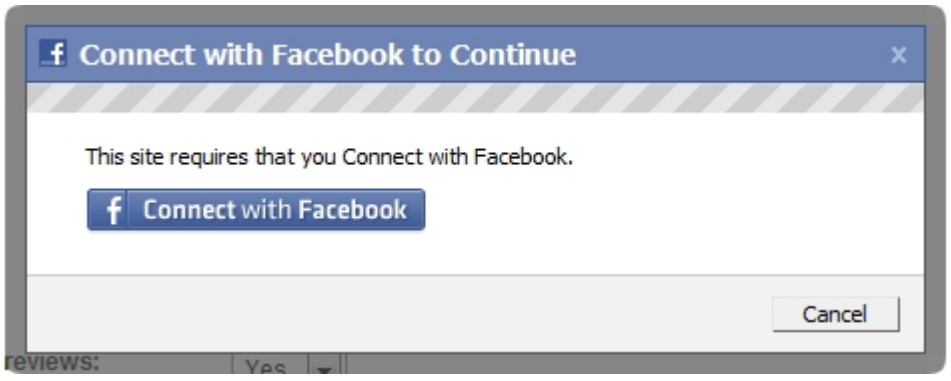
How to add a Facebook Group

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

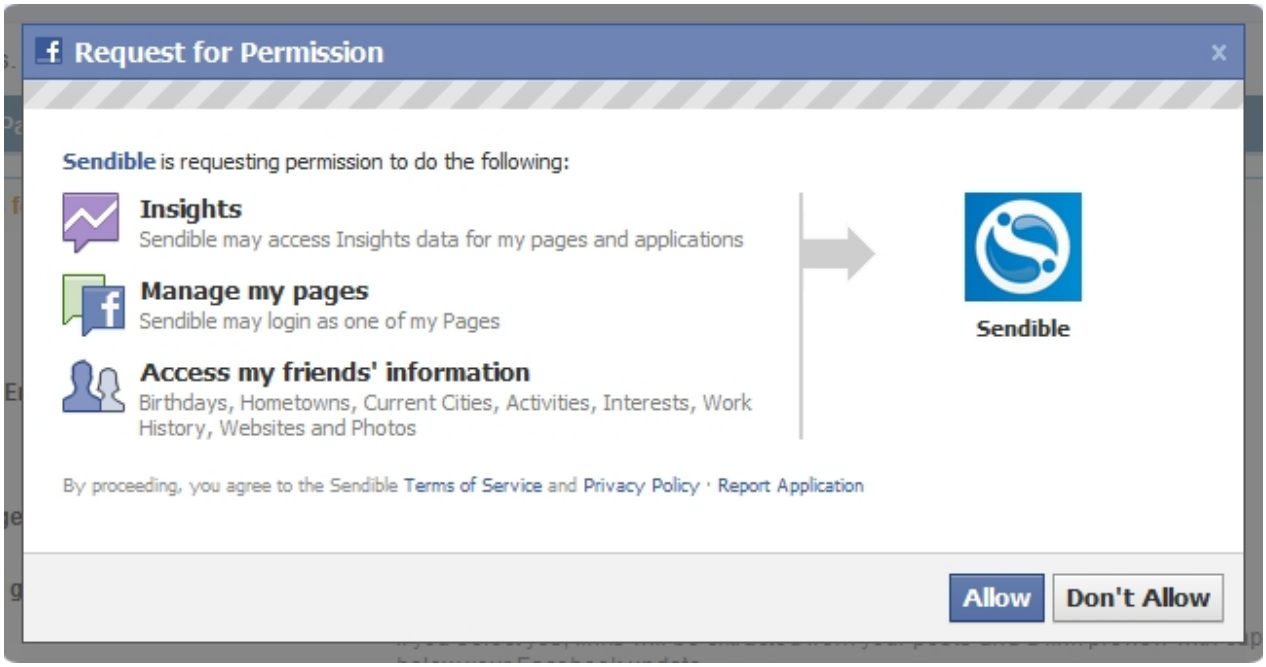
1. Go to **Add/Edit Services.**
2. Select Facebook Group under **Social** and **Status Updates and Microblogging.**
3. Click **Add.**



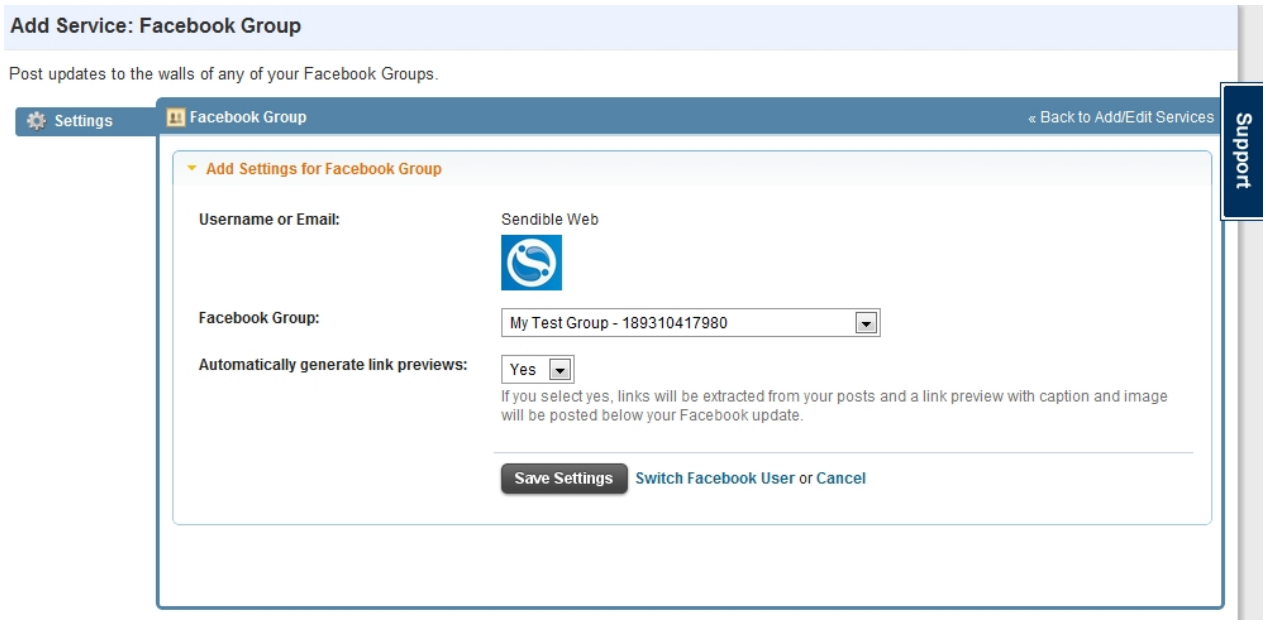
4. Connect to your Facebook account when prompted.



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



6. Select a Facebook Group to add.



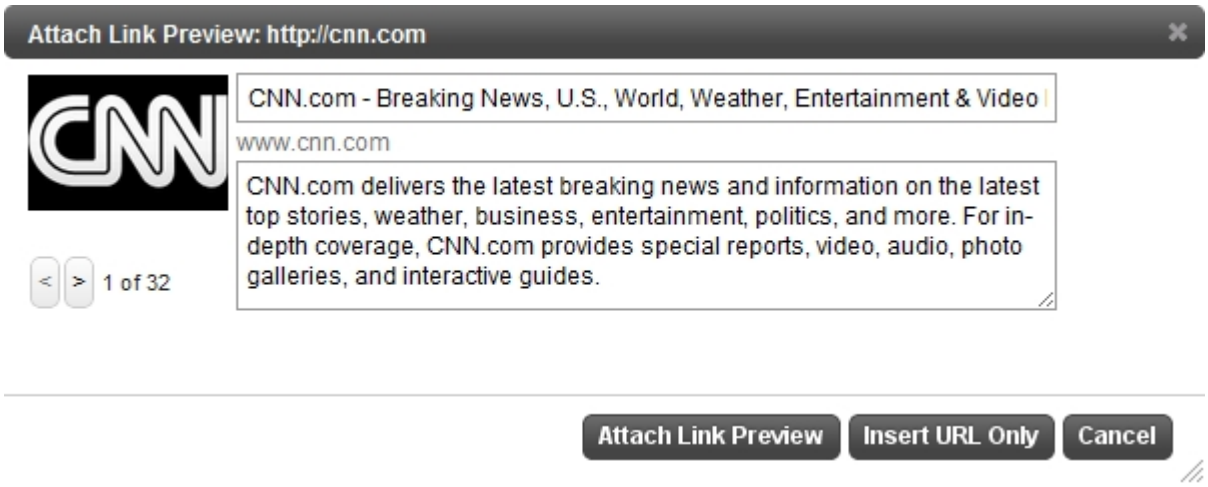
7. Select whether you would like to automatically generate link previews. If you select 'Yes' this means that links will be extracted from your posts and a link preview with caption and image will be posted below your update. See Inserting a link preview for more information.

Inserting a link preview

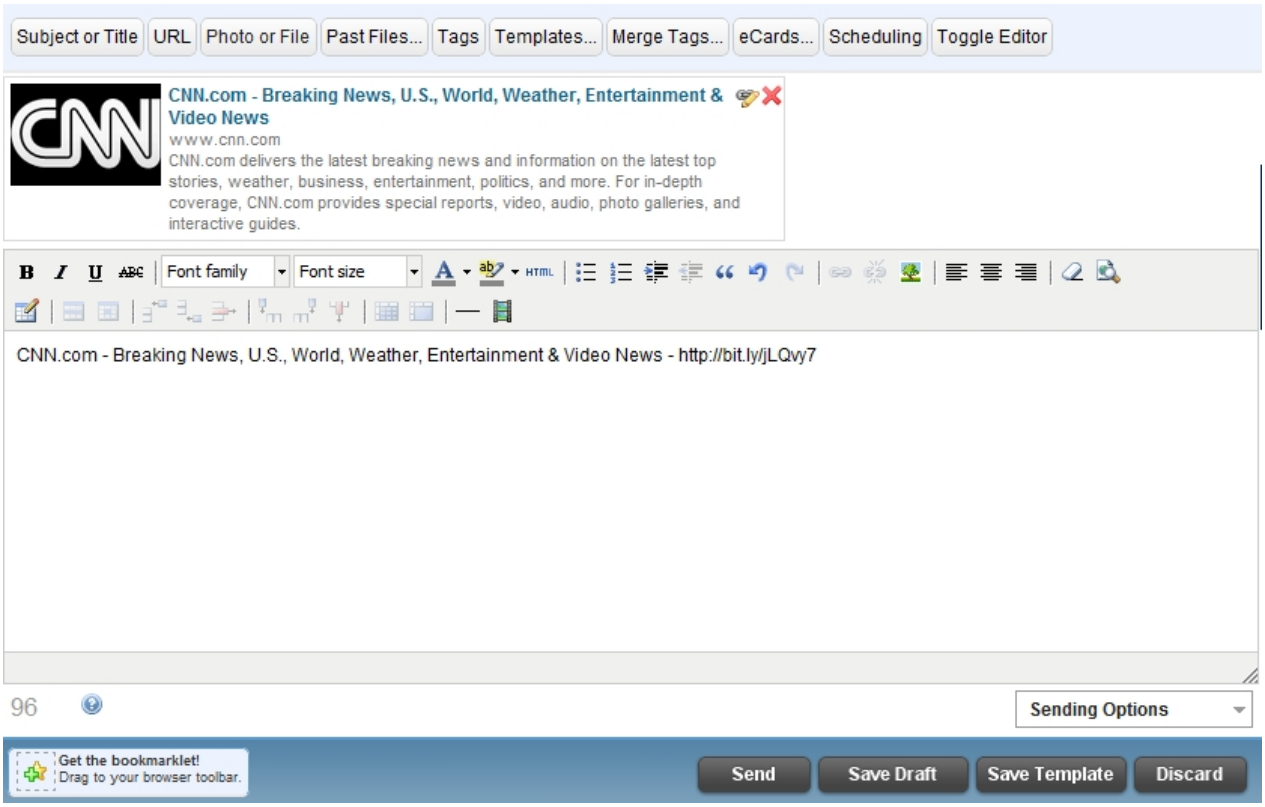
To insert a link preview:

1. Go to Message Box
2. Select your services
3. Select URL and type in your URL

4. Select **Attach**
5. Choose the image you wish to show in your link preview and edit the text if you wish.



6. Select Attach Link Preview



7. 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.

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

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:

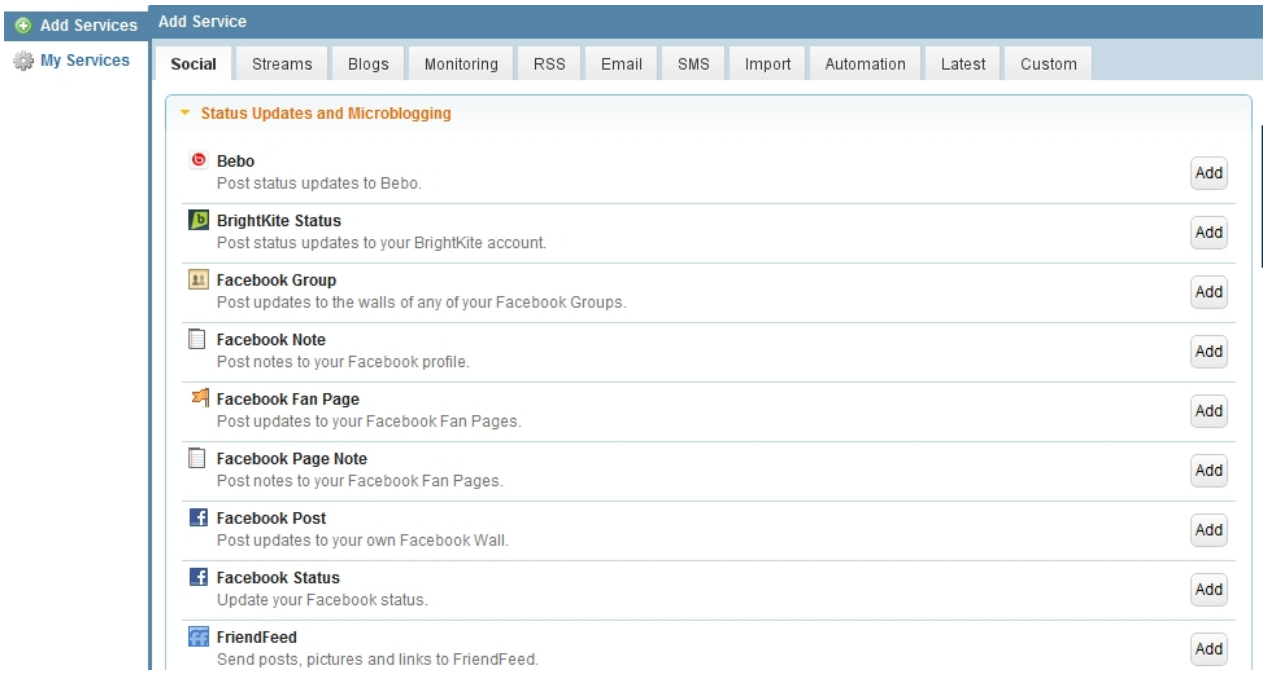
- Status Updates and Microblogging
- Photo or File Sharing
- Link Sharing and Bookmarking
- Location-based Services
- Social Media Messaging

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.

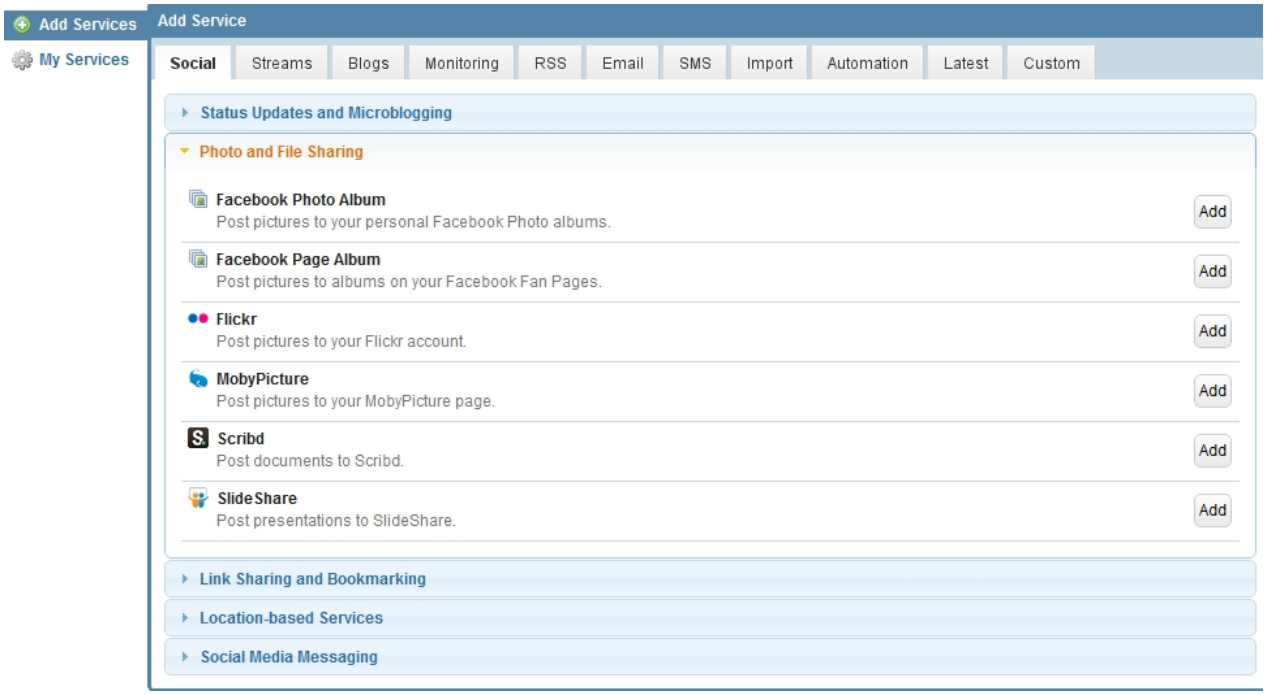


For a list of the social media services supported by Sendible, see What Social Media services do you support?

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.

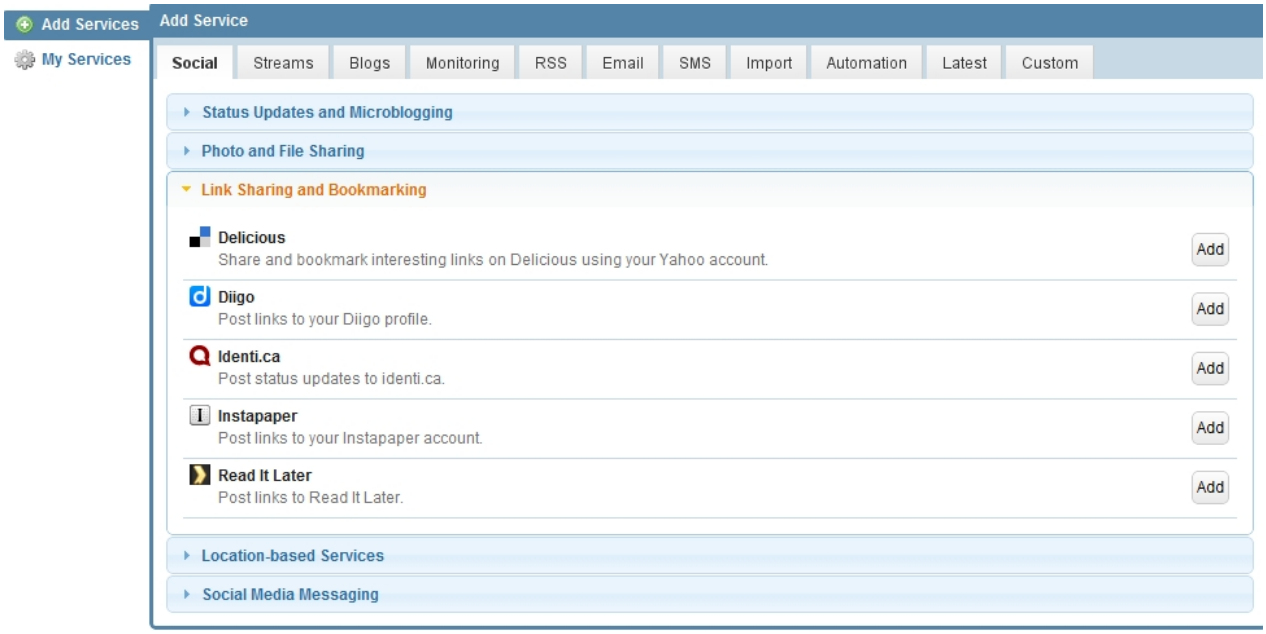


For a list of the social media services supported by Sendible, see [What Social Media services do you support?]

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.

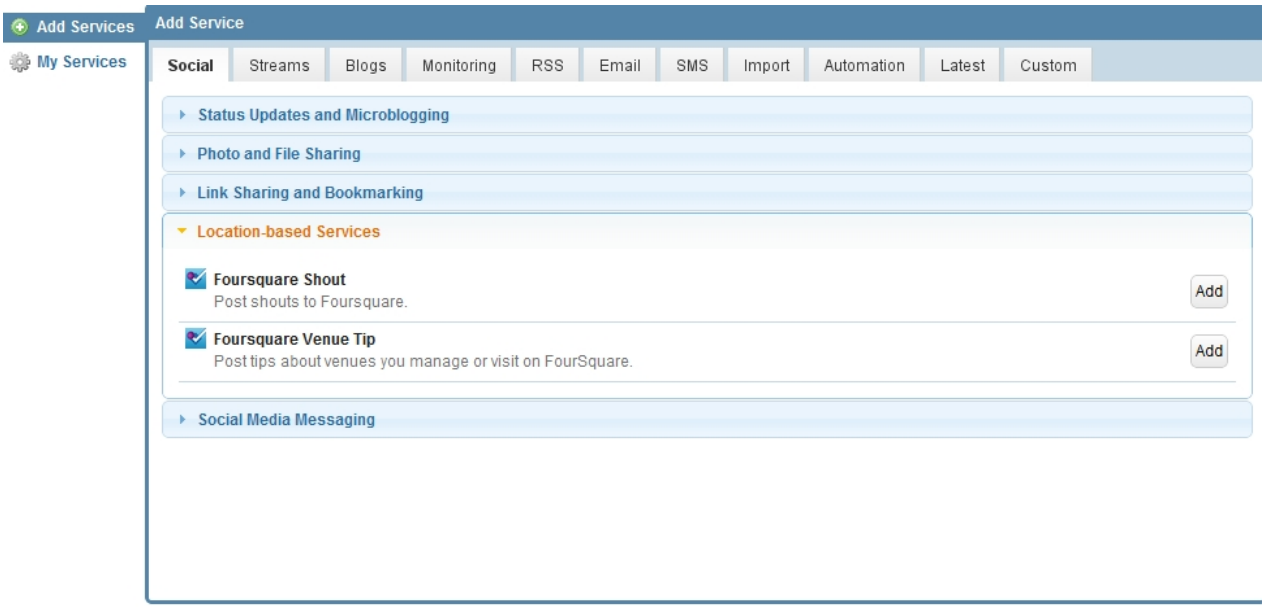


For a list of the social media services supported by Sendible, see What Social Media services do you support?

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.

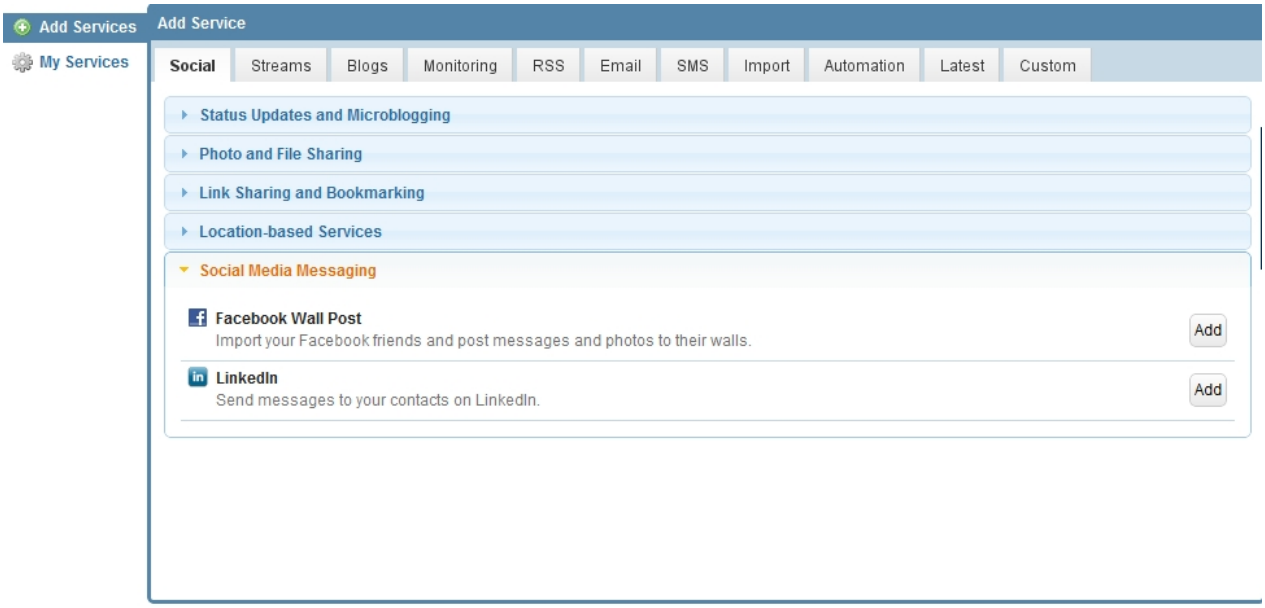


For a list of the social media services supported by Sendible, see What Social Media services do you support?

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

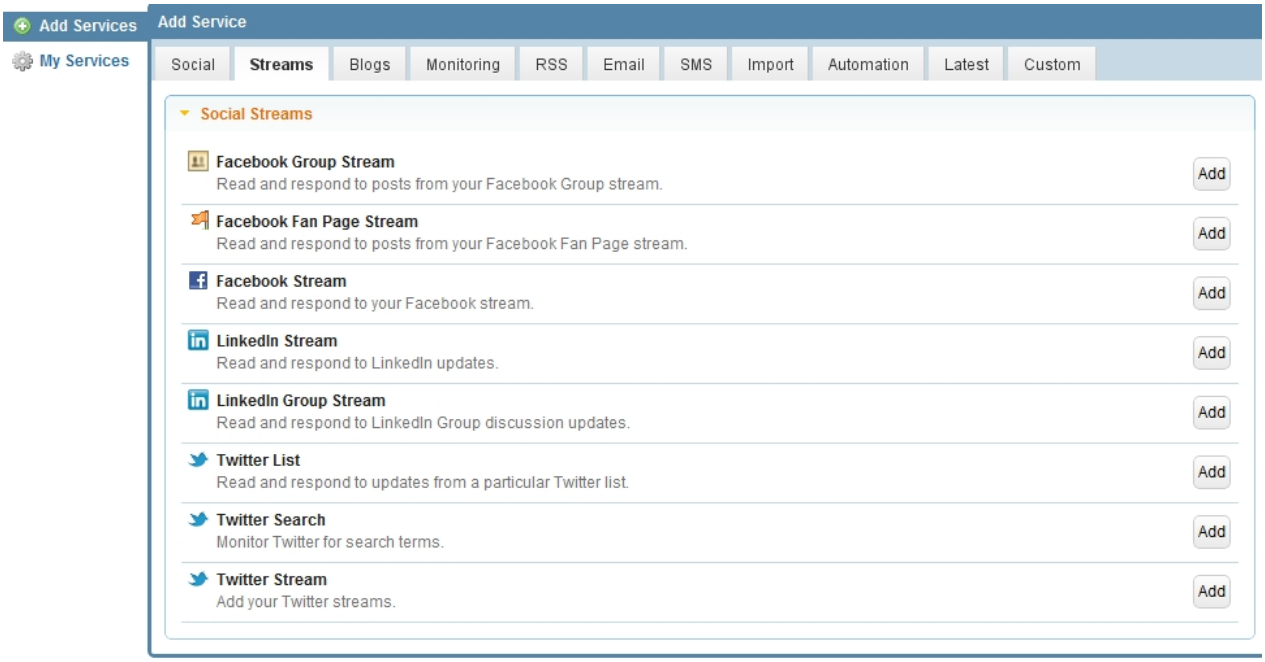
Streams allows you to read and respond to posts from various streams in real-time e.g. Facebook, LinkedIn and Twitter. Once added, these streams will appear in your Inbox in the Message Box.

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.



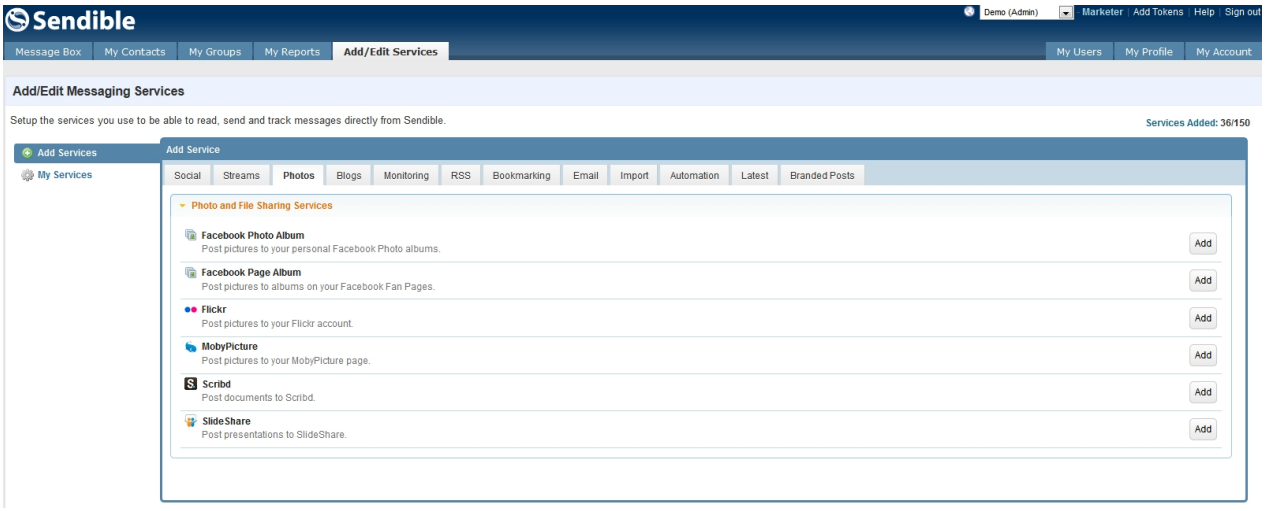
For a list of the social media services supported by Sendible, see [What Social Media services do you support?]

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

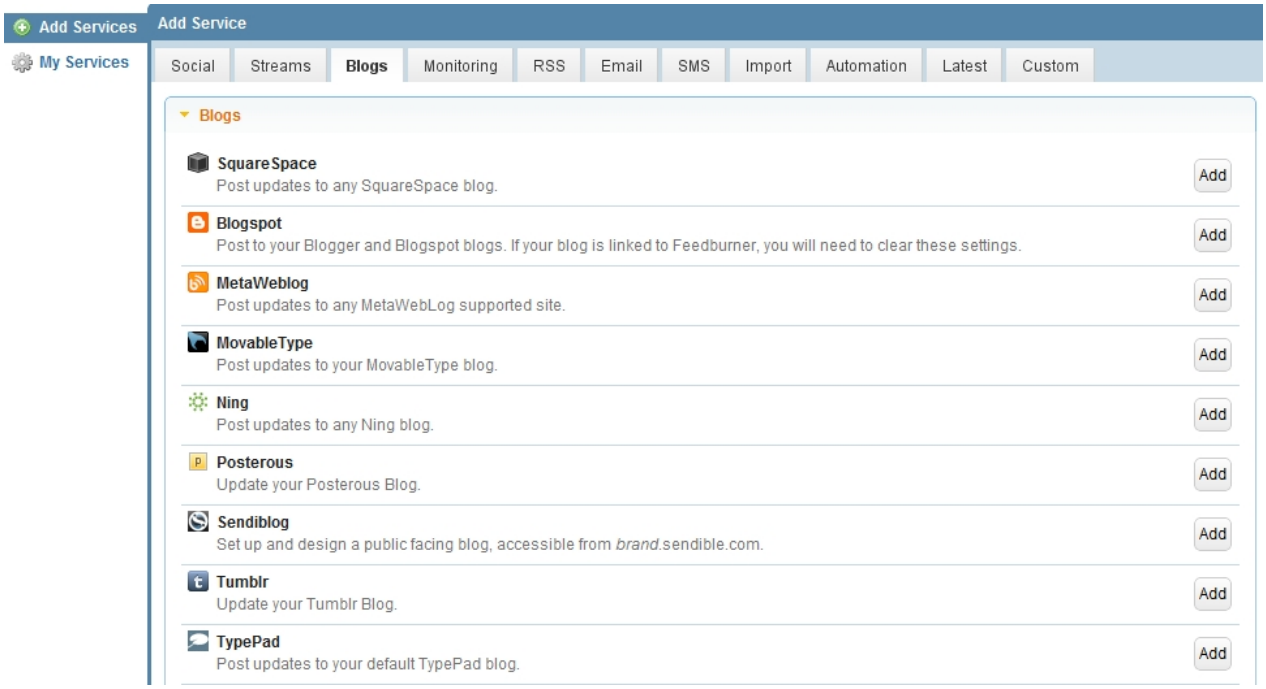
Blogs allows you to post updates to your blogs using services such as Blogspot, Tumblr, Wordpress and Sendiblog.

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?

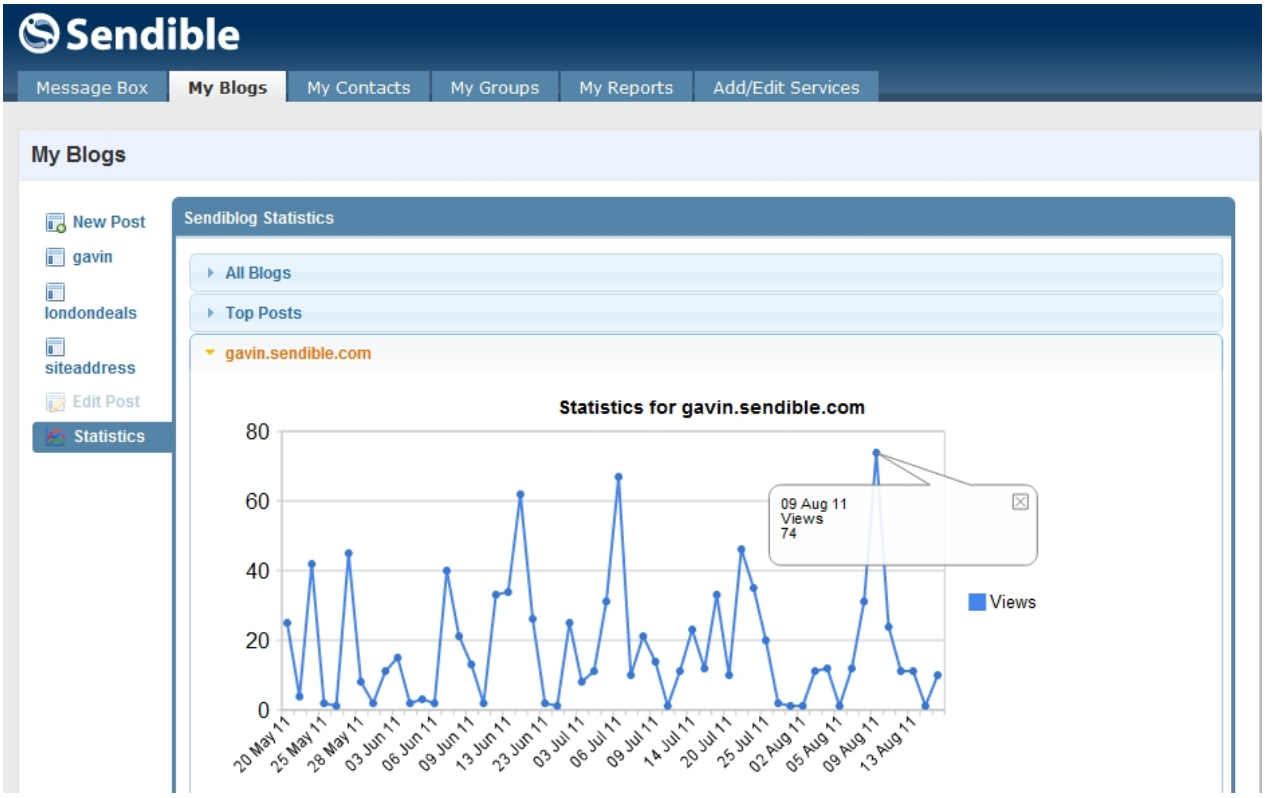
A Sendiblog is a microblog, hosted at *yourblog.sendible.com* and is the quickest way to get a blog up and running. A sendiblog allows you to easily create a blog presence.

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

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

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

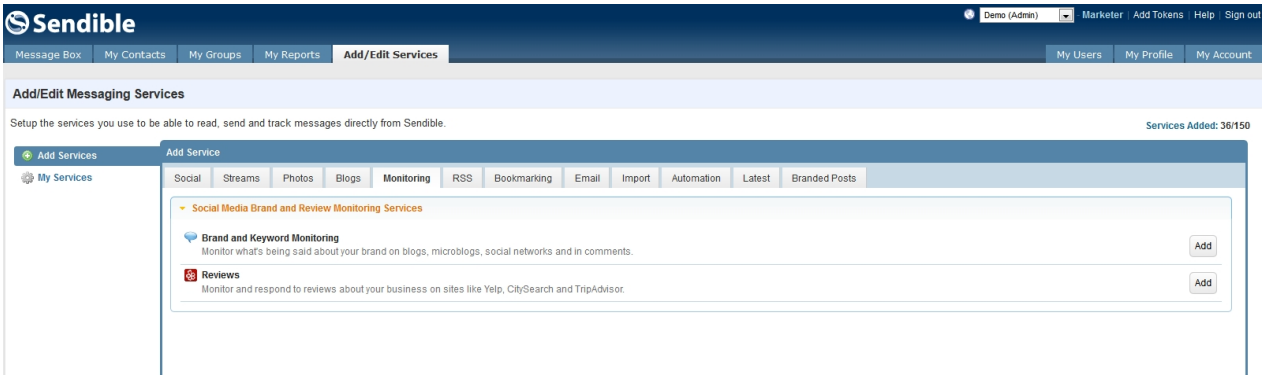
Sendible allows you to monitor what's being said about your brand online, e.g. in blogs, microblogs and social networks. You can also read reviews about your brands using services like Yelp, CitySearch and Tripadvisor. Once added, Sendible will start monitoring the brands you've added and results will 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.



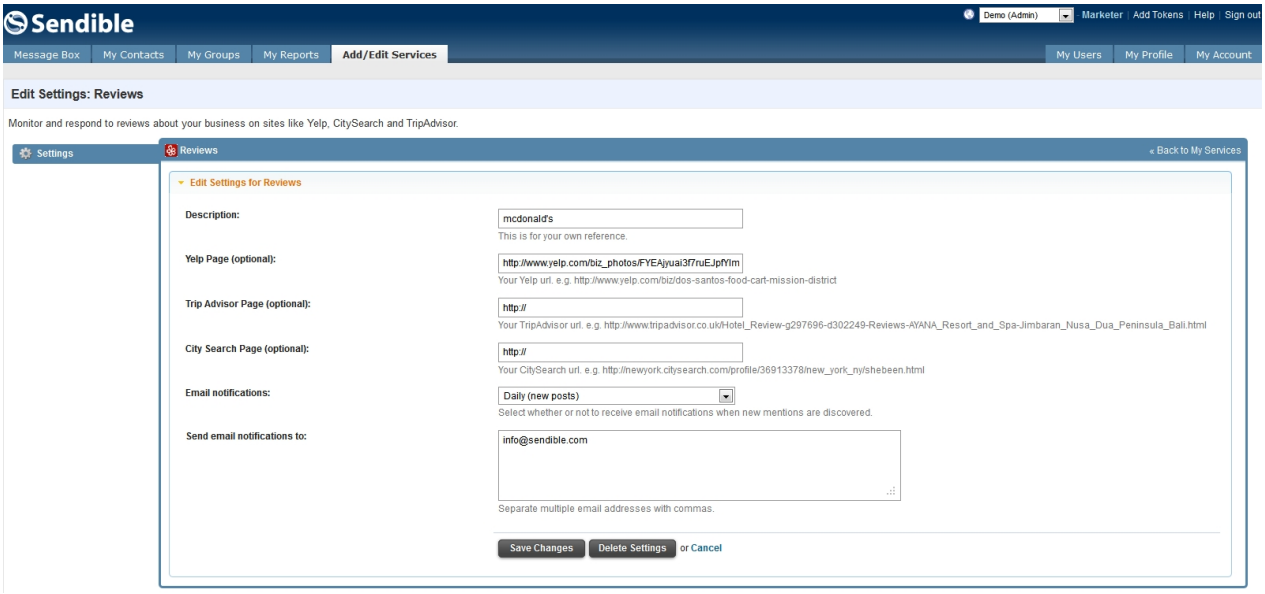
For a list of the social media services supported by Sendible, see What Social Media services do you support?

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.

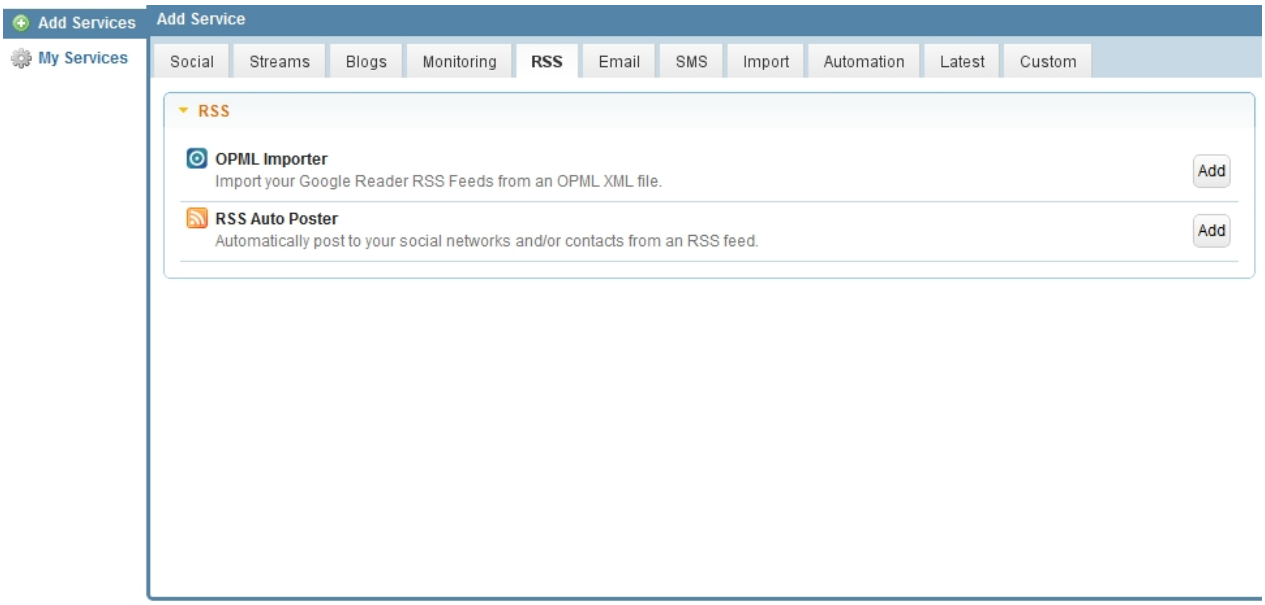
See RSS for more information.

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.



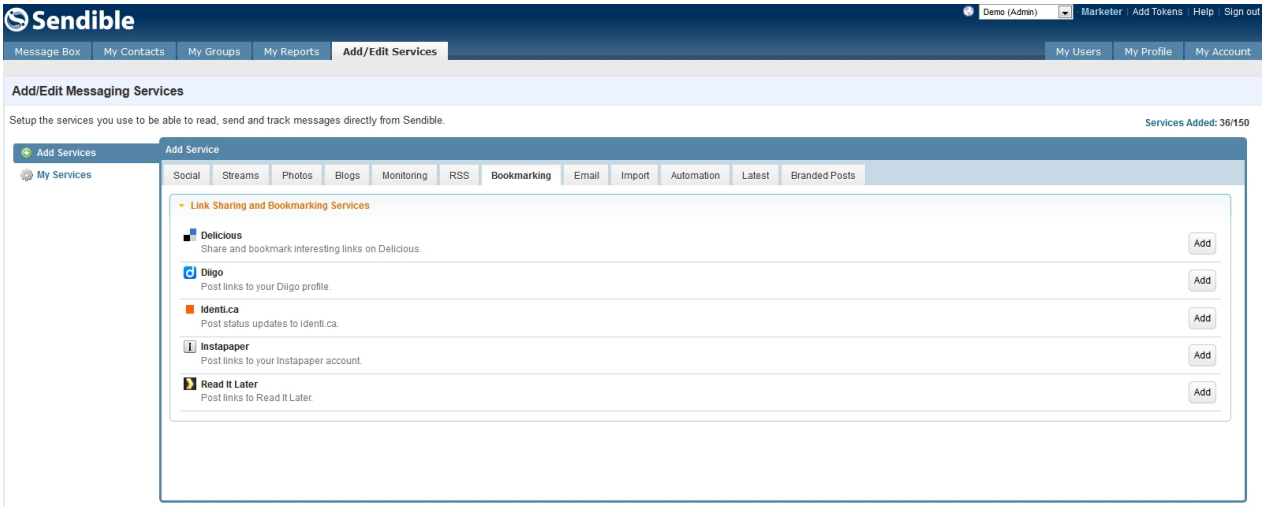
For a list of the social media services supported by Sendible, see [What Social Media services do you support?]

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

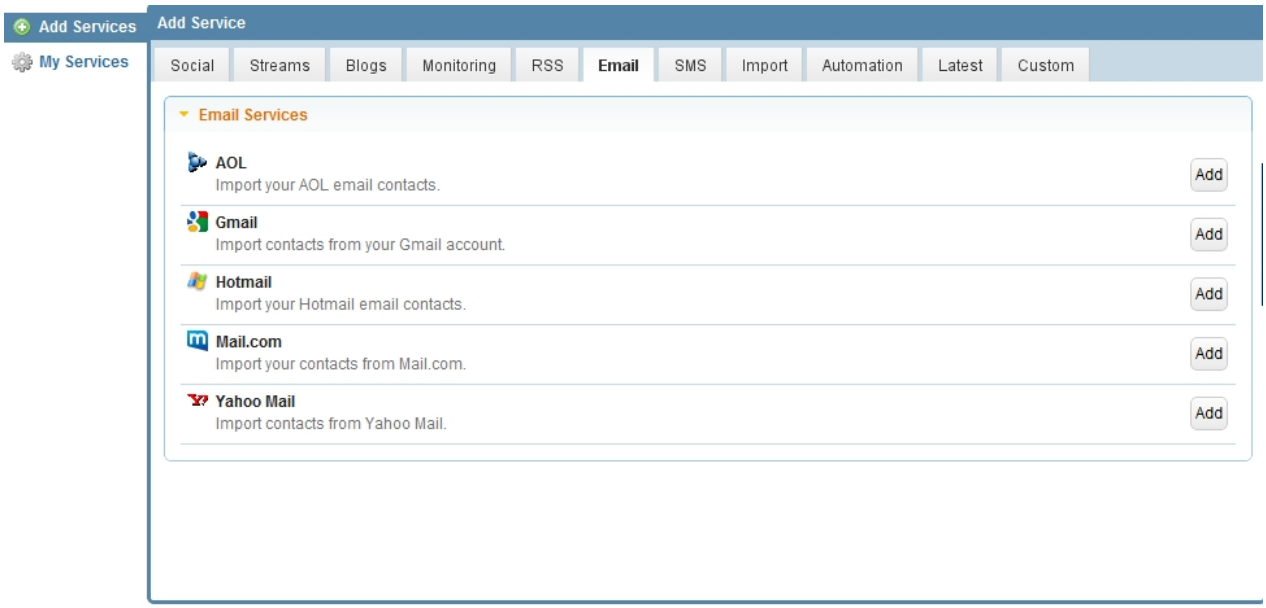
Email - Services for importing of email addresses

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

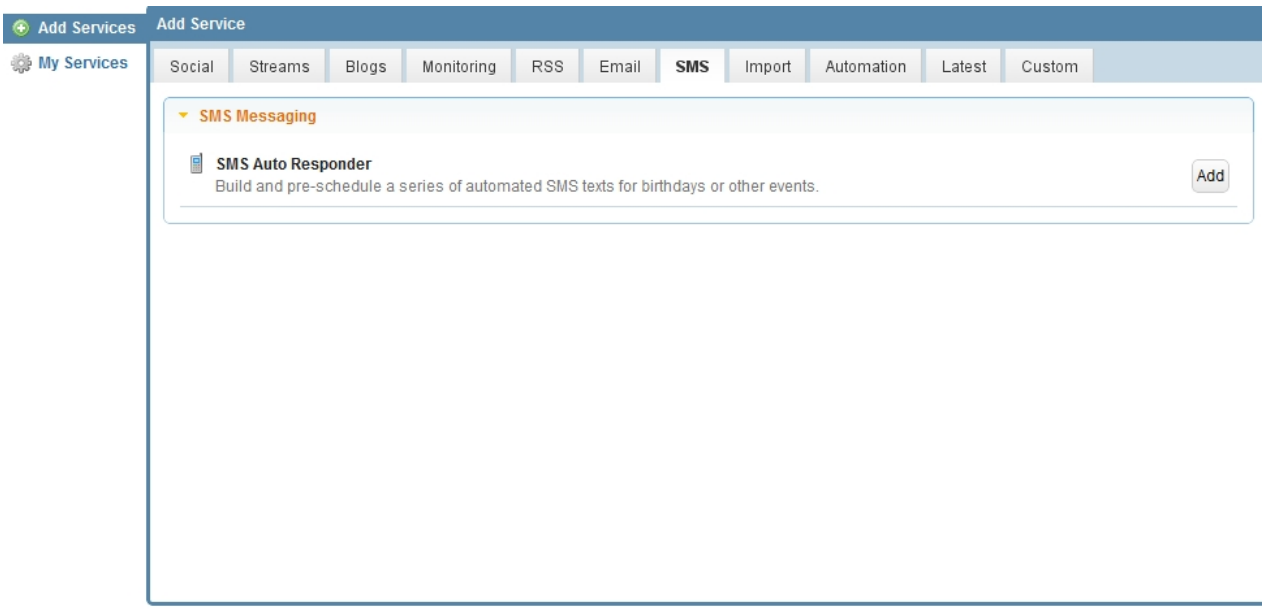
Sendible allows you to build and pre-schedule automated SMS texts. This can be useful for birthdays and other events.

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.

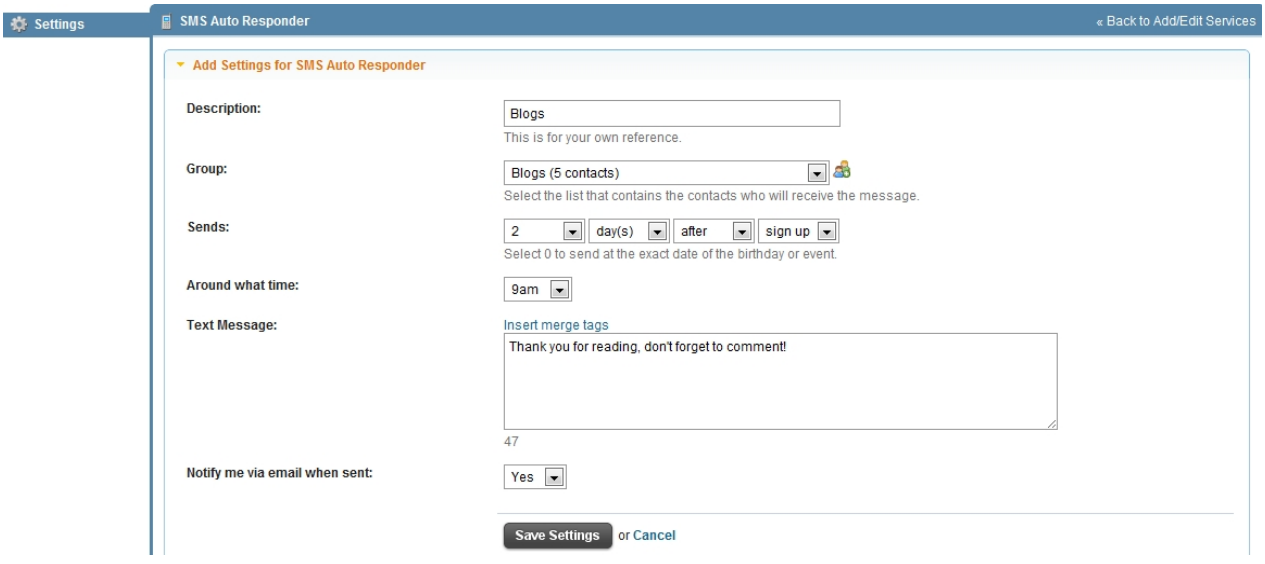
To add your SMS Messaging click **Add** and add your settings for SMS Auto Responder.



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

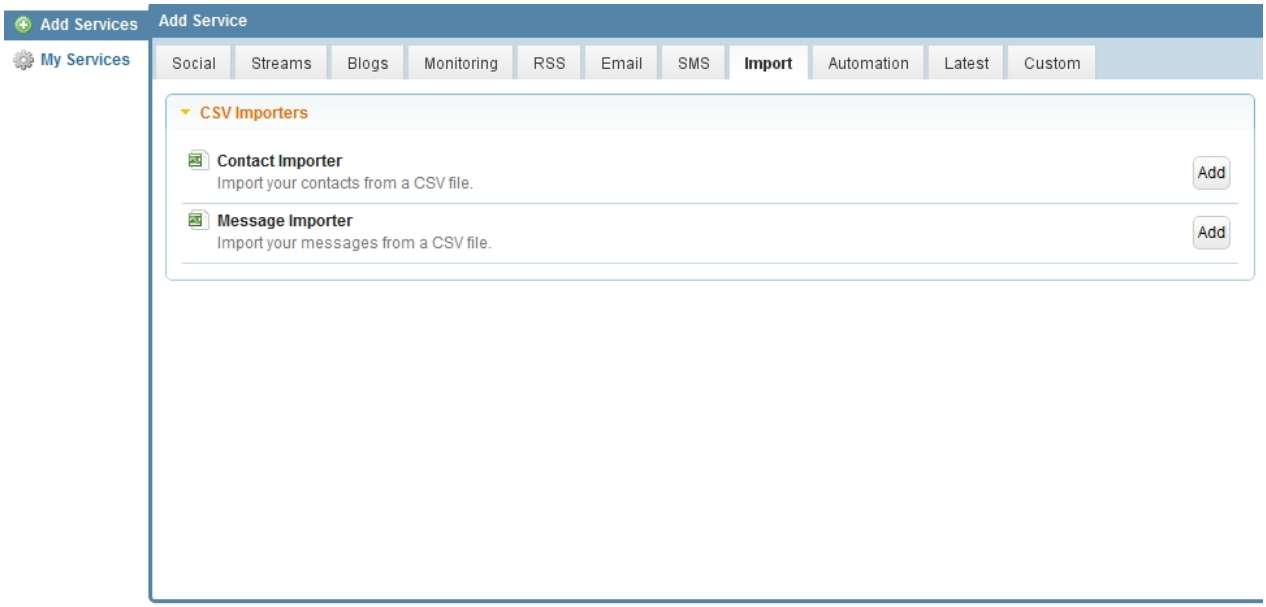
Bulk allows you to import your contacts from CSV files. This is useful when importing a large number of contacts.

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?

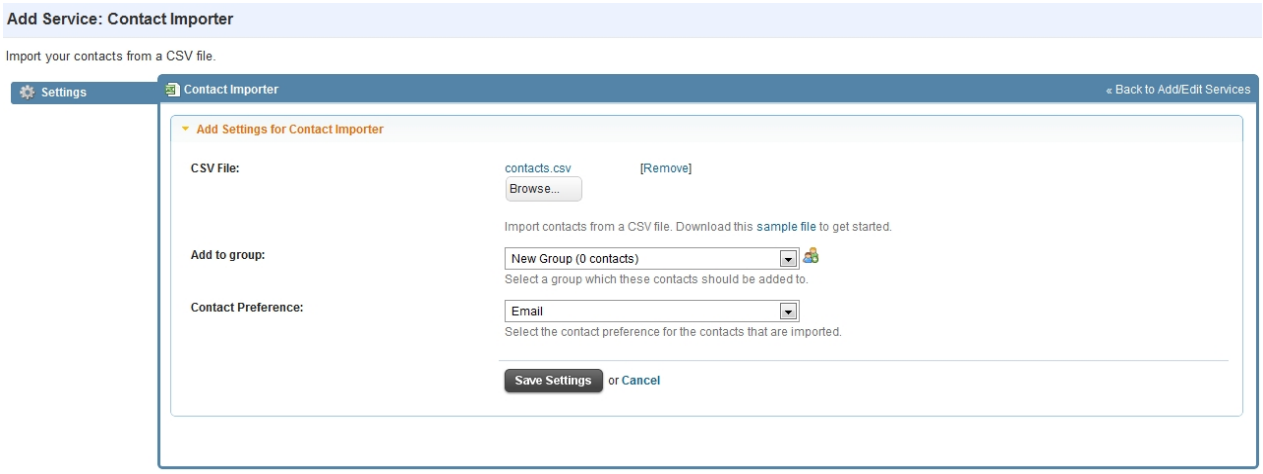
How to import contacts from a CSV file

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:

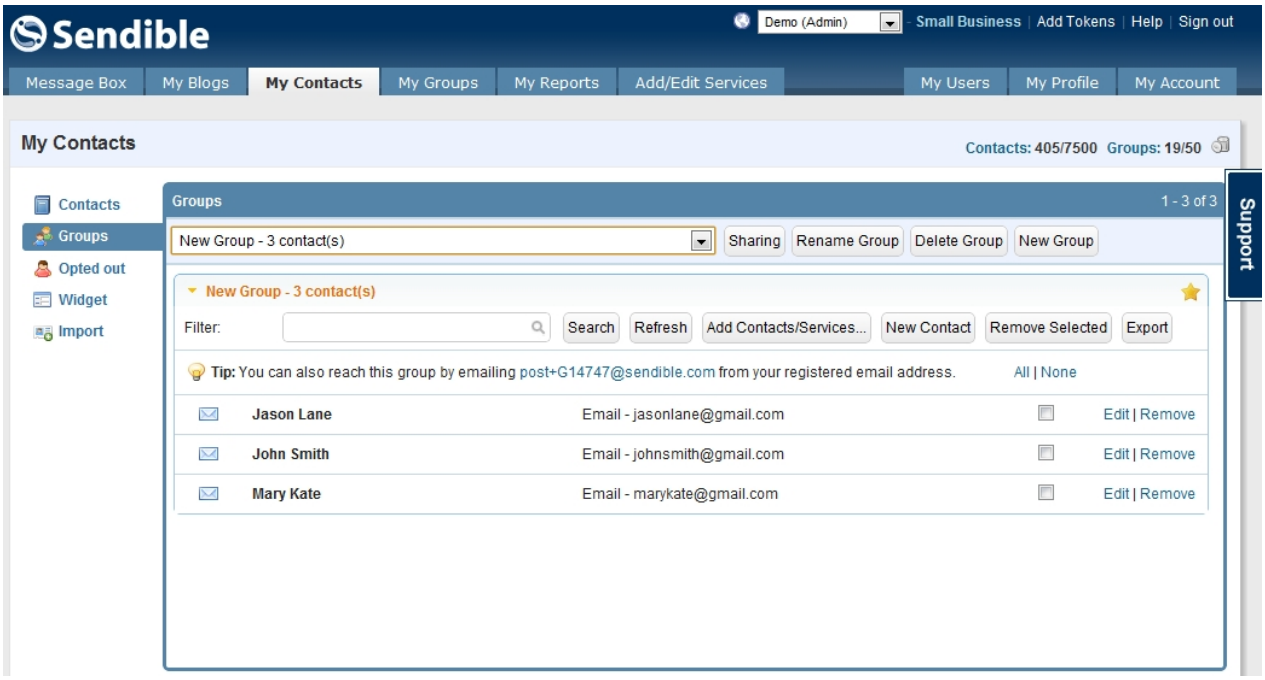
	A	B	C
1	First Name	Last Name	Email
2	John	Smith	johnsmith@gmail.com
3	Mary	Kate	marykate@gmail.com
4	Jason	Lane	jasonlane@gmail.com

3. Add your contacts to a group.

4. Choose a preference for contact with your contacts - email or SMS.



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



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.

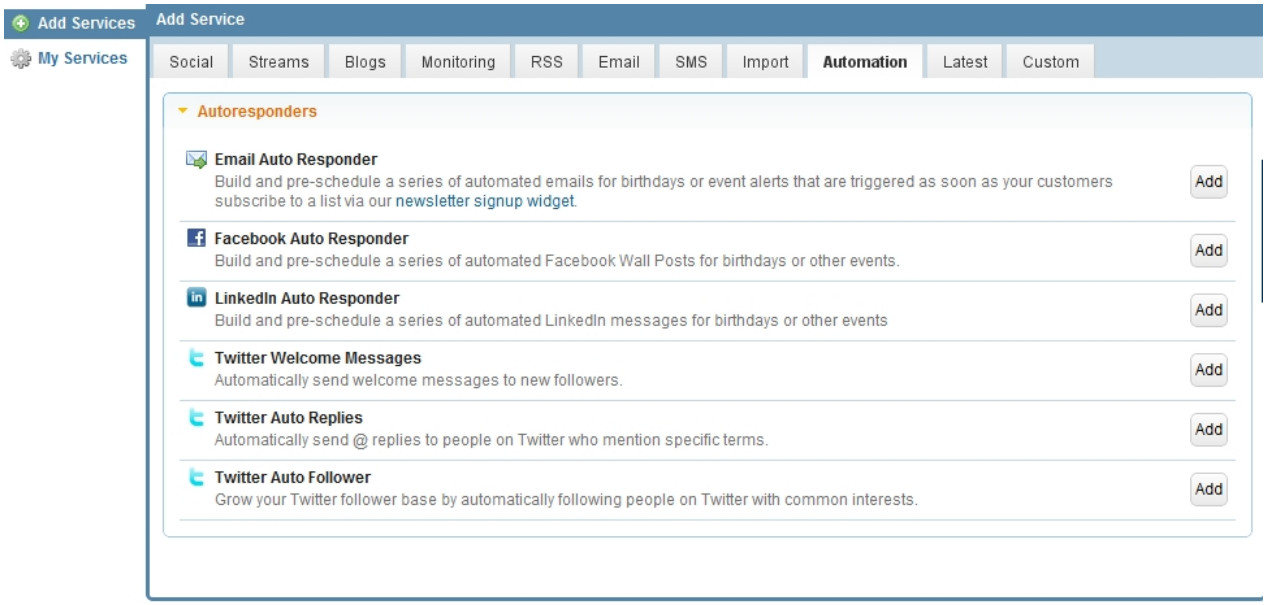
See Autoresponders for more information.

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

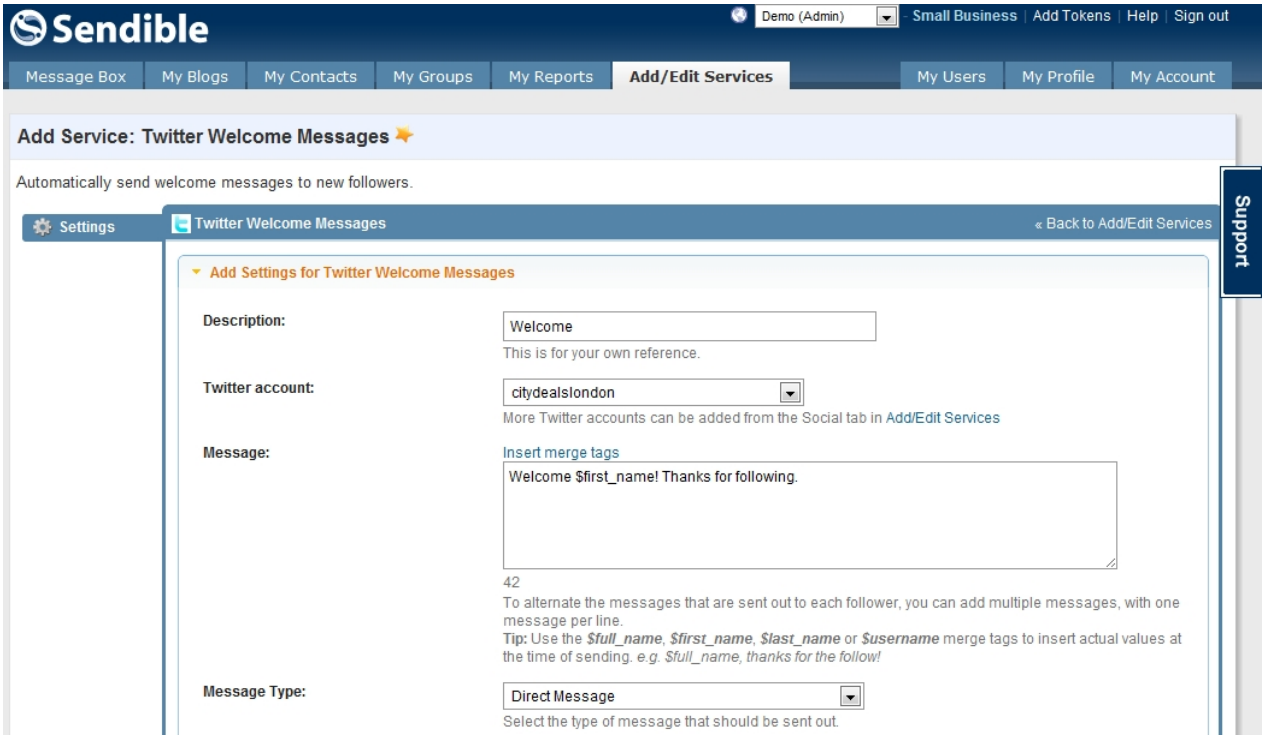
How to add a Twitter Welcome Message

When would I use a Twitter Welcome Message?

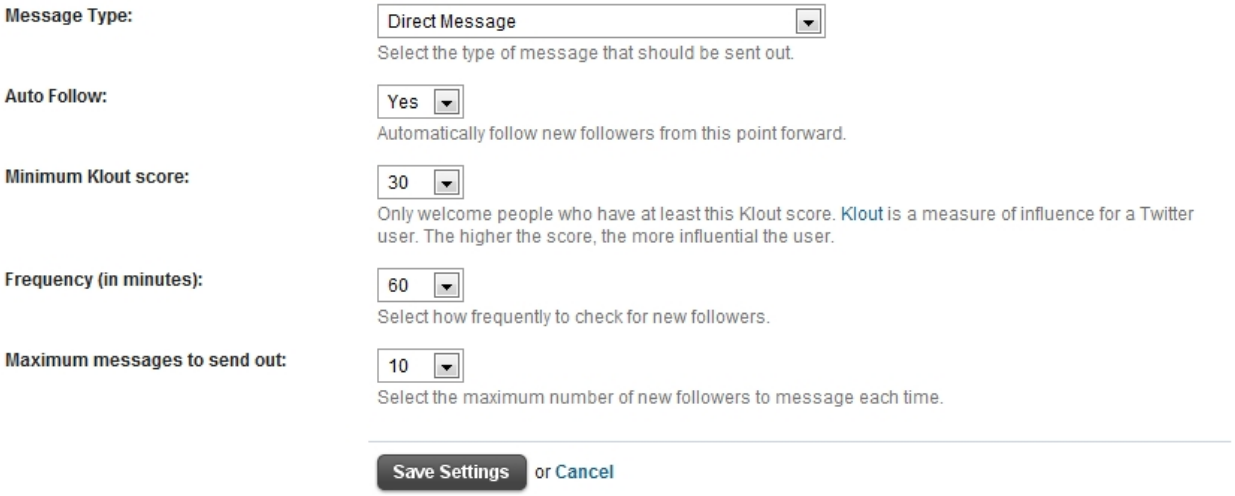
Using Twitter Welcome Message, you can pre-schedule welcome messages to new followers.

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.



How to add Twitter Auto Replies

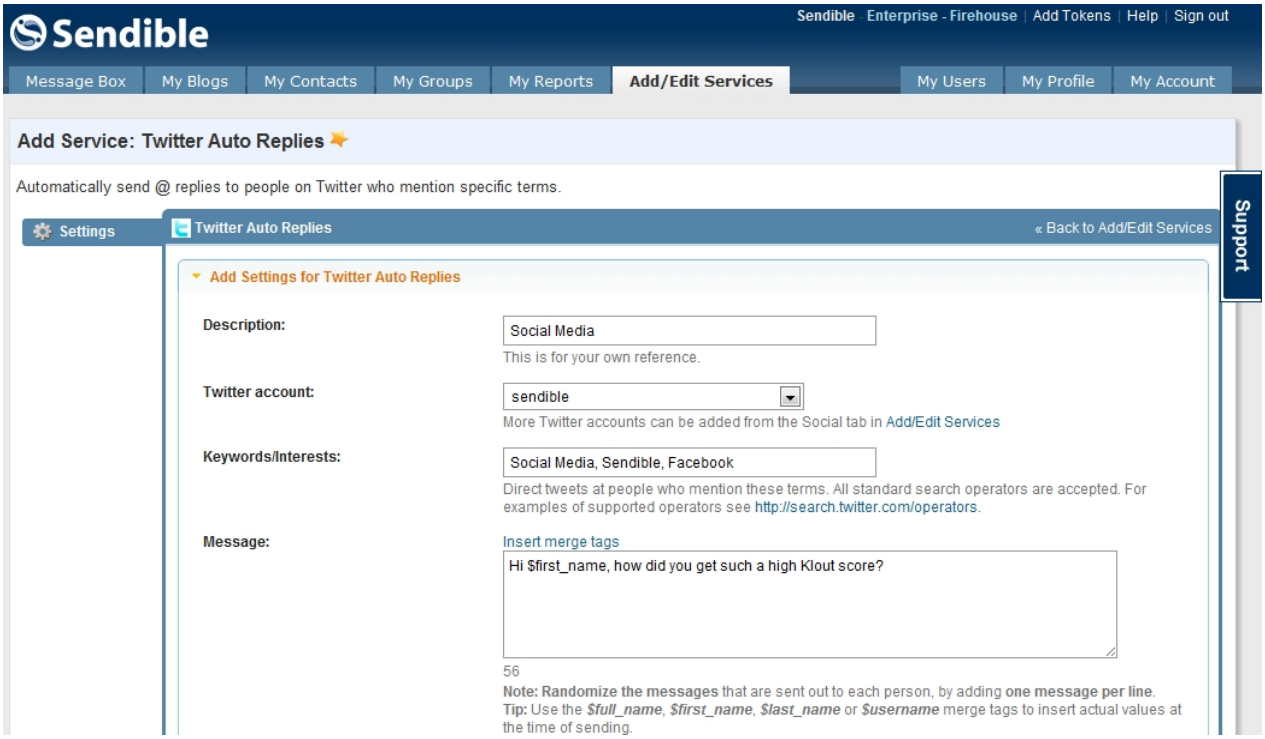
When would I use a Twitter Auto Replies?

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

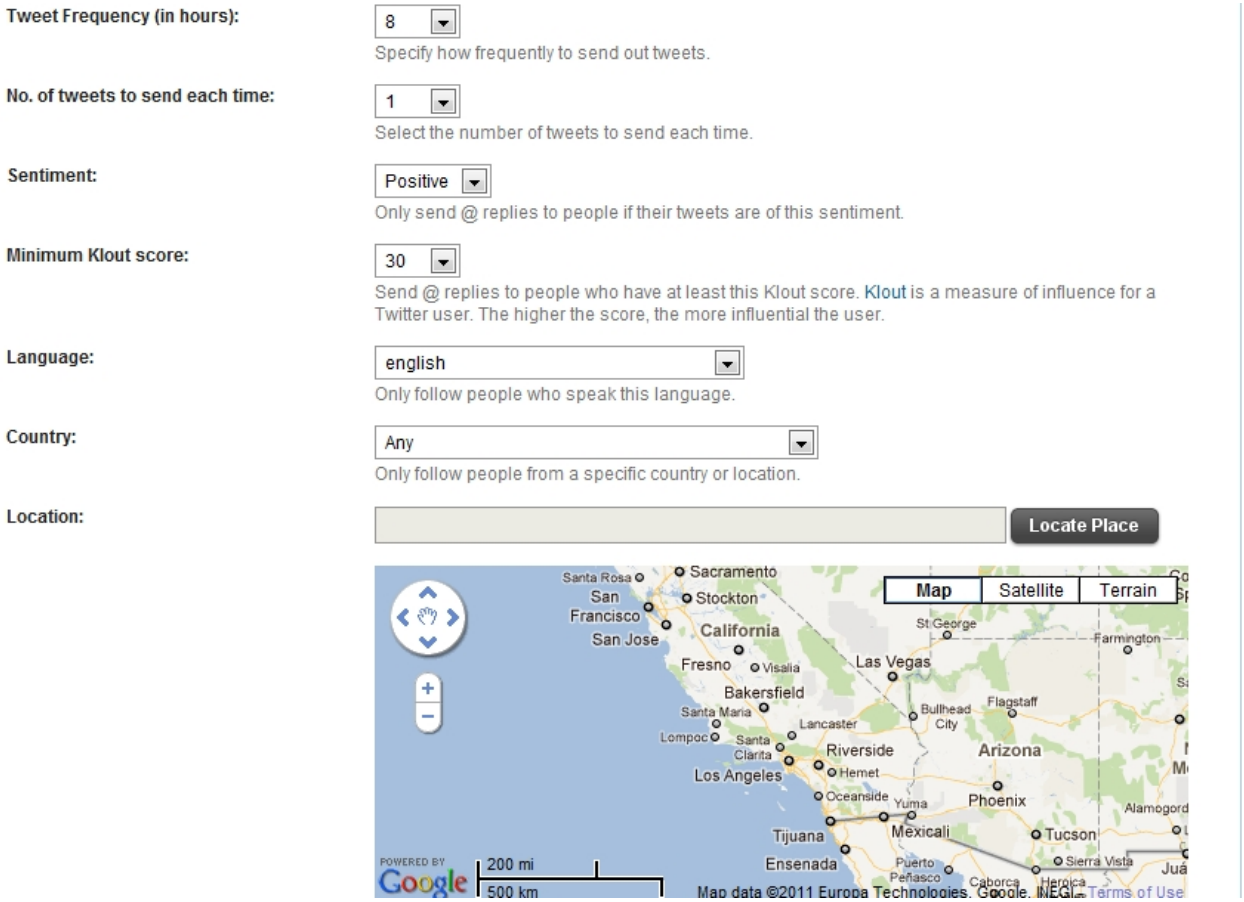
To set up a Twitter Auto Replies:

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.



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.



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

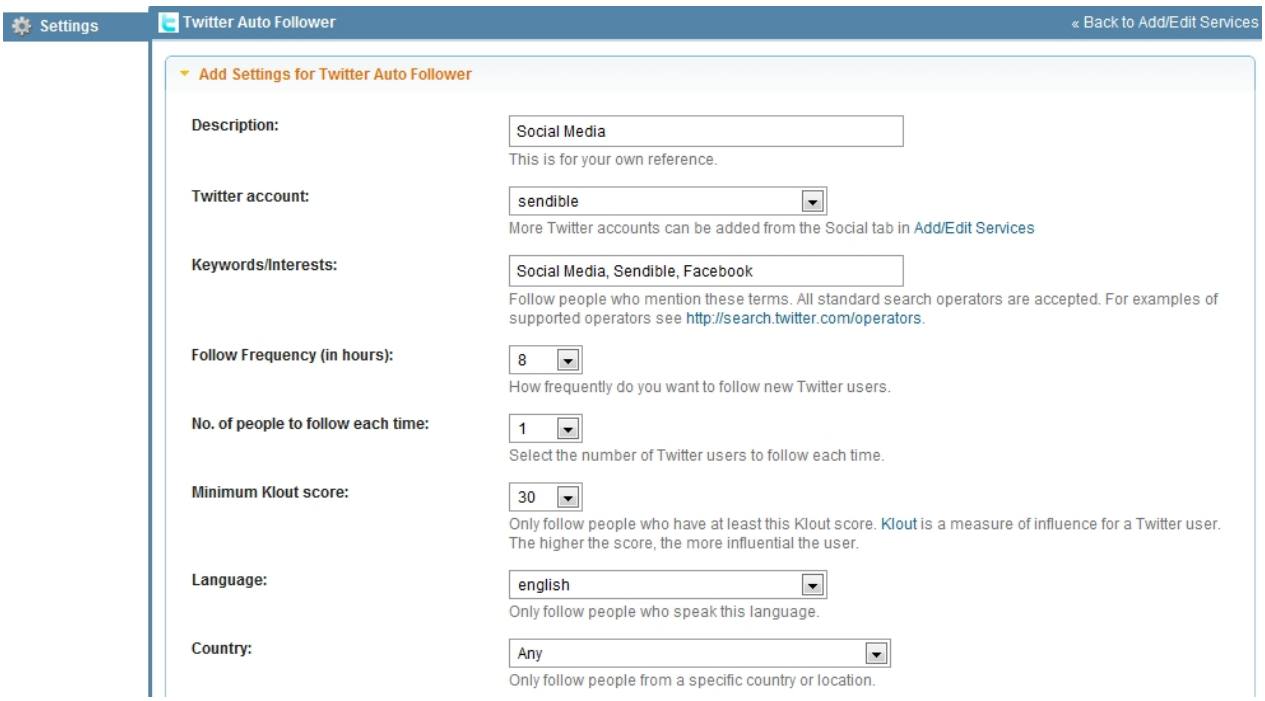
When would I use Twitter Auto Follower?

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

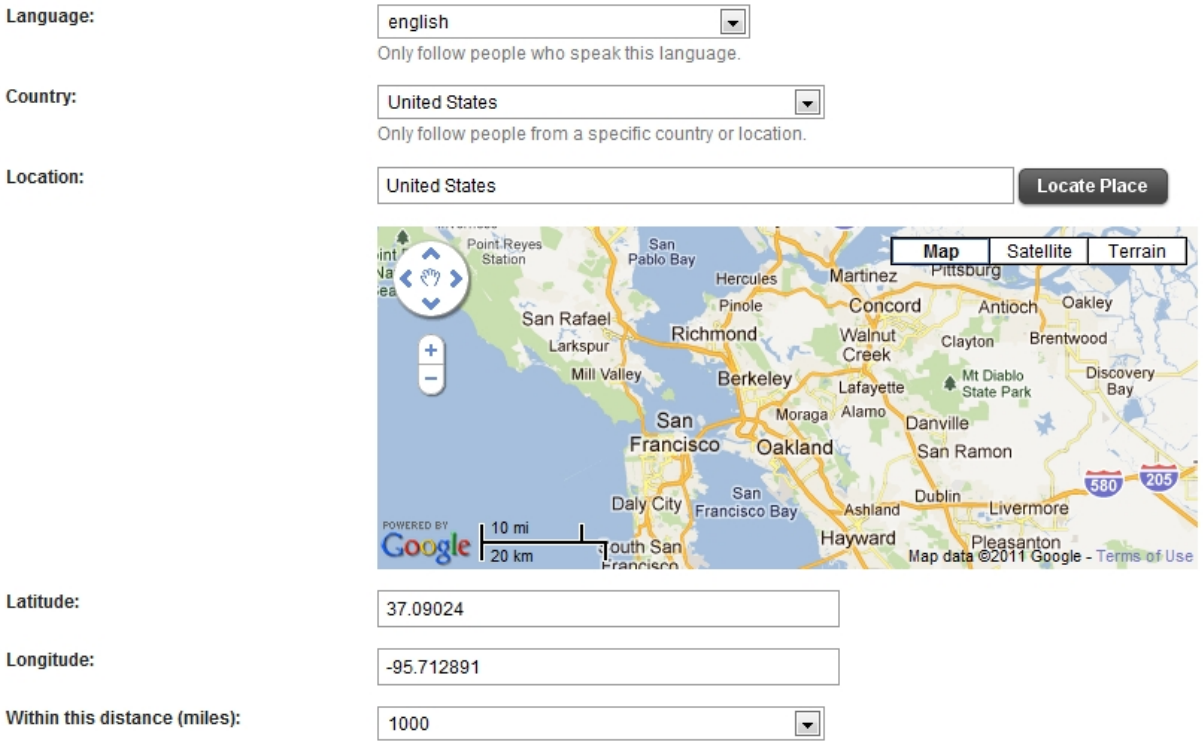
To set up Twitter Auto Follower:

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.



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**



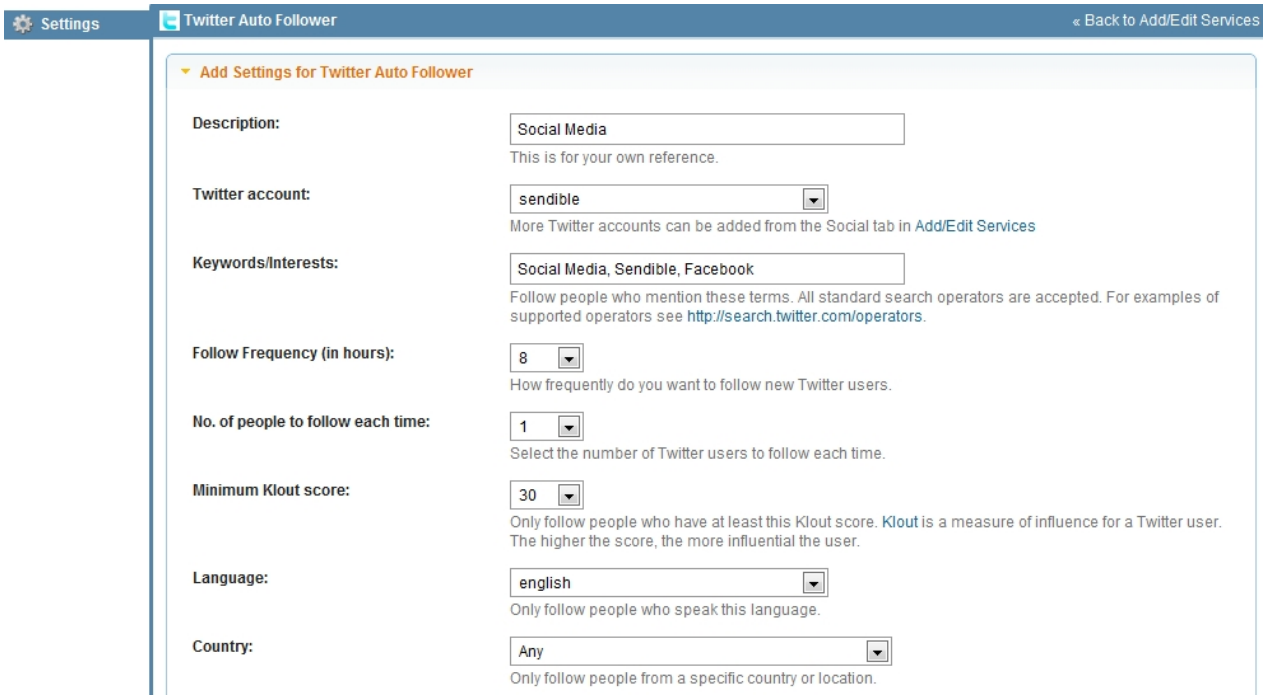
How to add Twitter Auto Unfollower

When would I use Twitter Auto Follower?

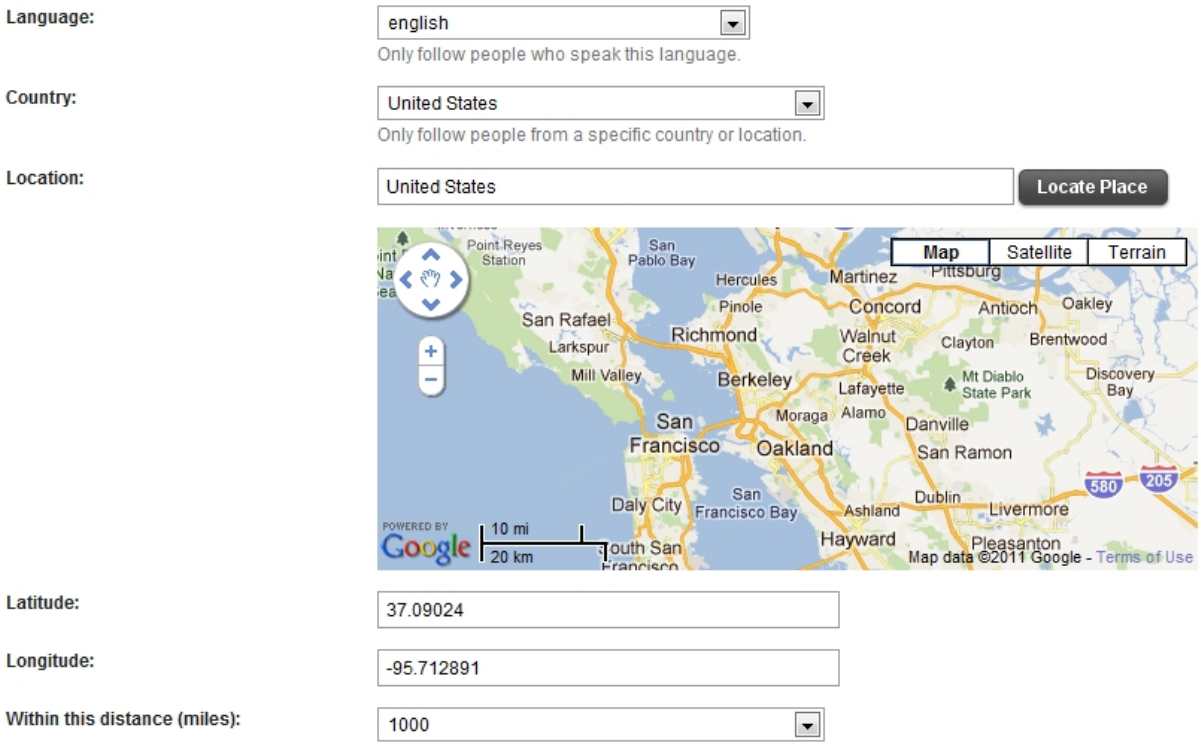
Using Twitter Auto Follower, you can grow your follower base by automatically following people with similar interests.

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.



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**



Social Media, SMS and Email Autoresponders

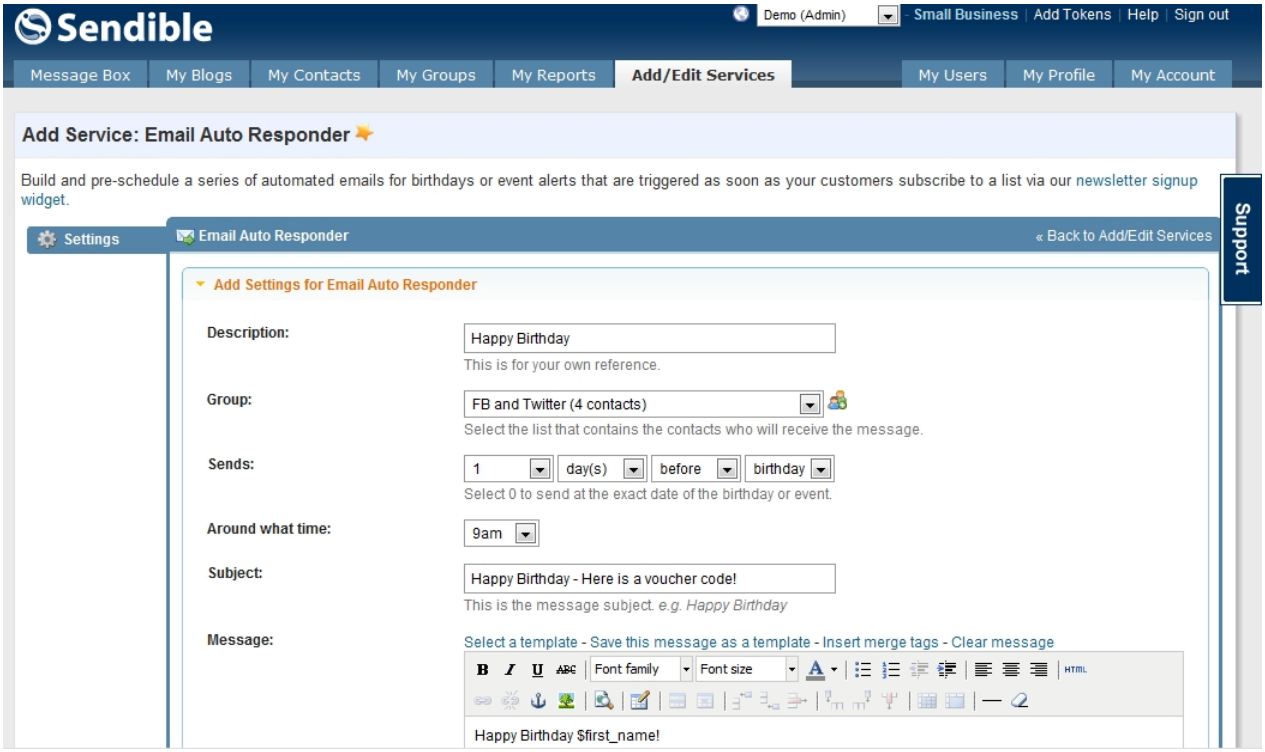
How to add an Email Auto Responder

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**.



See Merge Tags for information on how to utilize this feature.

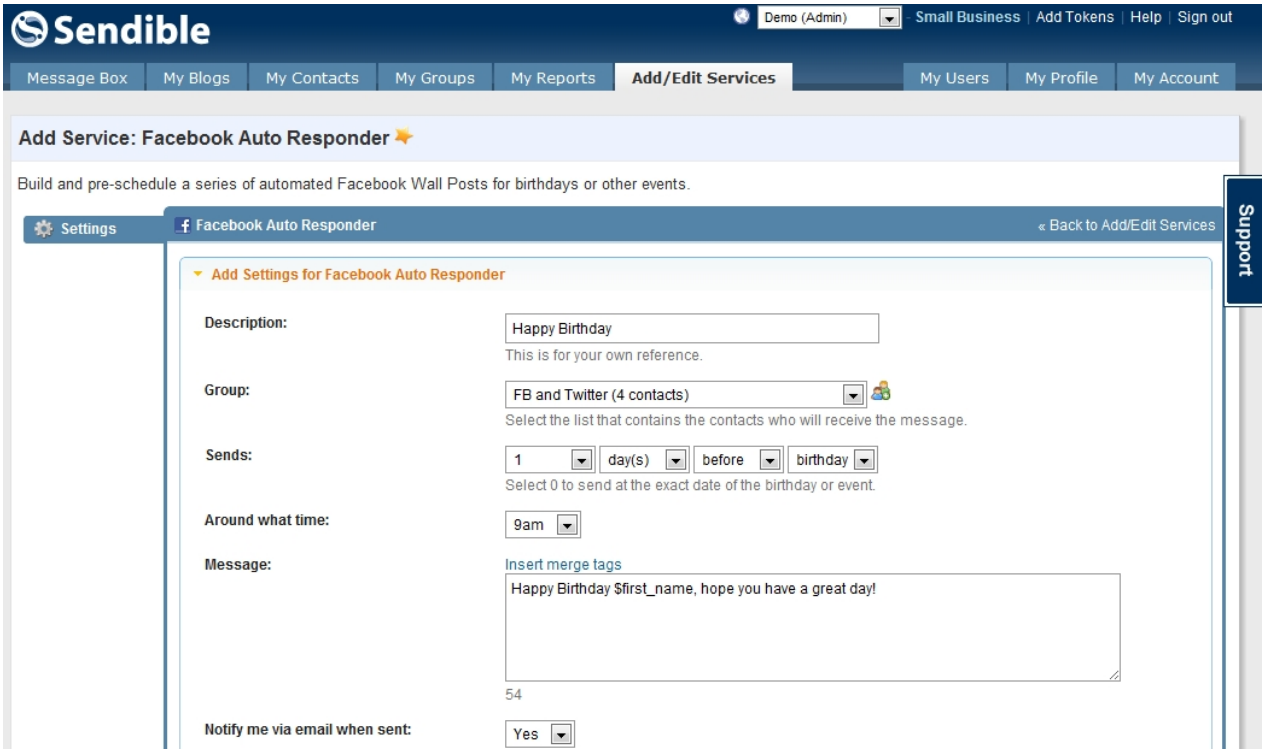
How to add a Facebook Auto Responder

When would I use a Facebook Auto Responder?

Using the Facebook Auto Reponder, you can pre-schedule automated Facebook Wall Posts for birthdays or other events.

To set up a Facebook Auto Responder:

1. Go to Automation and click **Add** on the right of Facebook 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**.



See Merge Tags for information on how to utilize this feature.

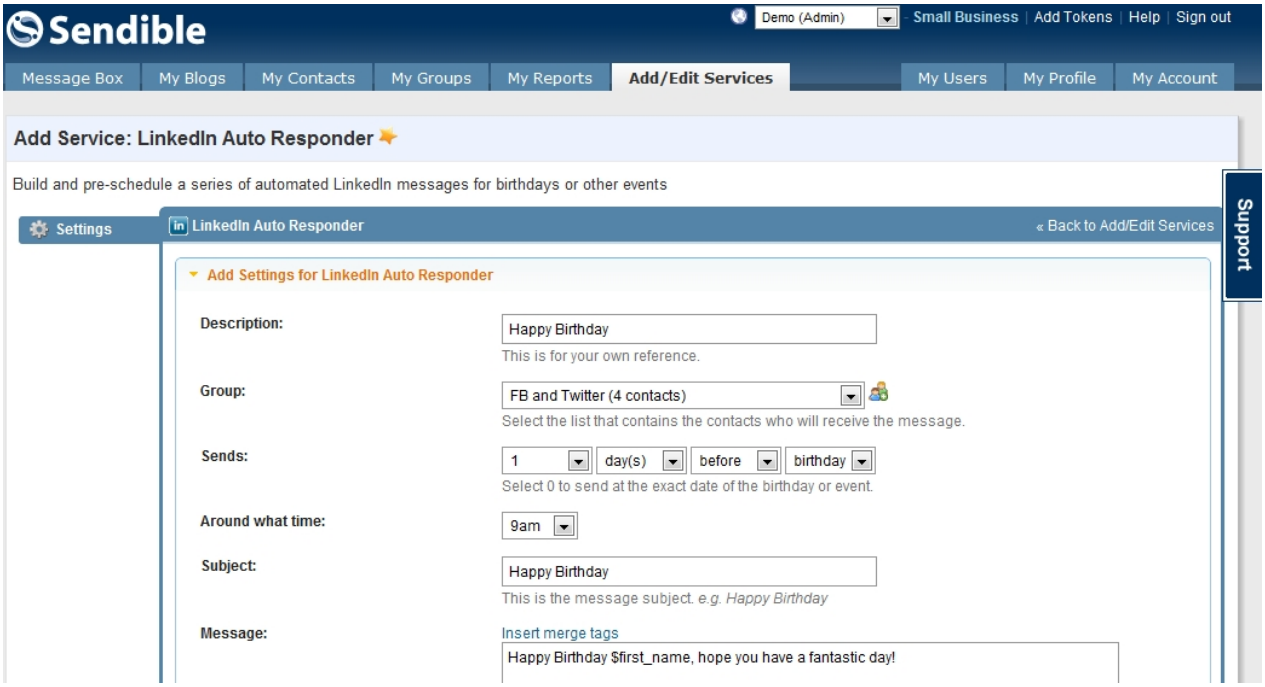
How to add a LinkedIn Auto Responder

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:

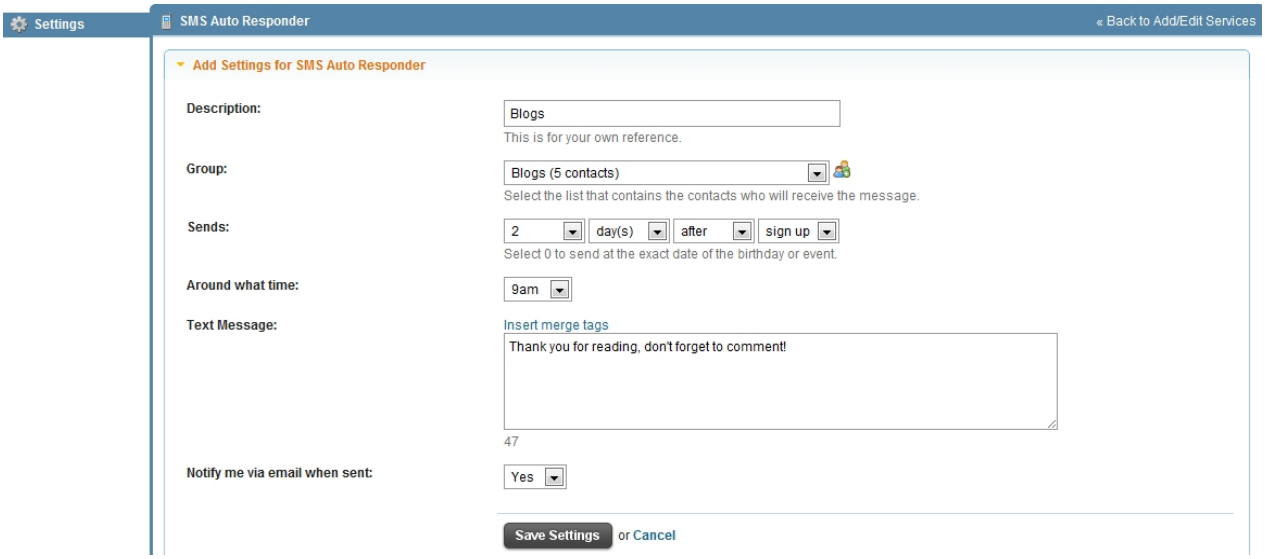
1. Go to Automation and click **Add** on the right of LinkedIn Auto Responder.
2. Description - Add a description for your own reference.
3. Group - Select a group you wish to utilize.
4. Sends - Select the date you wish for the post to be sent.
5. Time - Select the time you wish for the post to be sent.
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**.



See Merge Tags for information on how to utilize this feature.

How to add SMS Auto Responder

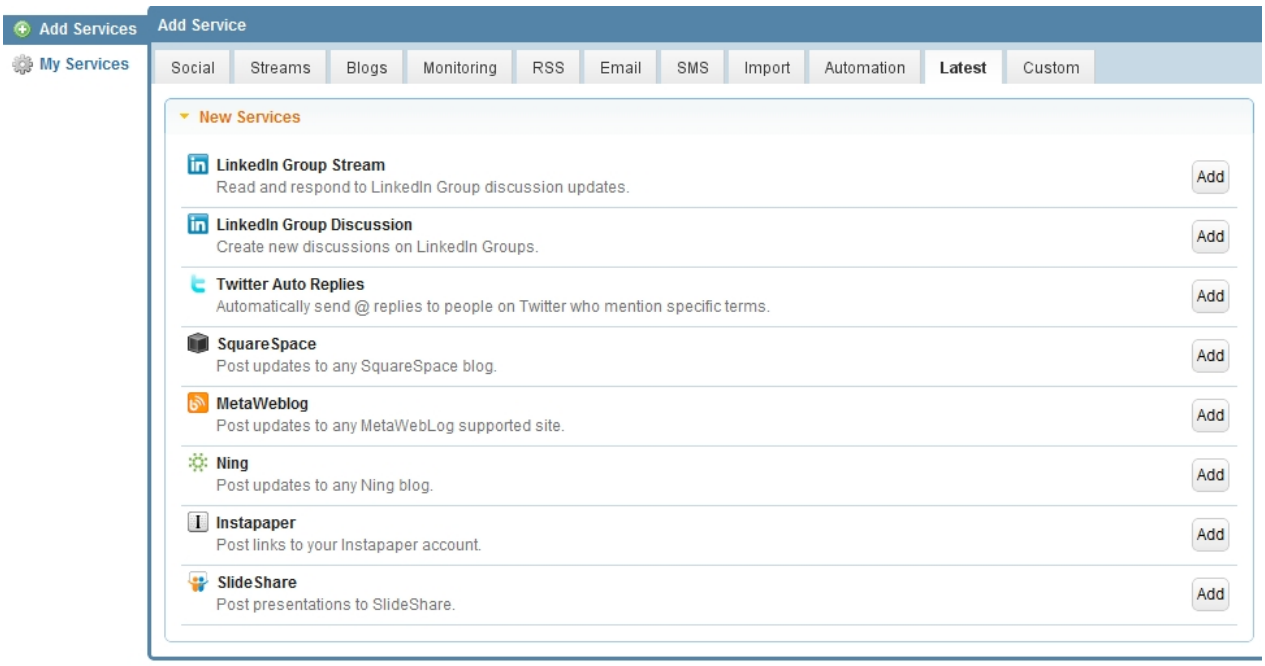
1. Go to SMS and click **Add** on the right of SMS Auto Responder.
2. Add a description for your own reference.
3. Choose a group of contacts who will receive the message
4. Choose a date when you want the SMS to be sent
5. Choose a time you want the SMS to be sent
6. Insert a text message, you can insert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



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.

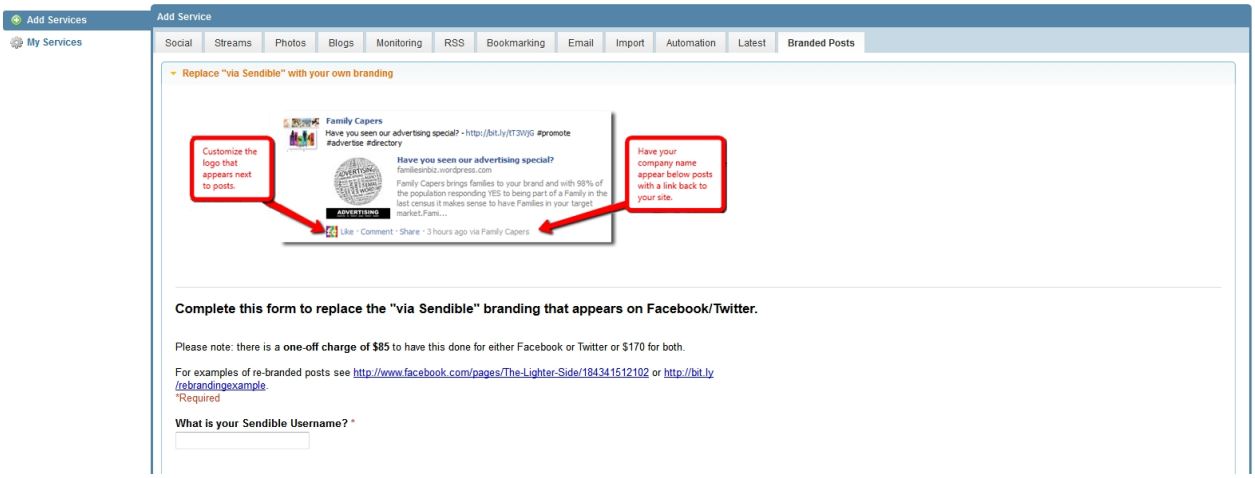


For a list of the social media services supported by Sendible, see [What Social Media services do you support?]

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.

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'?

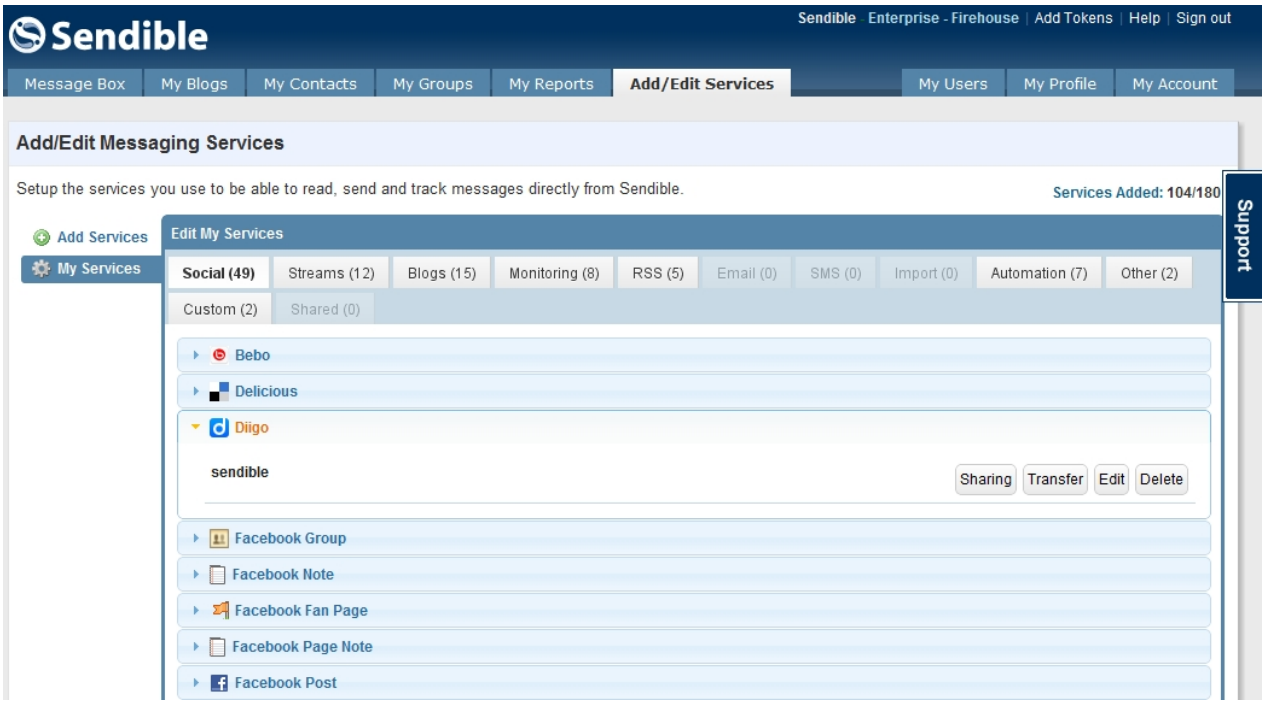
For a list of the social media services supported by Sendible, see What Social Media services do you support?

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



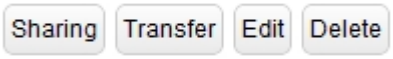
See Editing and Deleting Services for more information.

Sharing Services

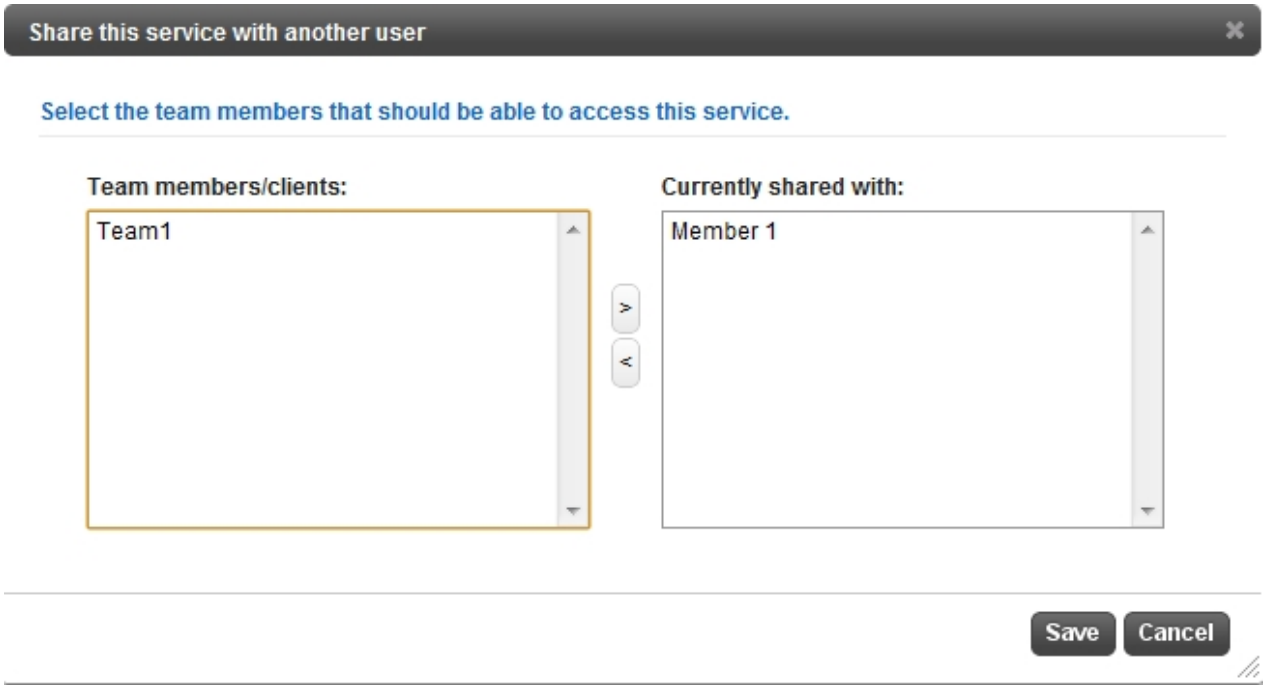
Sendible allows the administrator to share access to any of your social media accounts, without

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.



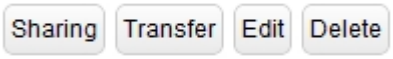
3. Select **Save**

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.

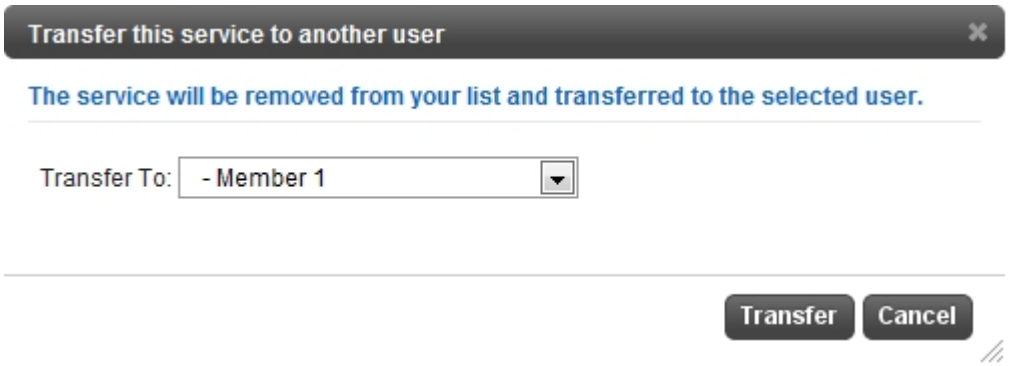
Transferring Services

Sendible allows you to transfer services to selected users.

1. Click the **Transfer** button.



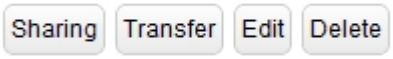
2. Select the user you wish to transfer the service to.



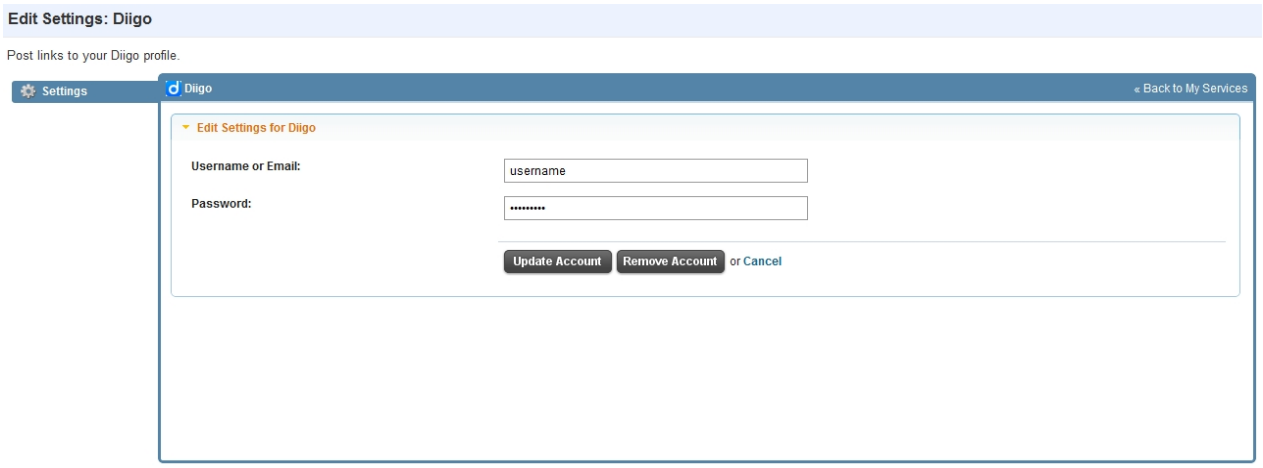
3. Select **Transfer**

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:

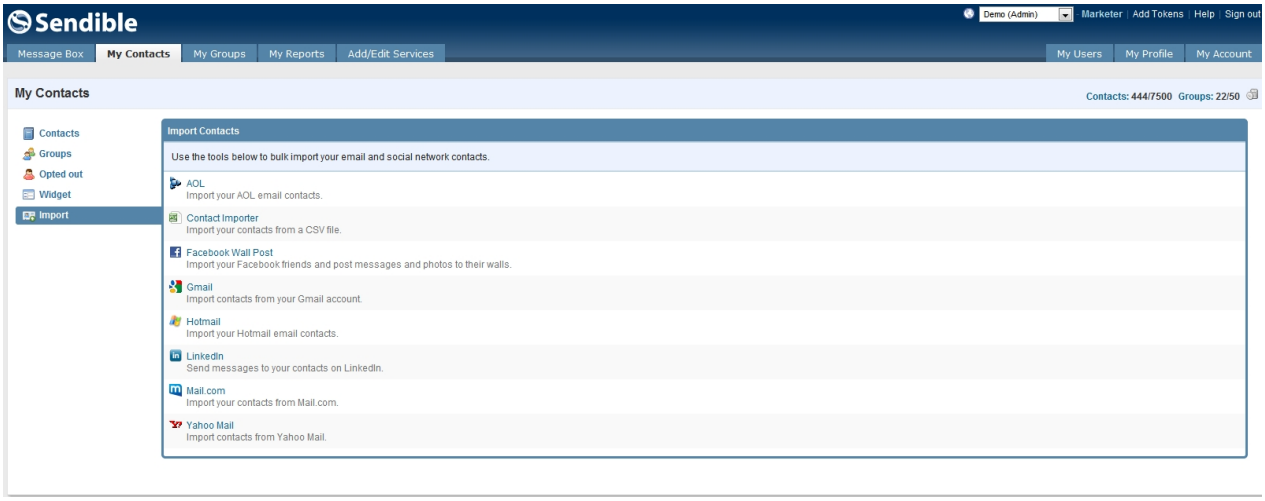


Importing Contacts

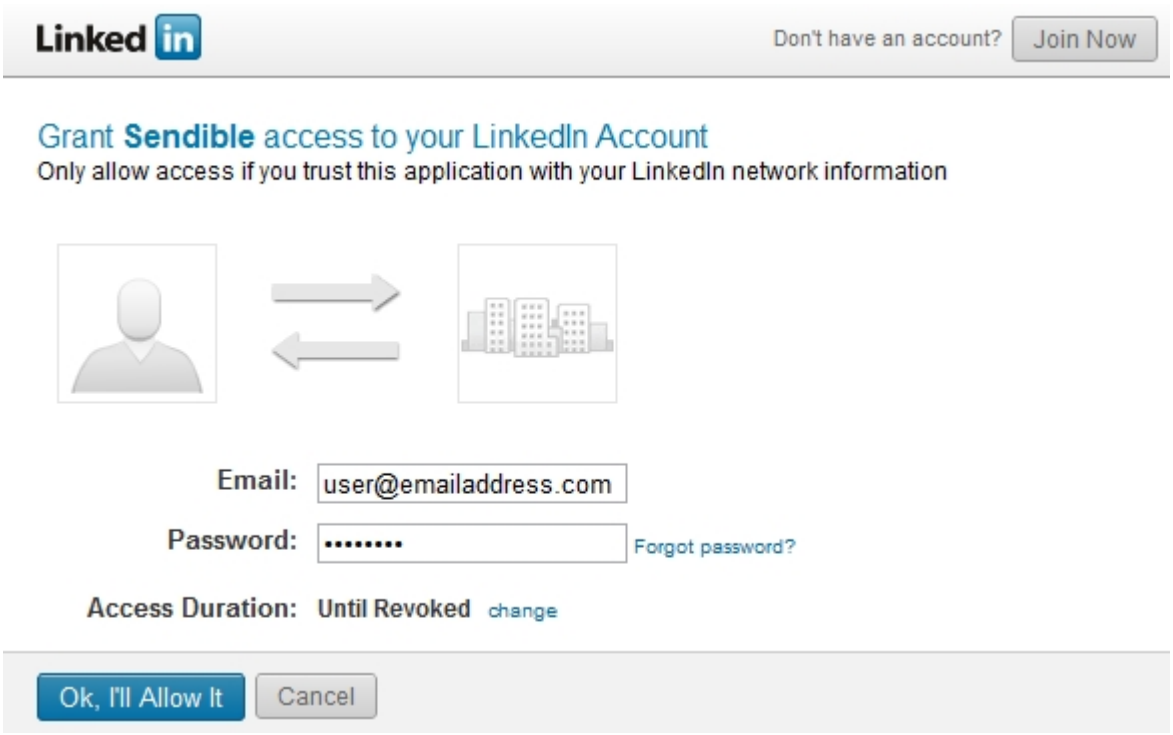
Sendible allows you to import contacts from your Social Networks and public email accounts. After importing your contacts you will be able to reach these contacts across multiple platforms from your Message Box.

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

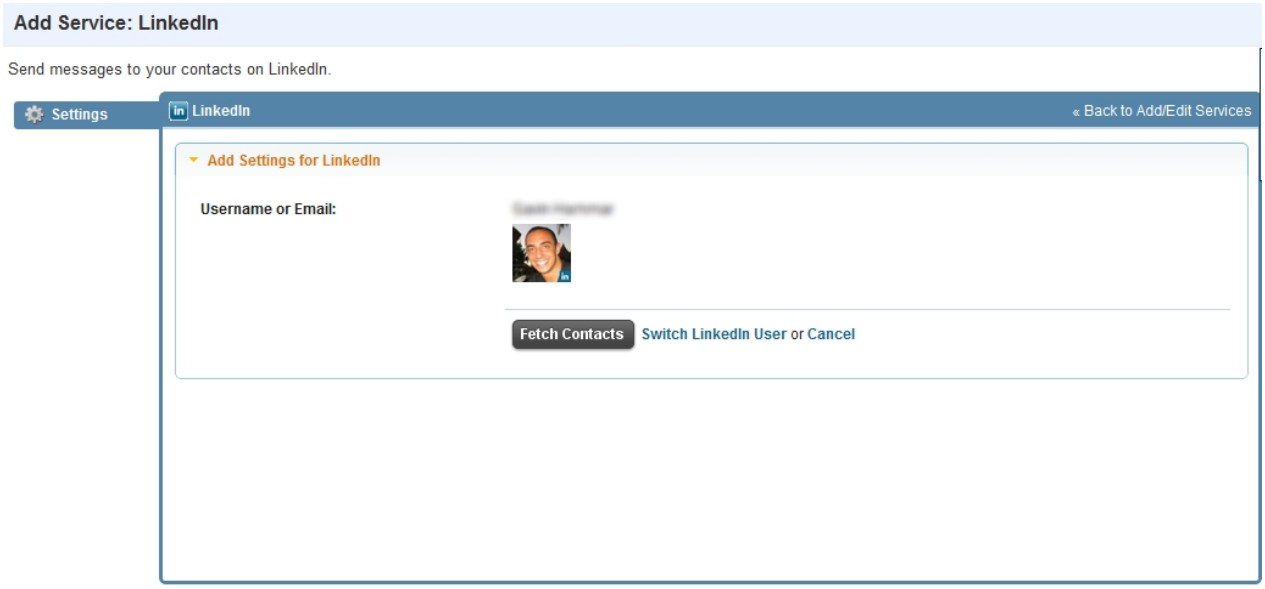
1. Click on **My Contacts** and **Import**



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

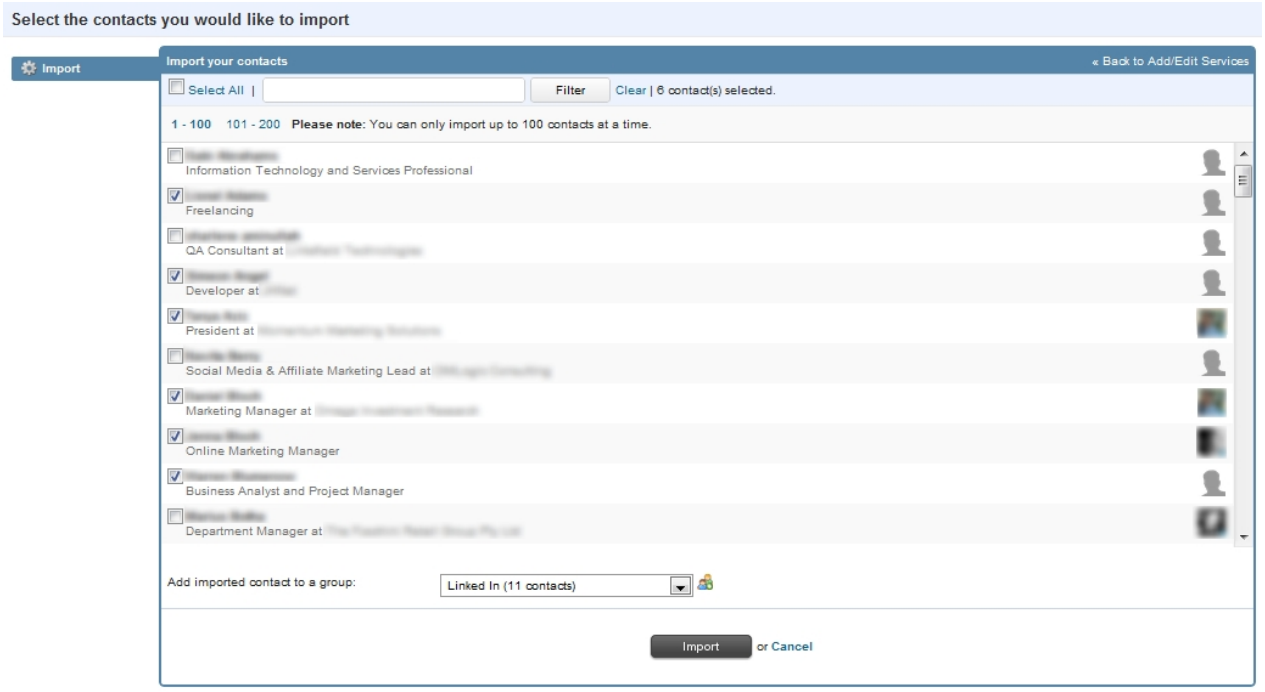


4. You will then be asked to choose your contacts, select **Fetch Contacts.**



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.

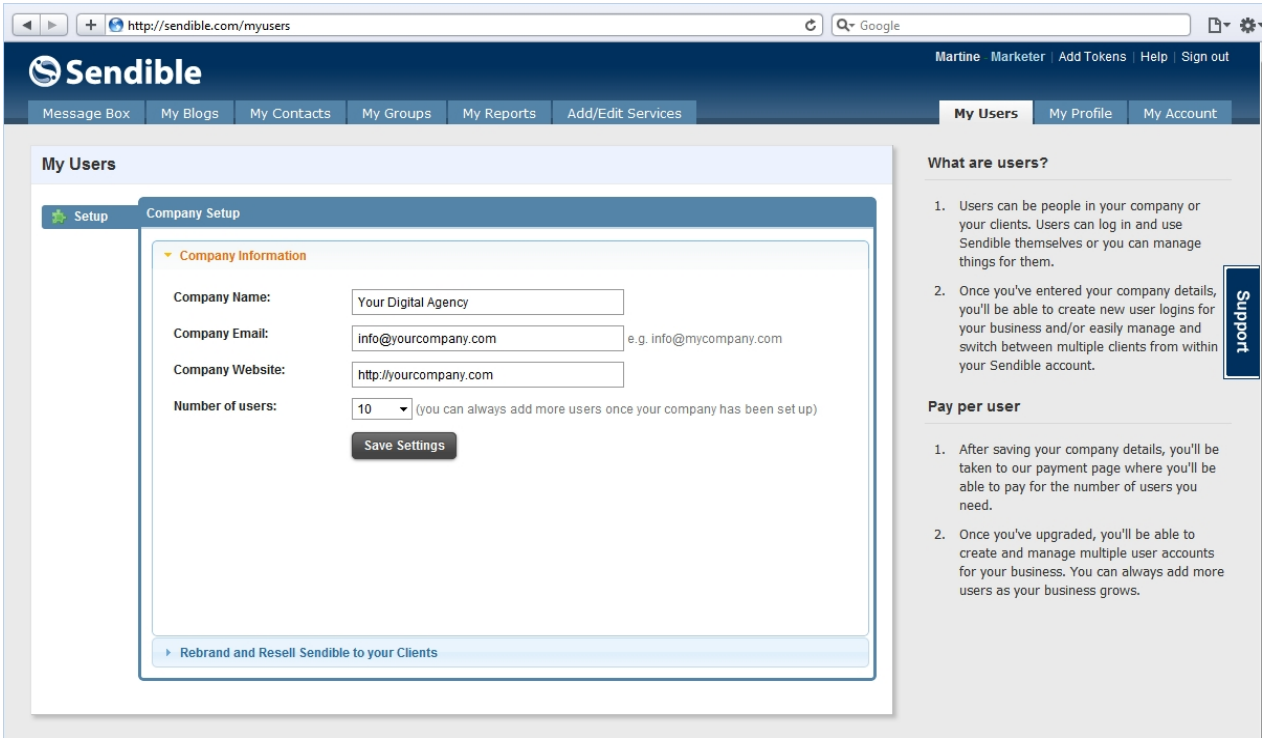


7. Once imported, you'll be able to reach these contacts by sending them a message from your Message Box.

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.**



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.

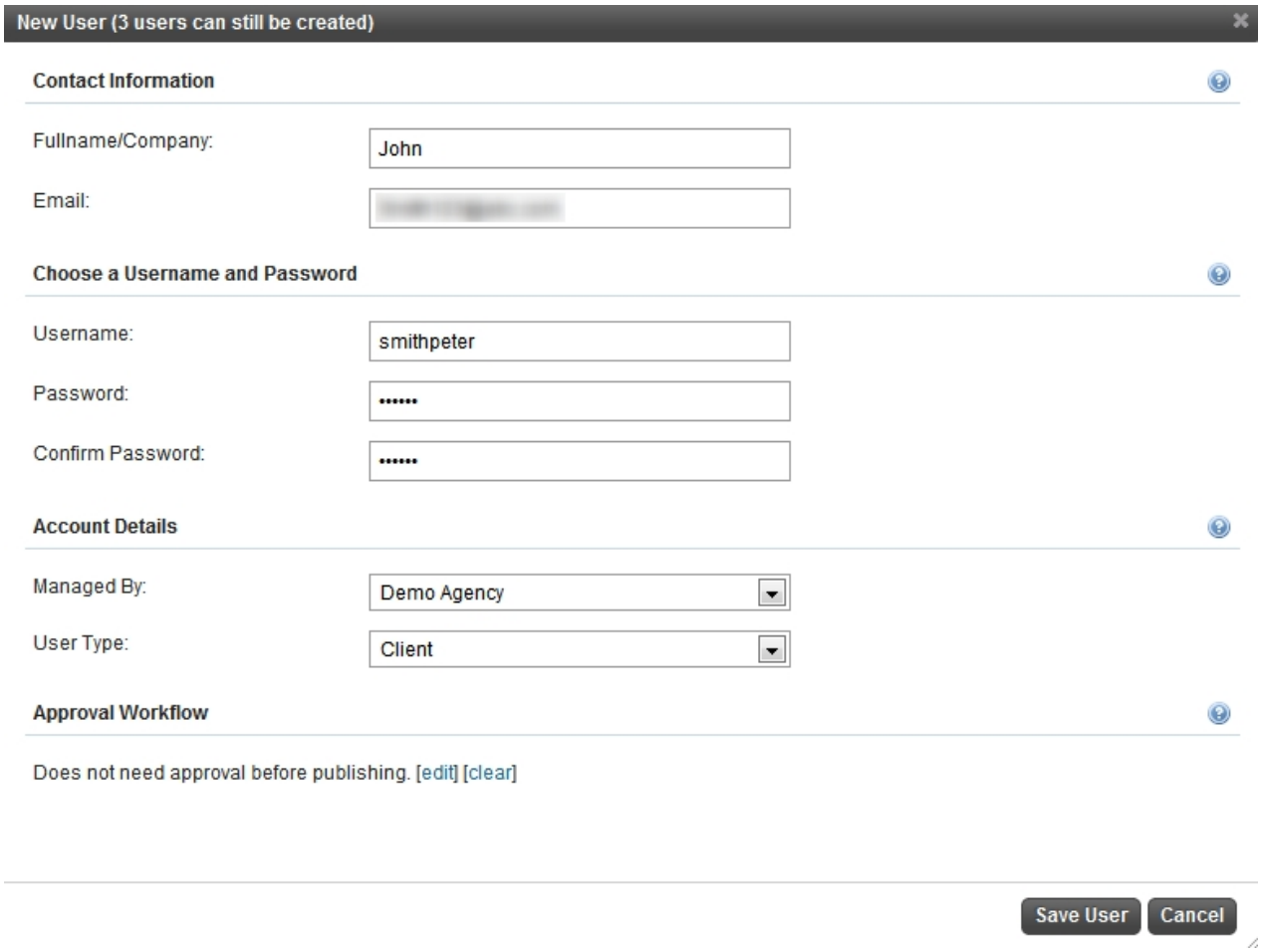
Username - Enter your client's username.

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.

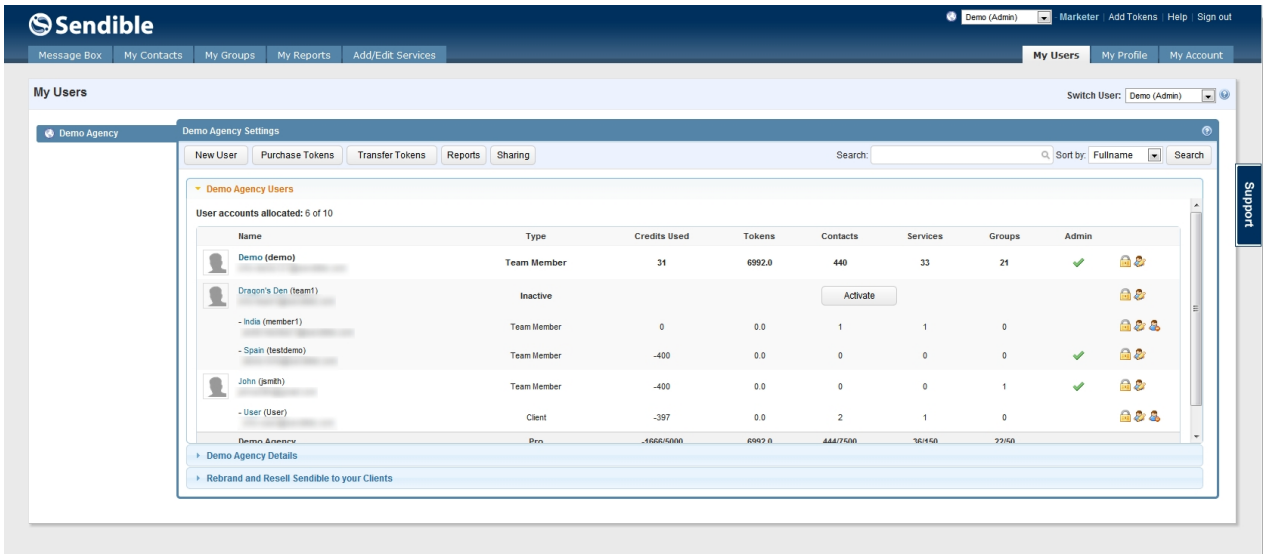
Managed By - This allows you to create hierarchies or users by specifying the parent user account.

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.

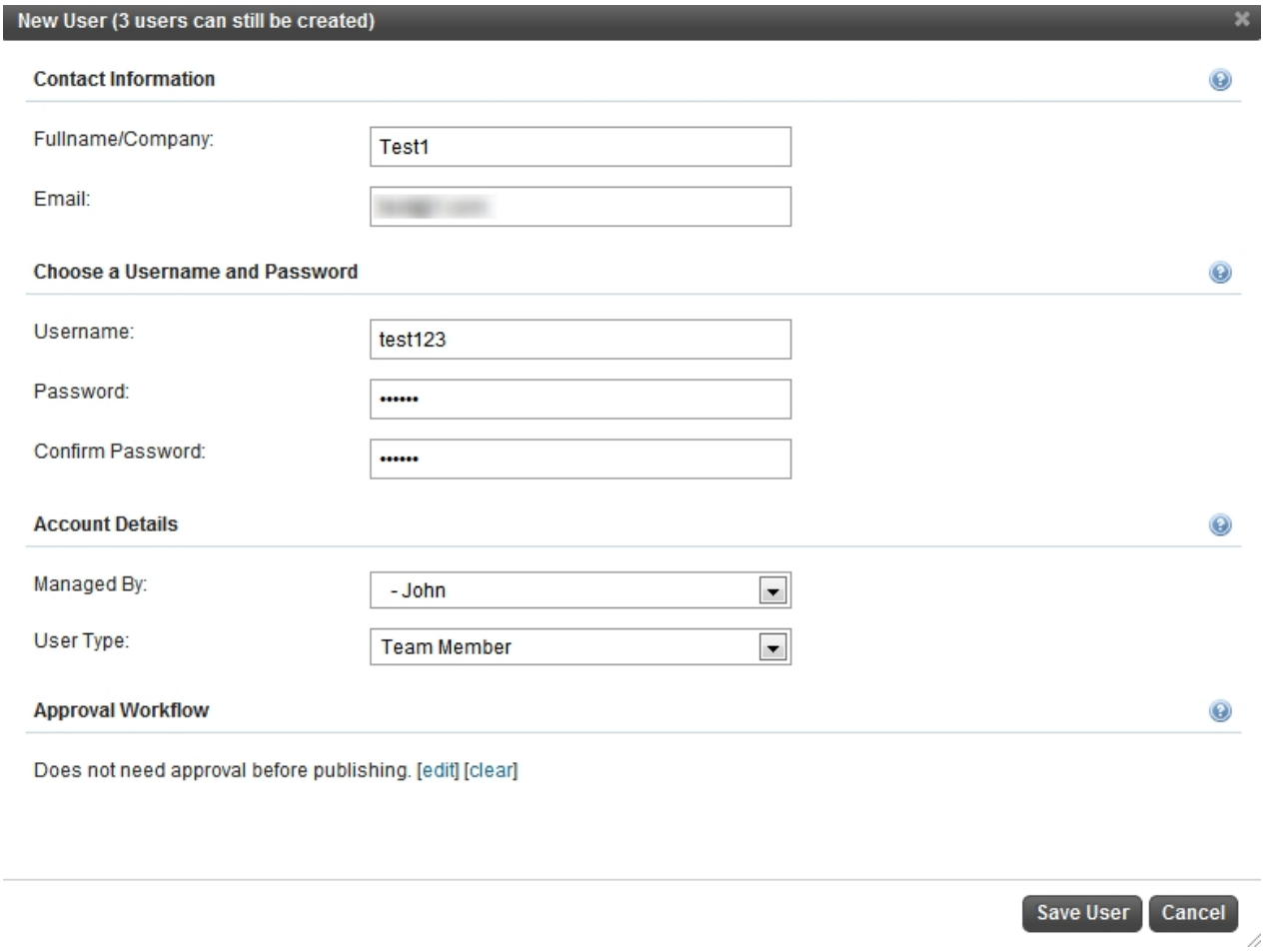


2. Once this is complete, click **Save User.** You will then be able to view your clients.

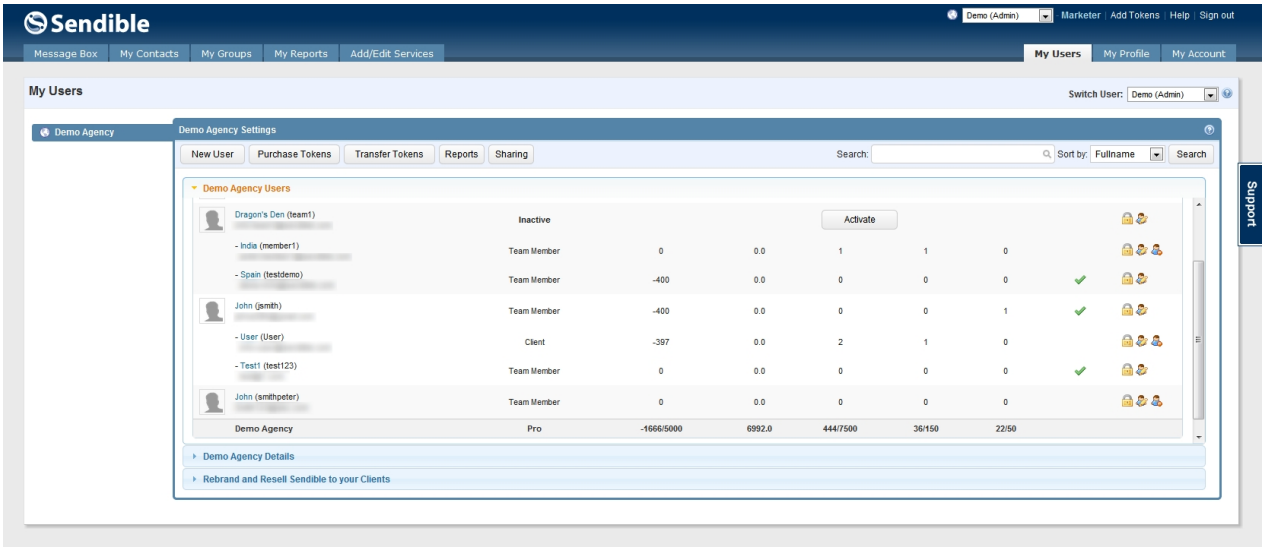


3. Once this user has been created (for example, John Smith), you can add a second user who is managed by John Smith. To do this select **New User** and add the information which can be seen below. Next to

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



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:



Purchase User Accounts

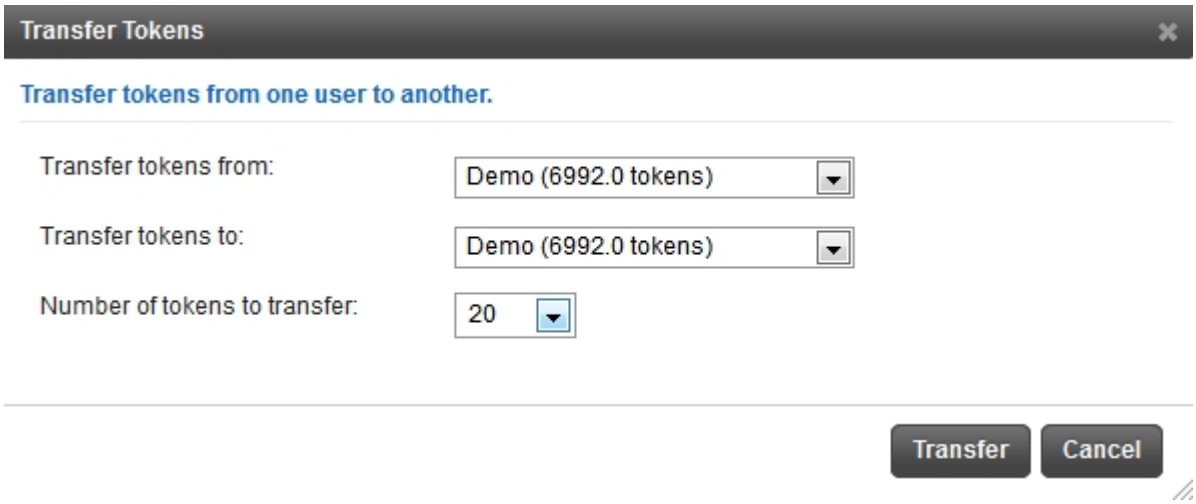
The window to purchase new user accounts would apppear when you will have reached your users limit on

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.



Reports

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

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

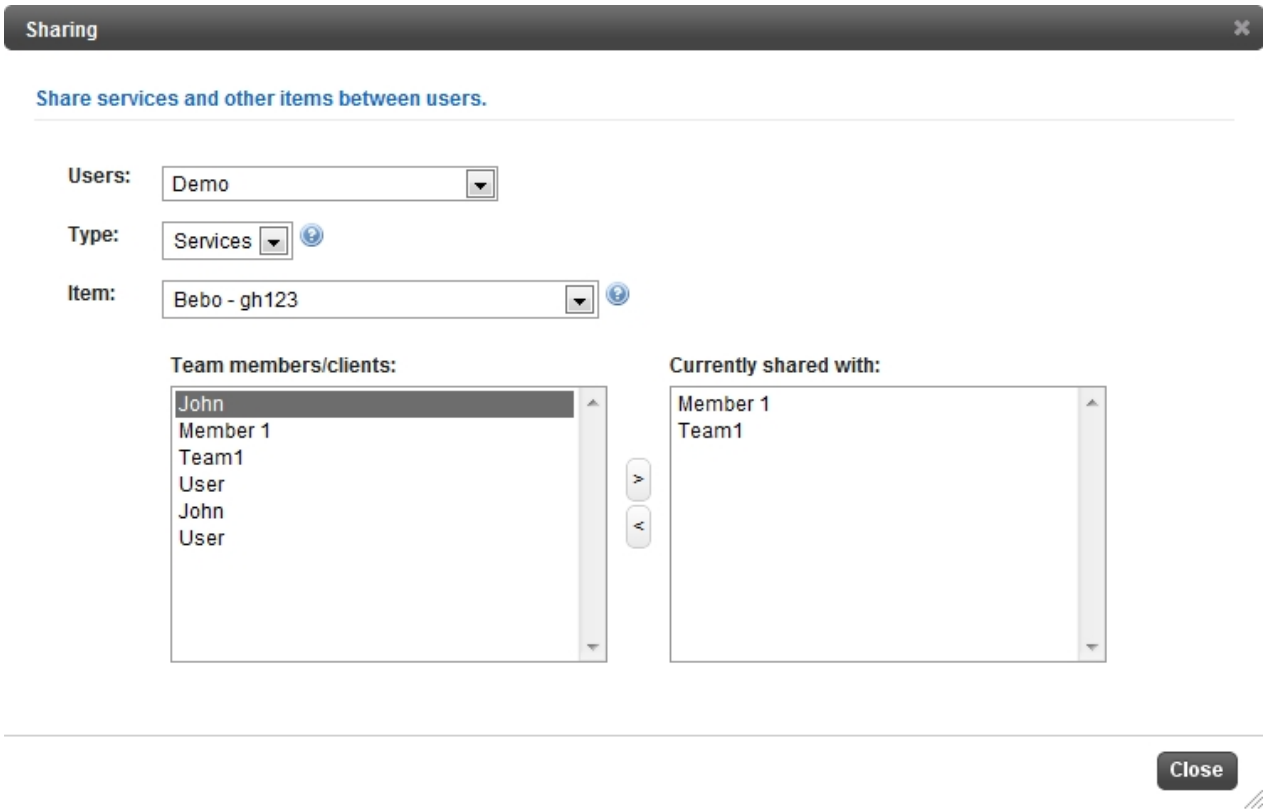
	A	B	C	D	E	F	G	H
1	Profile Report for Demo: Facebook Fan Page - Dec 2011							
2	Daily New Fans							
3								
4	Service	1	2	3	4	5	6	7
5	Resources	0	0	0	0	0		
6	Test Page 2	0	0	0	0	0	0	0
7	Test Page	0	0	0	0	0	0	0
8	Page Unlikes							
9								
10	Service	1	2	3	4	5	6	7
11	Resources	0	0	0	0	0		
12	Test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



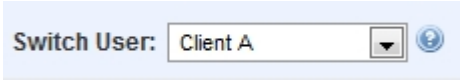
3. Select Close

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

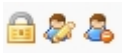
As an administrator, you have the option to switch between your users to access their Sendible account. You can do this by using the drop-down box to change users.



Managing Users

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

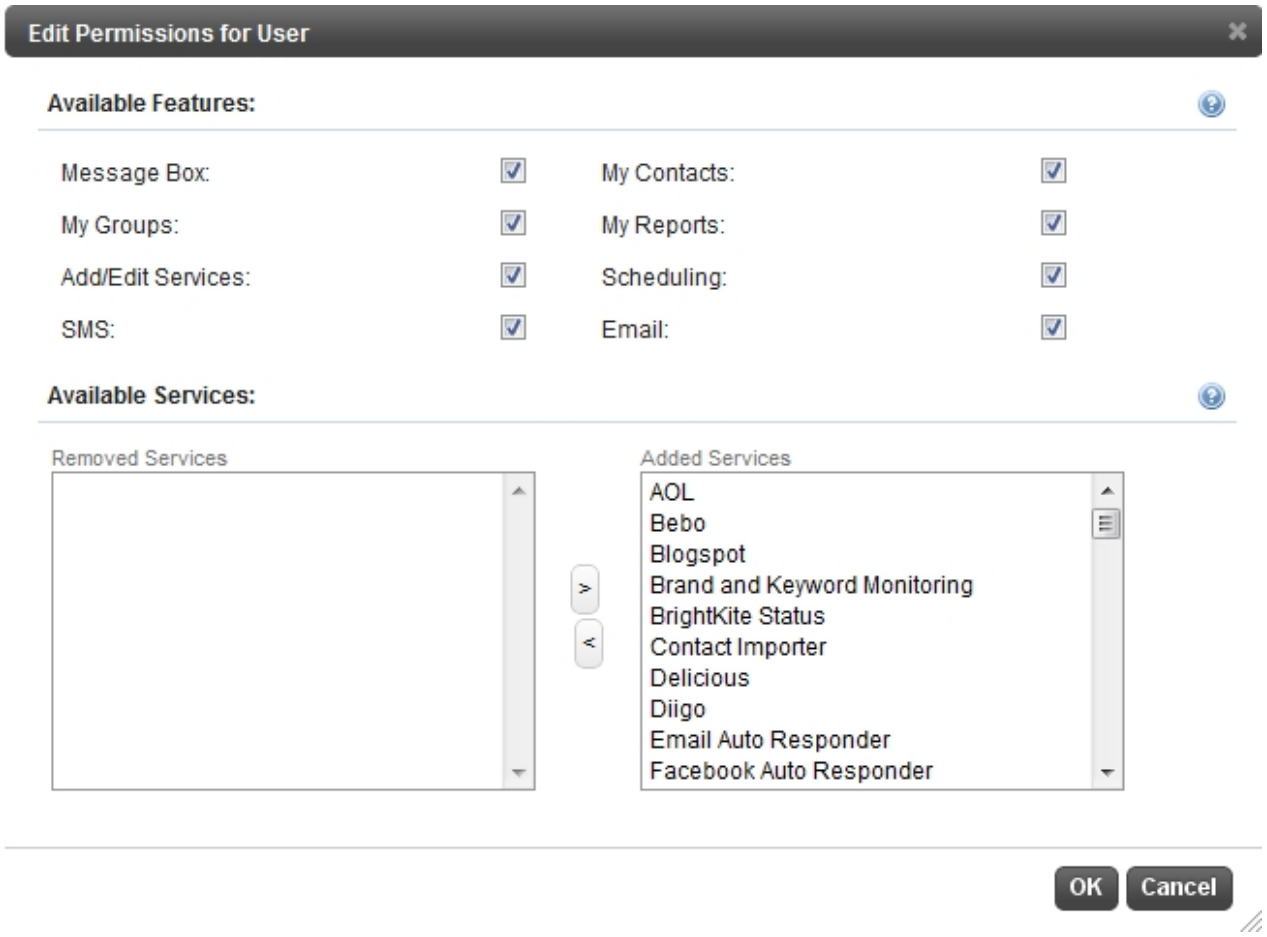
The permission, edit and delete buttons can be seen on the right of your user information.



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.

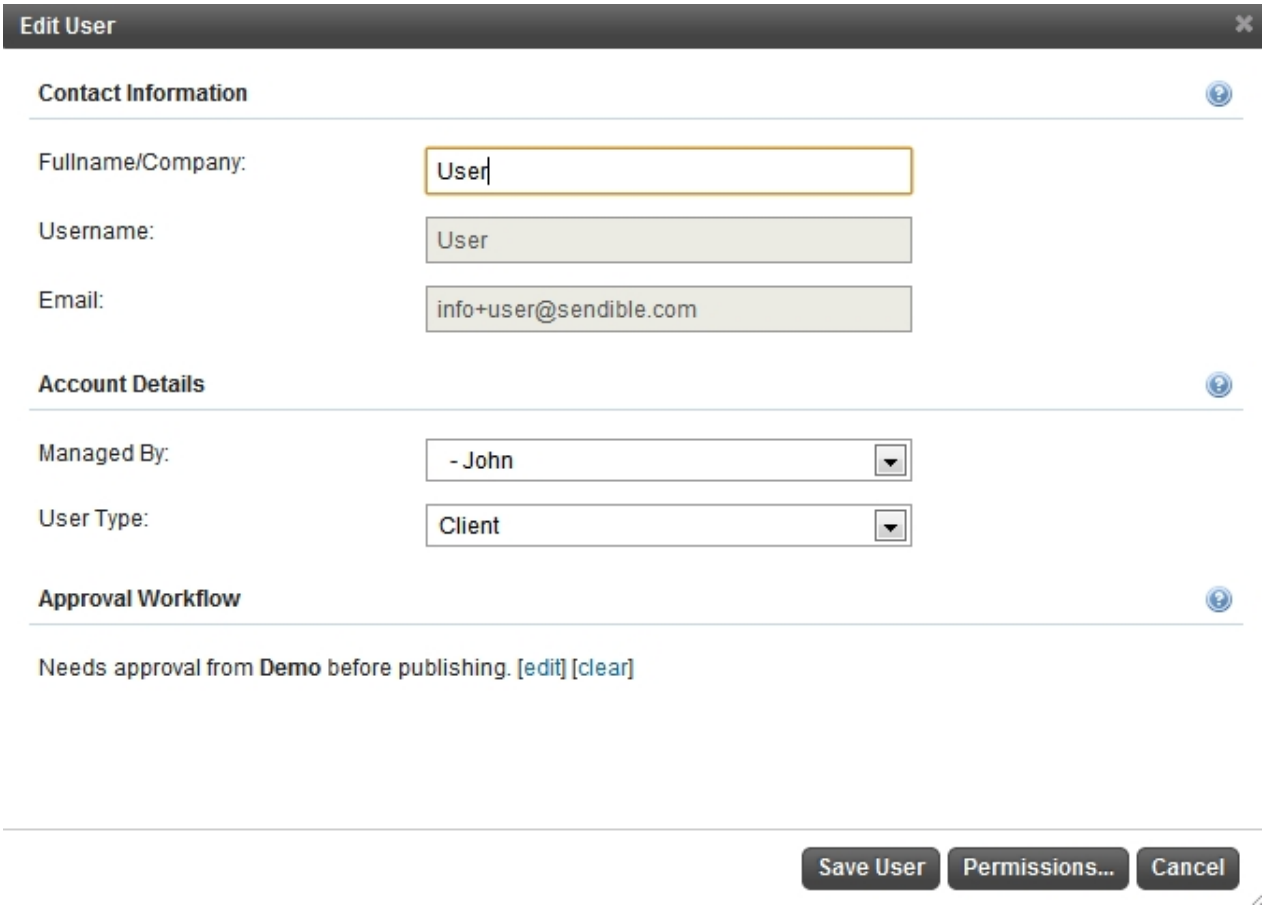


To remove services click on the left arrow and place the service in the **Removed Services box.**

Editing Users

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

You will then be able to edit your users



You can also change permissions from this page, see User Permissions for more information.

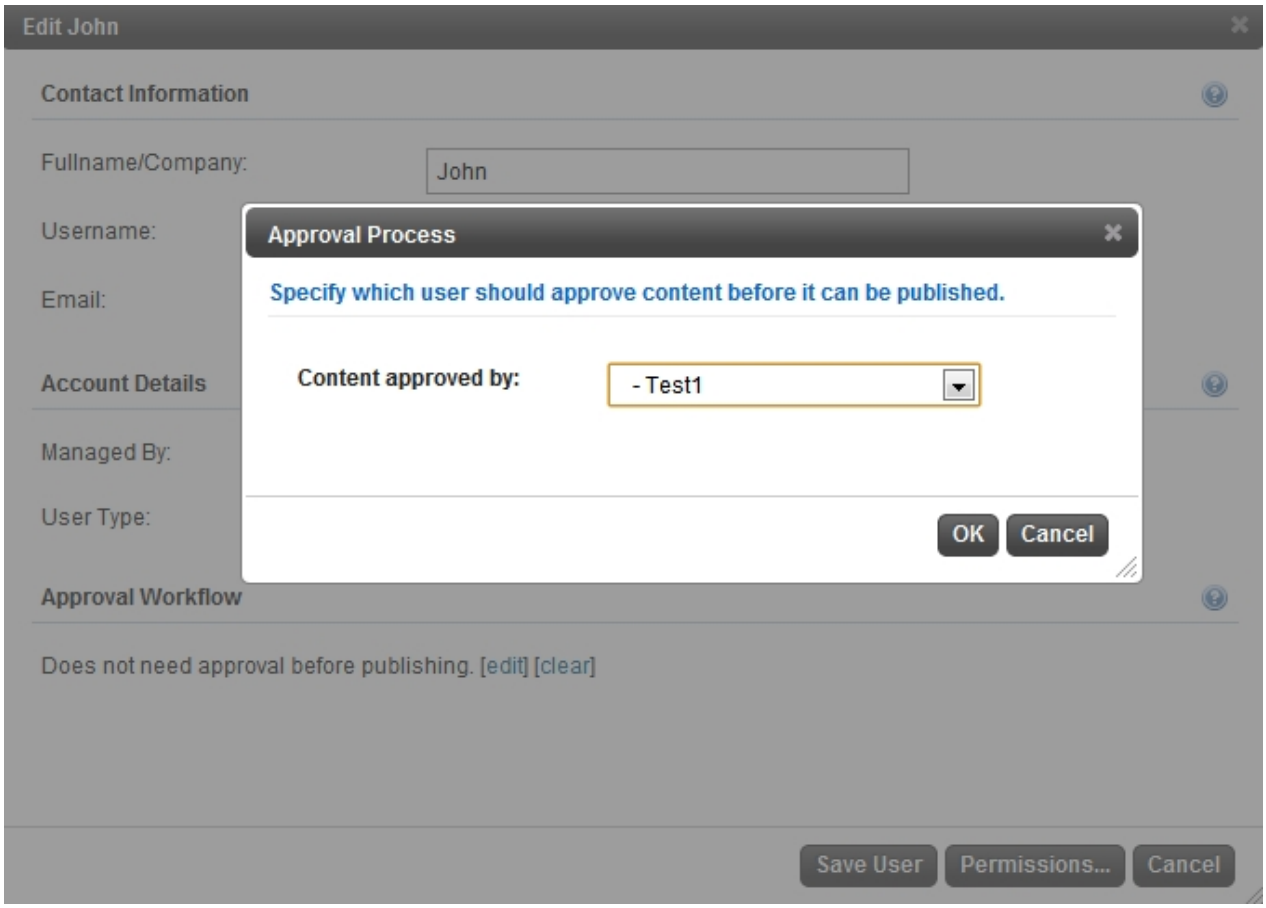
Approval Workflow

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 Worfklow** section.

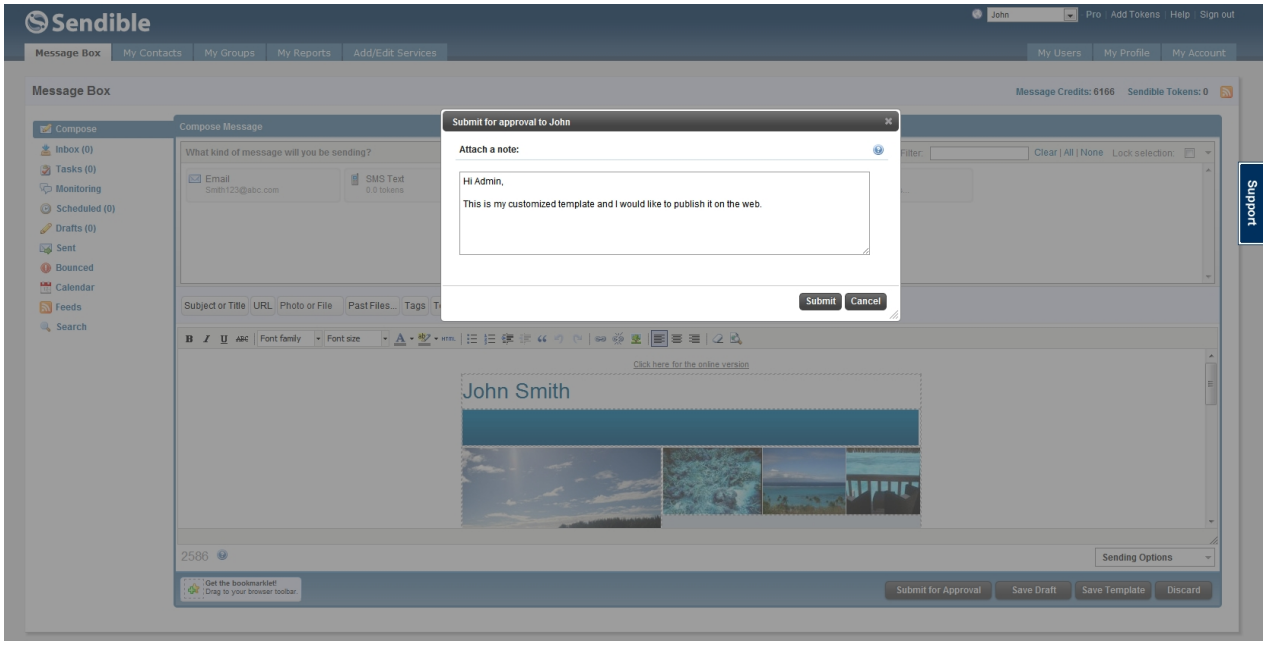
2. Click Edit and select the user from the dropdown list to make changes.



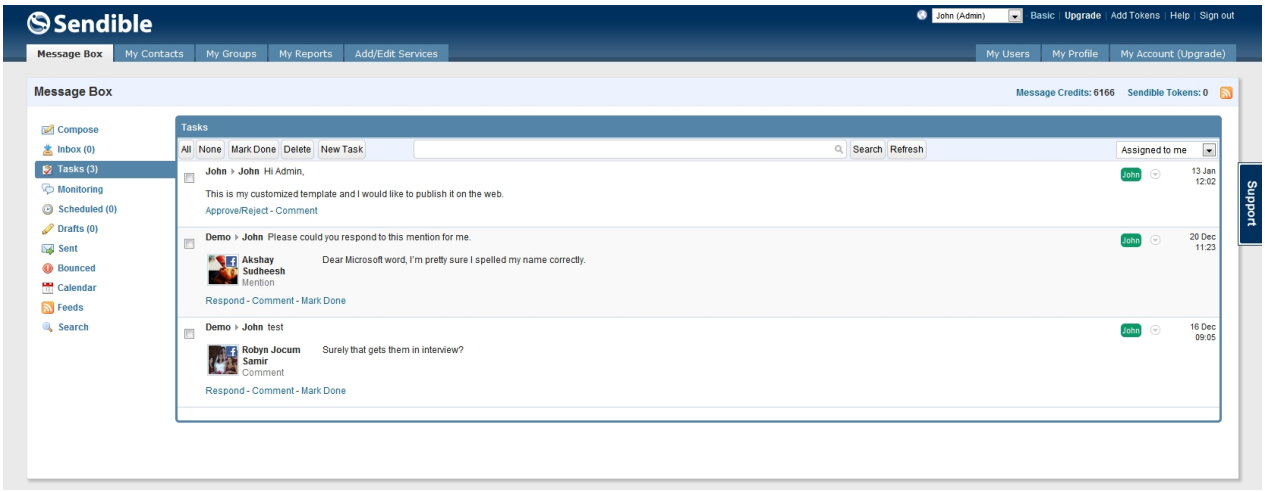
3. Click **OK** and then save user.

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

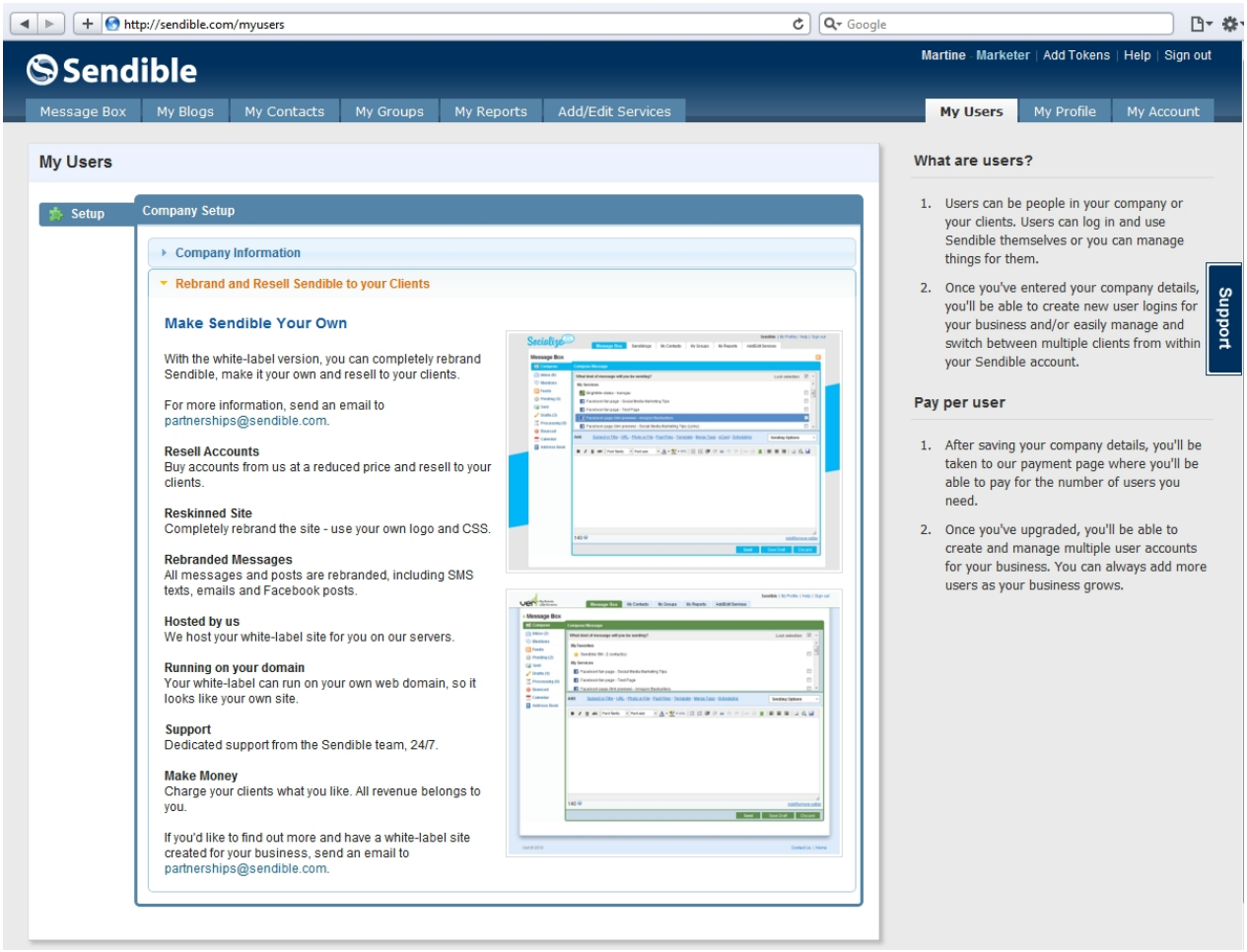
Note: The delete icon will appear next to the user only if the user is a Team Member or Client. You cannot delete a user if it is setup as an administrator.

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.



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

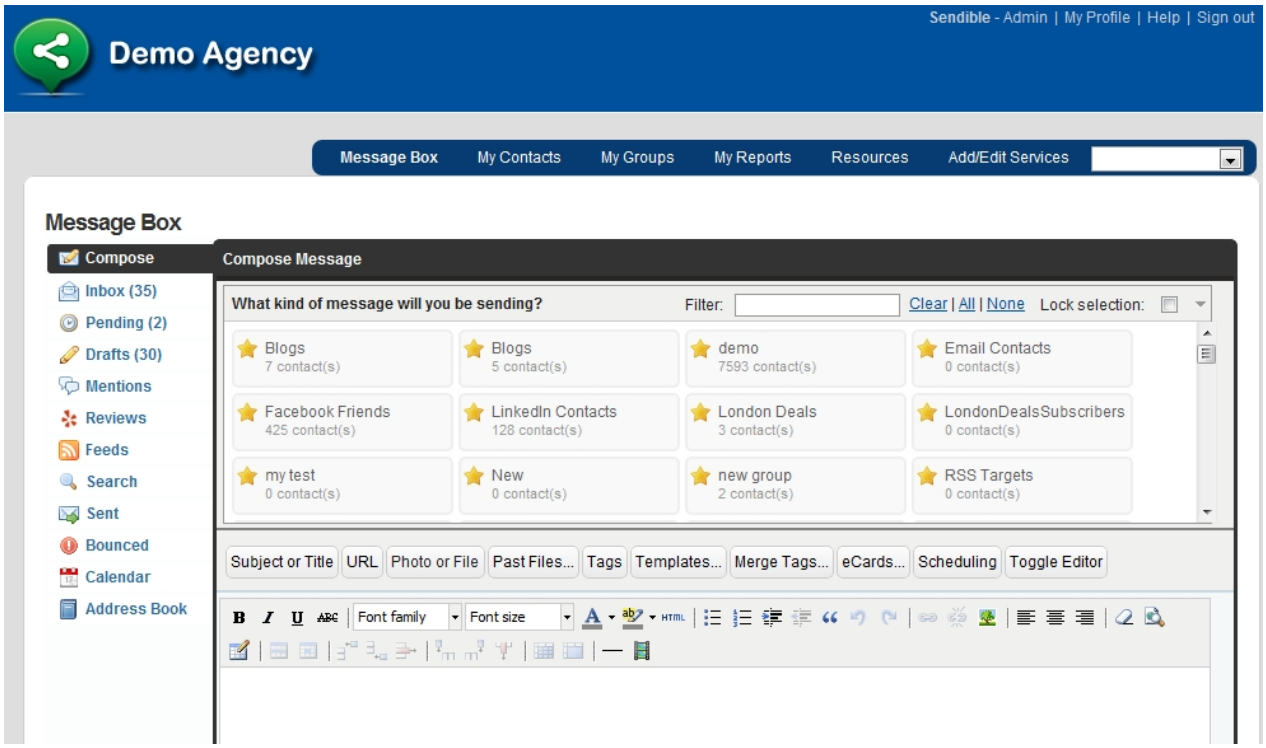
Dedicated support from the Sendible team. We try to respond within 24 hours.

Make Money

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

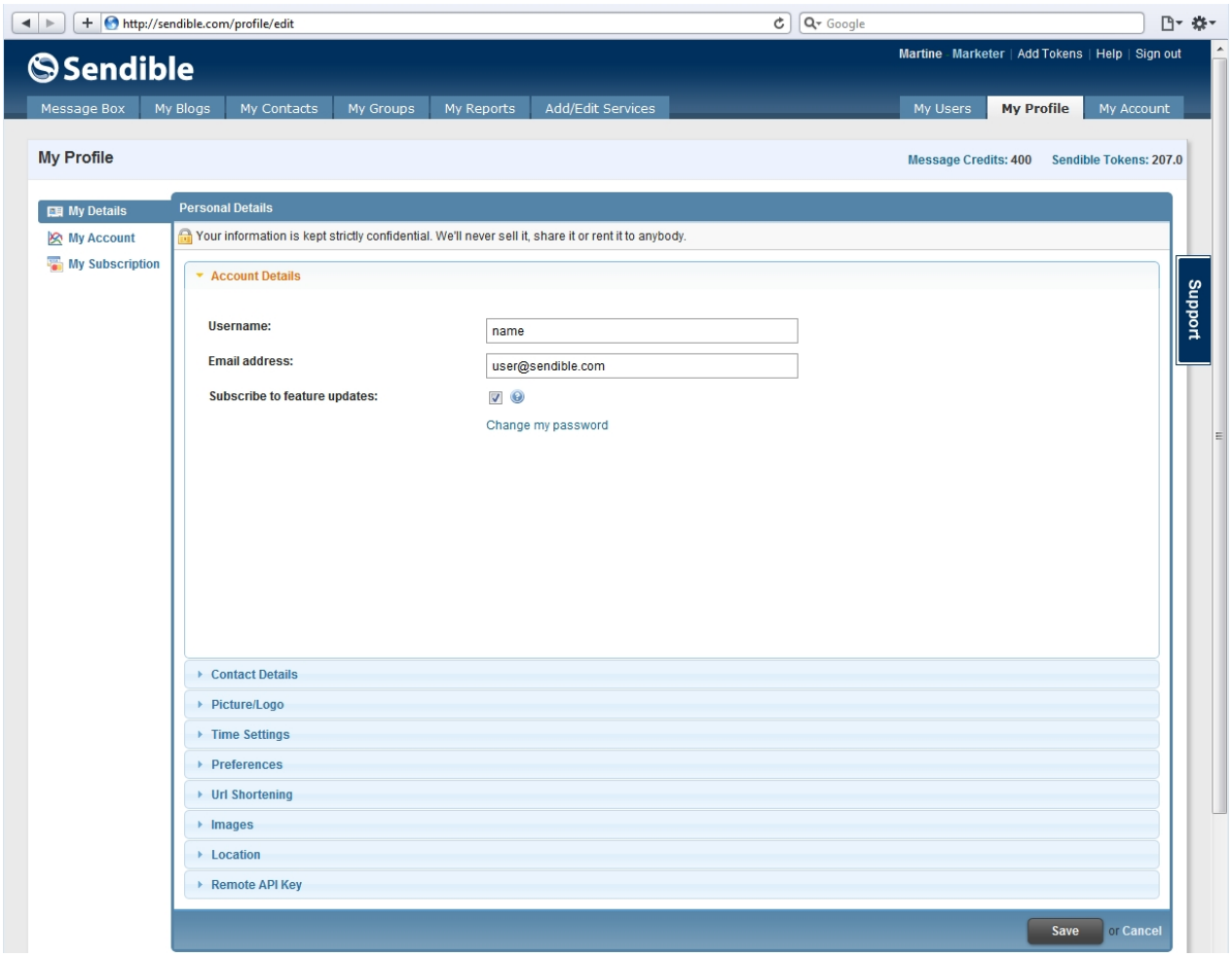
For more information, send an email to partnerships@sendible.com

Below is an example of a White Label.



My Profile

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



My Details

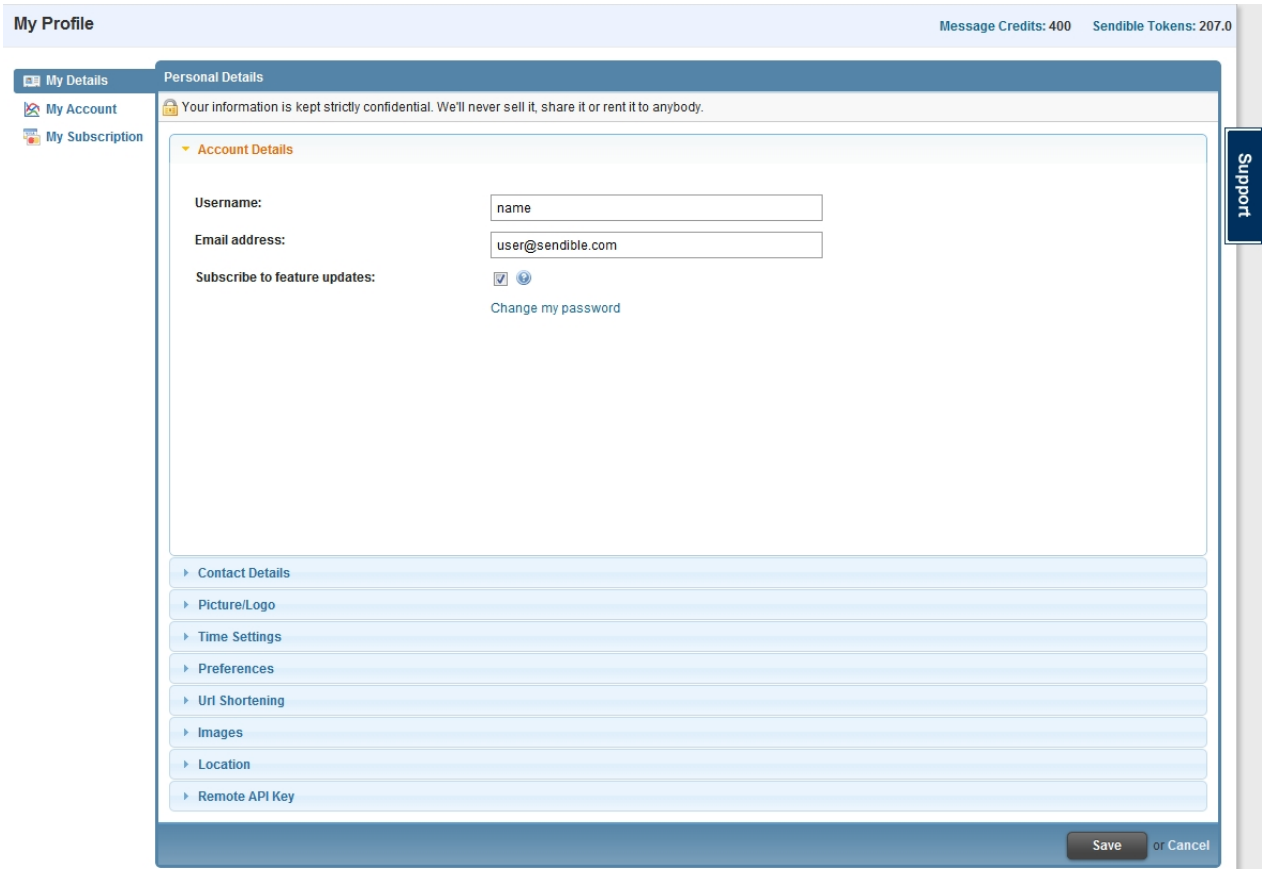
From within the **My Details** tab, you can update your Sendible username, update your time zone and set various other preferences such as link shortening services and your location.

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

Account Details

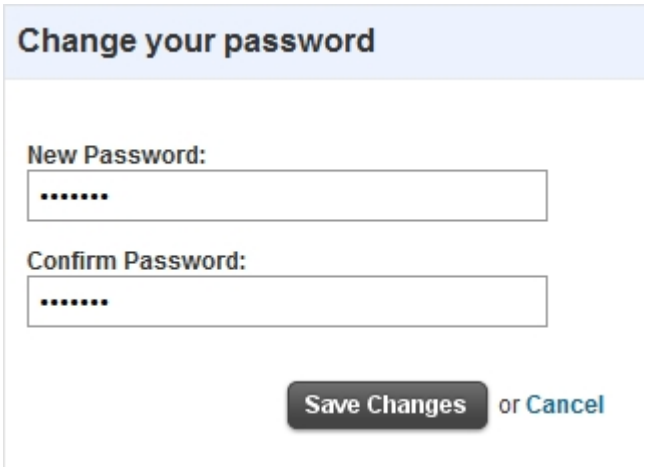
Account Details allows you to update your username, email address and select whether you would like to subscribe to feature updates.

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



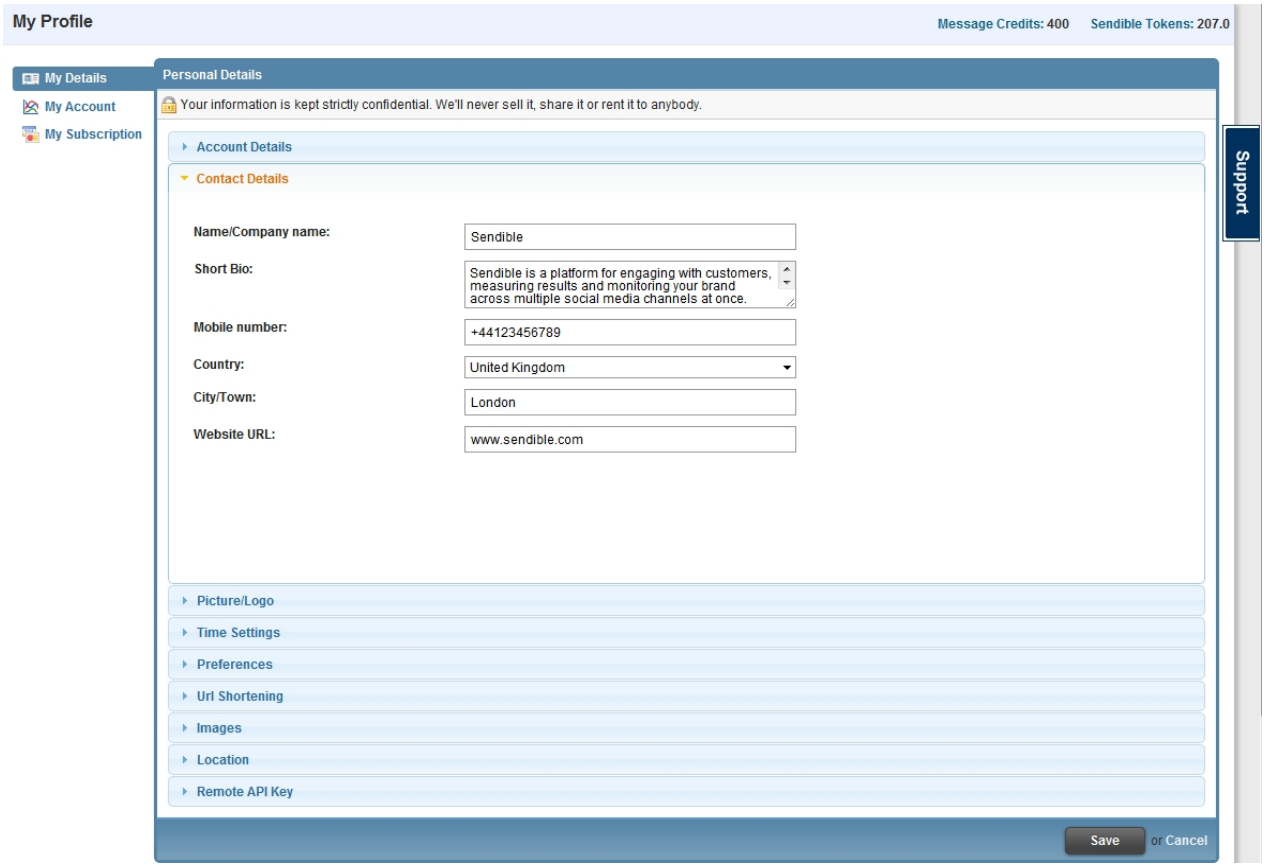
Change my password

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



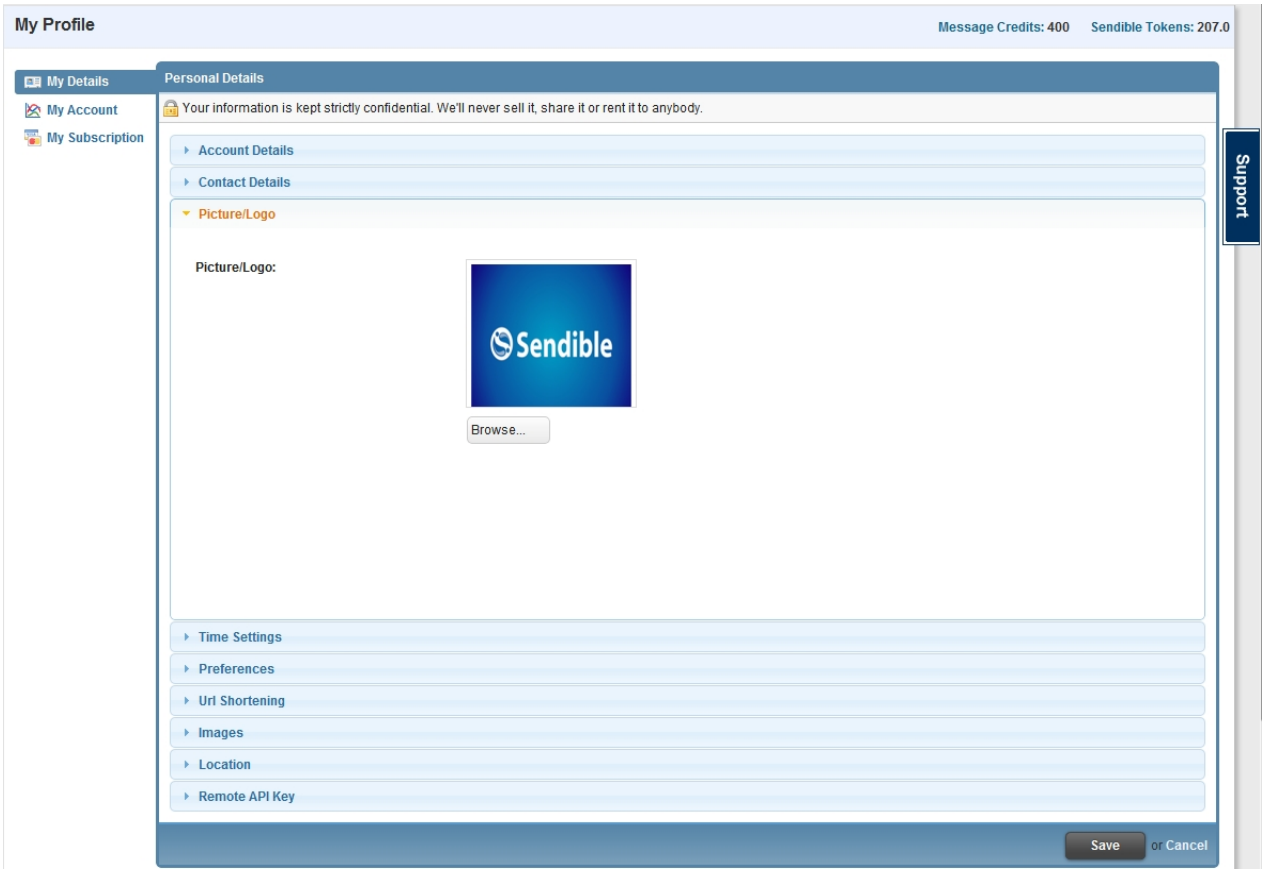
Contact Details

Contact Details allows you to update your personal contact information.



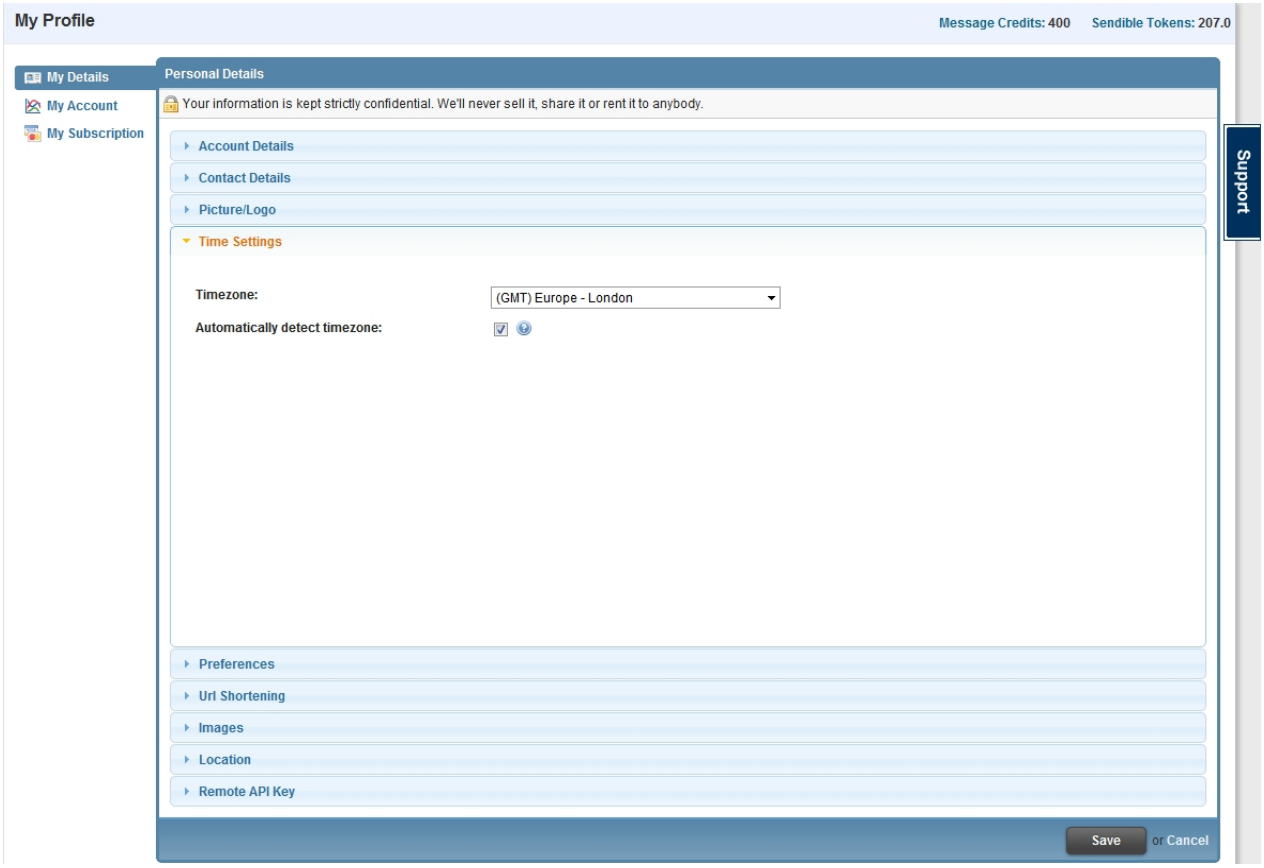
Picture/Logo

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.



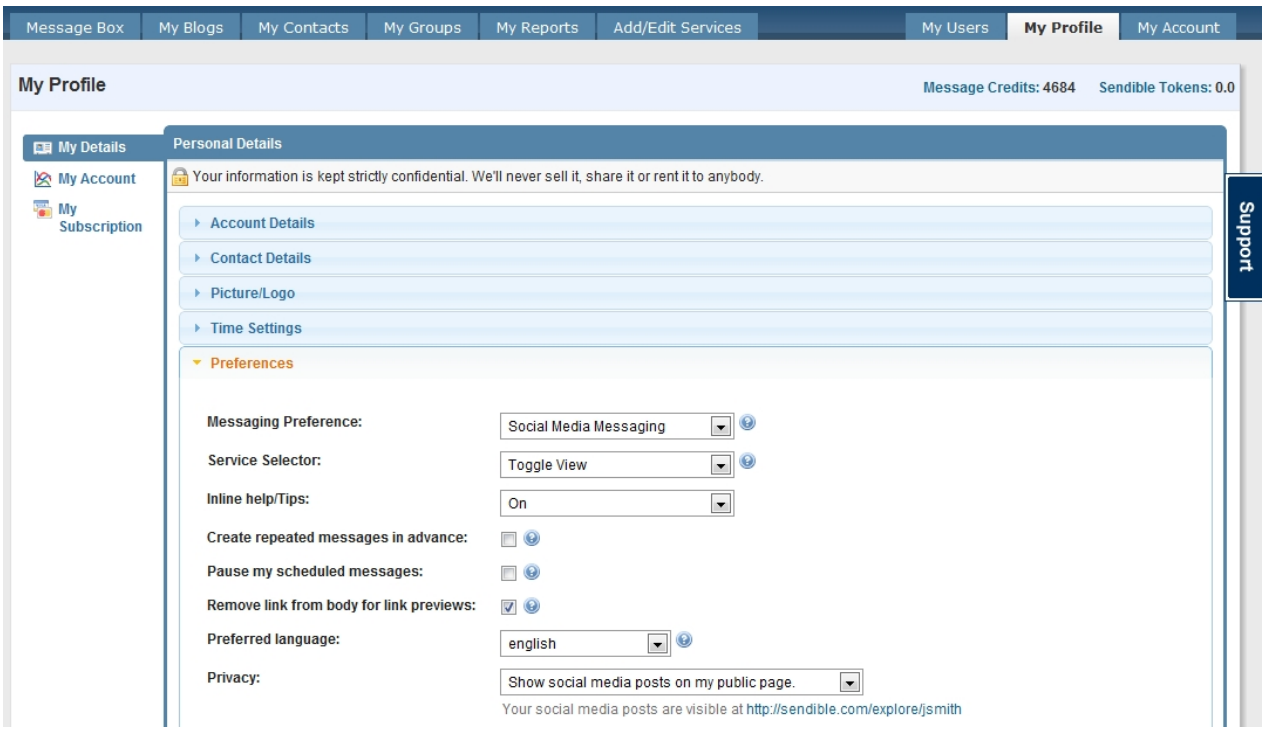
Time Settings

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.

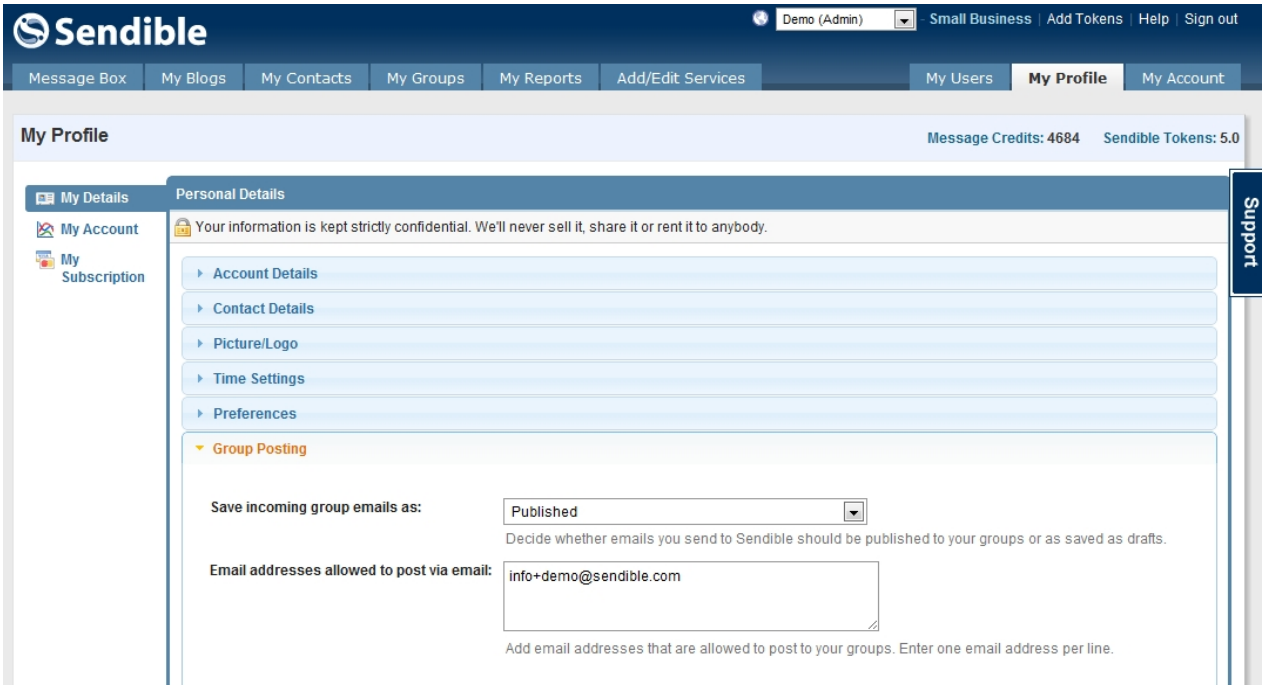
Privacy

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 you 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.

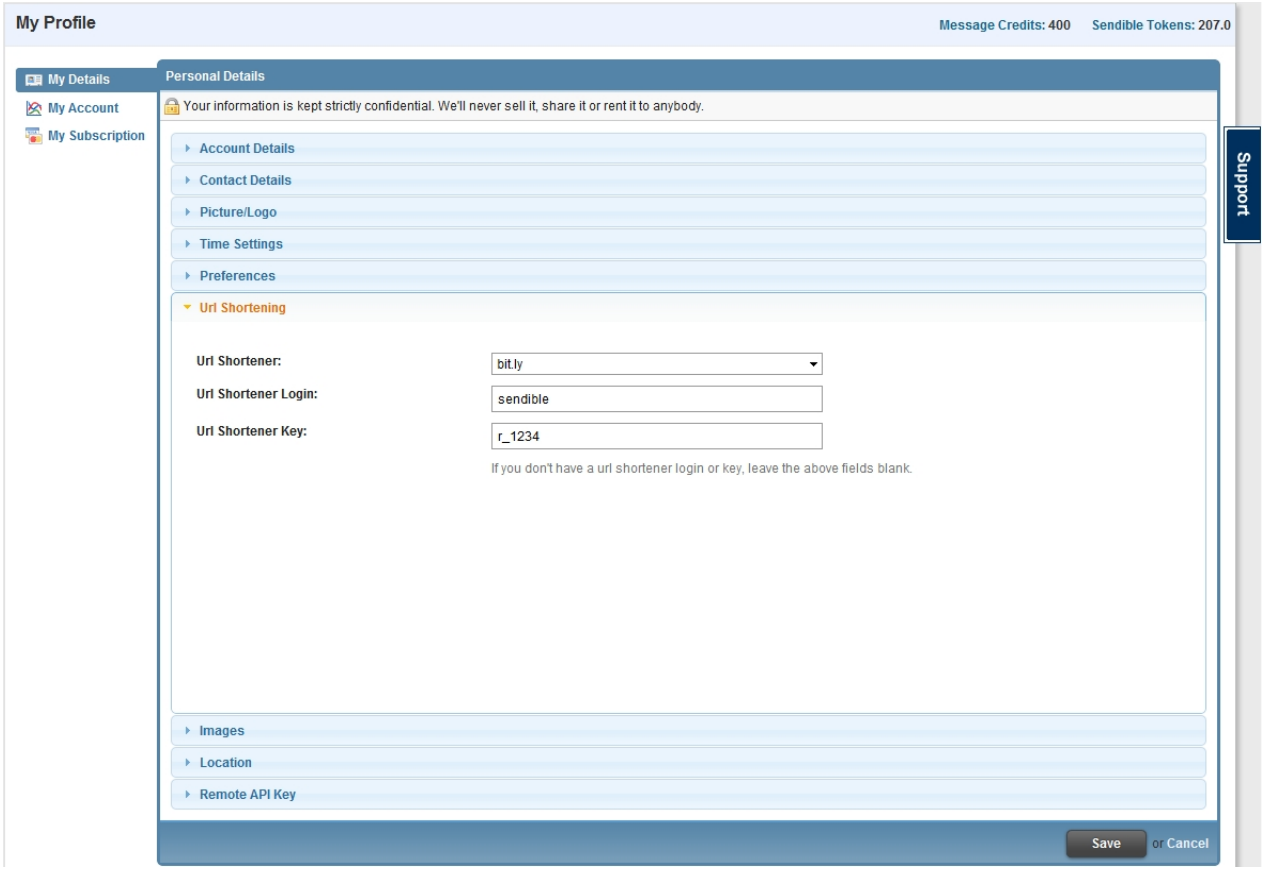
See My Groups for more information.



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.

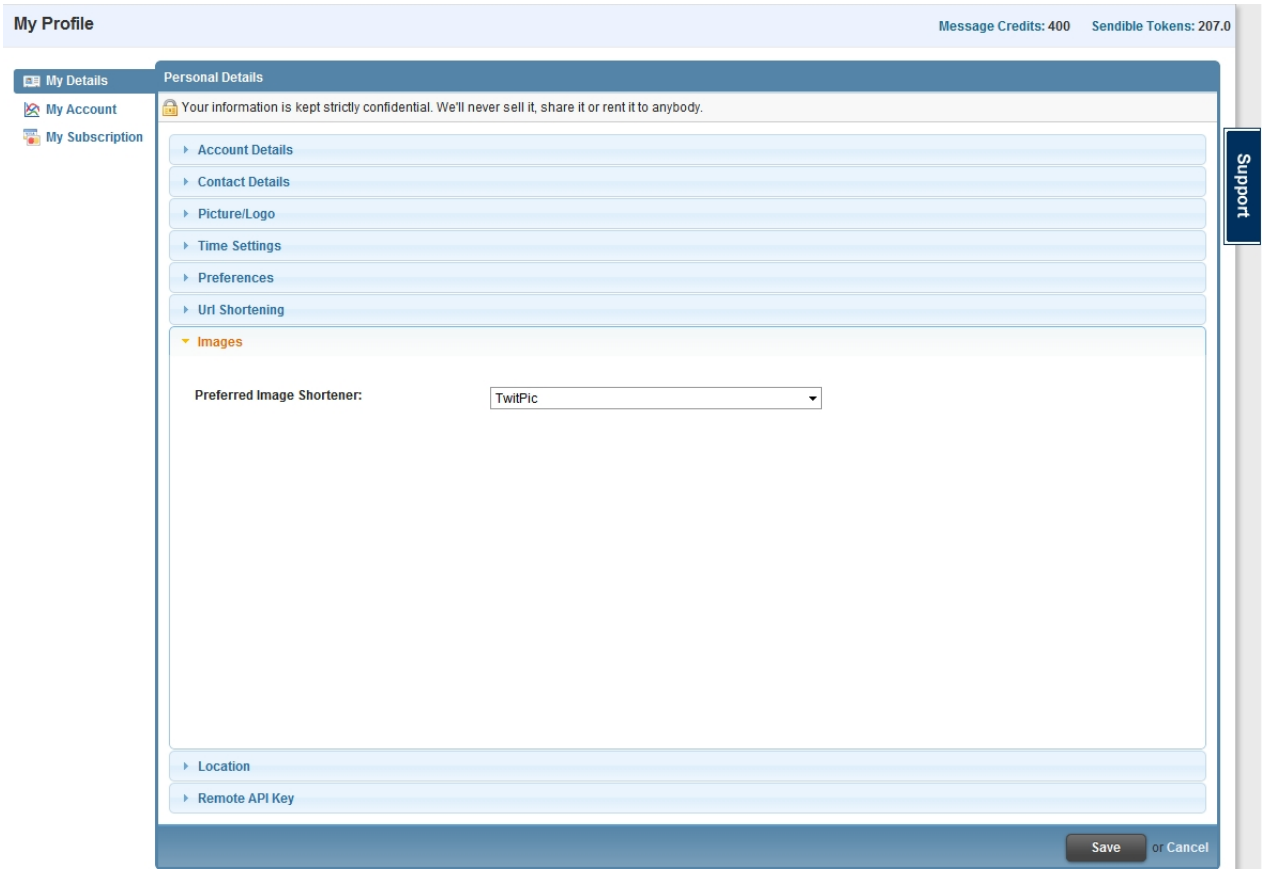
Sendible also supports bit.ly Pro, which allows you to use your own domain for url shortening.



Images

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

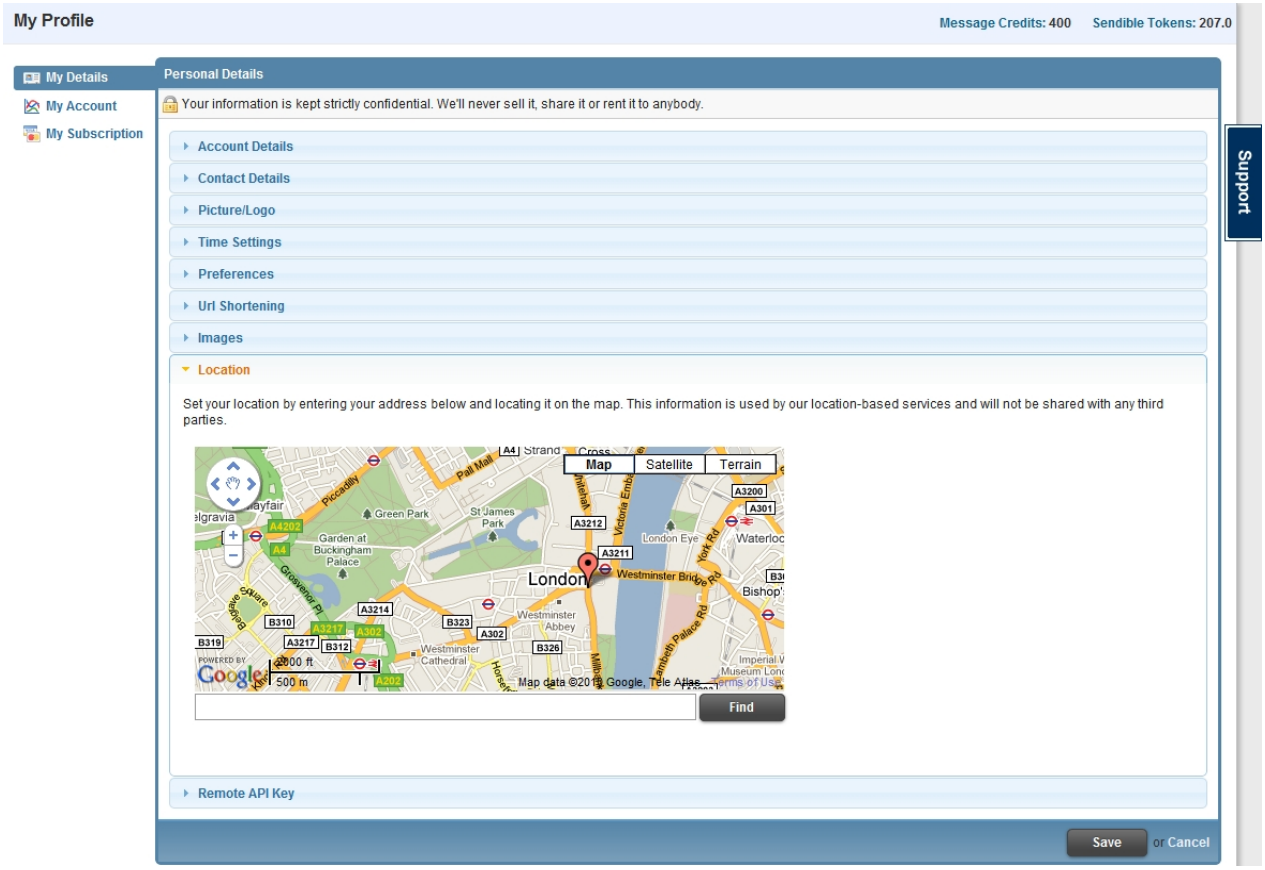
can choose which image shortening service to use.



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**.

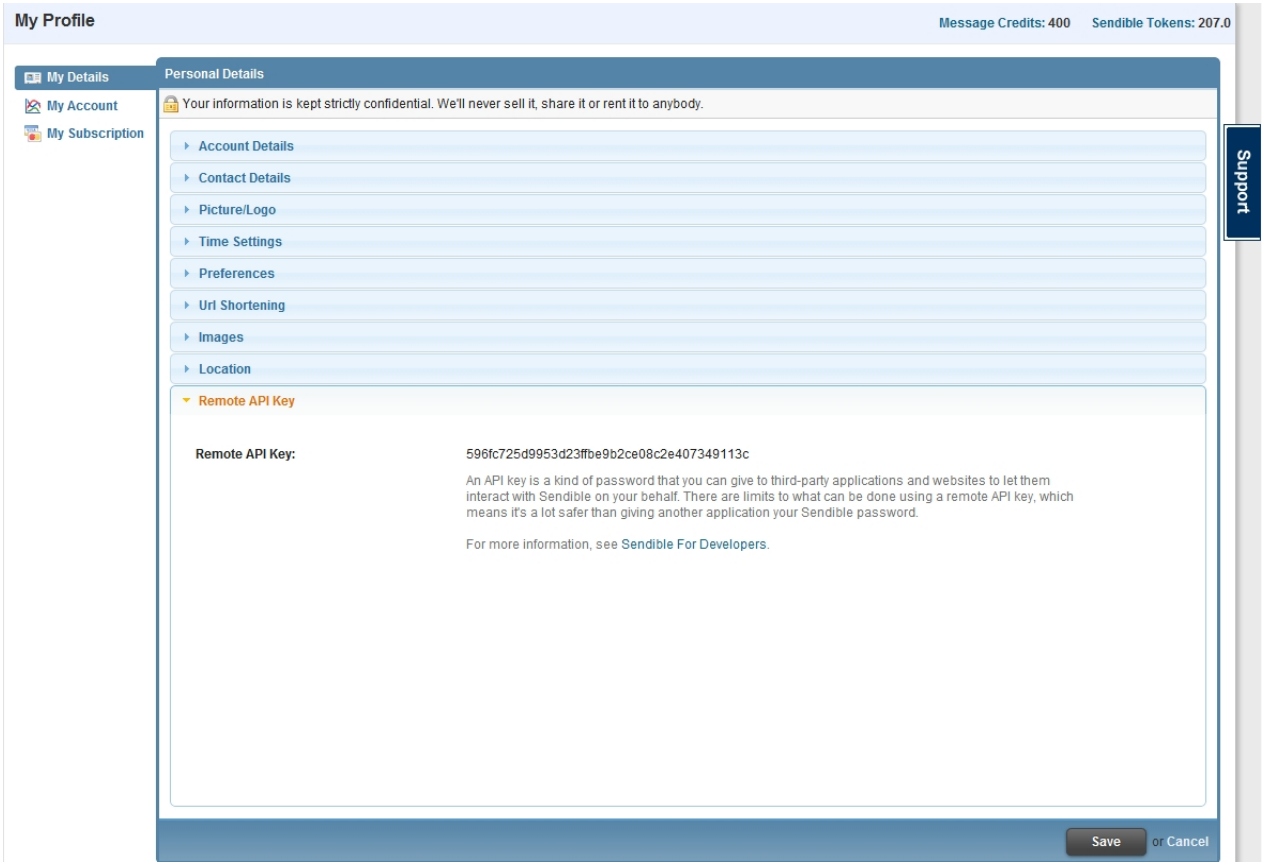
These settings are used by Sendible when posting or reading from location-based services such as Foursquare.



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.

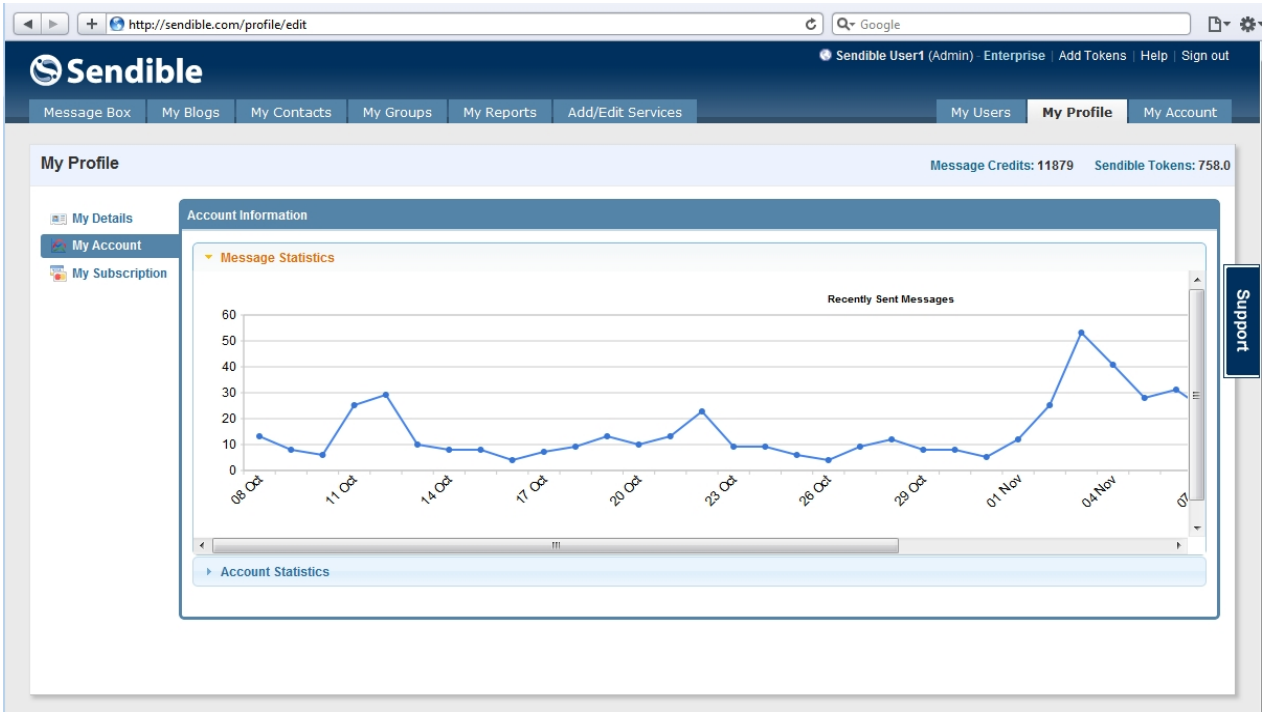


My Account

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.

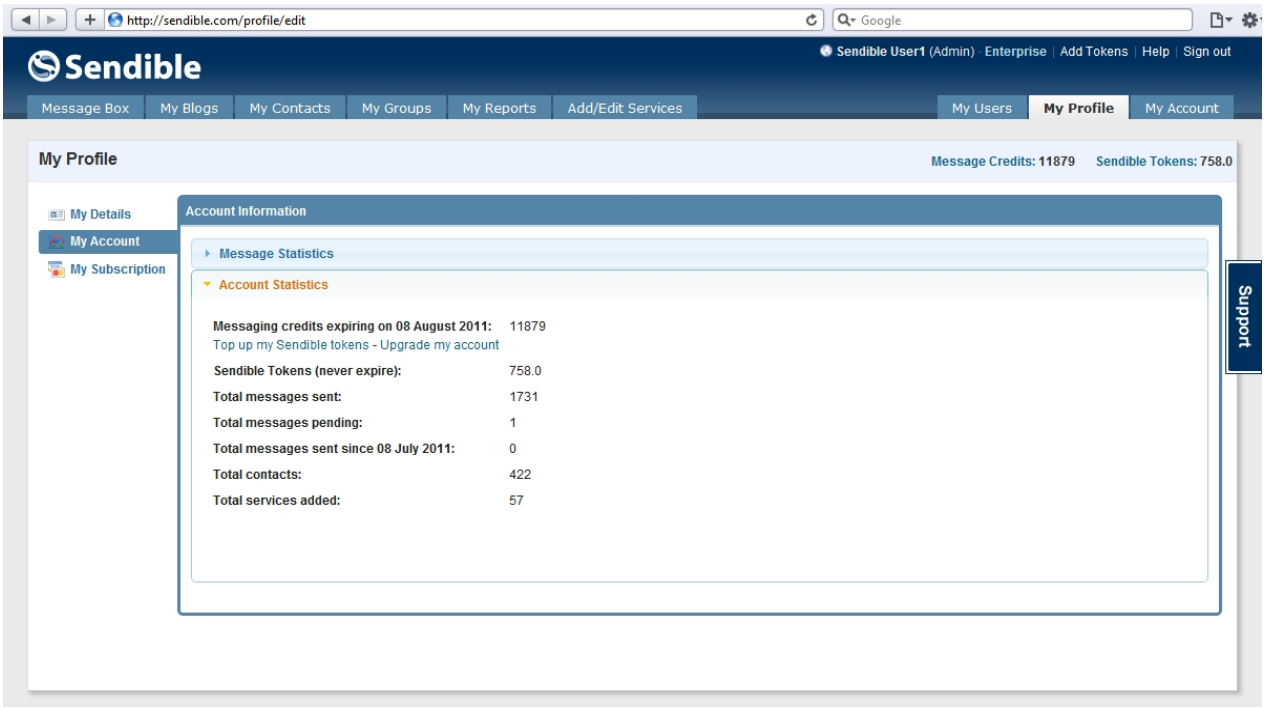
Message Statistics

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

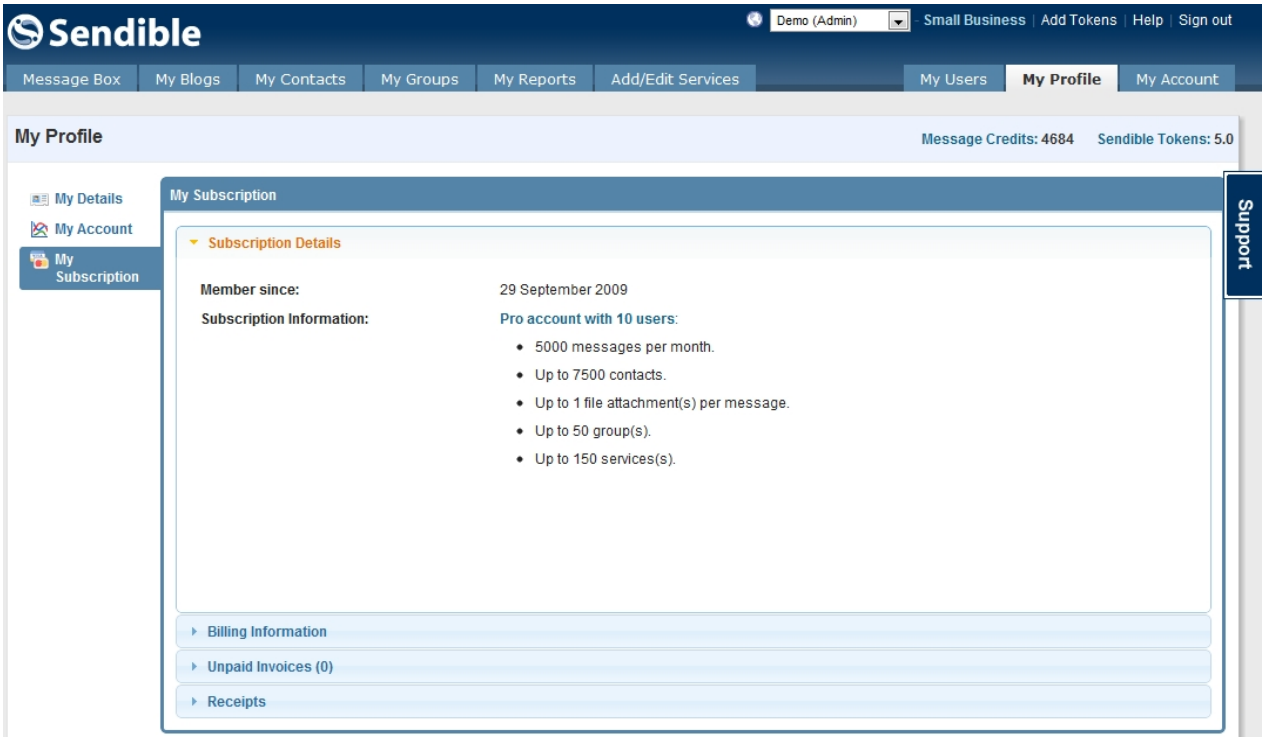
My Subscription

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

Subscription Details

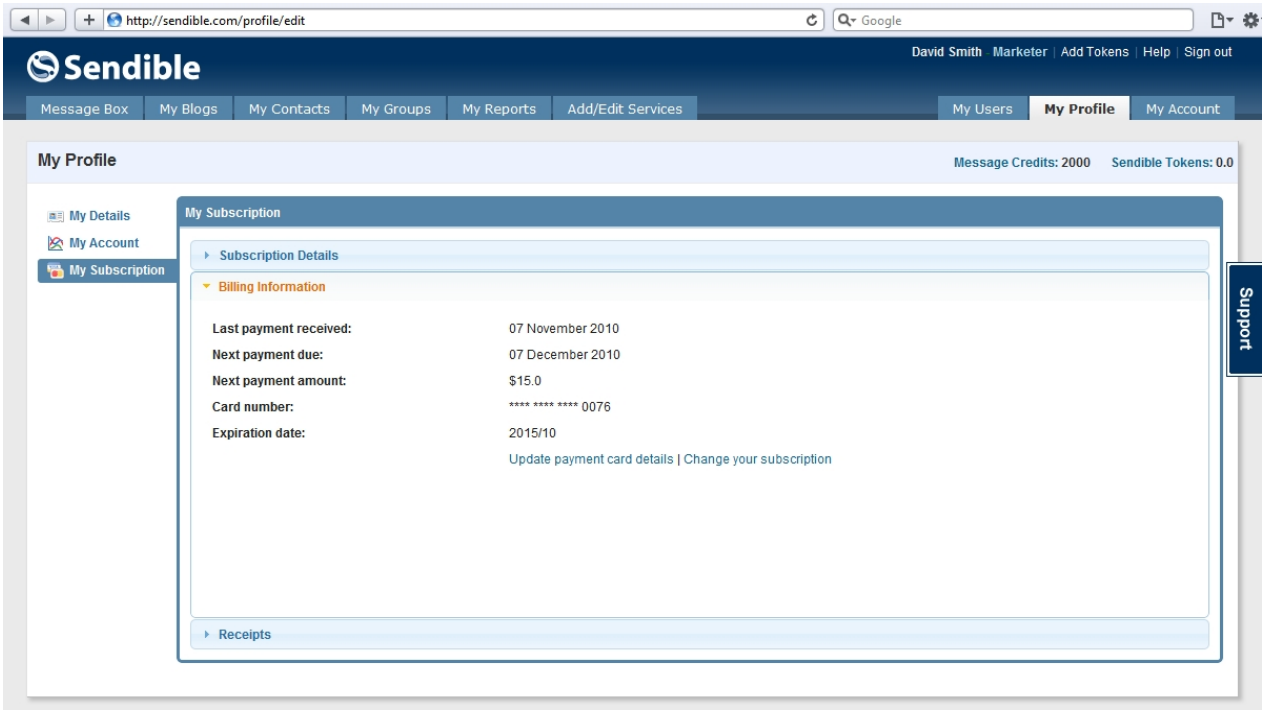
The Subscription Details section displays information about your monthly Sendible subscription.

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



Billing Information

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

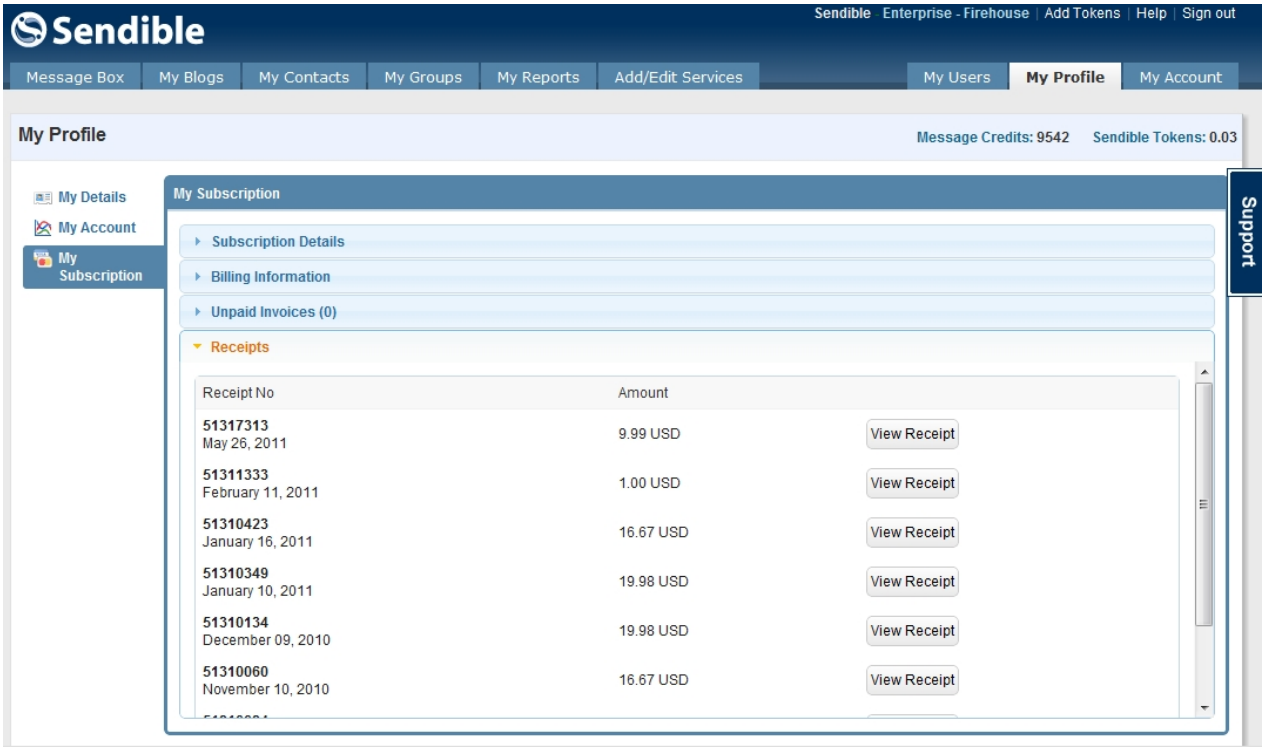


Unpaid Invoices

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**

Sendible

Generated Friday, 19 August 2011

Receipt

Invoice No. 51317313

[redacted]

Sendible Ltd.
[redacted]
info@sendible.com

Date: May 26, 2011

Date	Description		Amount
May 26, 2011	Solo Plan	**Subtotal:**	$9.99
		Paid:	$9.99
		Total:	$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.

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.

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. More information.						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?

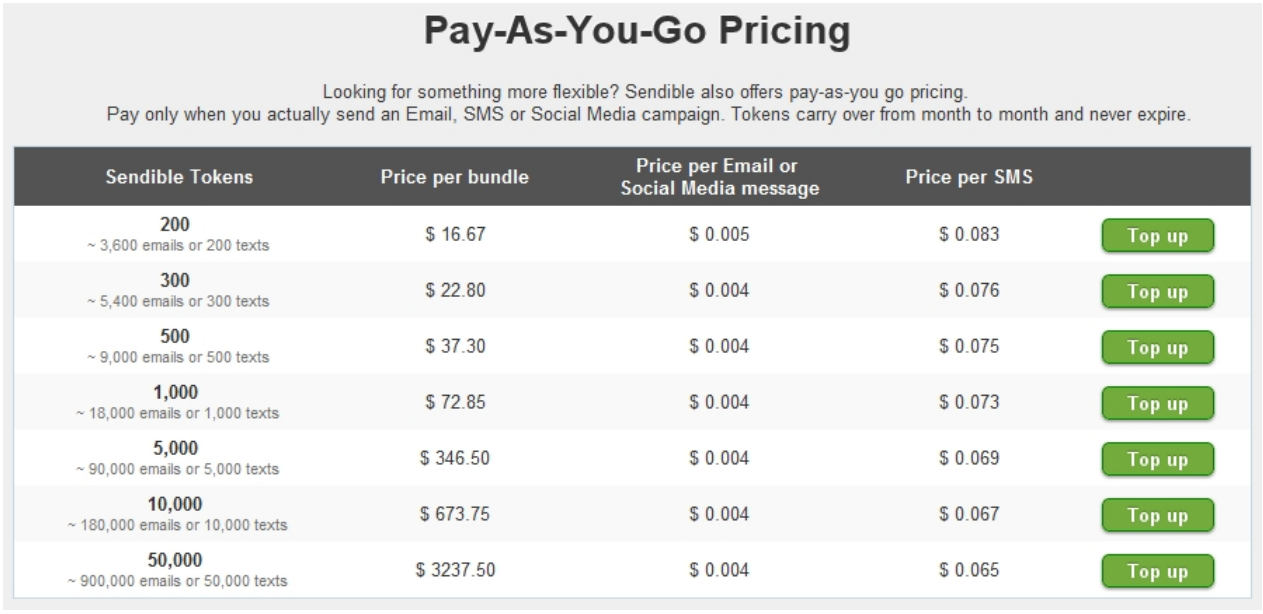
Sendible Tokens

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.



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

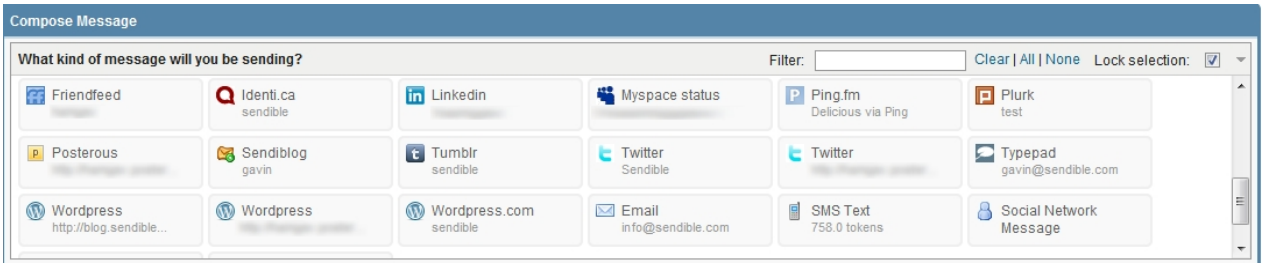
The Message Box enables you to send different types of messages as well as manage your existing ones. At the top of the message box, you will be able to see how many Message Credits and Sendible Tokens you have remaining.

For example:

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

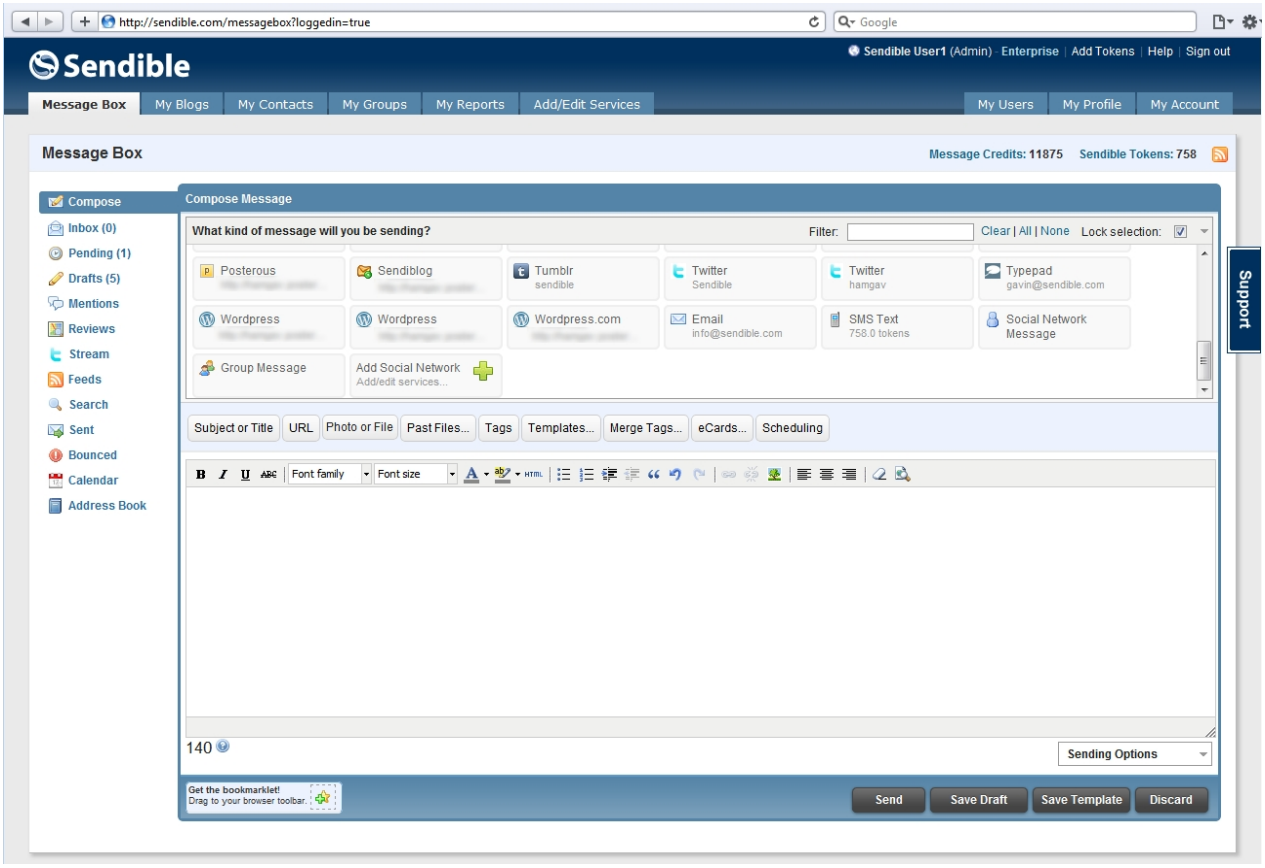
To update the social networks and blogs you've configured in Add/Edit Services, select the type of message you'd like to send by toggling the service you wish to post to.
Multiple services can be selected simultaneously, you also have the option to filter your services. Your selection can be remembered 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:

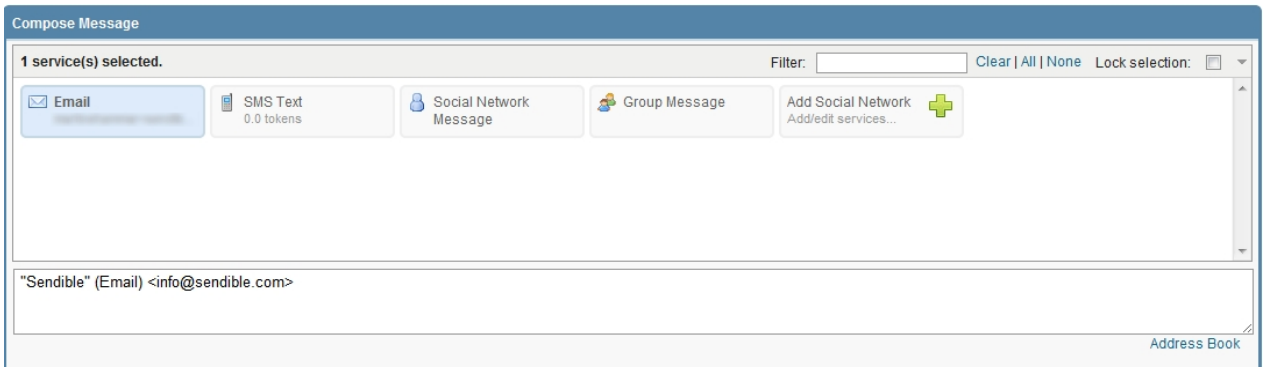
- Compose an Email
- Compose an SMS
- Compose a Social Network Message
- Compose a Group Message
- Compose a post to Wordress
- Compose a post to Blogspot
- Add Social Network

Compose an Email

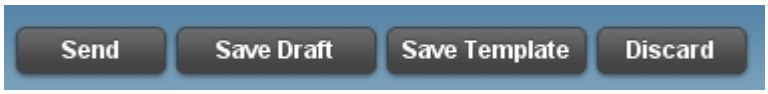
By selecting Email, you are able to compose and send email messages.

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.

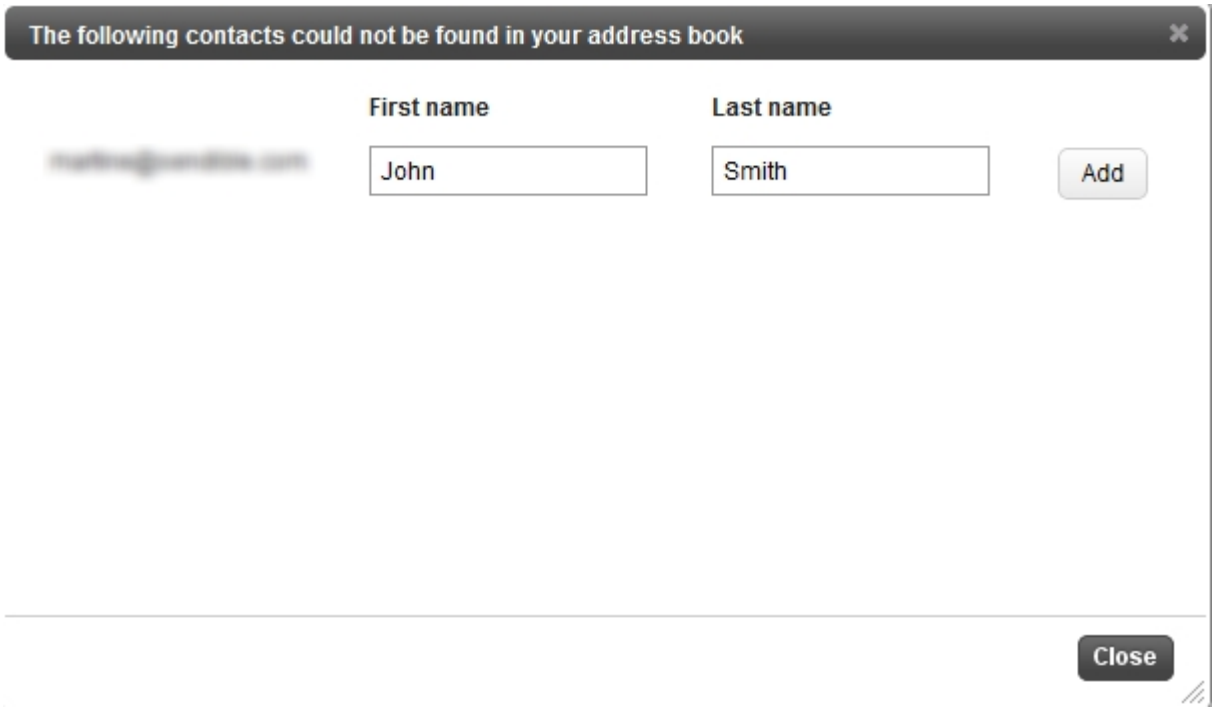
For information on how to compose specific types of messages, see:

- Compose an SMS
- Compose a Social Network Message
- Compose a Group Message
- Compose a post to Wordress
- Compose a post to Blogspot
- Add Social Network

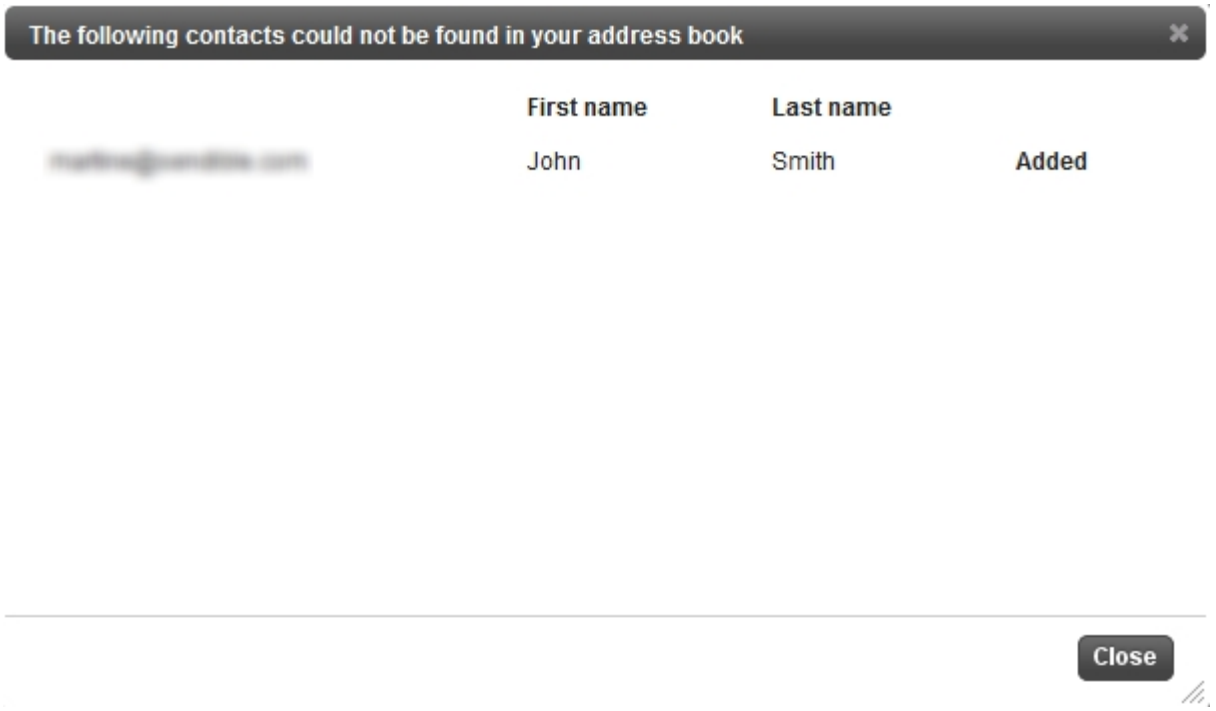
Saving contacts after sending an Email

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.

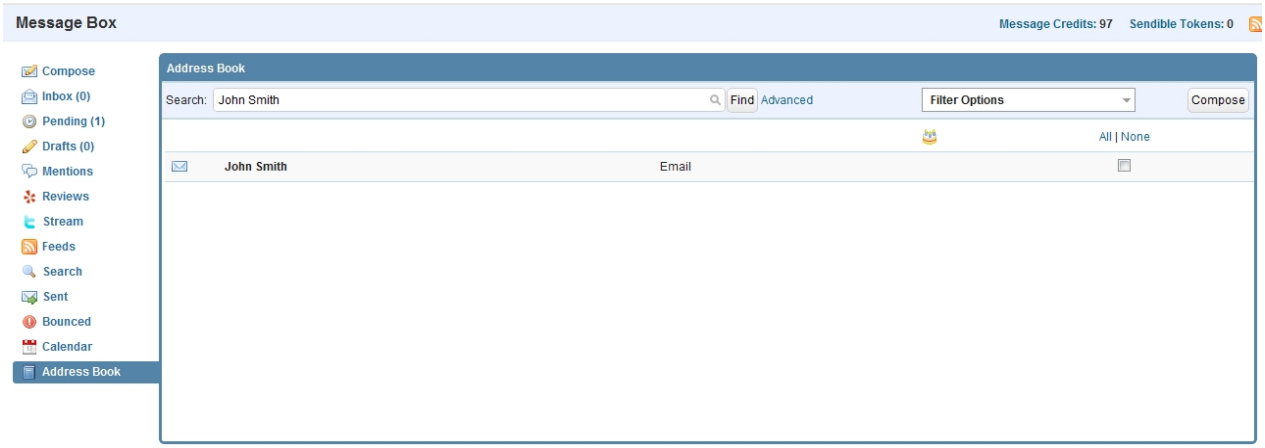
After clicking **Send,** you will be asked if you wish to save the contact details. Add the recipient's First name and Last name and select **Add.**



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



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

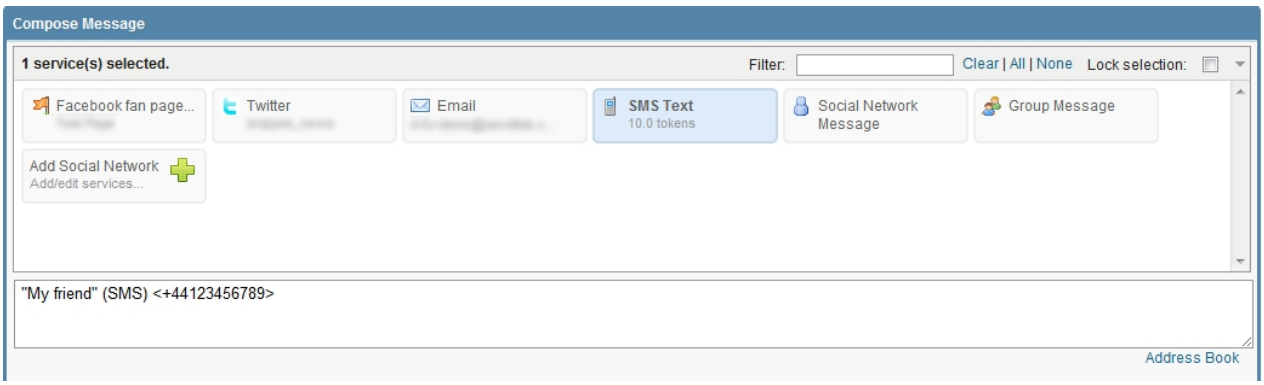


Compose an SMS

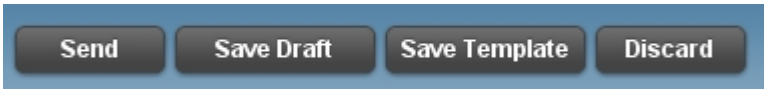
SMS Text allows you to send SMS messages using your Sendible Tokens. These can be topped up using the **Add Tokens** link at the top of the page.

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.

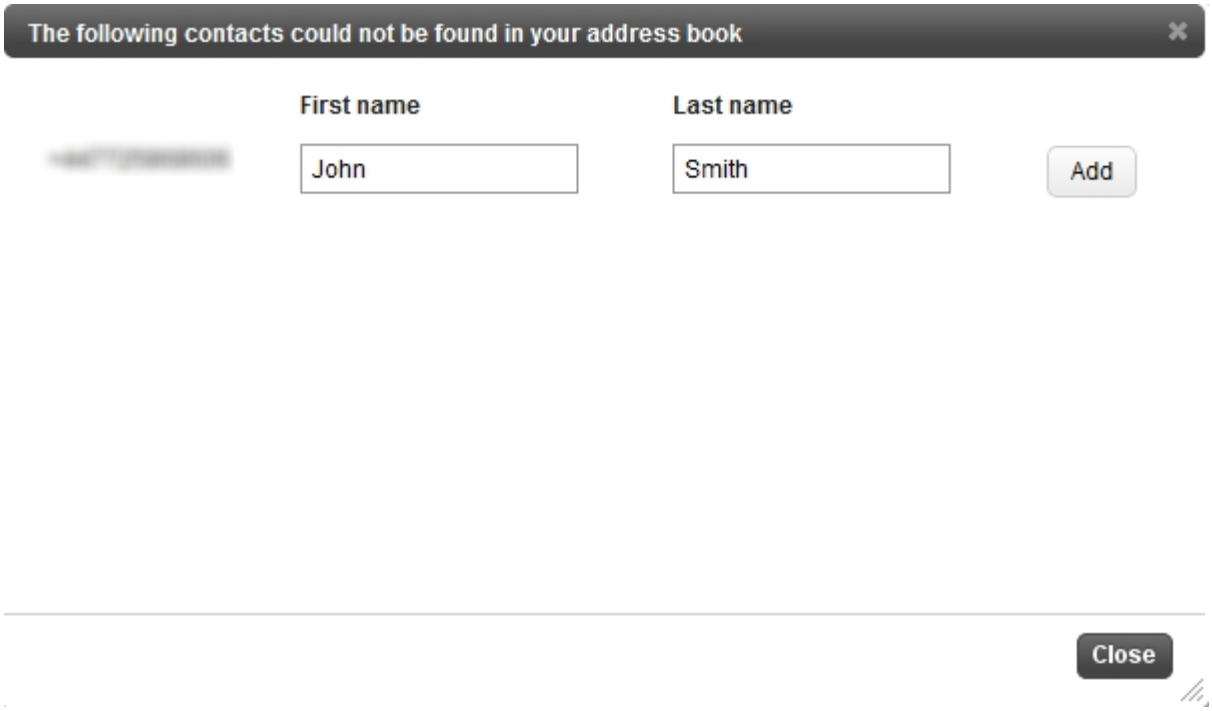
For information on how to compose specific types of messages, see:

- Compose an Email
- Compose a Social Network Message
- Compose a Group Message
- Compose a post to Wordress
- Compose a post to Blogspot
- Add Social Network

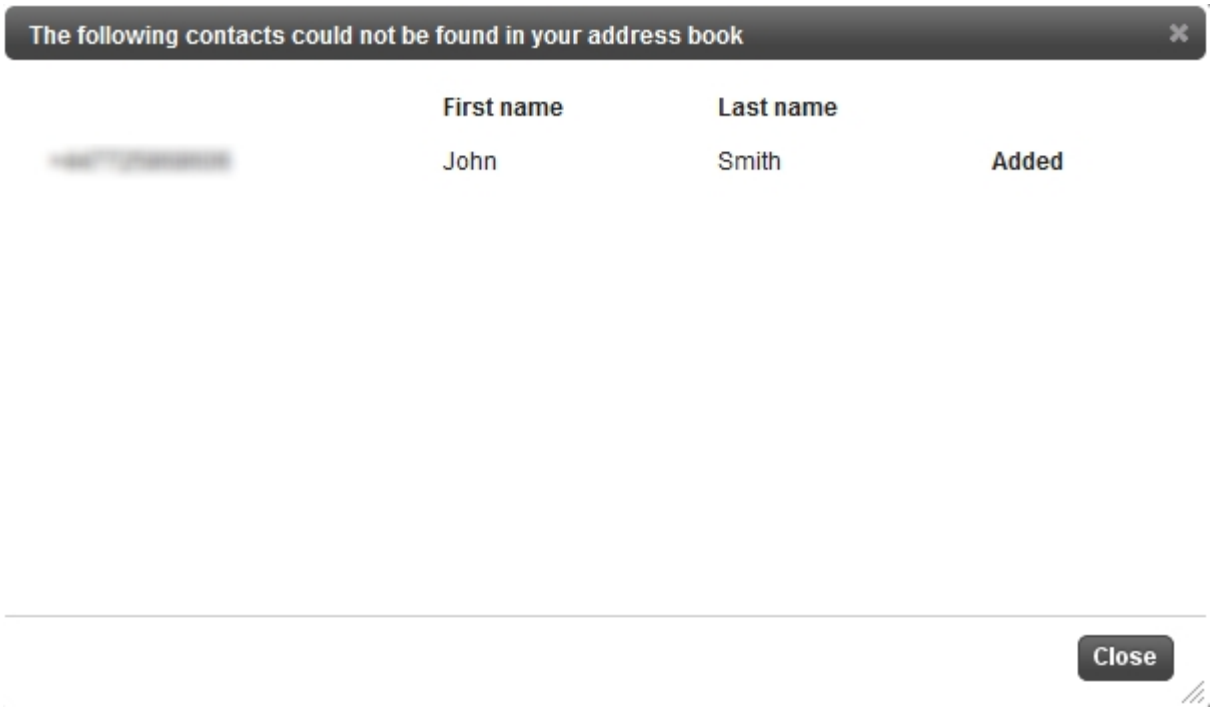
Saving contacts after sending an SMS

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.

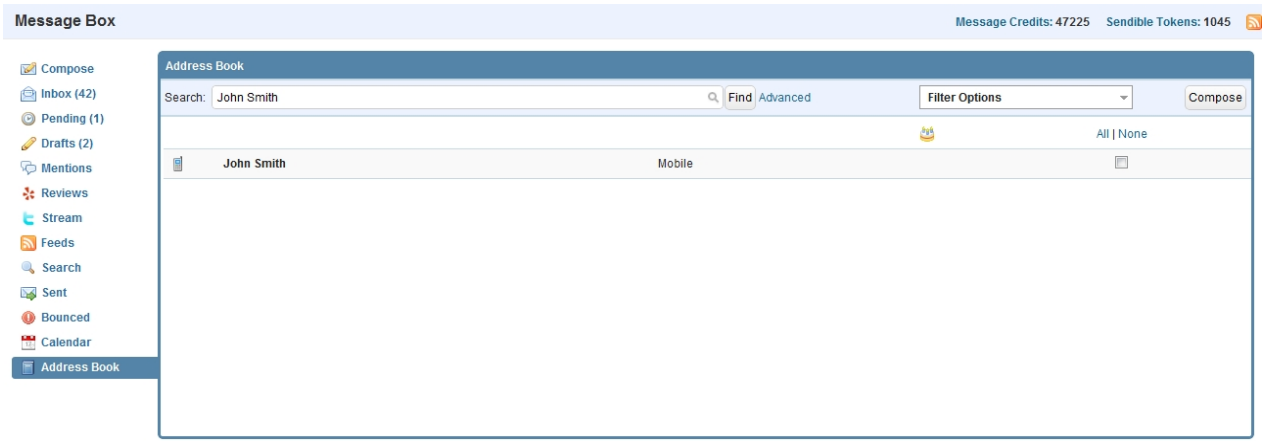
After clicking **Send,** you will be asked if you wish to save the contact details. Add the recipient's First name and Last name and select **Add.**



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



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



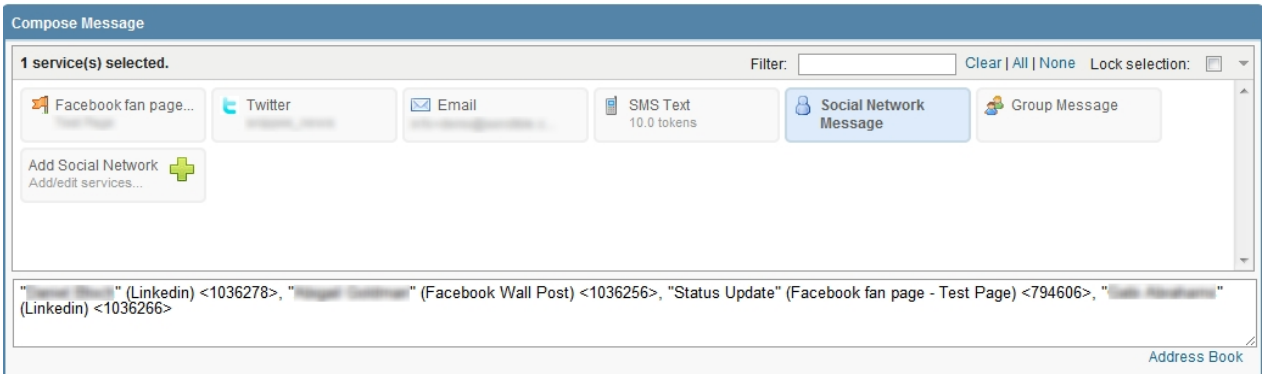
Compose a Social Network Message

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.

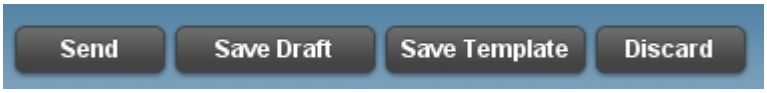
To compose a Social Network Message, follow the steps below:

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.

4. Multiple contacts must be separated with commas.



5. 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.
6. 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 Wordress
- Compose a post to Blogspot
- Add Social Network

7. Sendible also allows you to receive a notification when your Social Network Message is sent. See Sending Options for more information.

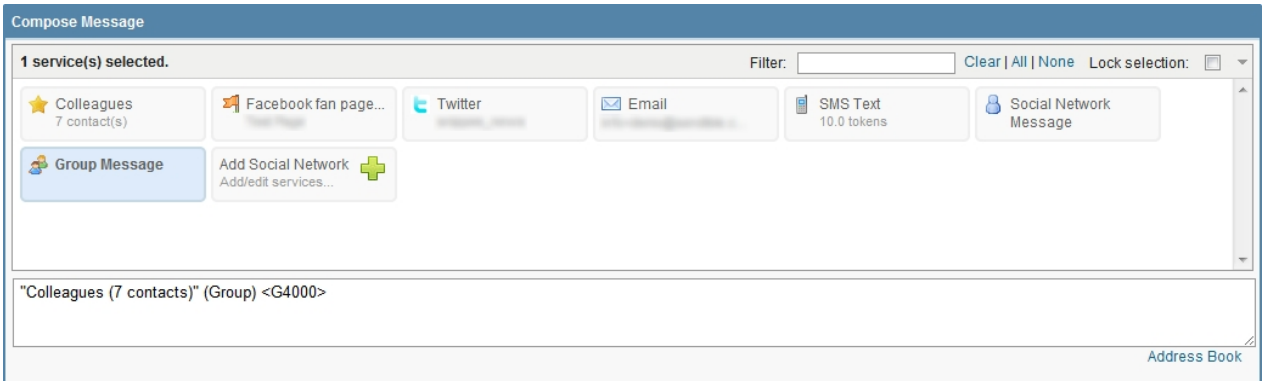
Compose a Group Message

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.

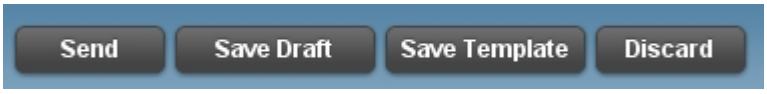
To compose a Group Message, follow the steps below:

1. Go into Message Box and select **Group Message.**

2. You will then be asked to type in the name of the group.
3. 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.
4. Multiple groups must be separated with commas.
5. 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.



6. You are then able to compose your Group message.
7. 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.



8. Sendible also allows you to receive a notification when your Social Network Message is sent. See Sending Options for more information.

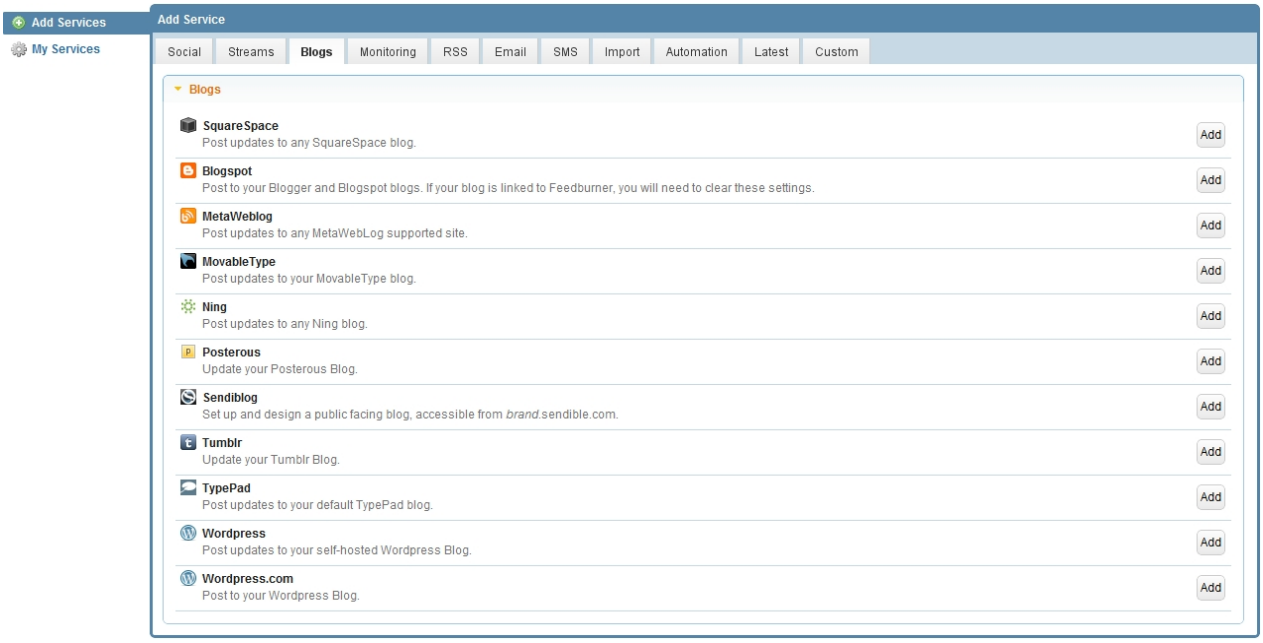
For information on how to compose specific types of messages, see:

- Compose an Email
- Compose an SMS
- Compose a Social Network Message
- Compose a post to Wordress
- Compose a post to Blogspot
- Add Social Network

Compose a post to Wordpress

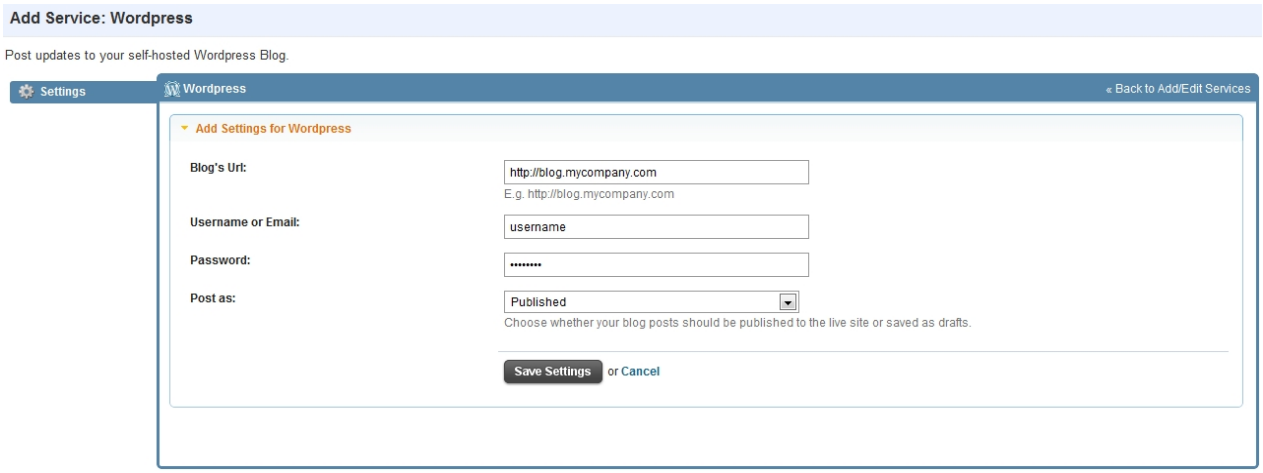
Sendible allows you to post blogs to Wordpress, to do this follow the steps below:

1. Go to Add/Edit Services and find Wordpress under **Blogs**.



2. Click **Add.**

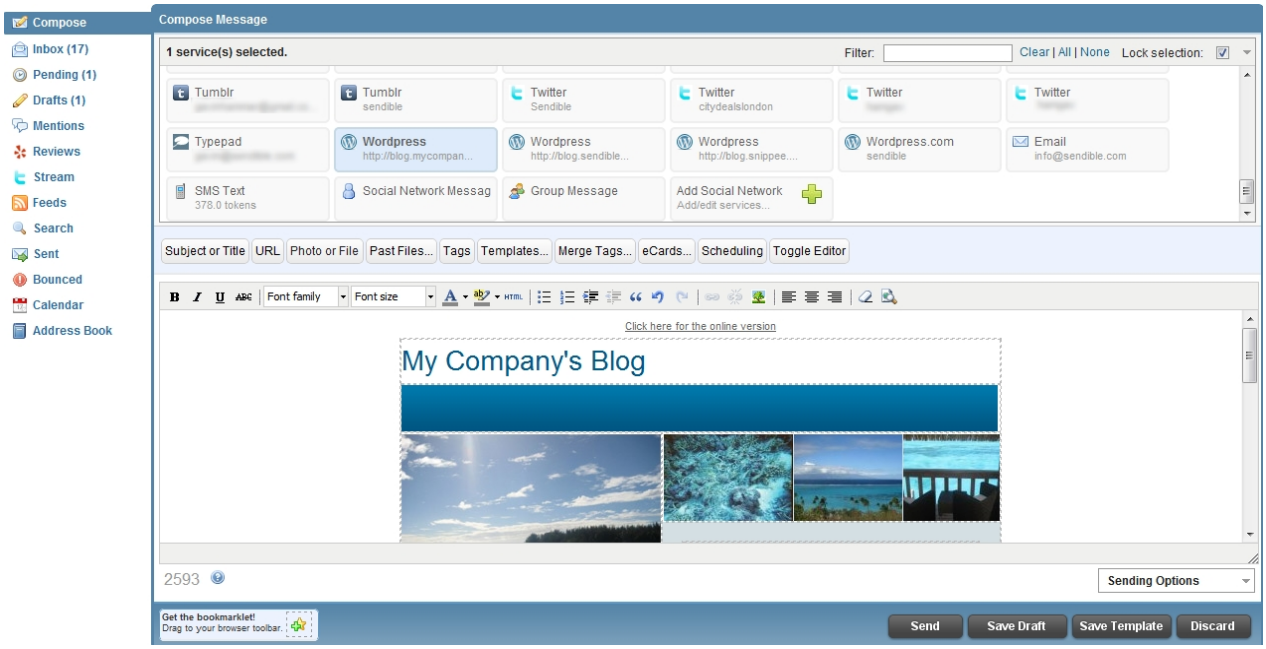
3. Enter your settings for Wordpress, this can be seen in the example below.



4. Select **Save**

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/.

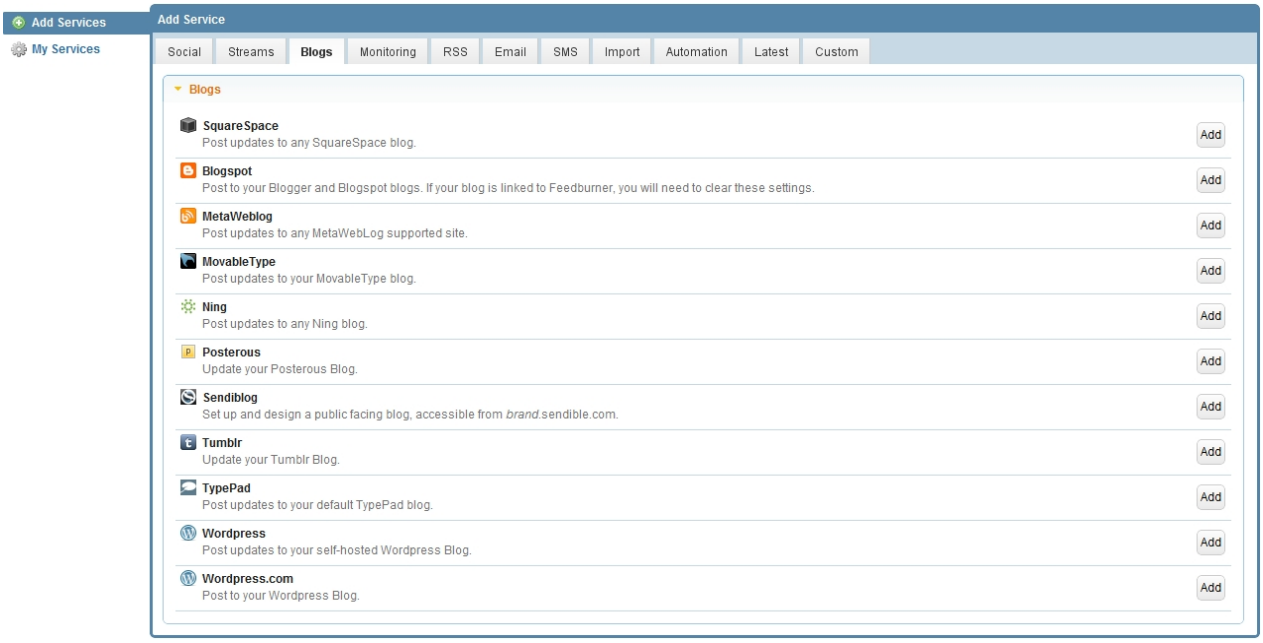
For information on how to compose specific types of messages, see:

- 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

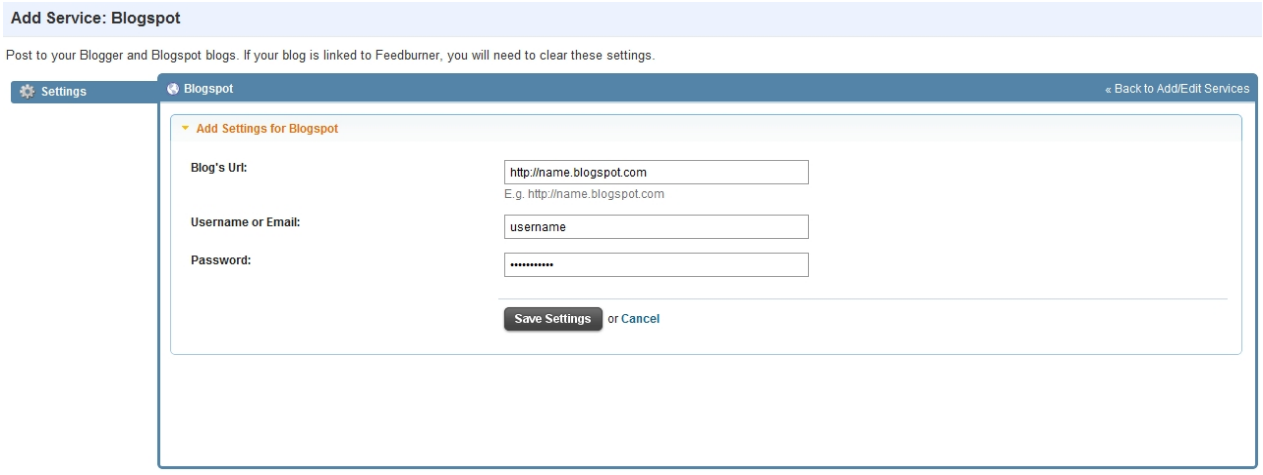
Sendible allows you to post blogs to Blogspot, to do this follow the steps below:

1. Go to Add/Edit Services and find Blogspot under **Blogs**.



2. Click **Add.**

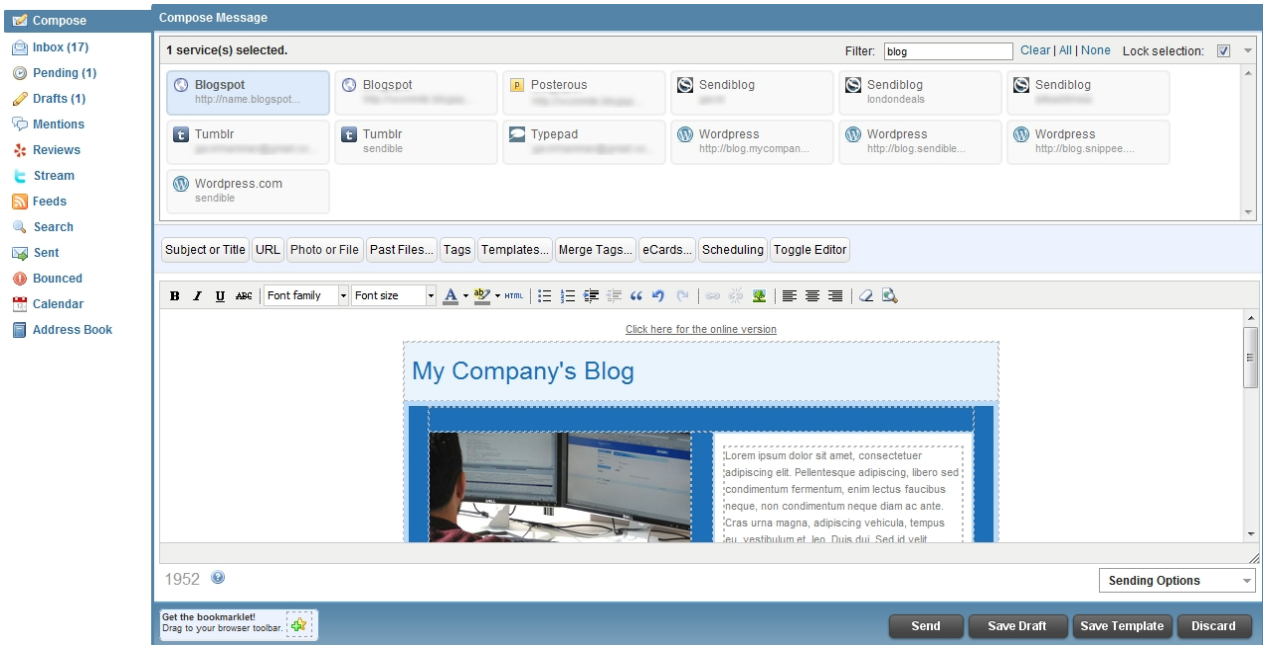
3. Enter your settings for Blogspot, this can be seen in the example below.



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.

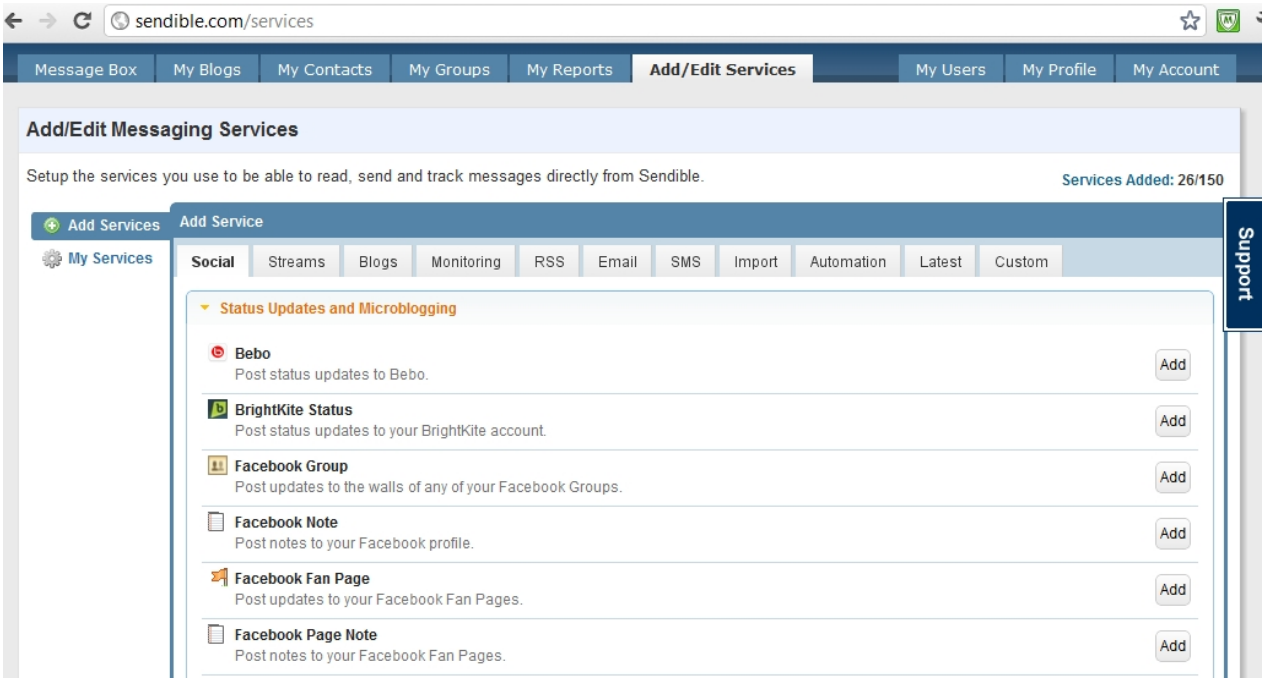
For information on how to compose specific types of messages, see:

- Compose an Email
- Compose an SMS
- Compose a Social Network Message
- Compose a Group Message
- Compose a post to Wordress
- 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.

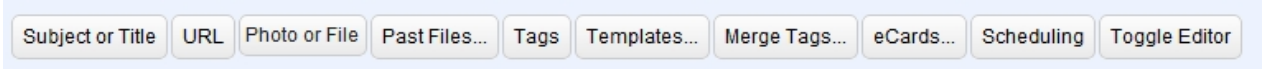


For information on how to compose specific types of messages, see:

- Compose an Email
- Compose an SMS
- Compose a Social Network Message
- Compose a Group Message
- Compose a post to Wordress
- Compose a post to Blogspot

Functions

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



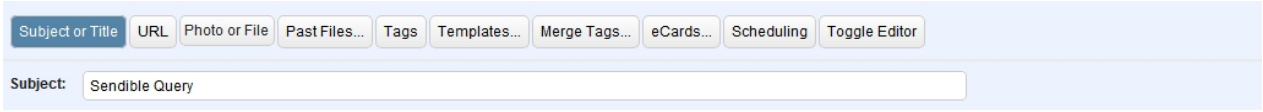
Functions or features include:

- 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

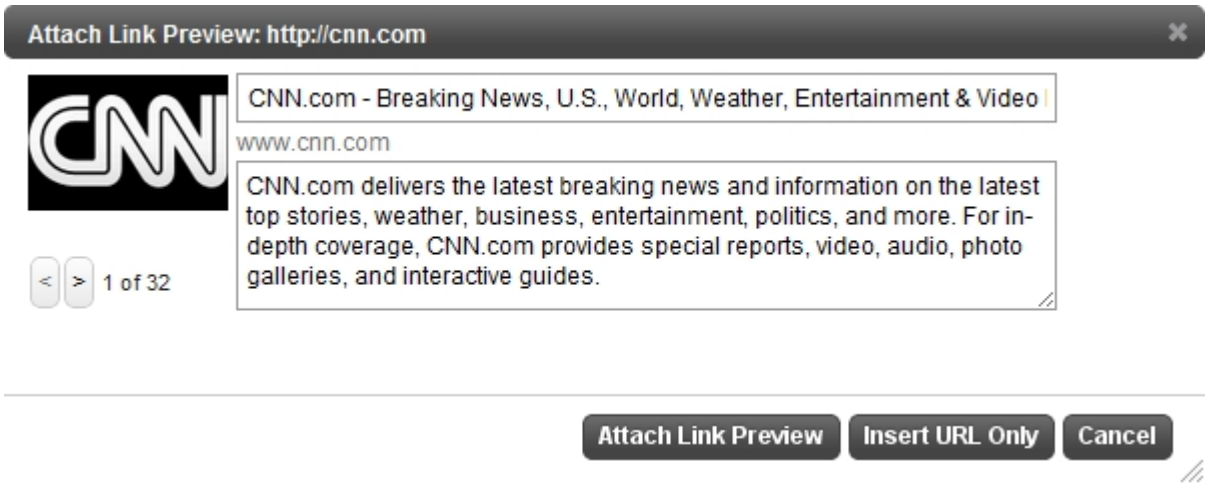
Attach

To attach a URL follow the steps below:

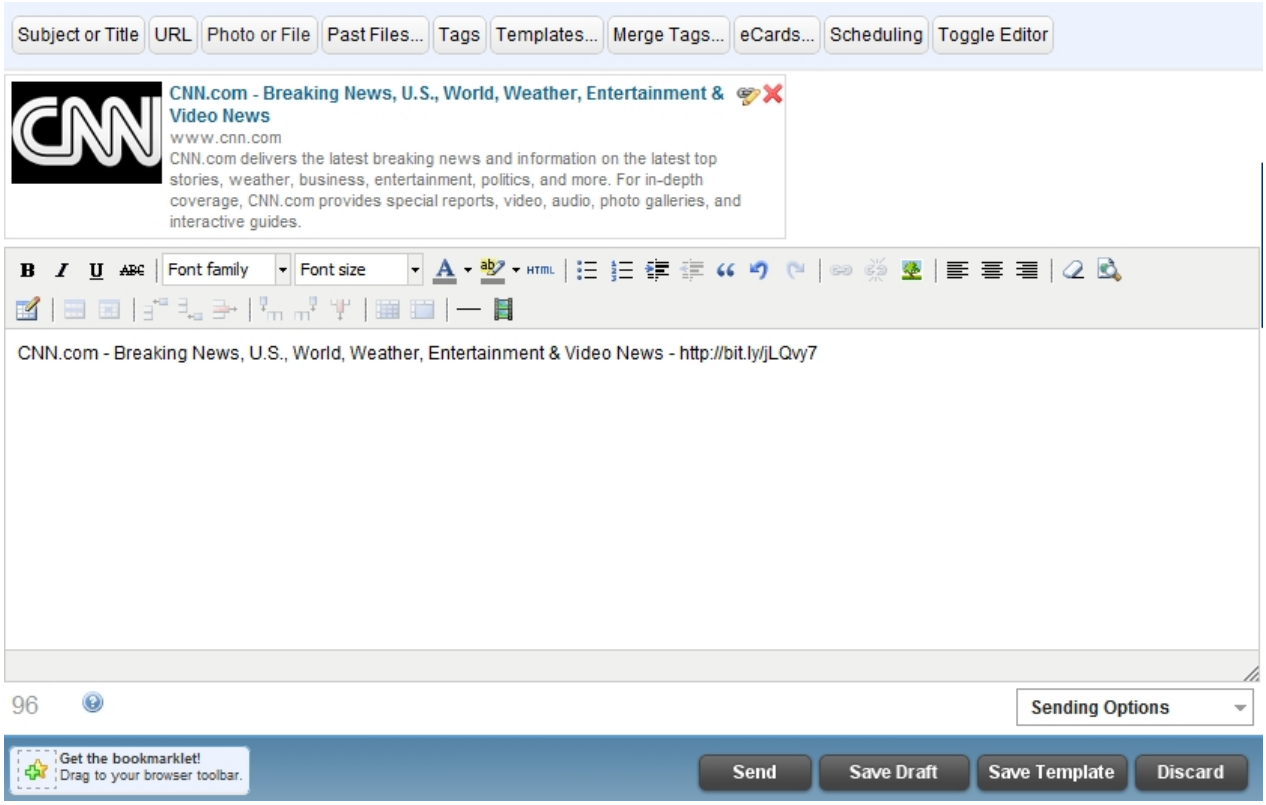
Select URL and type in your URL

Select **Attach**

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



Select Attach Link Preview



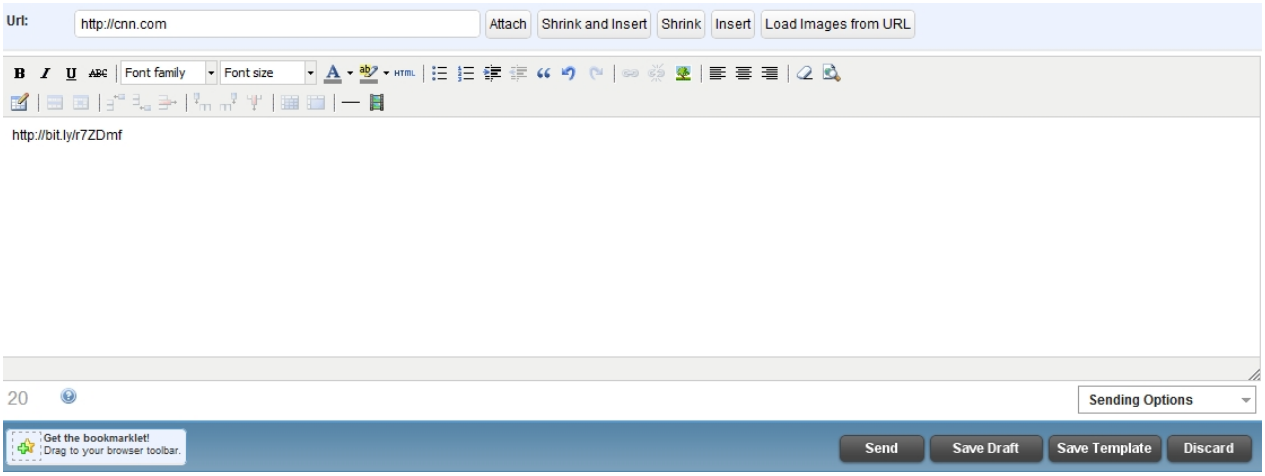
Once your link preview is complete, select **Send** if you are ready to send, **Save Draft** if you would like to resume working on the email at a later stage, **Save Template** if you would like to save your message as an email template or **Discard** if you no longer wish to send your email.

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**.

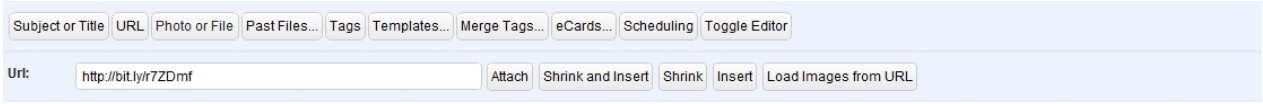
Your URL will now be shortened and clicks will be tracked using Bit.ly. This can be seen below.



By shortening a link, Sendible will automatically track clicks and referers so that you can view your statistics in My Reports.

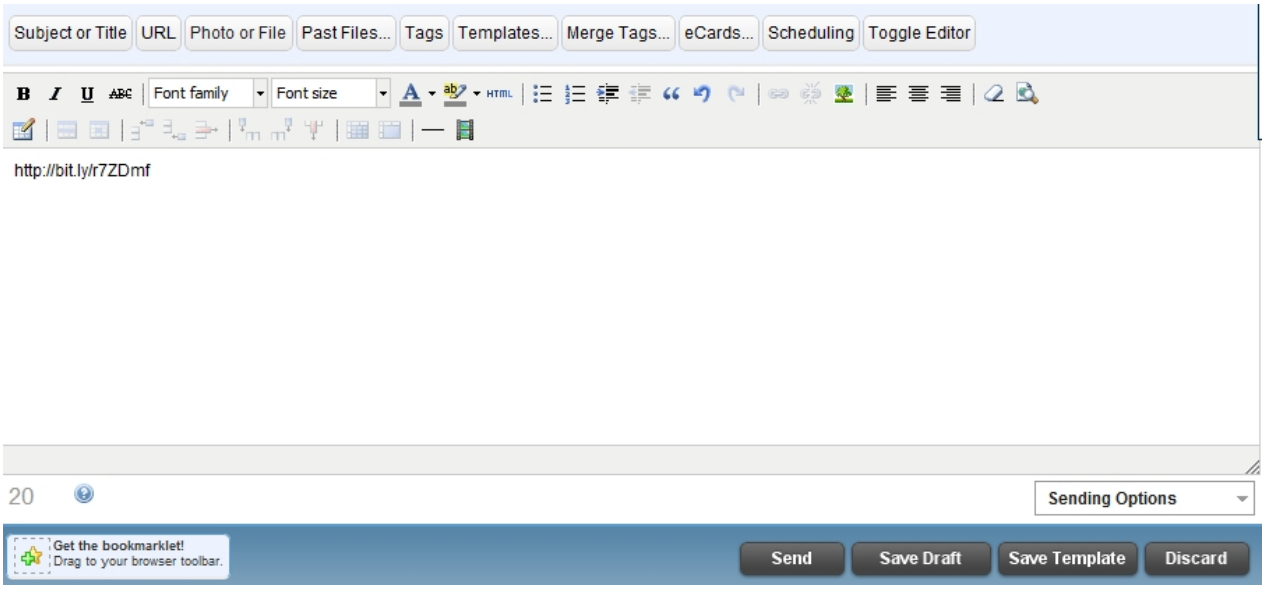
Shrink

Shrink allows you to convert a URL into a bit.ly link. By shrinking a link, Sendible can then automatically track clicks and referers so that you can view your statistics in My Reports.



Insert

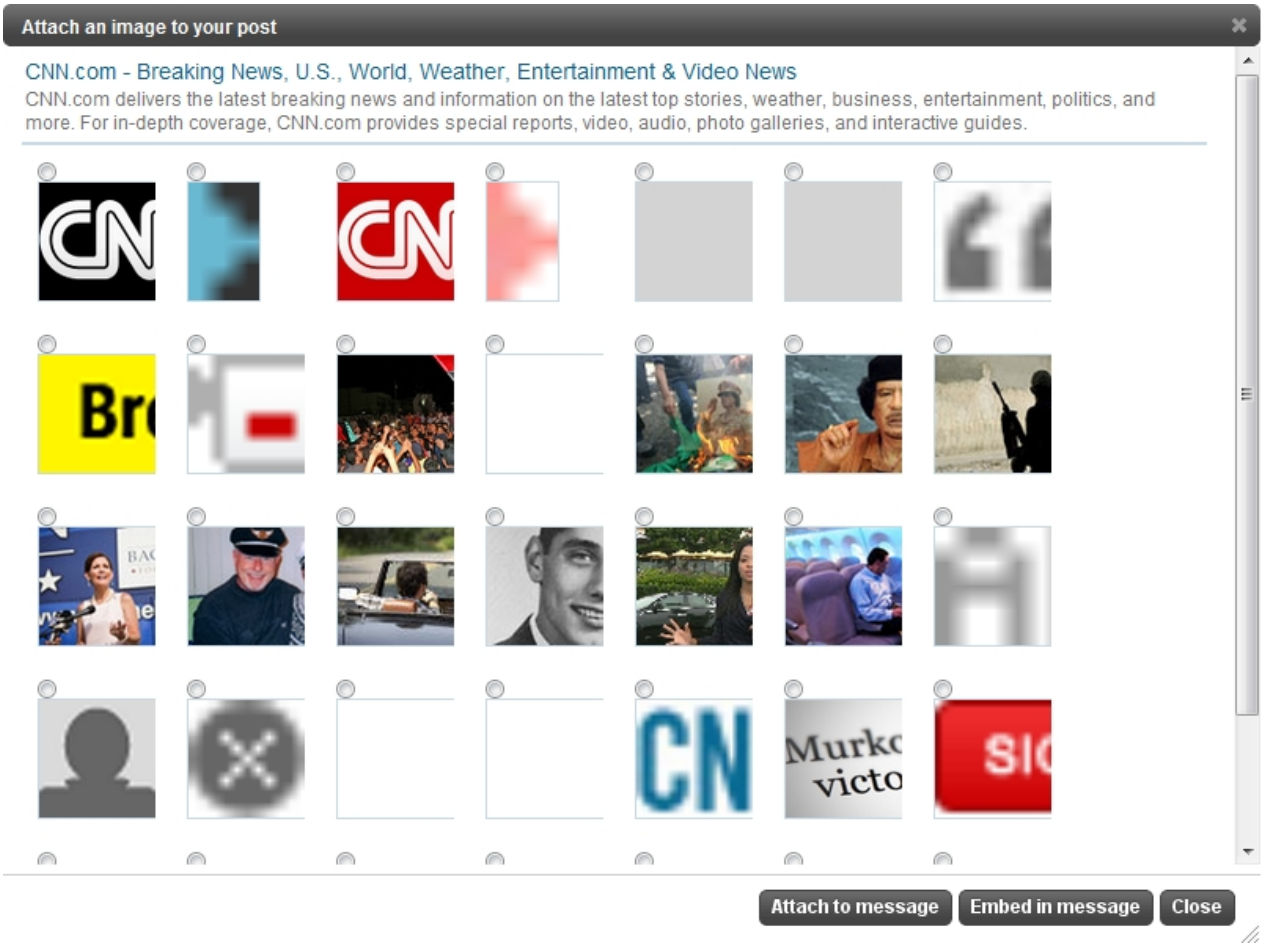
You have the ability to add your URL without shrinking it. You can add it by inserting it into the URL box and clicking **Insert Only**.



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.

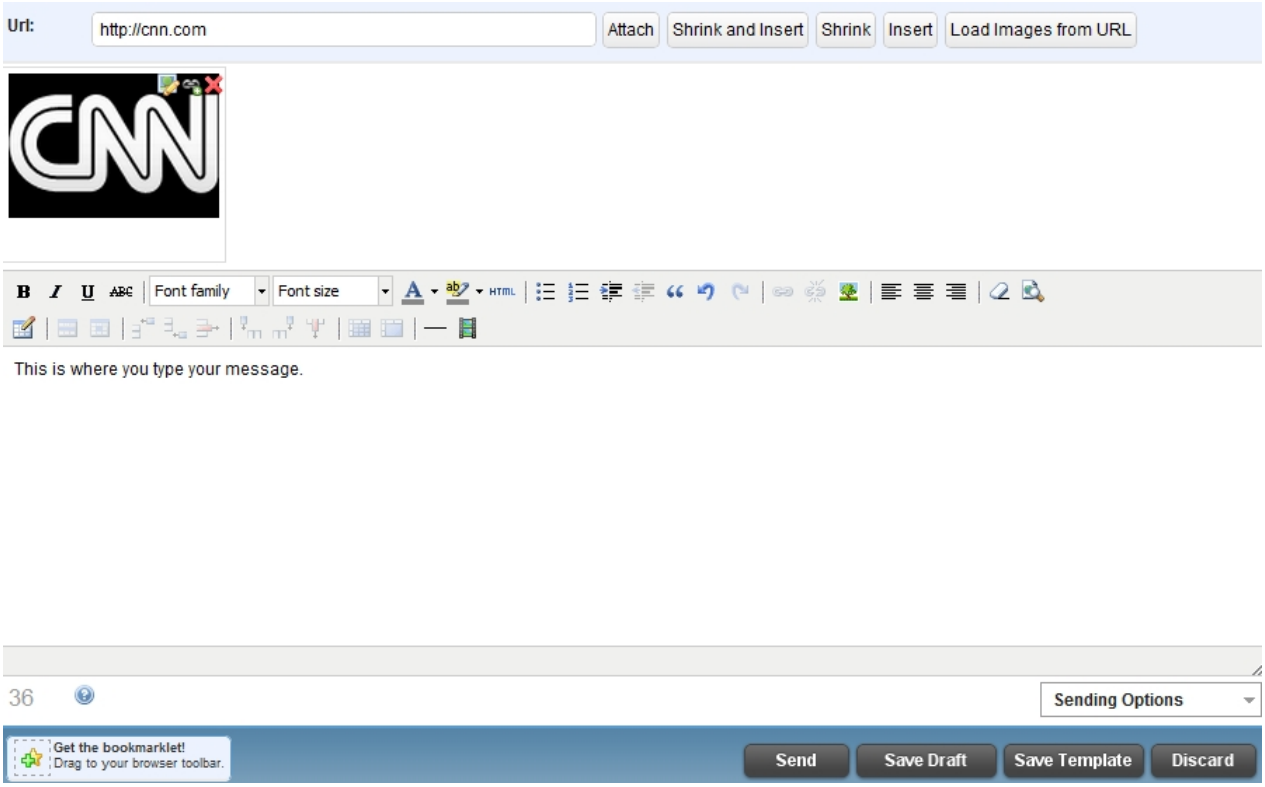
After selecting the required images, you then have the option to **Attach to message** or **Embed in Message**. Embed in Message should only be used in emails and blog posts.



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.

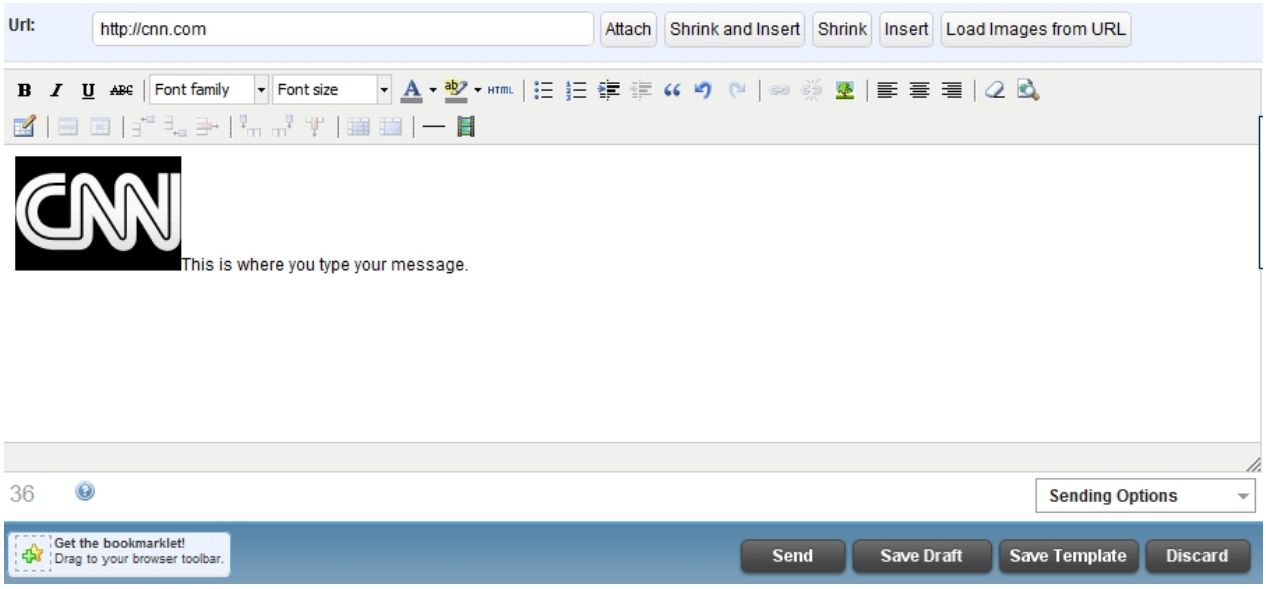
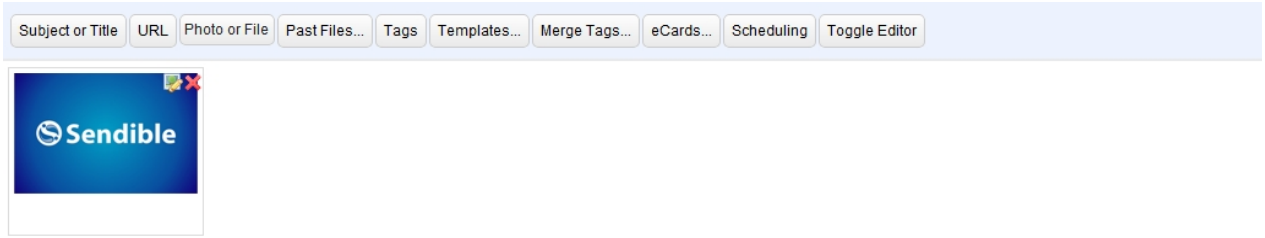


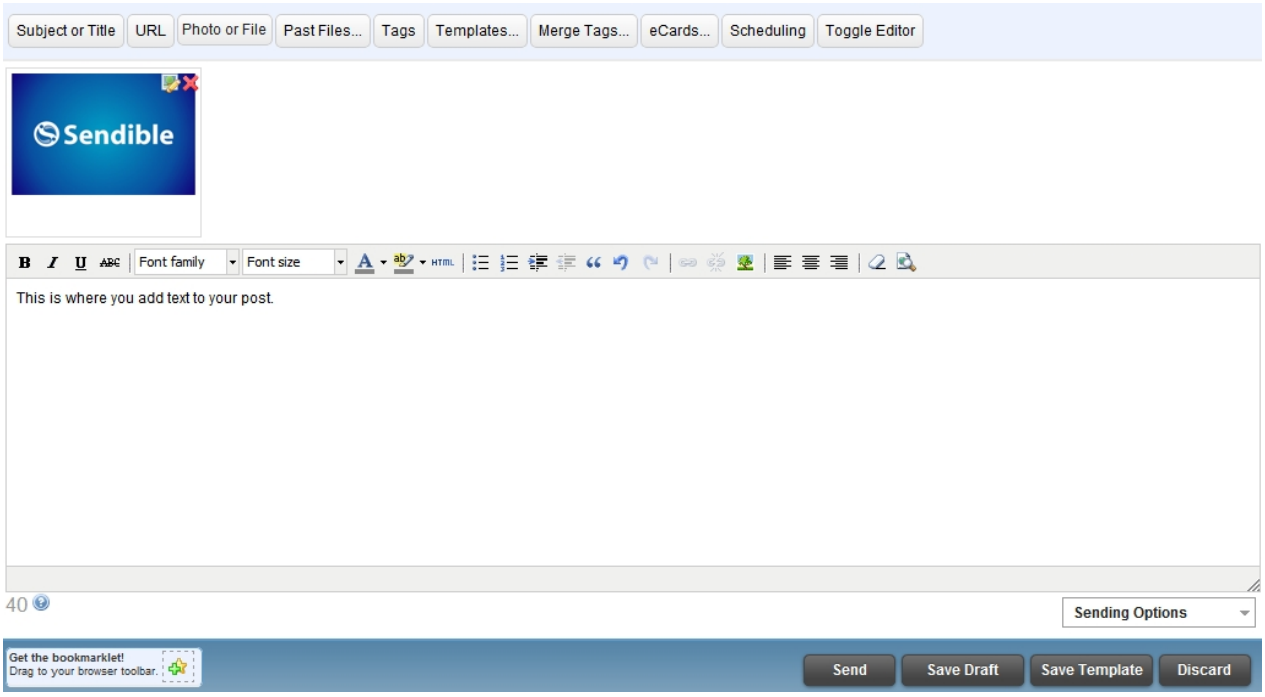
Photo or File

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.



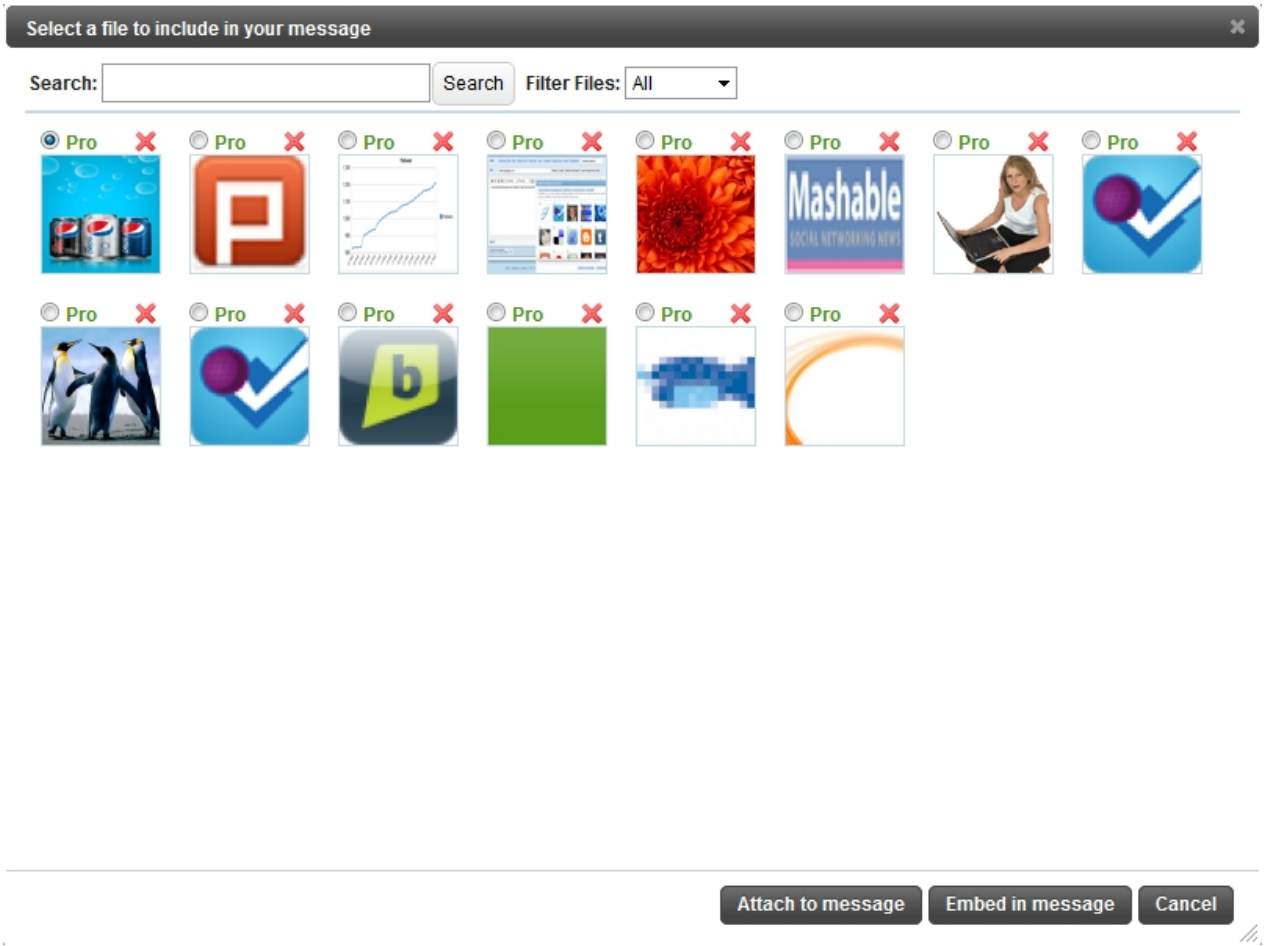
If you wish to remove the image, click on the red cross in the right corner. To add text to your message, simply type in the box below the image.

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



Past Files

Past Files allows you to browse for files and pictures that have been previously used. This tab allows you to reuse them and access them quickly.

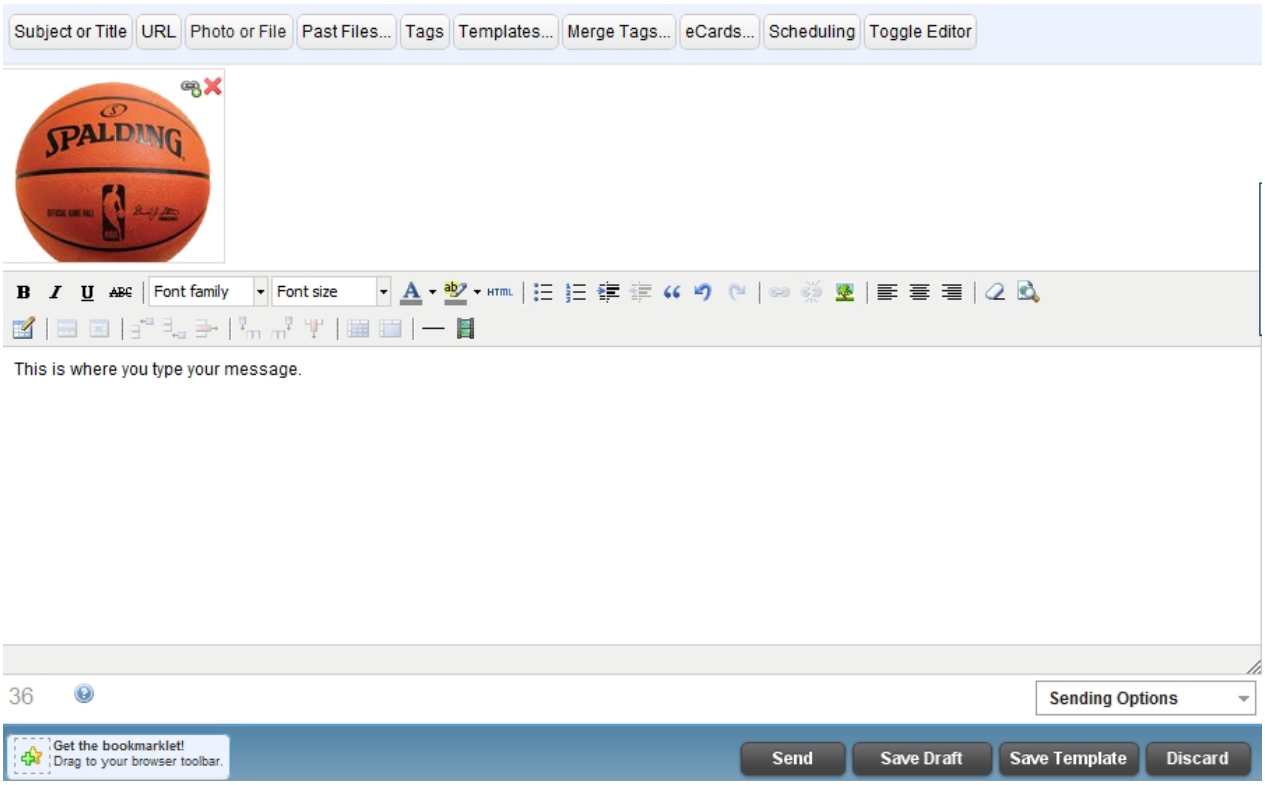


After clicking on Past File, you can locate your file by typing in the file name and clicking **Search**. You also have the option to filter your documents by **Photos** or **Files**. After selecting your Past File, you can **Attach to message** or **Embed in Message**. **Embed in Message** should only 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)

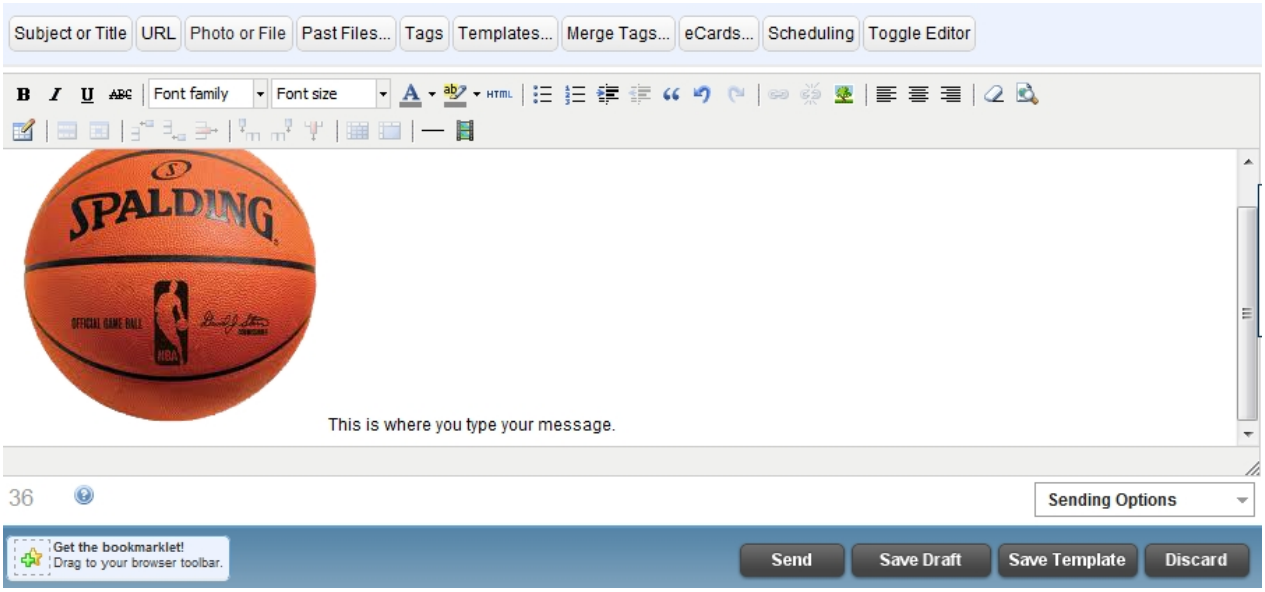
To remove your image, select the red cross (as shown in the image above)

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.



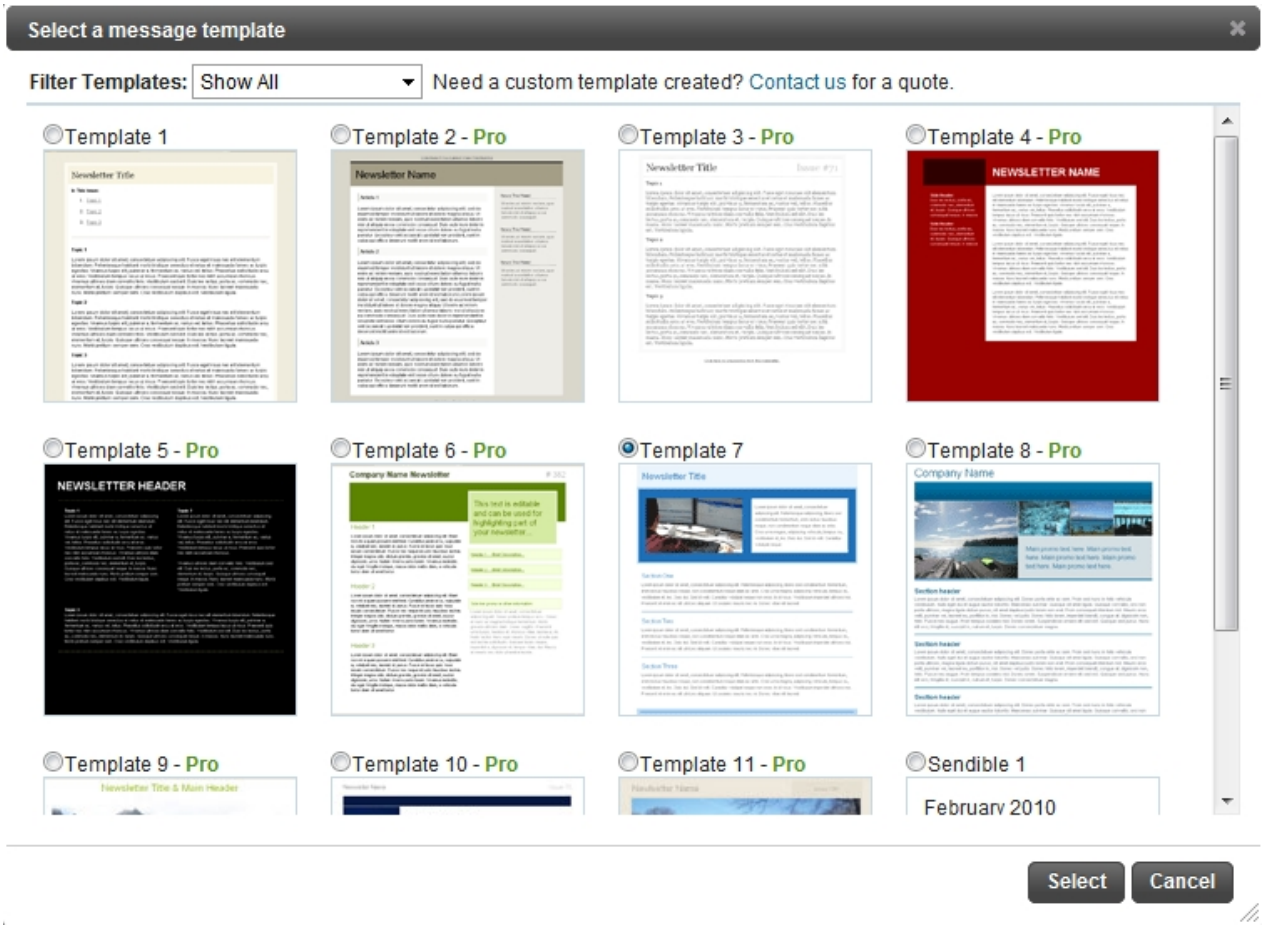
Tags

Certain services, such as blog posts, allow you to tag your message. To add tags to your post, enter the list of tags separated by commas.

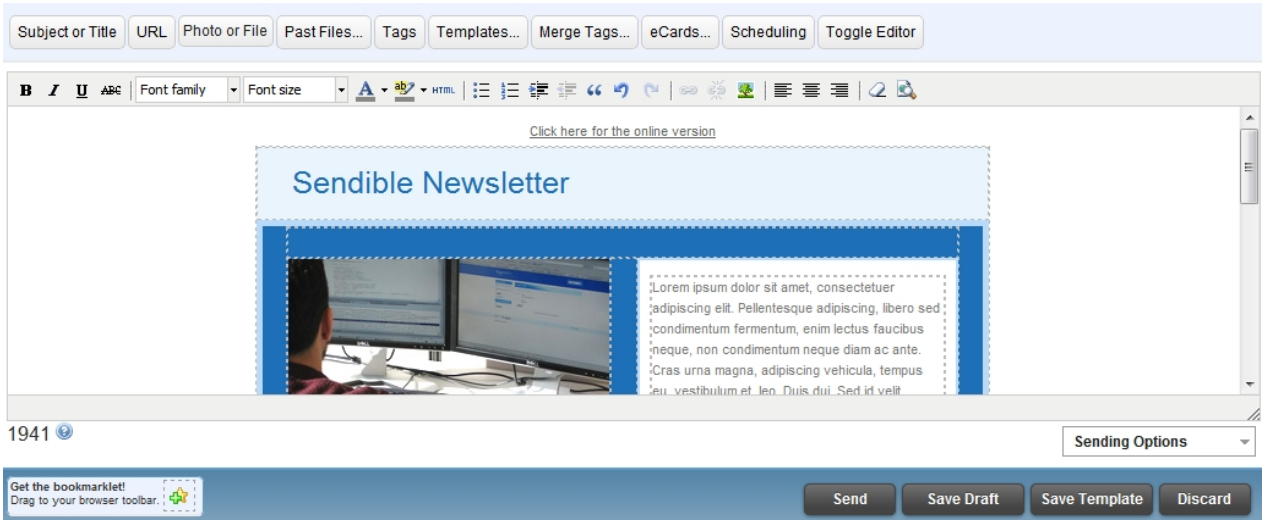
This will enable readers to find your blogs easily when they search for specific keywords e.g. Social Media.

Templates

When creating an email newsletter, you can select a message template. Templates can be selected from a variety of options. You can also filter the templates by featured templates, pro templates, free templates and my templates - these are your previously uploaded templates.



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

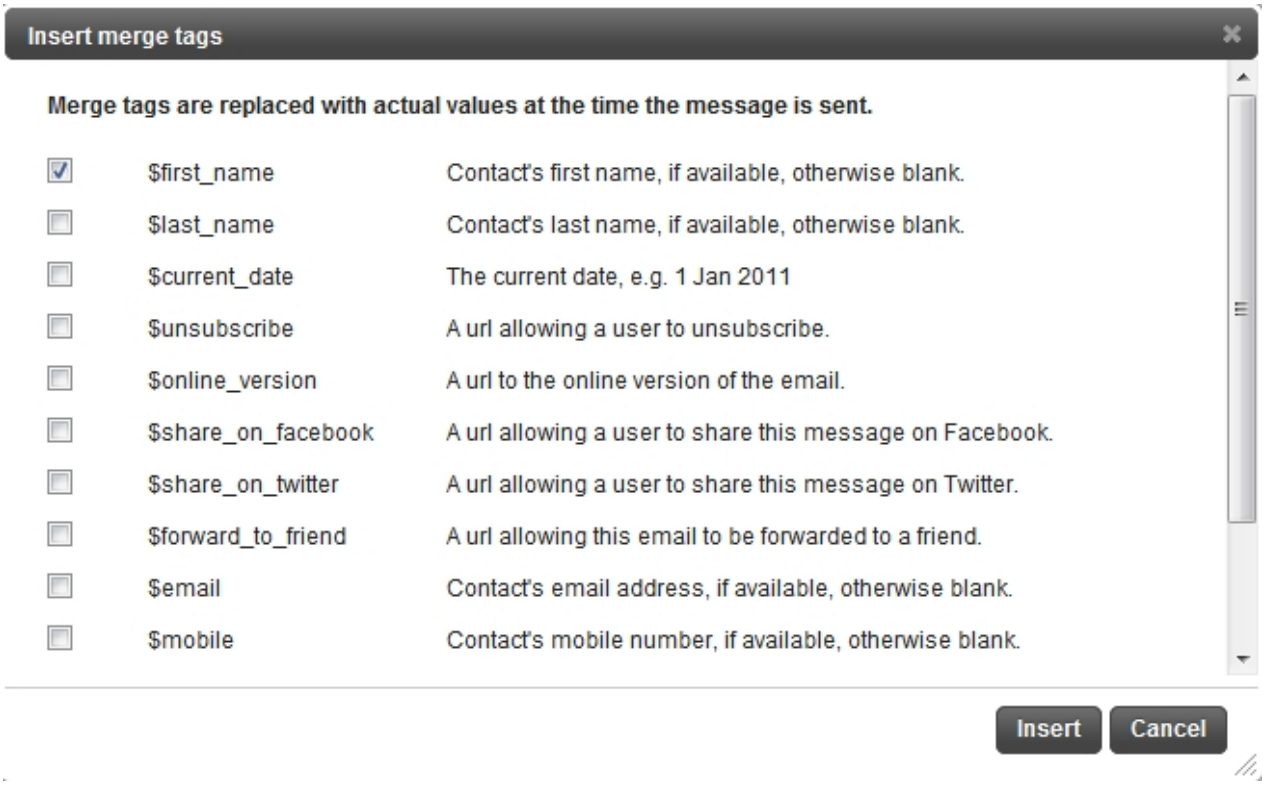


Once you've composed your message, select **Send** if you are ready to send, **Save Draft** if you would like to resume working on the message at a later stage, **Save Template** if you would like to save your message as an email template or **Discard** if you no longer wish to send your message.

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

Merge Tags

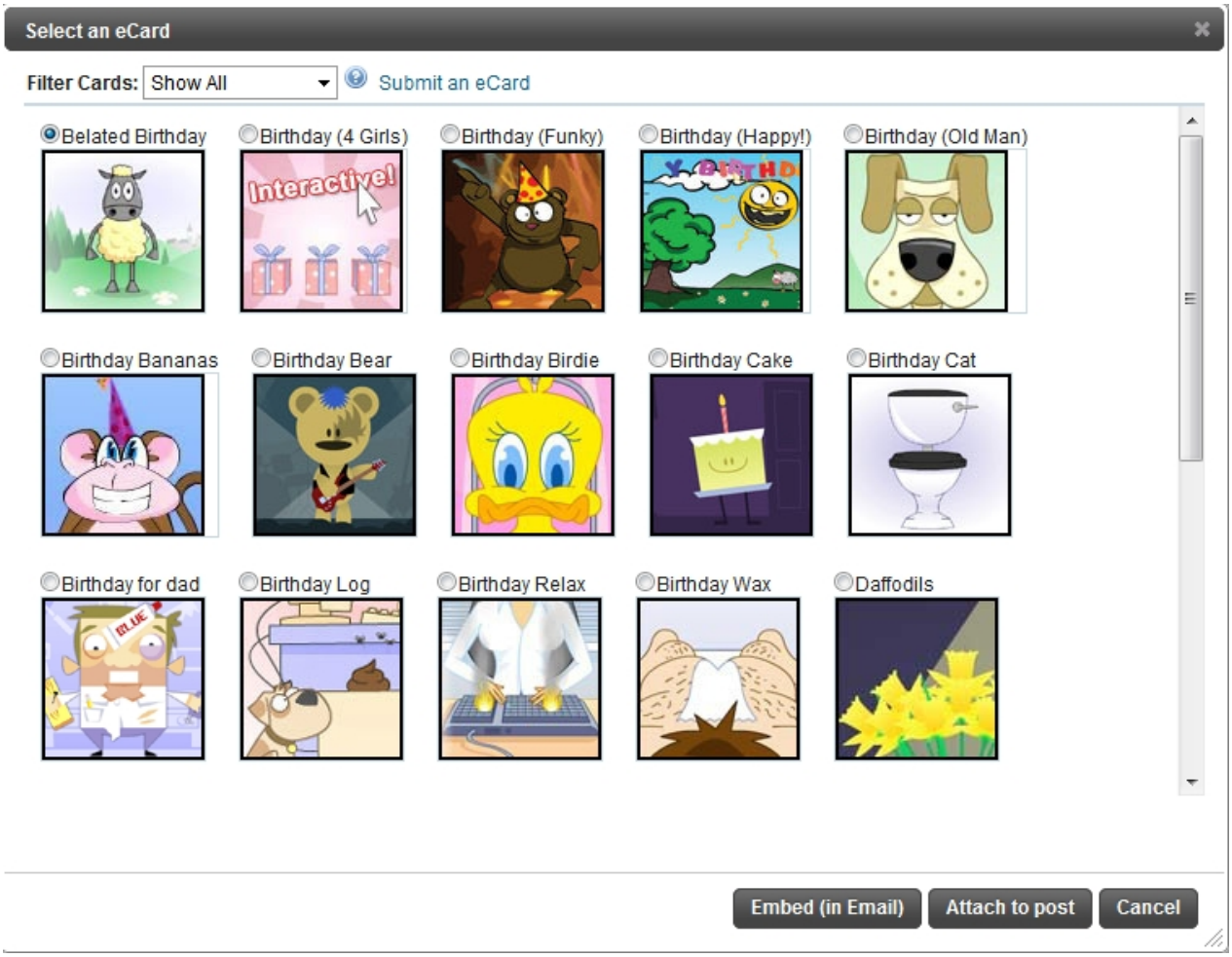
Merge tags are place holders that will be replaced with actual values at the time the message is sent.



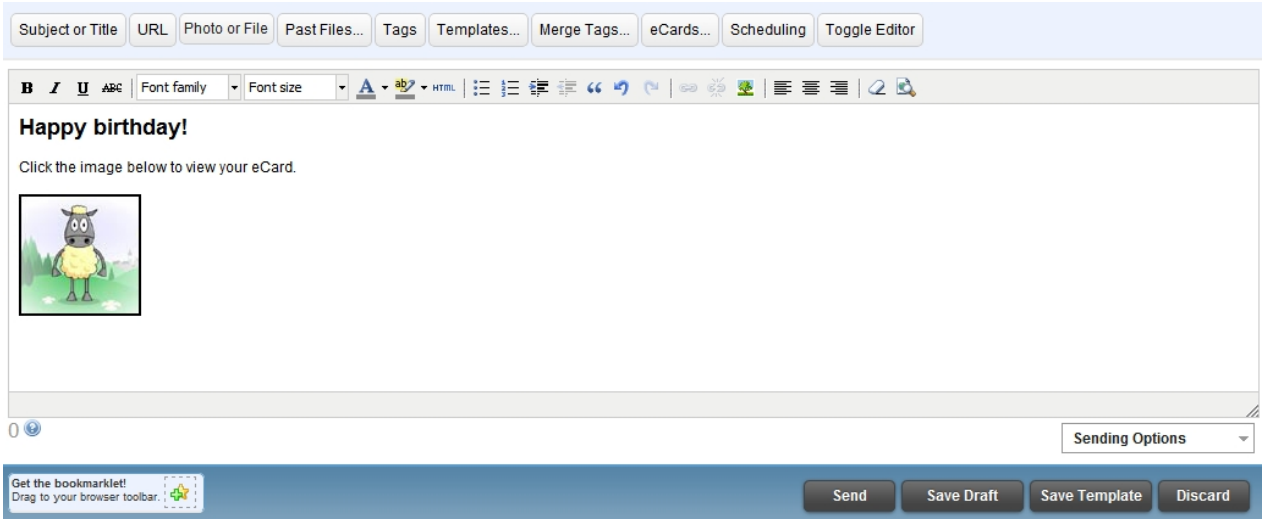
For example, you may wish to send an email to a group of contacts and have each contact's name inserted when the message is sent. After clicking the **Merge Tags** link, you'll be able to select one or more tags to insert into your message.

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**.



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

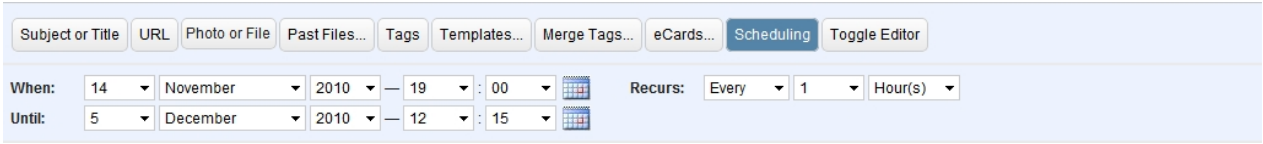


eCards can also be used when posting to Facebook and will be embedded in Facebook's native format. You can filter the eCards by Birthdays, Congratulations, Get Well Soon etc. You also have the ability to submit your own eCard, which allows you to upload a flash file.

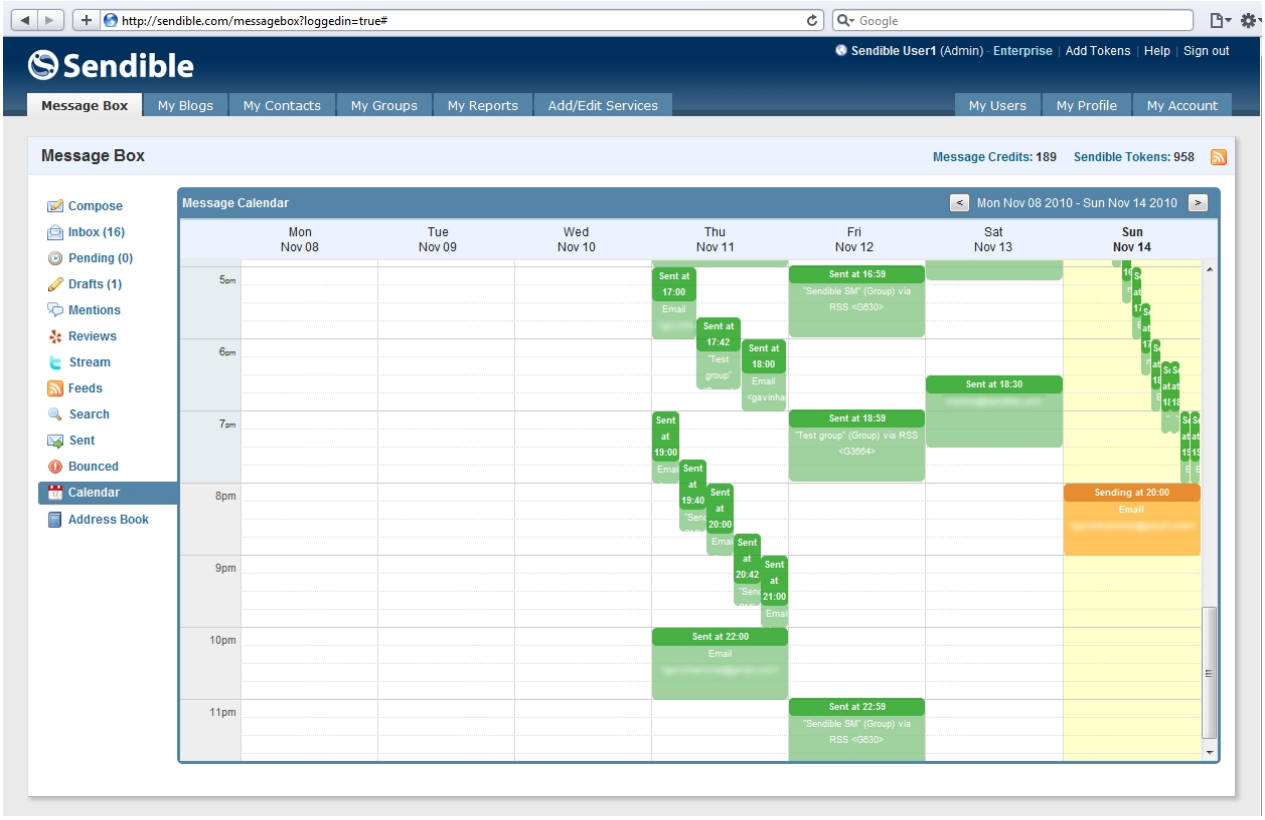
Scheduling

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.

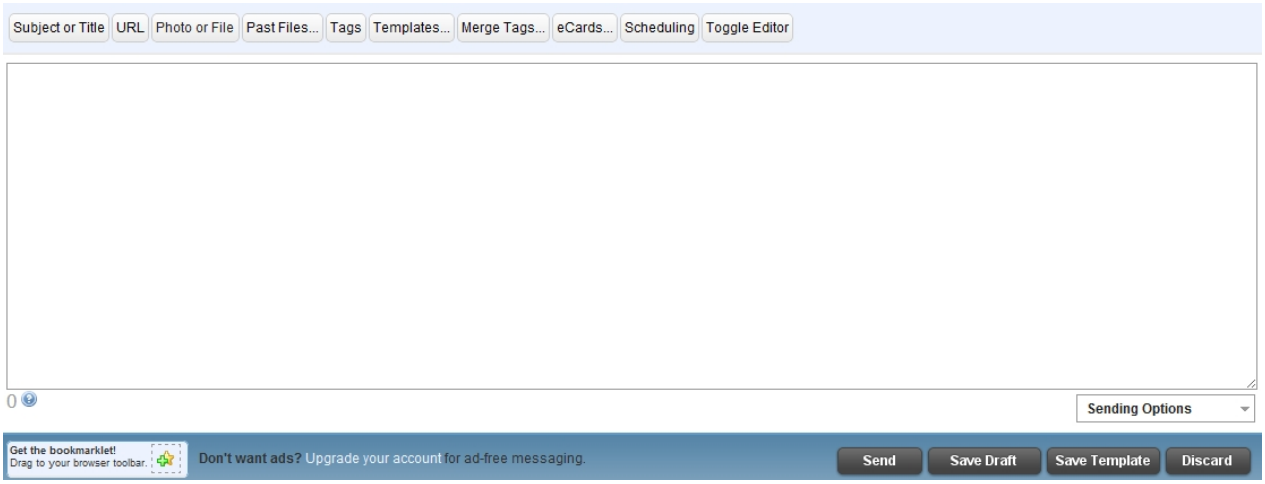


If you've selected a scheduled time, Sendible will only send the message at the time specified when you click **Send**.
Your scheduled messages can then be seen by clicking on the **Pending** tab on the left as well as in your **Calendar**. The scheduled message (above) can be seen in orange.



Toggle Editor

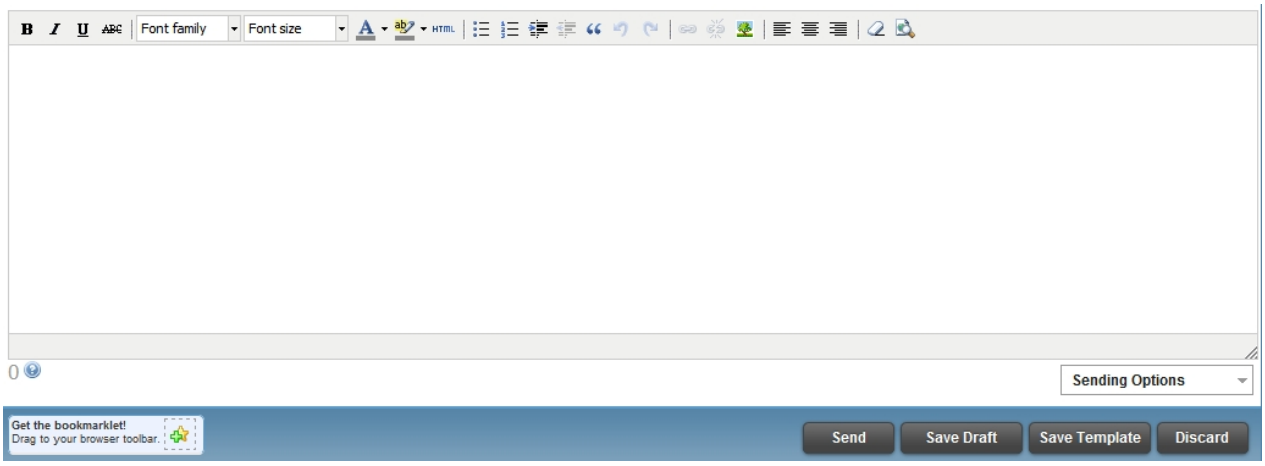
Toggle Editor can be clicked if you wish to remove the Rich Text Editor.



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:

Bold

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

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

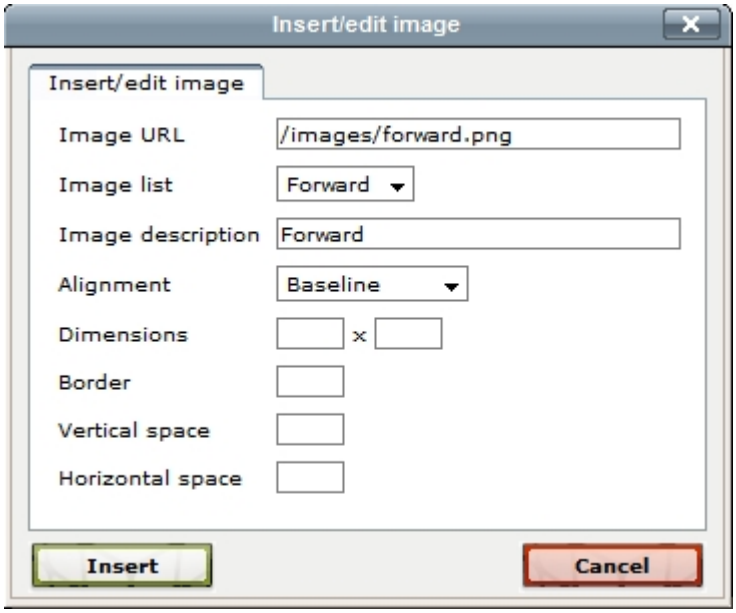
This button enables you to insert a link into your message. After clicking **Insert Link**, a box will appear asking you to **Insert/Edit Link**. You can then provide the URL, the target (open in same or new window) and title.

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.

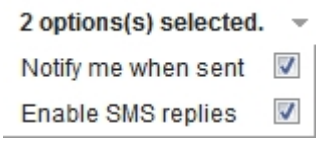
Preview

This button enables you to preview your message.

You have the option to remove the Rich Text Editor by selecting **Toggle Editor.**

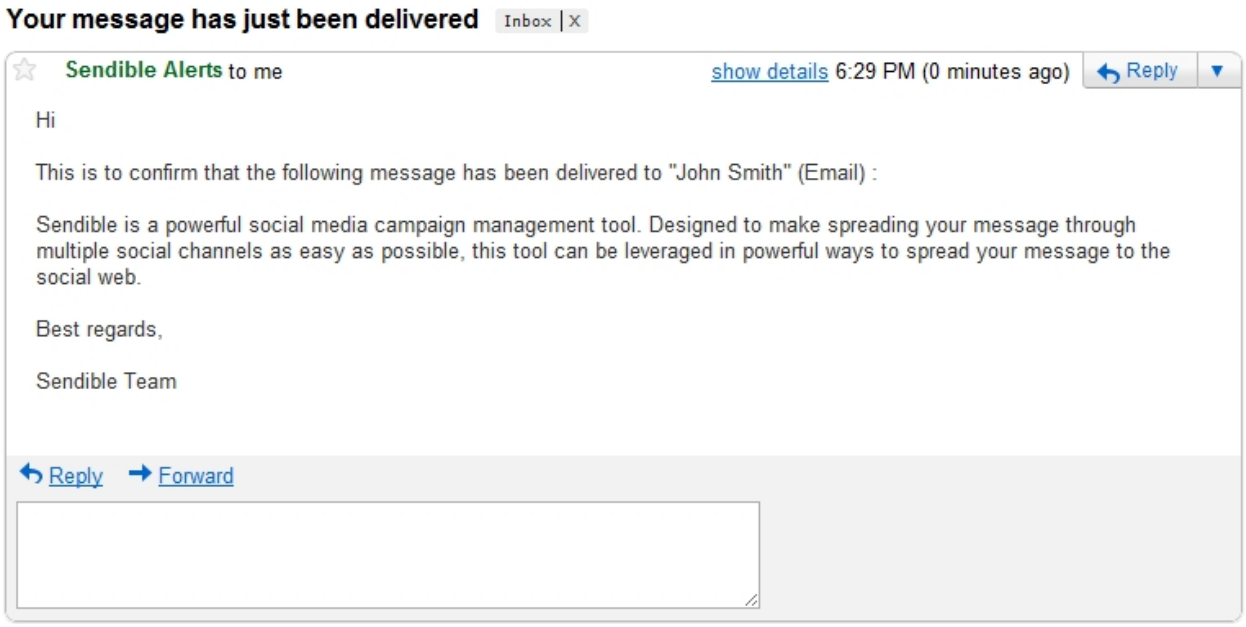
Sending Options

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.



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.

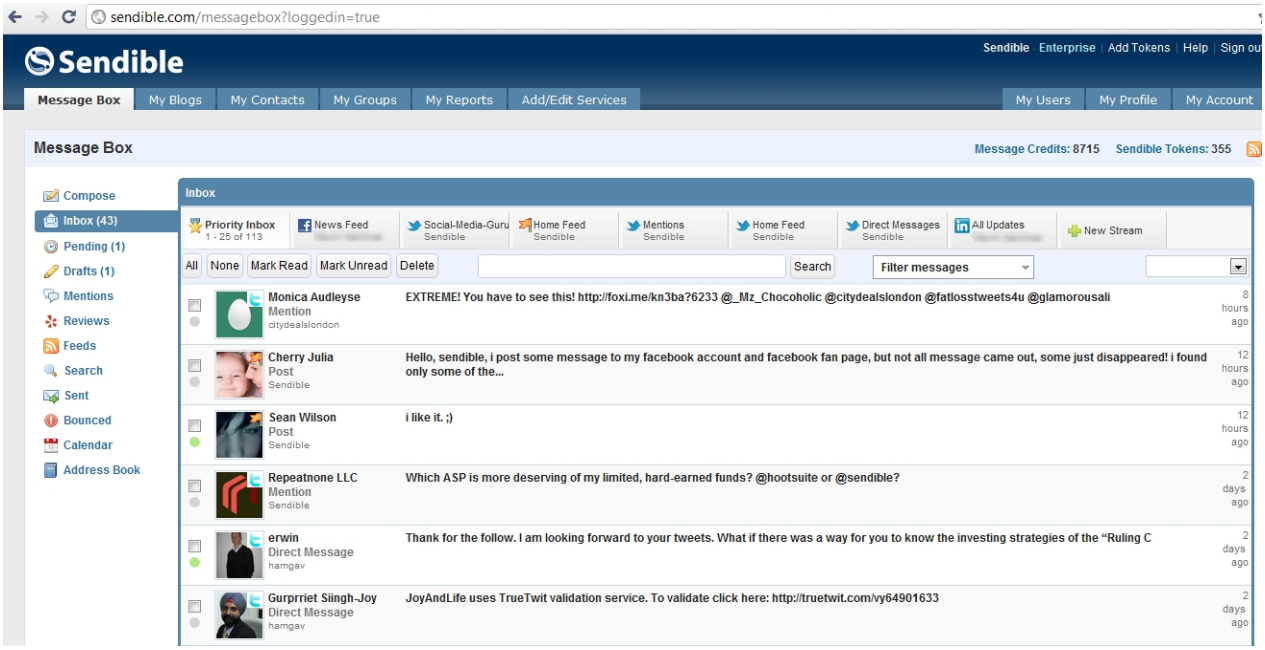
Once your reply has been received, you can reply to the SMS by clicking on the message in the Inbox or in your email.

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.

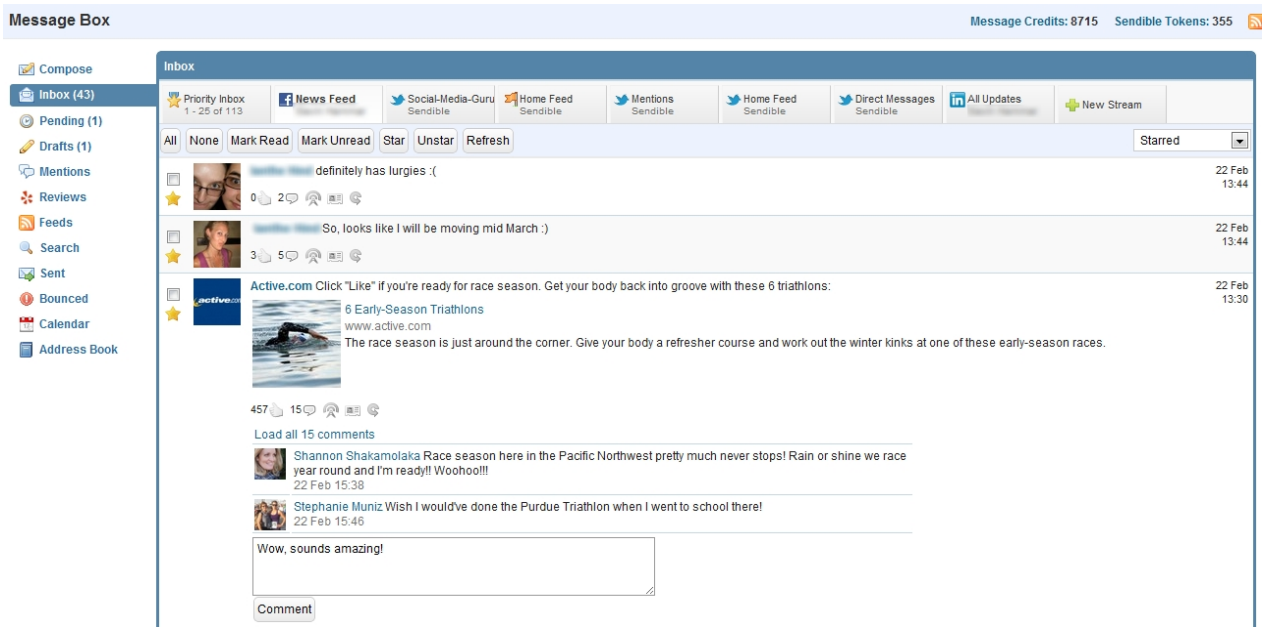
The Priority Inbox displays responses to messages that you have posted from Sendible, for example Facebook comments, Twitter mentions and retweets, SMS replies etc.
You have the option to search through your Priority Inbox by typing keywords into the search box and clicking **Search.**



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.

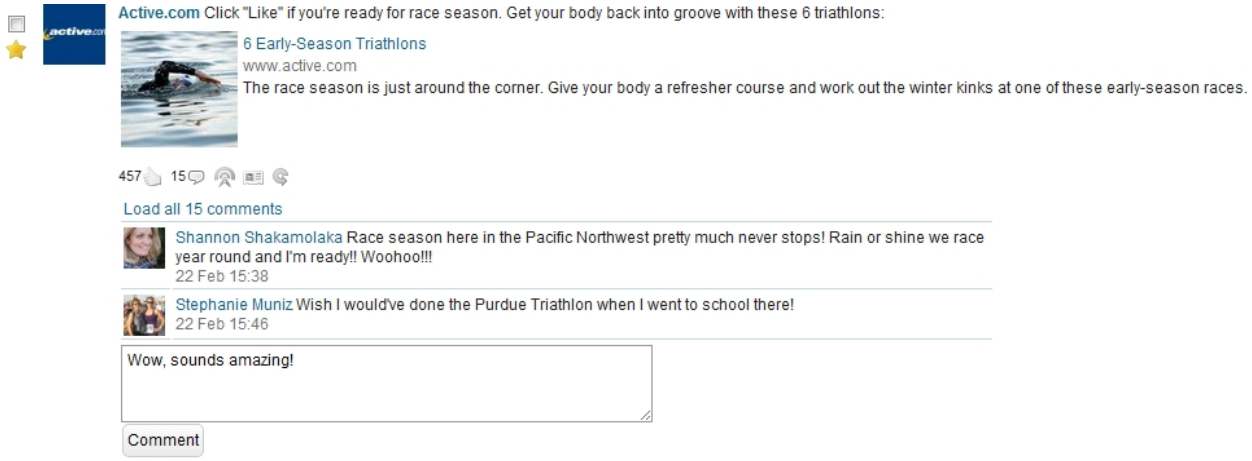


Comments/Likes/Share

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

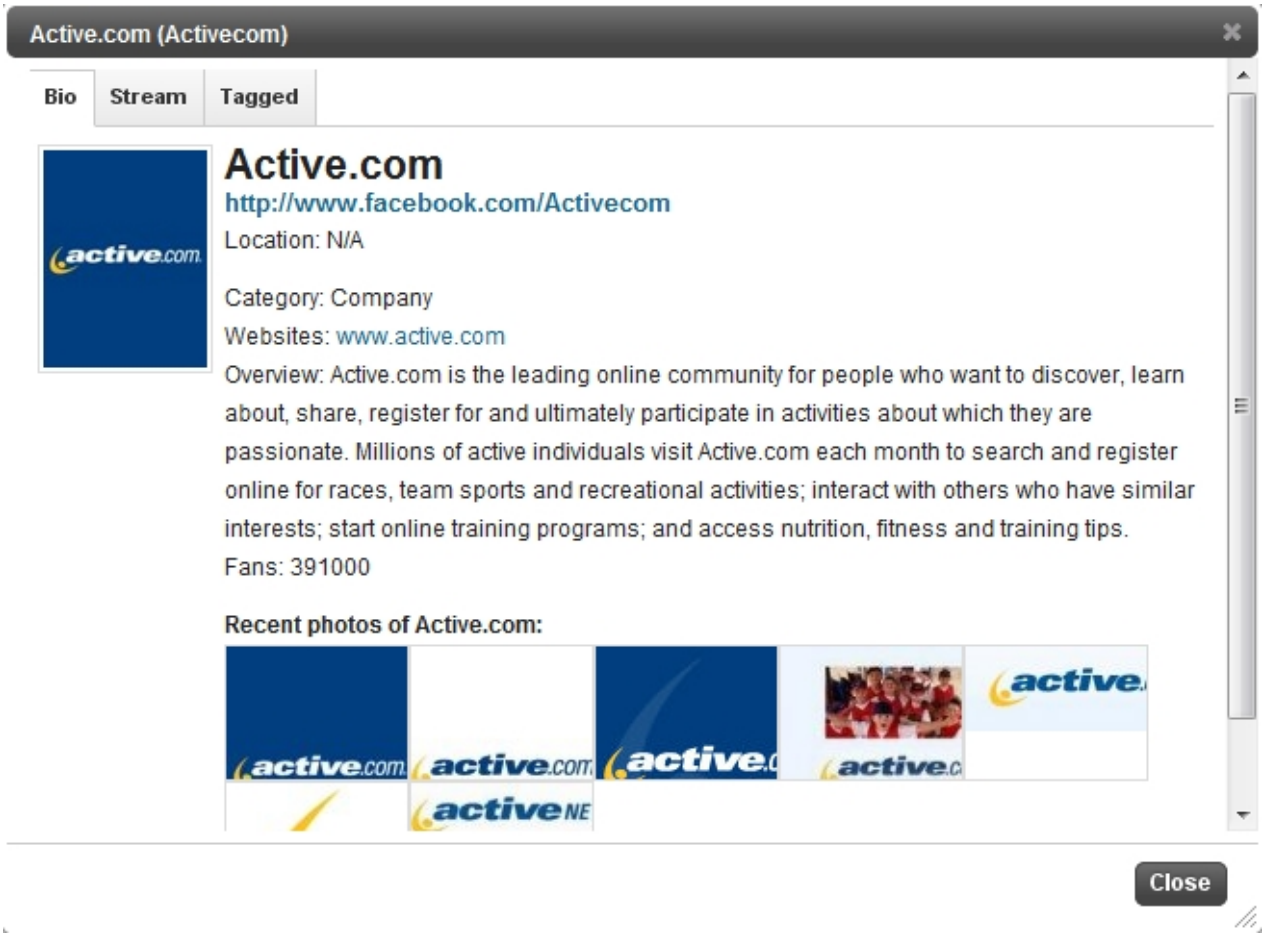
Like
This image shows that 3 people have 'liked' the post. Select this icon if you wish to 'like' the post.

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:



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:



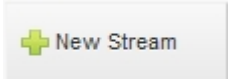
Refresh
This images allows you to refresh and see the latest likes/comments from a specific post.

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.



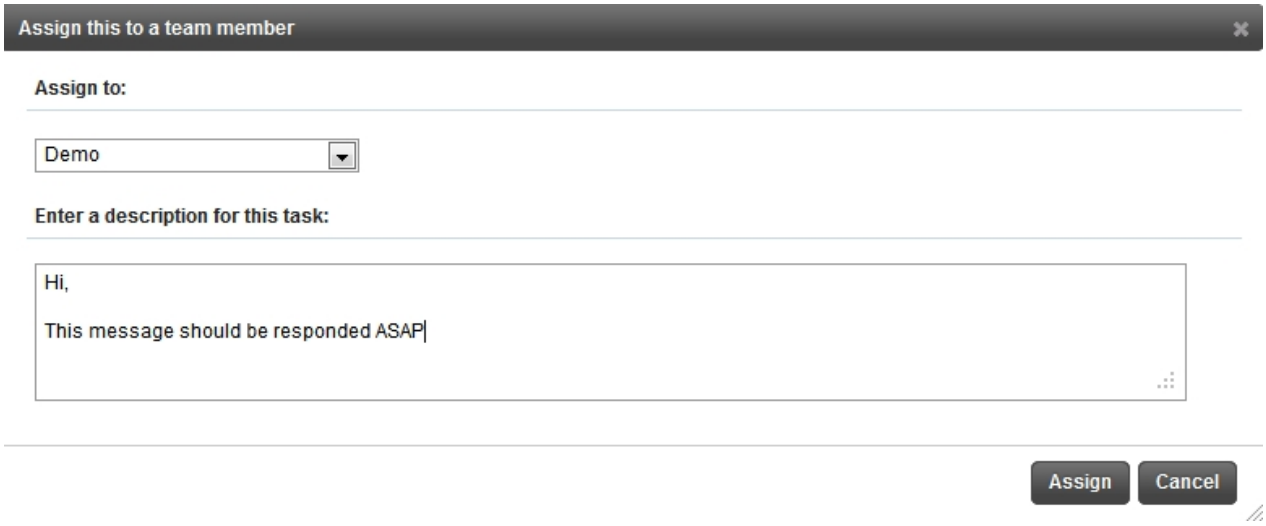
See Streams for more information.

Assigning a message

To assign a message from your Inbox:

1. Click on the small Option Menu icon .

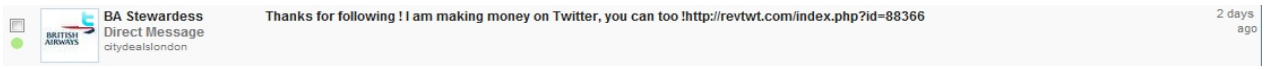
2. Click **Assign**.
3. Select team member you want to assign message.
4. Click **Assign** to send your message.



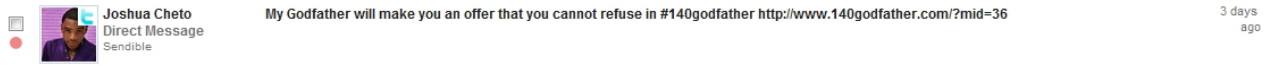
Positive or Negative Sentiment

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.

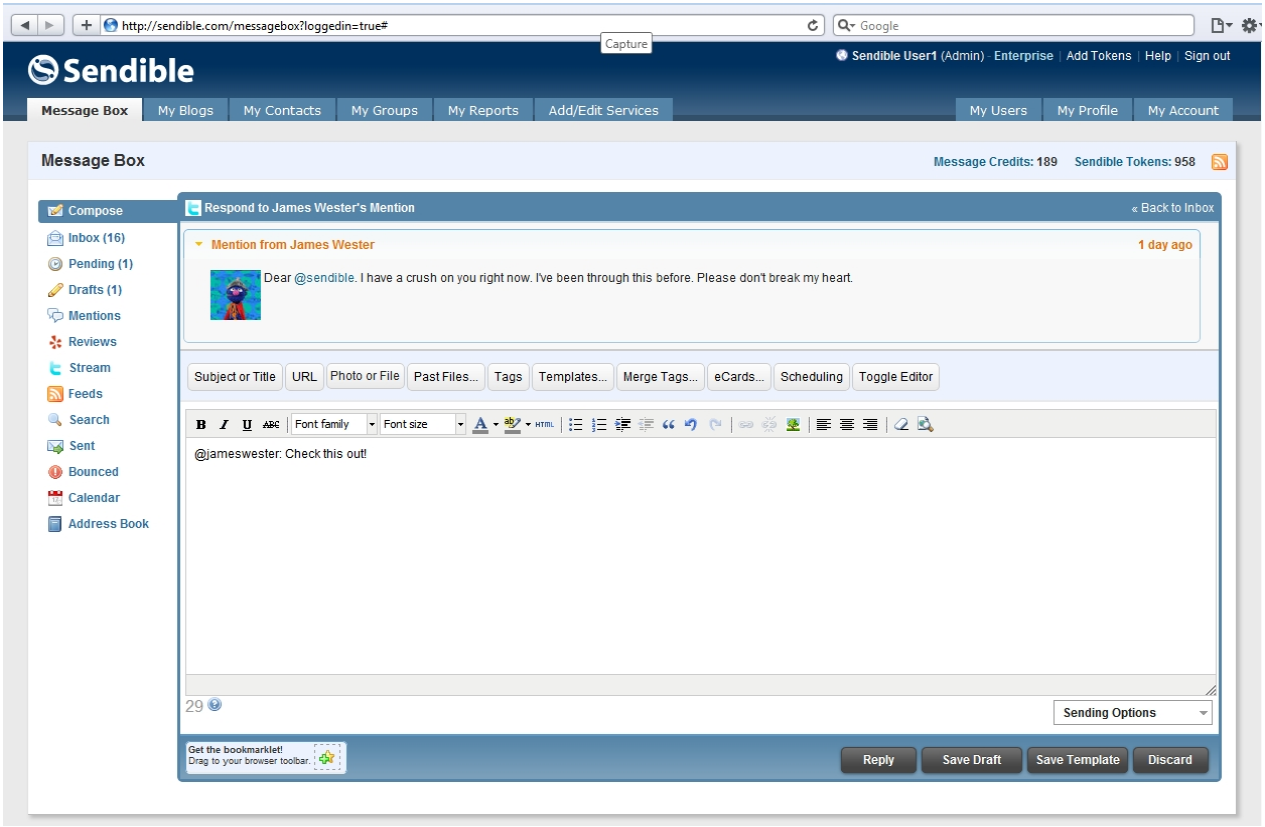


A neutral sentiment is indicated by a grey dot.

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.

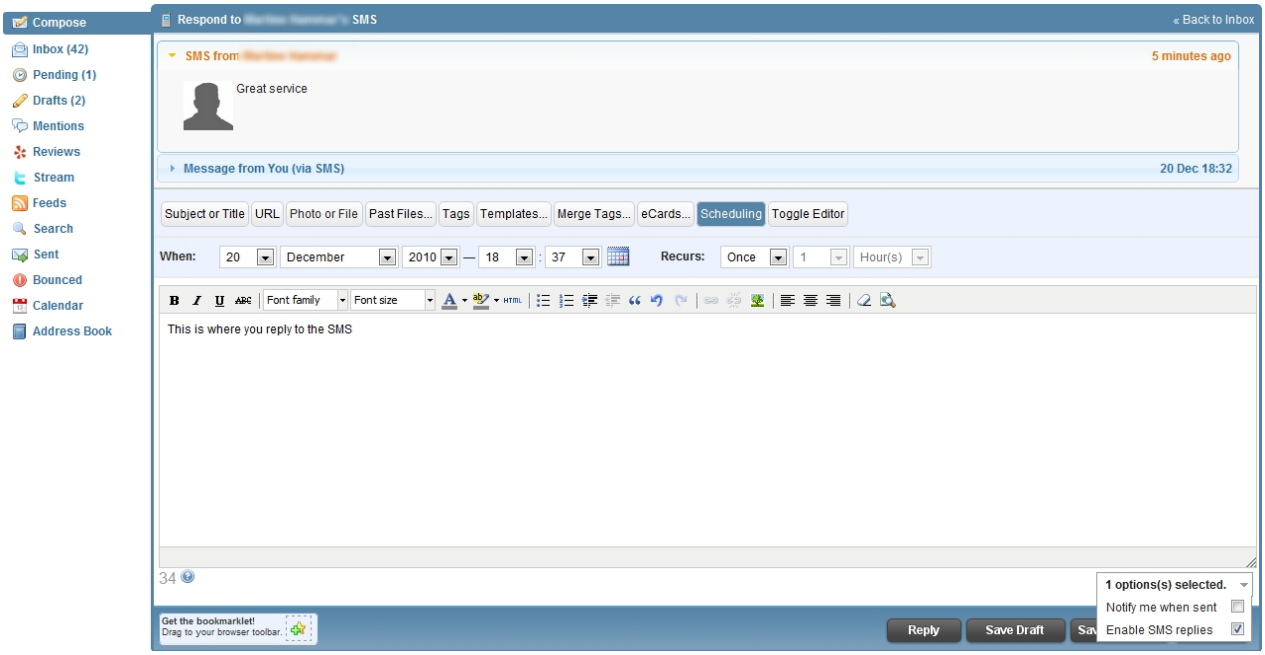
See Responding from your Sendible Inbox and Responding from your email account for more information.

Responding from your Sendible Inbox

The SMS will appear in your Sendible Inbox.

To reply to the SMS from your Sendible Inbox:

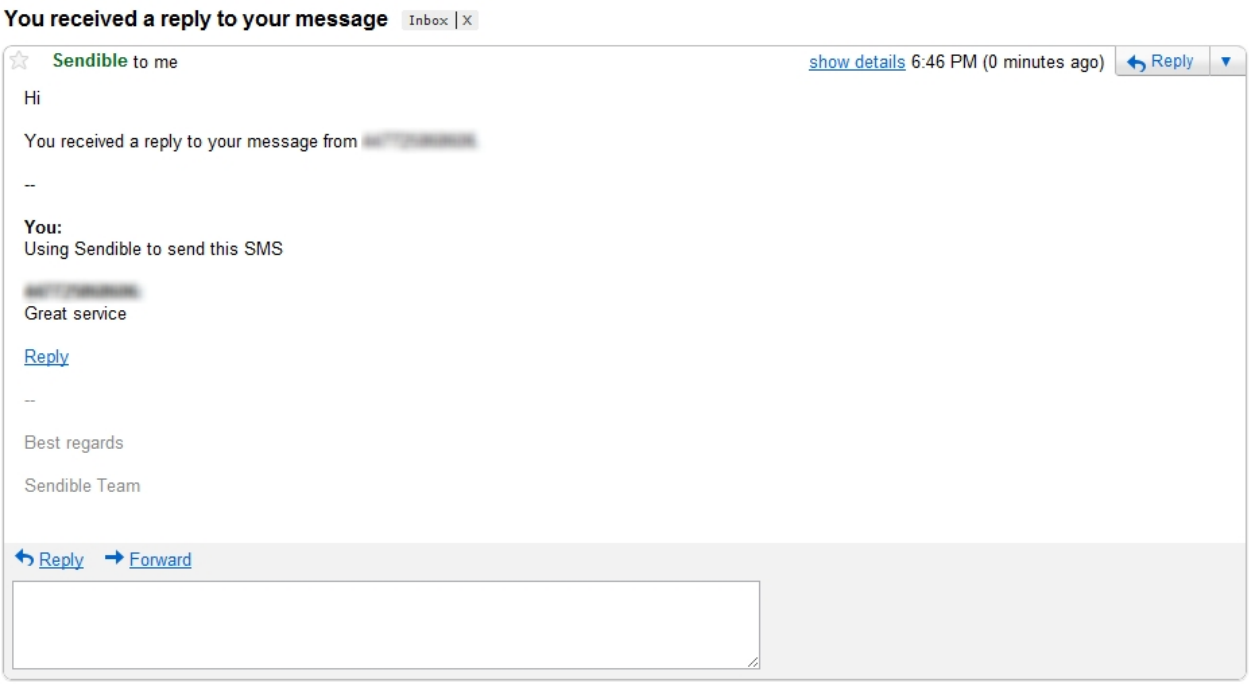
1. Select the message you wish to reply to.
2. Type your message in the message entry field.
3. Click **Reply** to send your message.



For information about the sending options - **Notify me when sent** and **Enable SMS replies**.

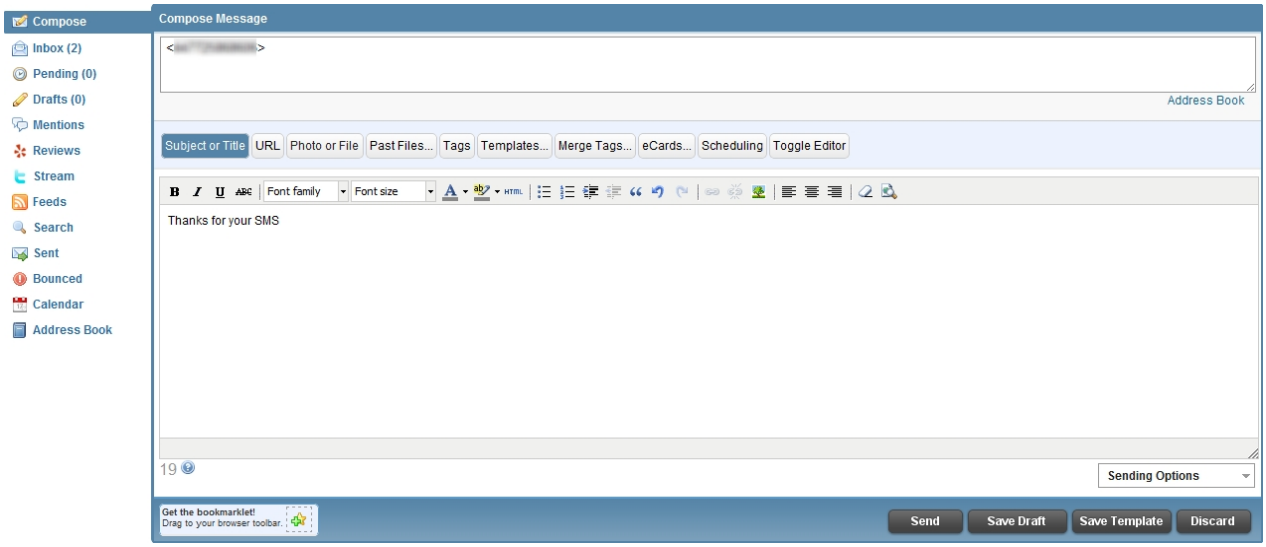
Responding from your email account

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



To reply to the SMS from your email inbox:

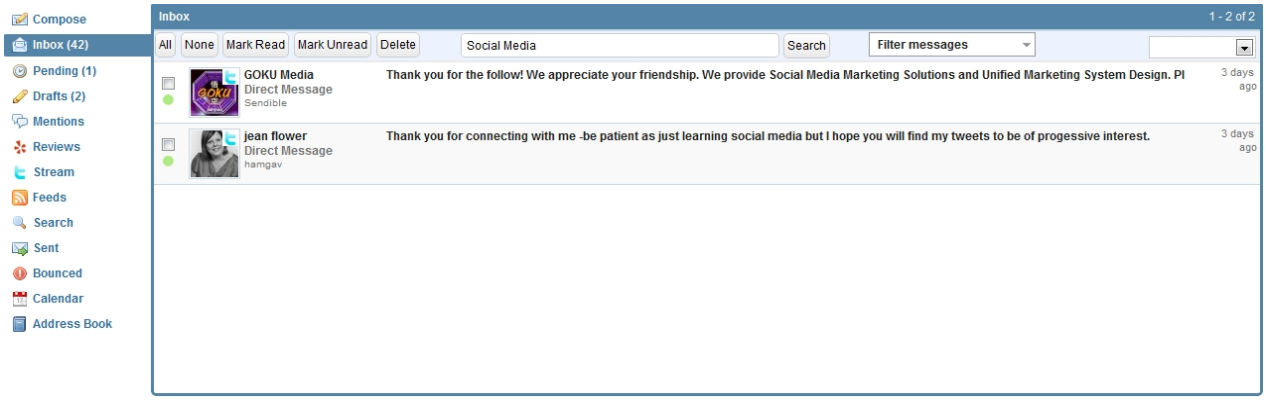
1. Select the message you wish to reply to.
2. Click **Reply.**
3. Type your message in the message entry field.
4. Click **Send** to send your message.



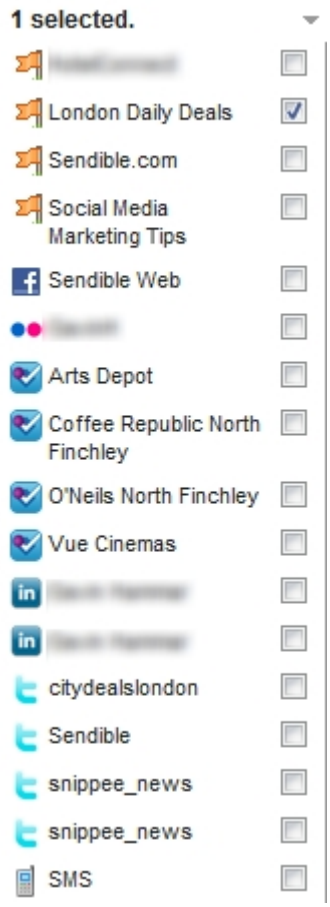
For information about the sending options - **Notify me when sent** and **Enable SMS replies**.

Filtering messages in your Sendible Inbox

You have the option to search through your Inbox by typing keywords into the search box and clicking **Search.** In the example below, the keywords 'Social Media' were typed and the messages below the search box contain the words 'Social Media' in the message.

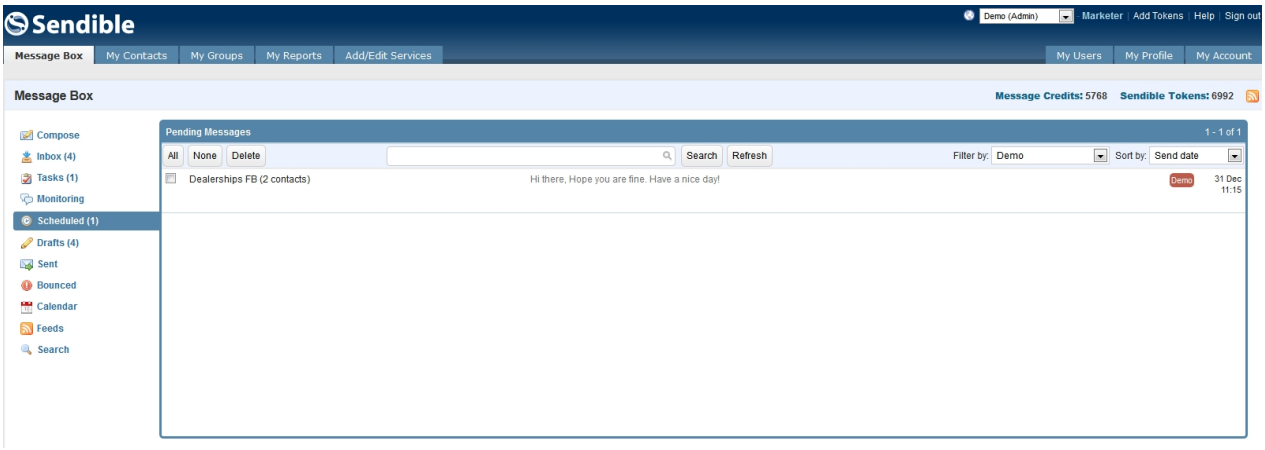


You also have the option to filter messages by checking the box on the right of the service you wish to view. In the example below the Facebook Fan Page 'London Daily Deals' was checked. This means that only messages relating to this Facebook Fan Page will be viewed.



Scheduled

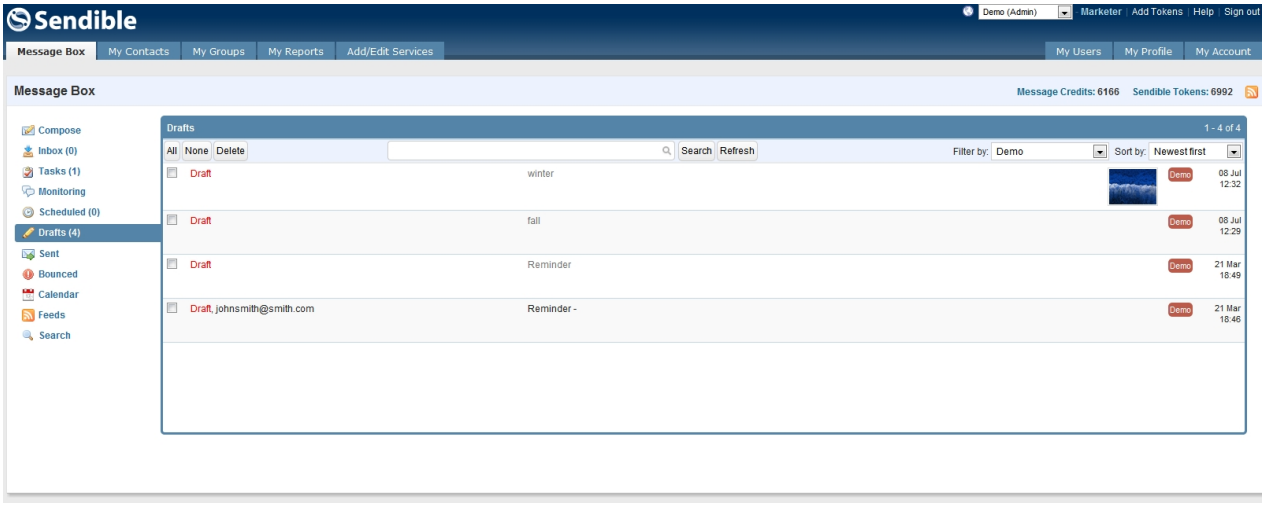
The Scheduled sub-tab shows you all your messages that have been scheduled and are in the queue to be sent.



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.

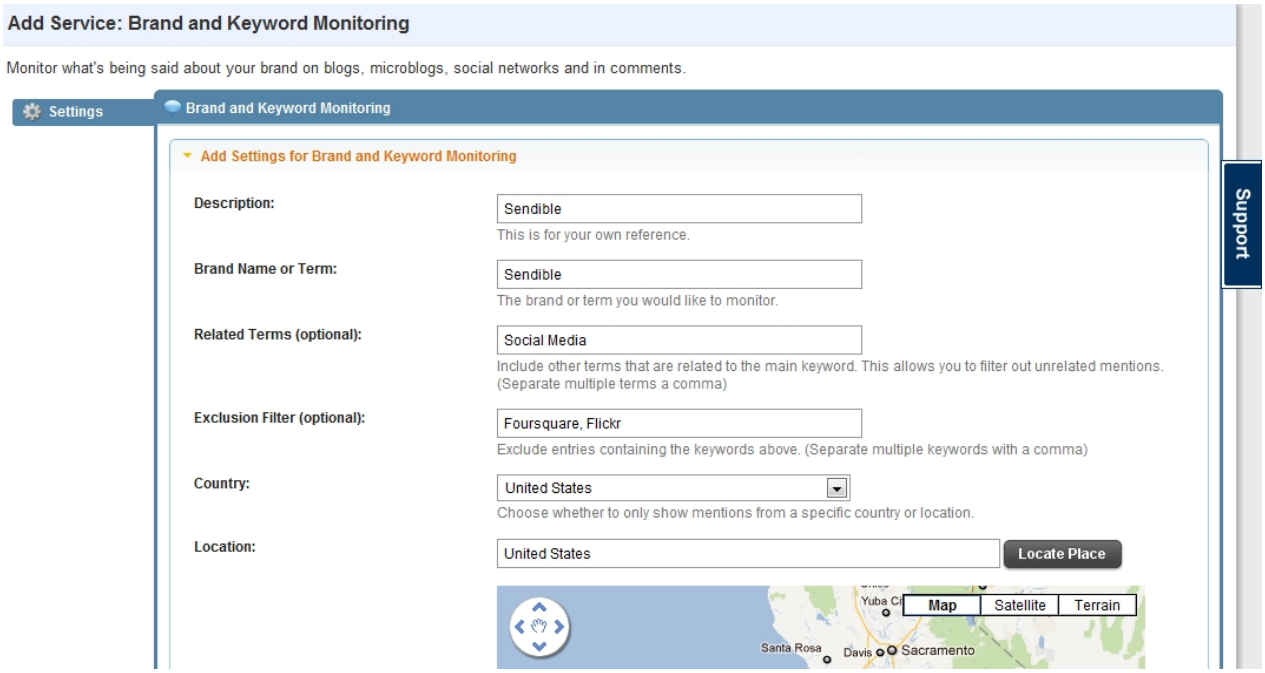
You can set up Sendible to monitor mentions of keywords across the social web by clicking the **New Keyword** button. You will then be taken to the brand monitoring settings page, where you will be able to add a description and a brand name or term.

See Responding to a mention for more information.

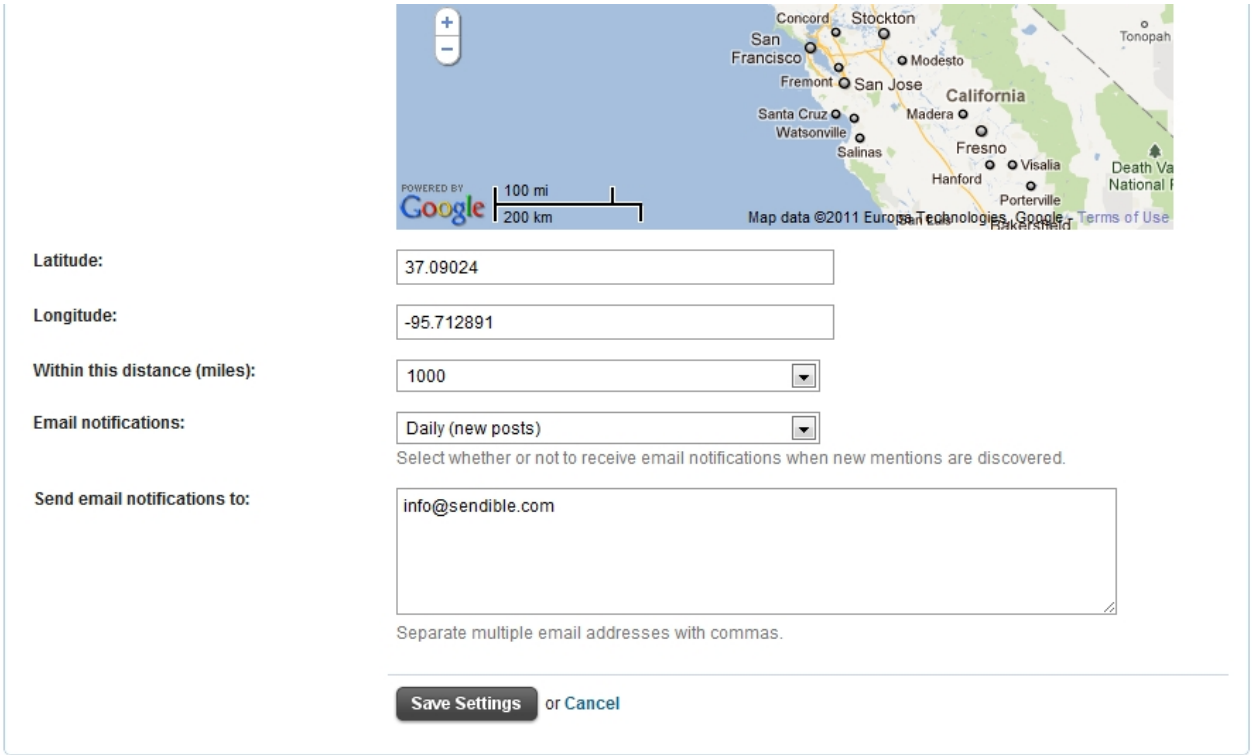
Adding a new keyword

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.

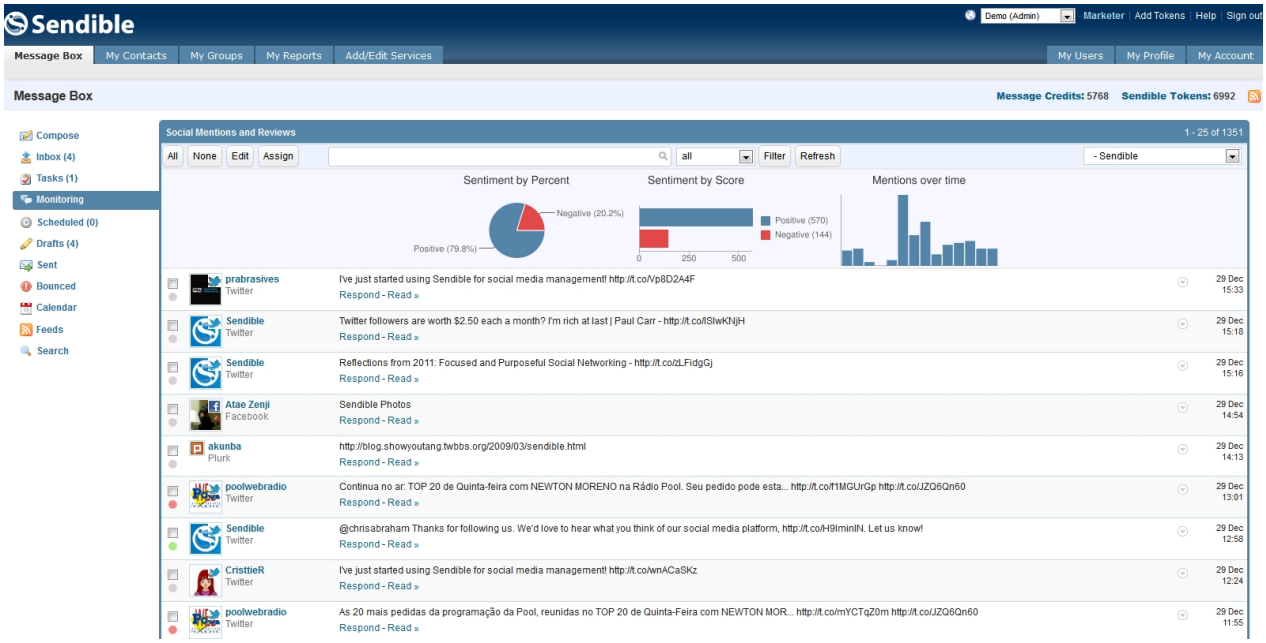


- Country - Choose whether to only show mentions from a specific country.
- Location - Choose whether to only show mentions from a specific location.
- Latitude and Longitute - Choose whether to only show mentions from an exact location.
- Email notifications - Select how often you wish to be notified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



Reading your mentions

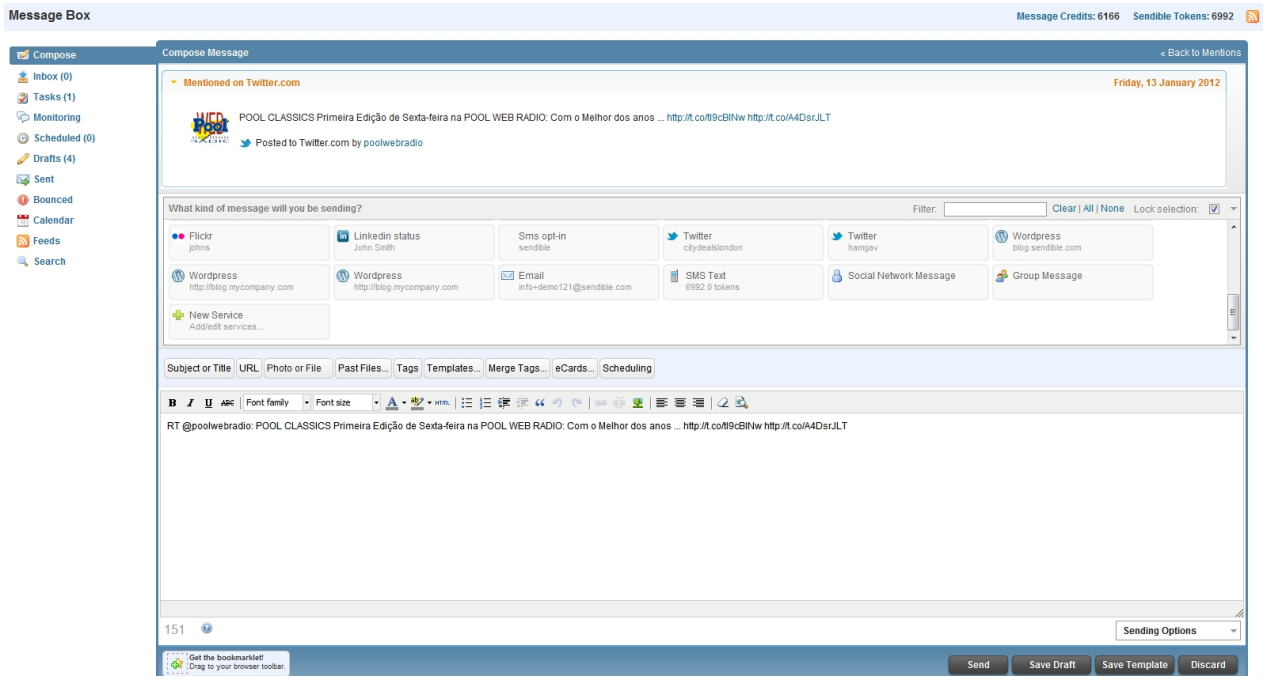
After a few minutes, when clicking on the **Monitoring** tab, you will be able to read and respond to what's being said about your brand on blogs, social networks and in comments across the web.



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.

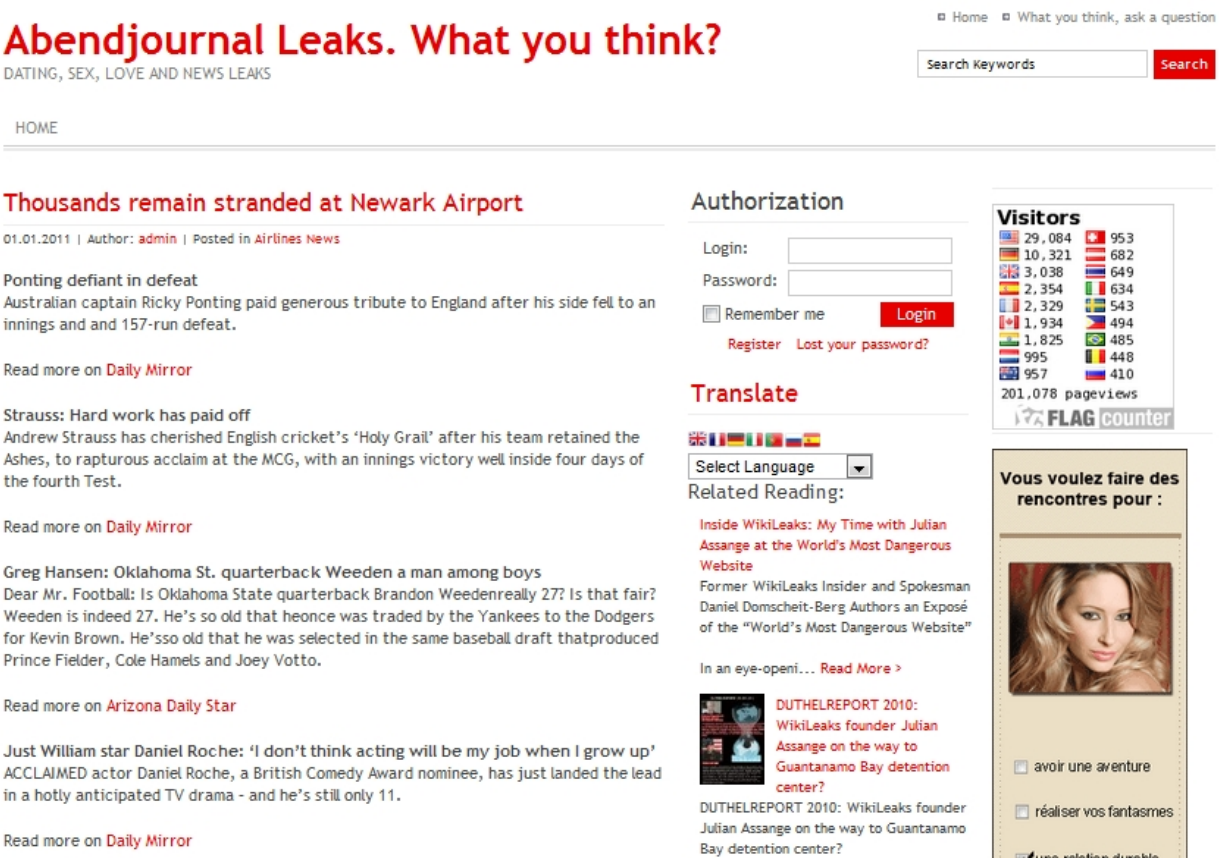


Responding to a mention

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.

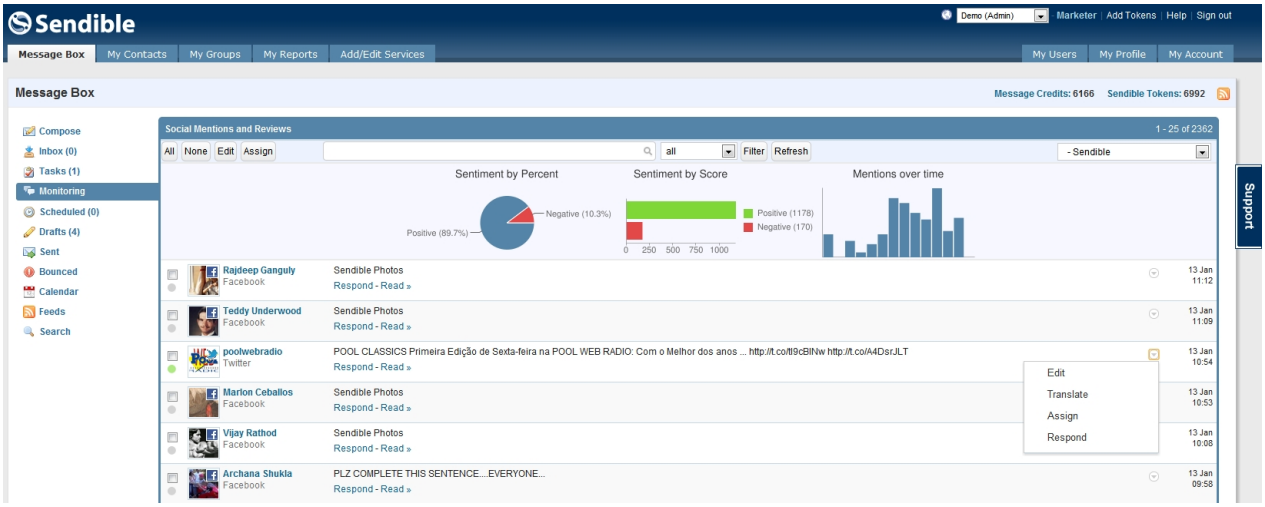


From the article, you will be able to respond from the site.

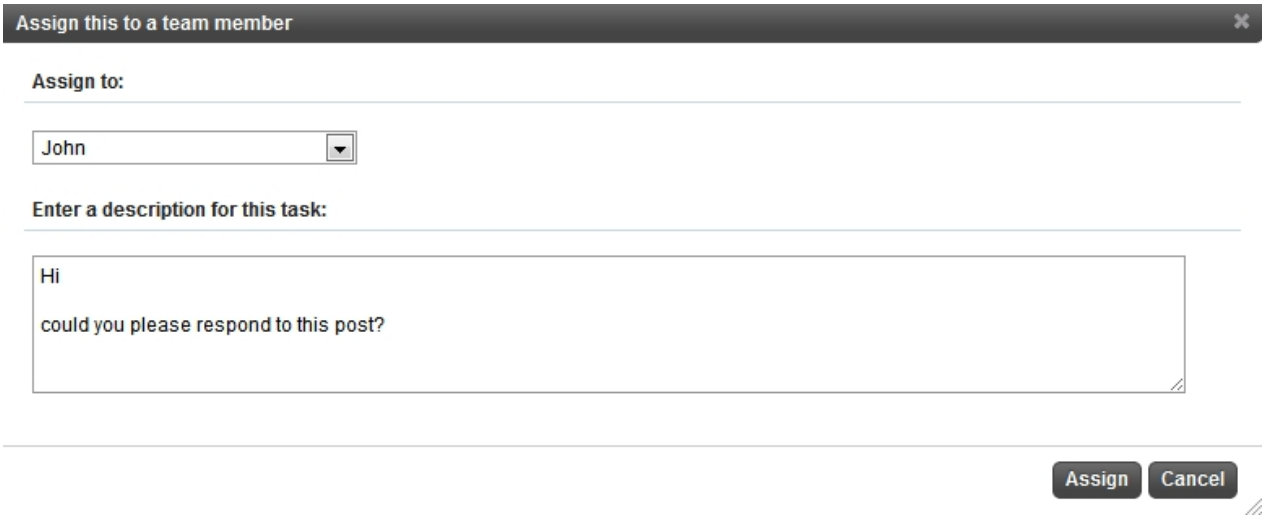
Assigning a mention

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**.

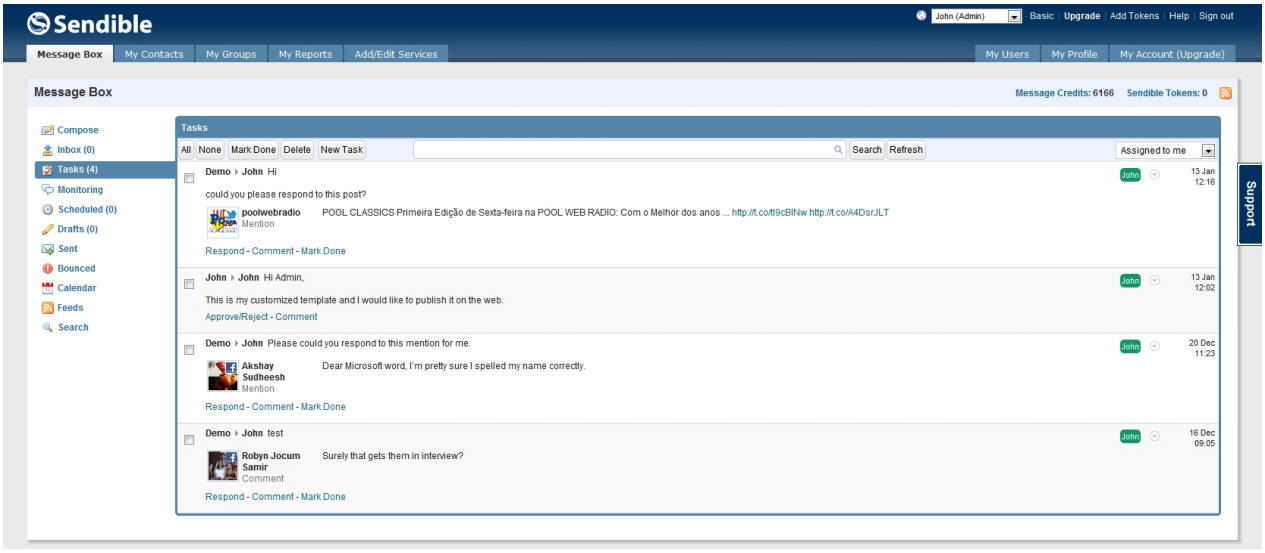


You will then be able to enter a message and select which team member the post should be assigned to.



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

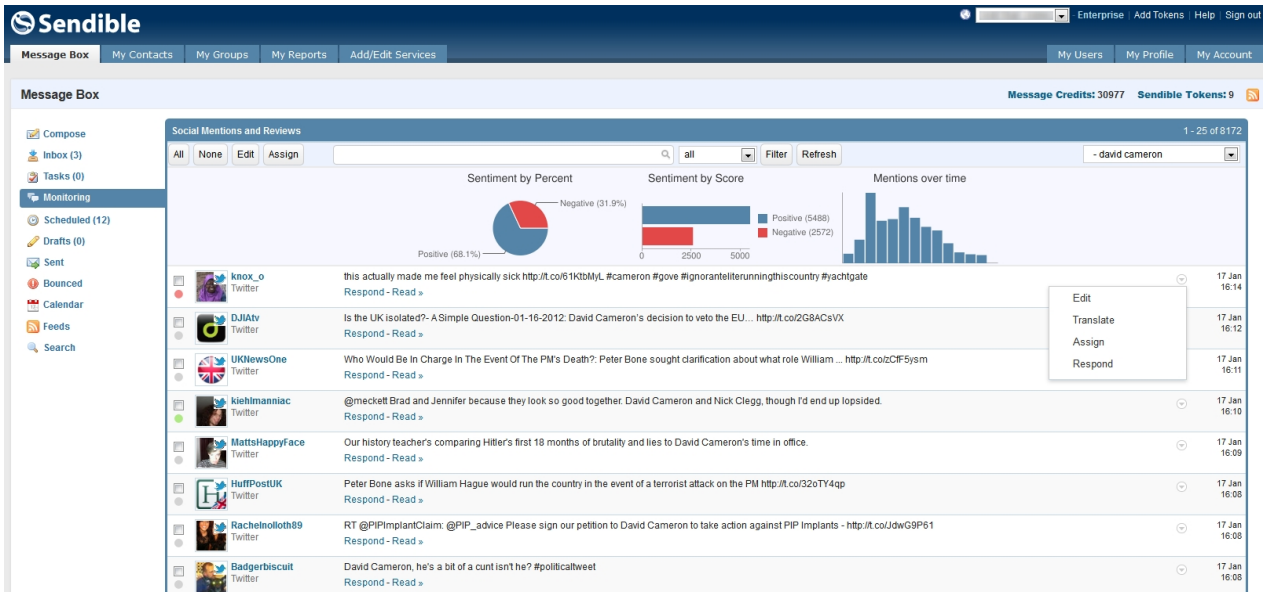
They can then respond to the task from within **Message Box > Tasks**. They can also collaborate on the task and post comments/questions.



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



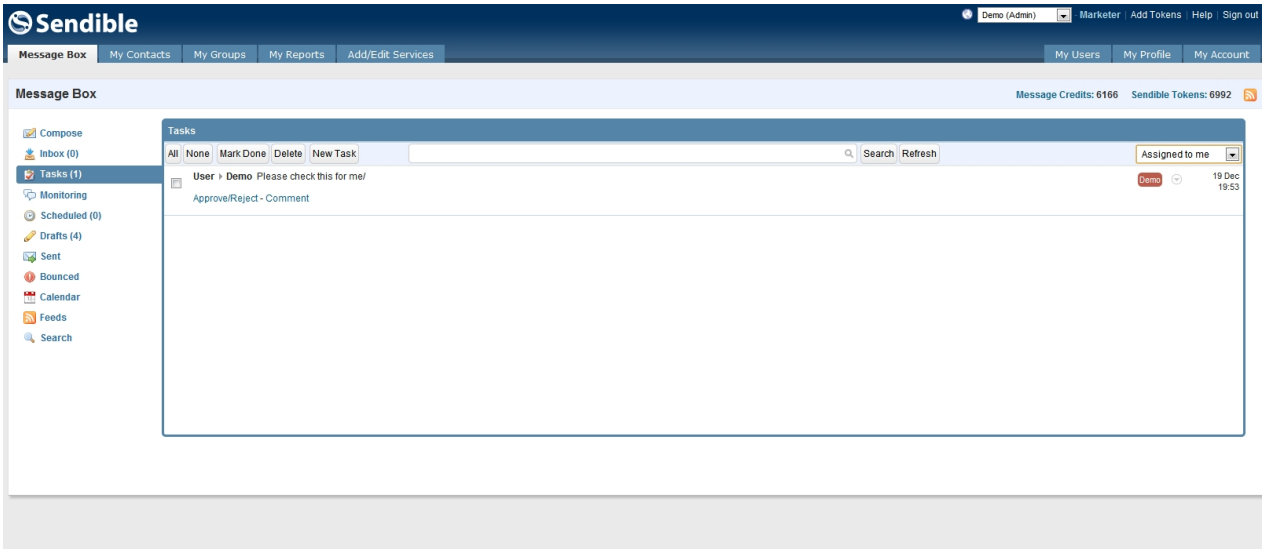
Here, you can edit your mention Sentiments and Relevancy as shown below:

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

Under Relevancy, you can select wheather your mention is Relevant or Irrevalant.

Tasks

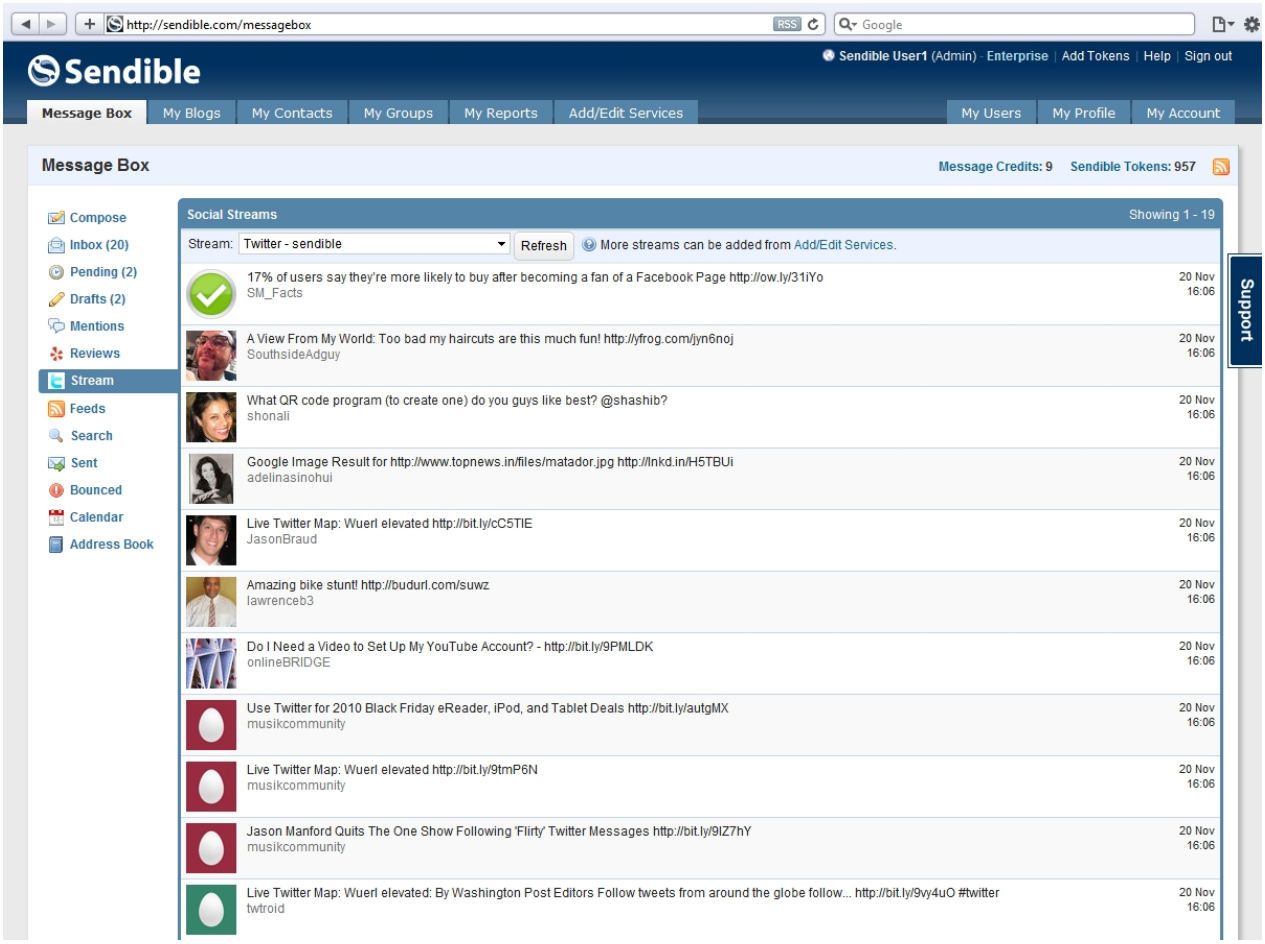
With Sendible, you can assign tasks to team members and/or clients. In the tasks section you can manage and collaborate on all tasks assigned to you by your team members.



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.

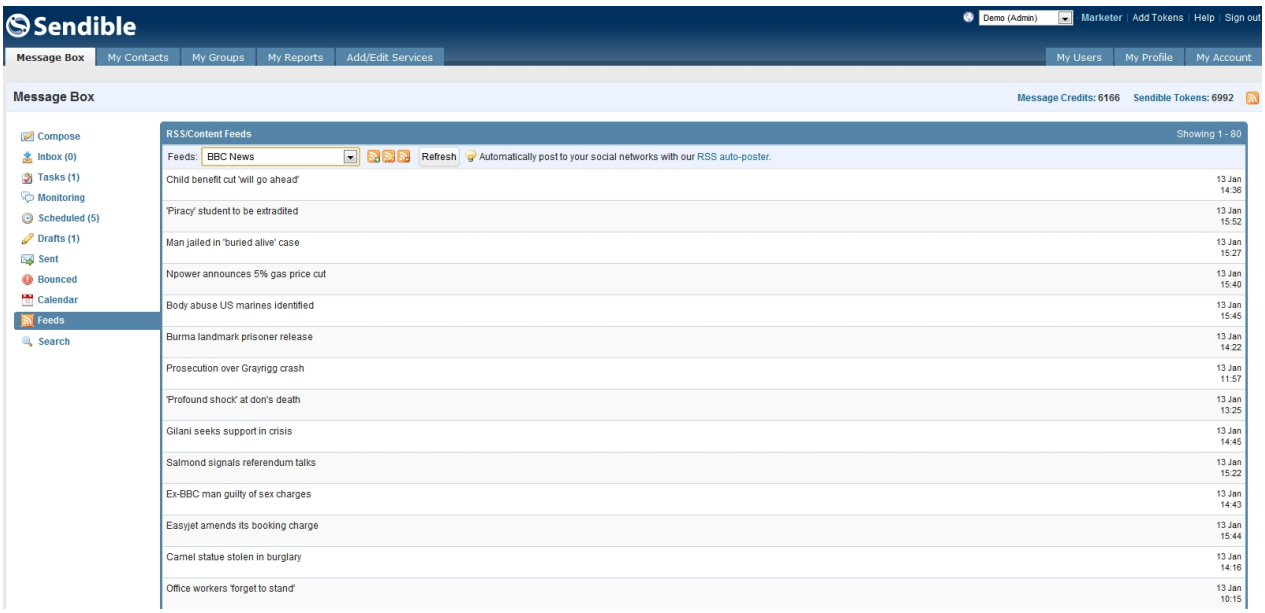


Feeds

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.

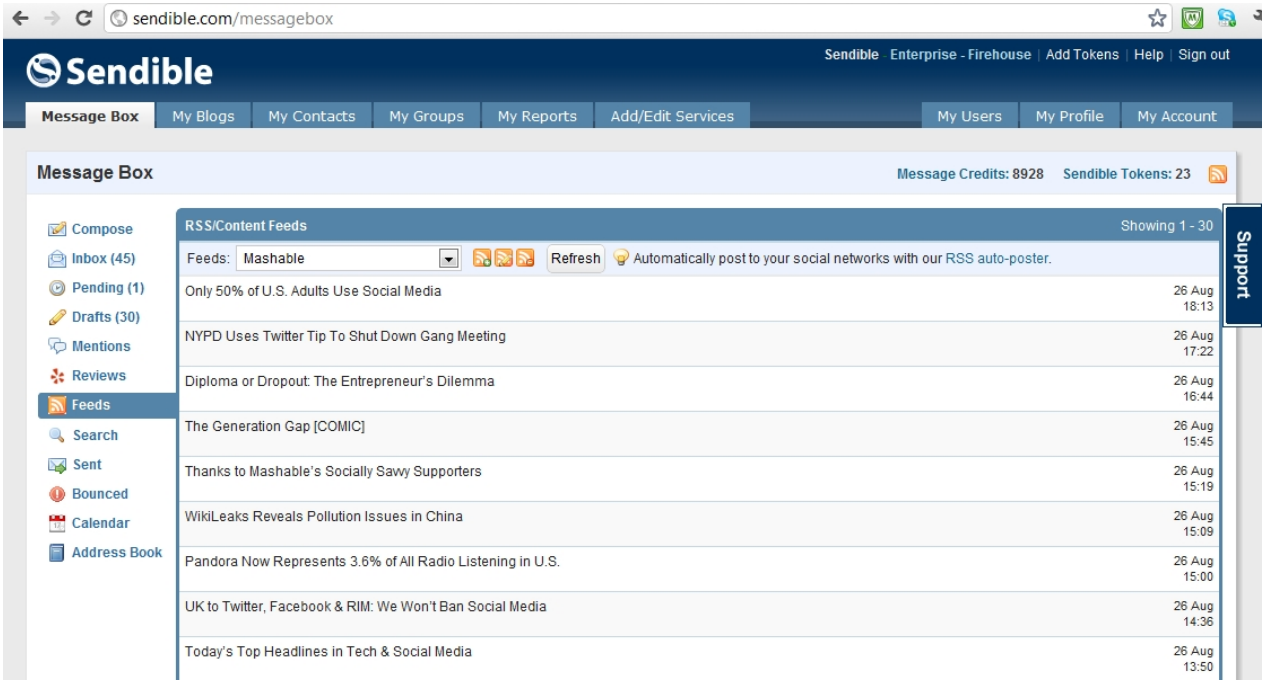
See RSS for information on the RSS Auto Poster which allows you to setup Sendible to automatically post to your social networks and/or contacts.



Adding a feed

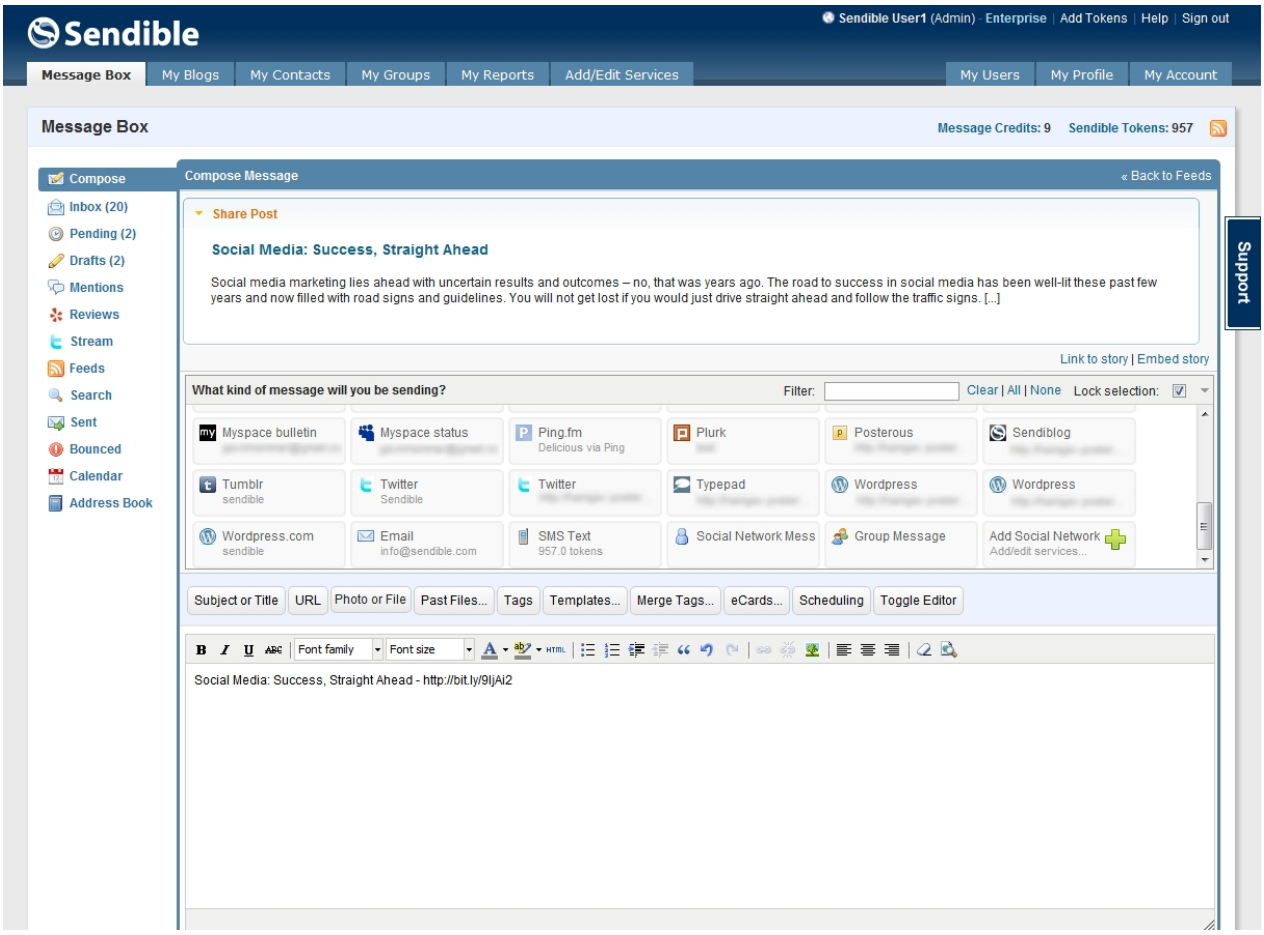
To add a feed, select the image with the '+' sign. You can then add the RSS Feed Name as well as the URL from the chosen website.

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



Sharing feeds

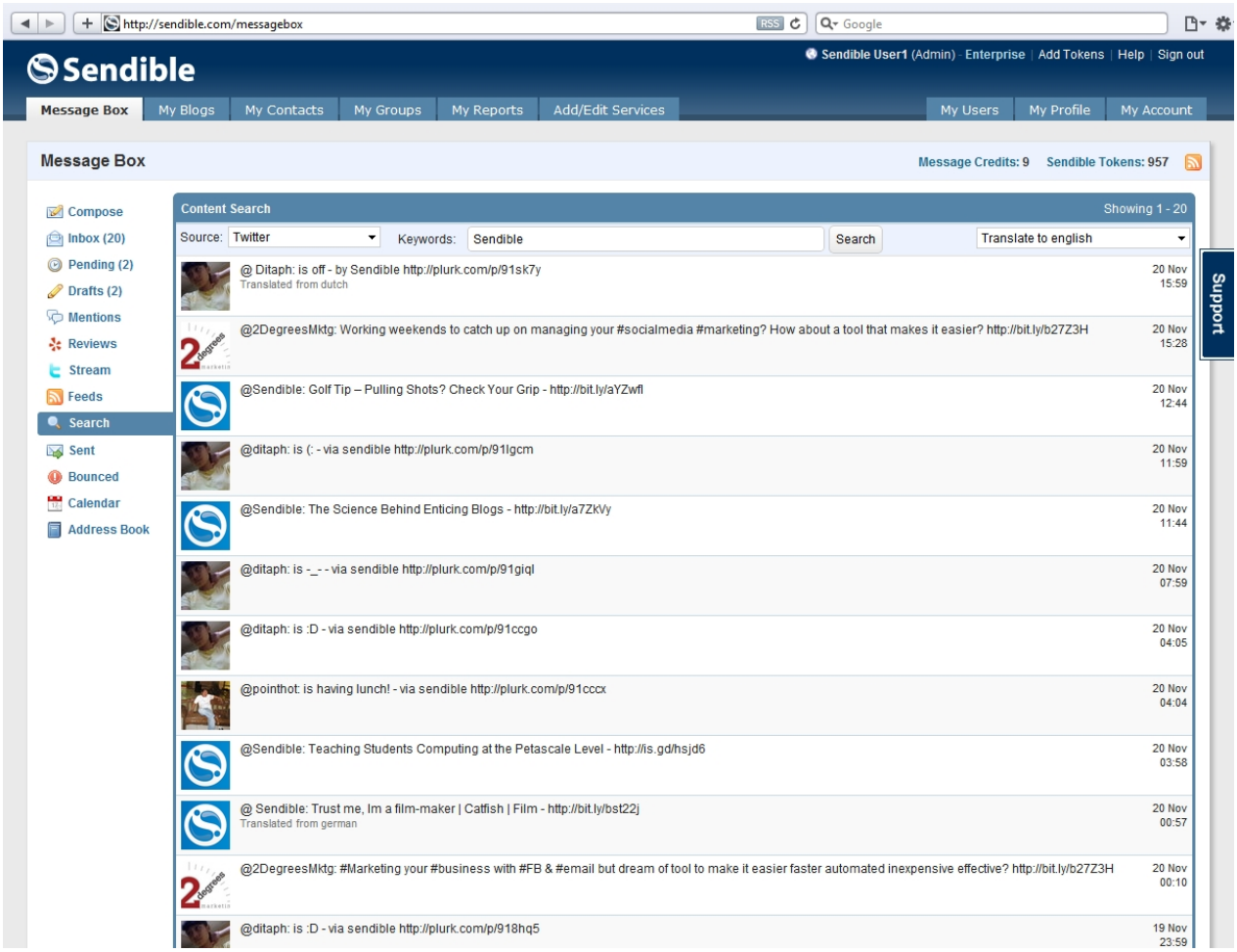
If you find a feed you wish to share with others, you can click on it and share the post with others, thereby sending it as an SMS, Facebook post, Email message etc. The link will automatically be converted into a Bit.ly URL.



Search

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

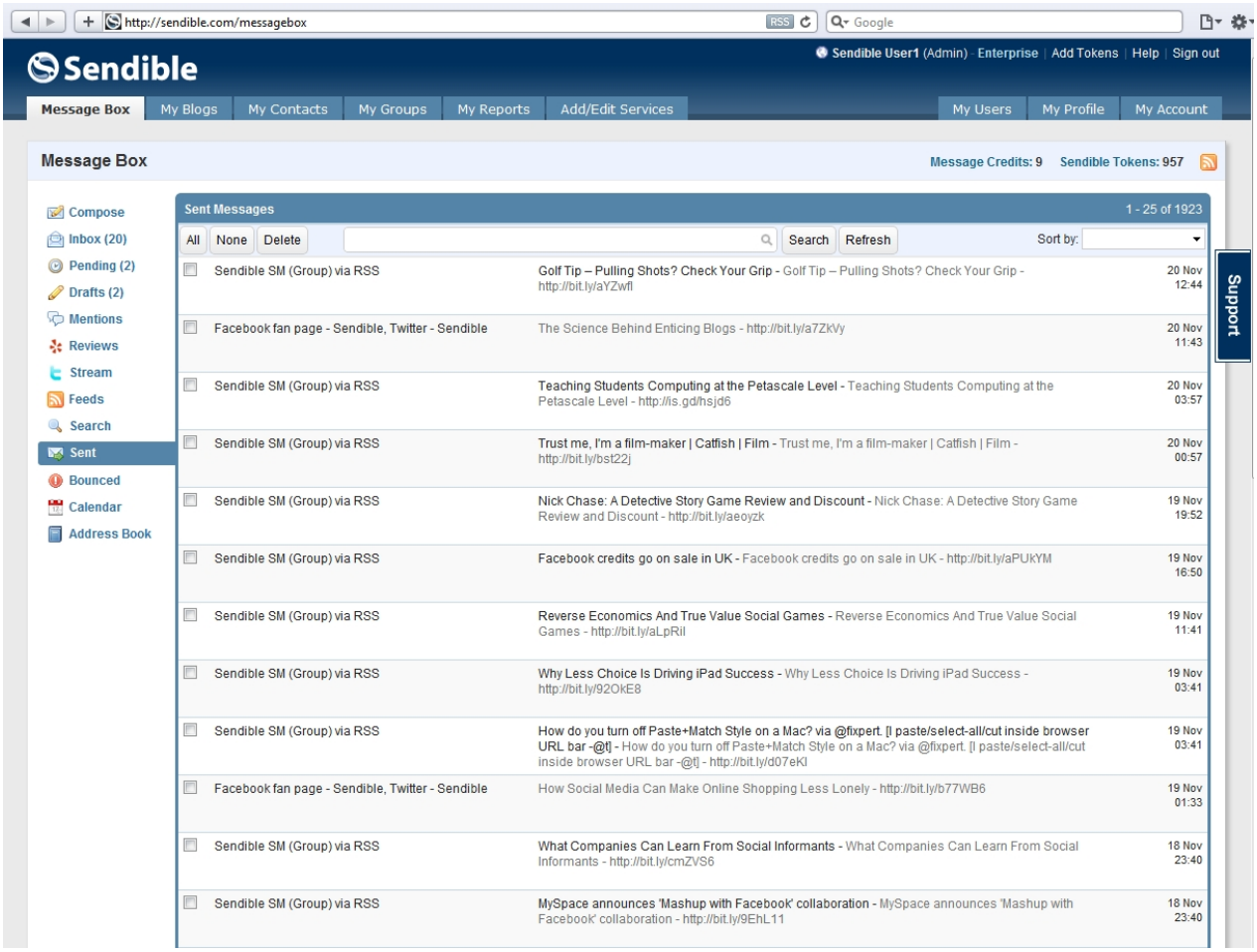
You can share the content by clicking on the item and you'll be taken to the **Compose** section with the message prepopulated.



Sent

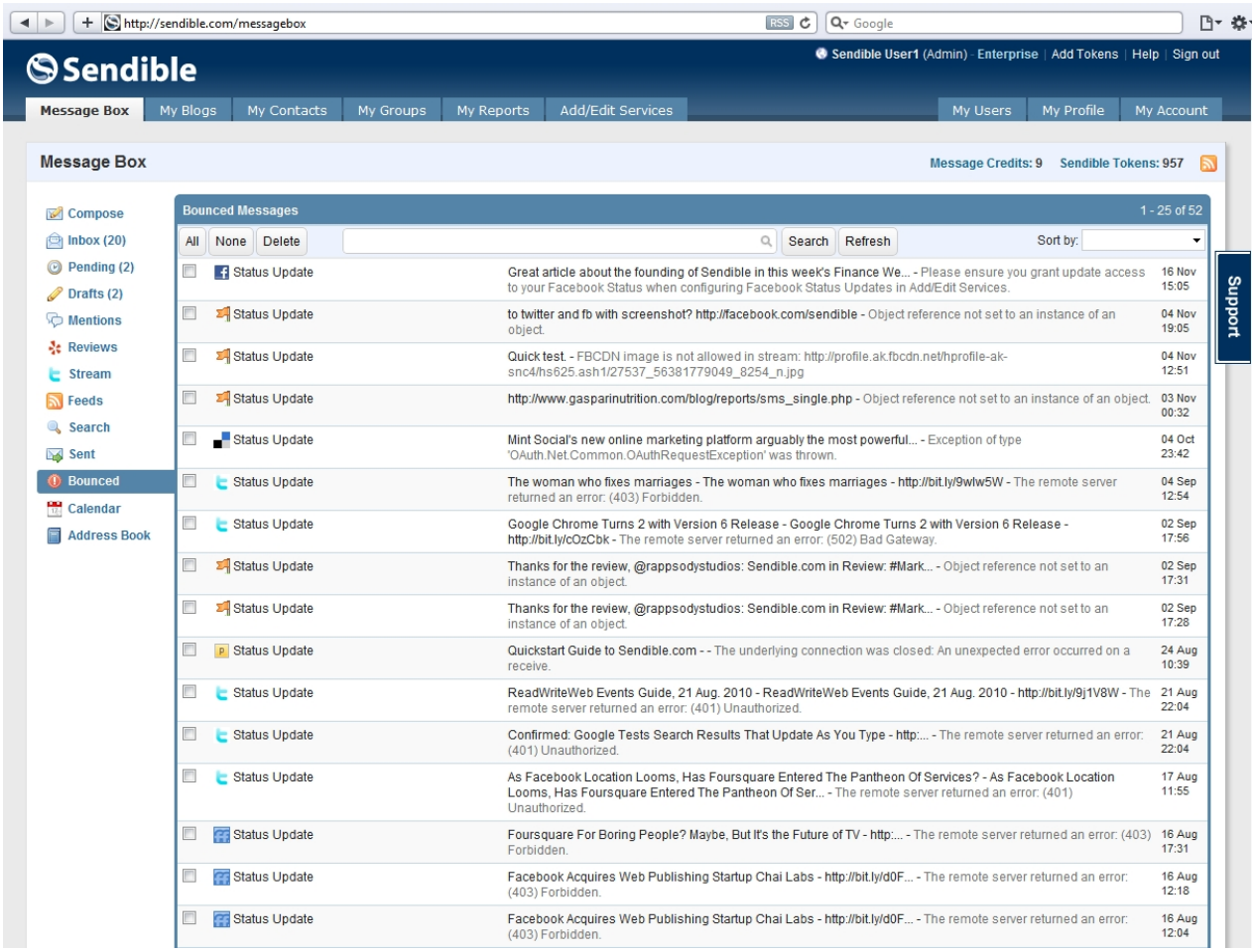
Sent displays your messages that have already been delivered. You can access these in order to view and forward them.

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.**

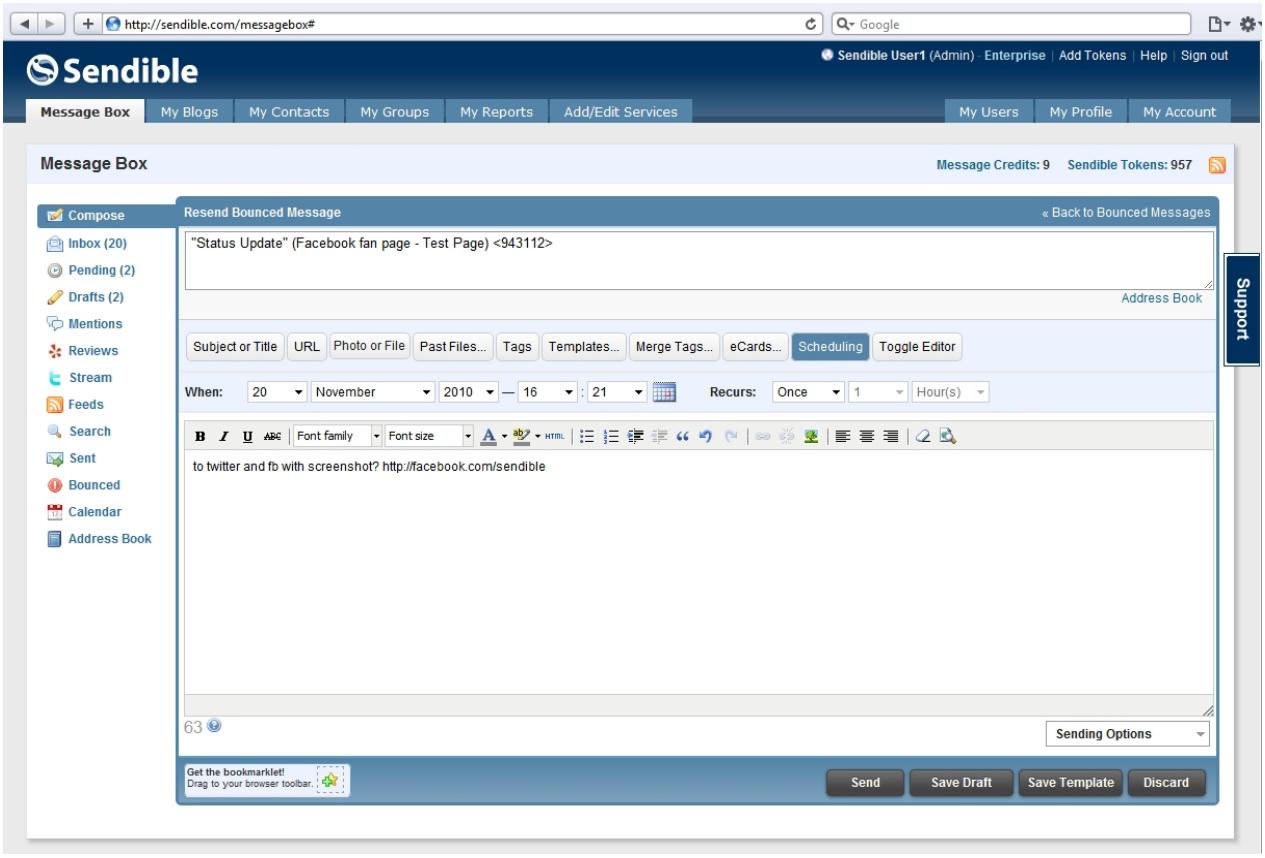


Bounced

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.**



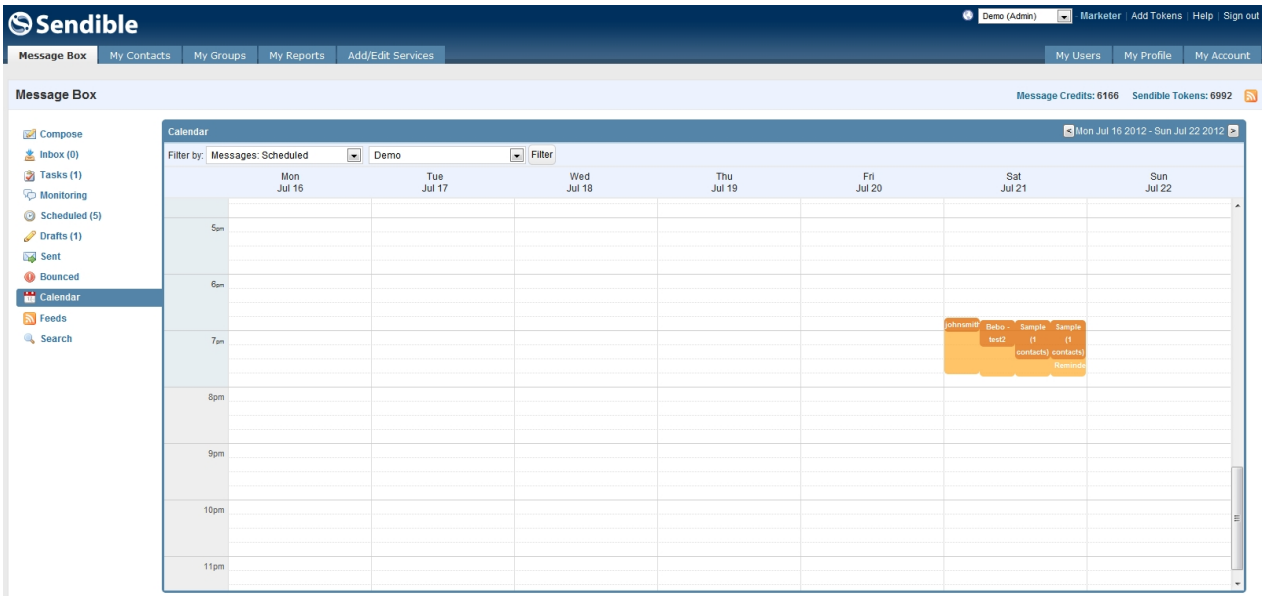
You can view the error message and resend them from the **Bounced** tab.



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.



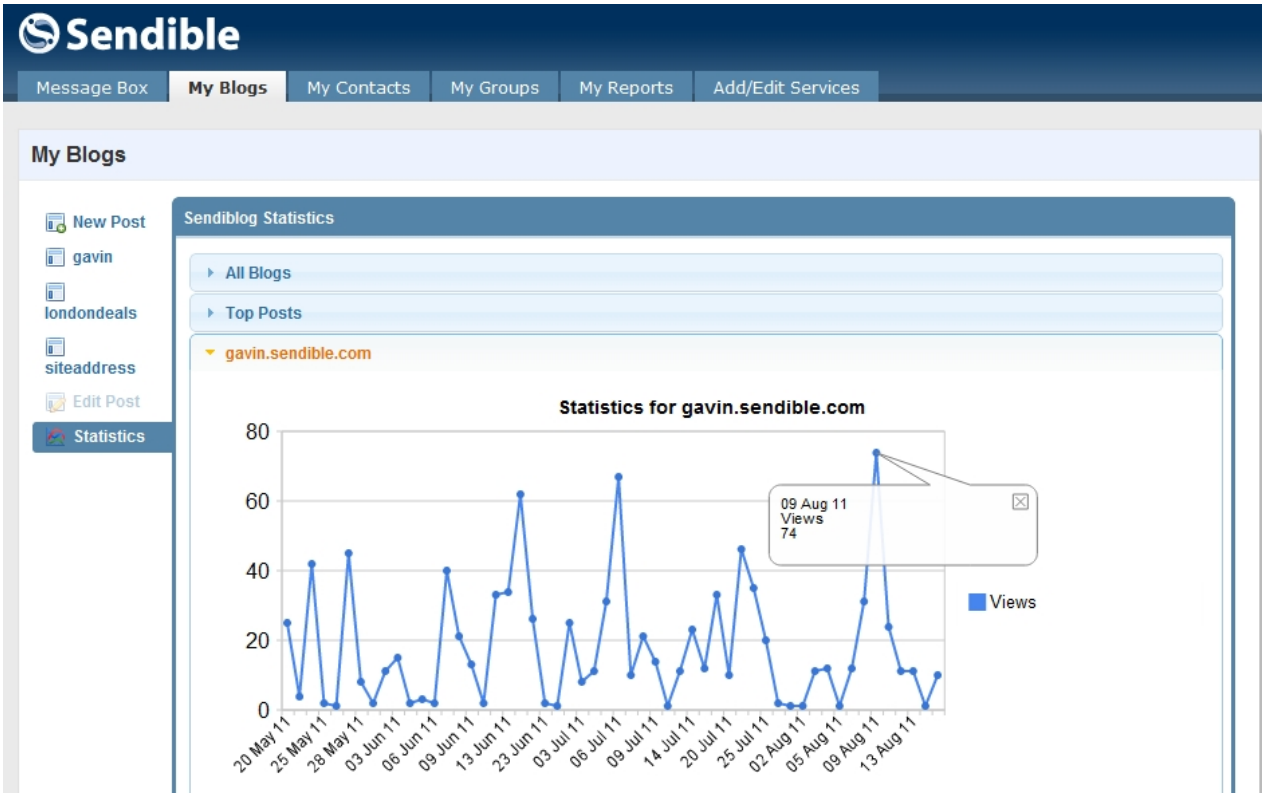
My Blogs

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 form one of our standard themes or create your own.

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

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.

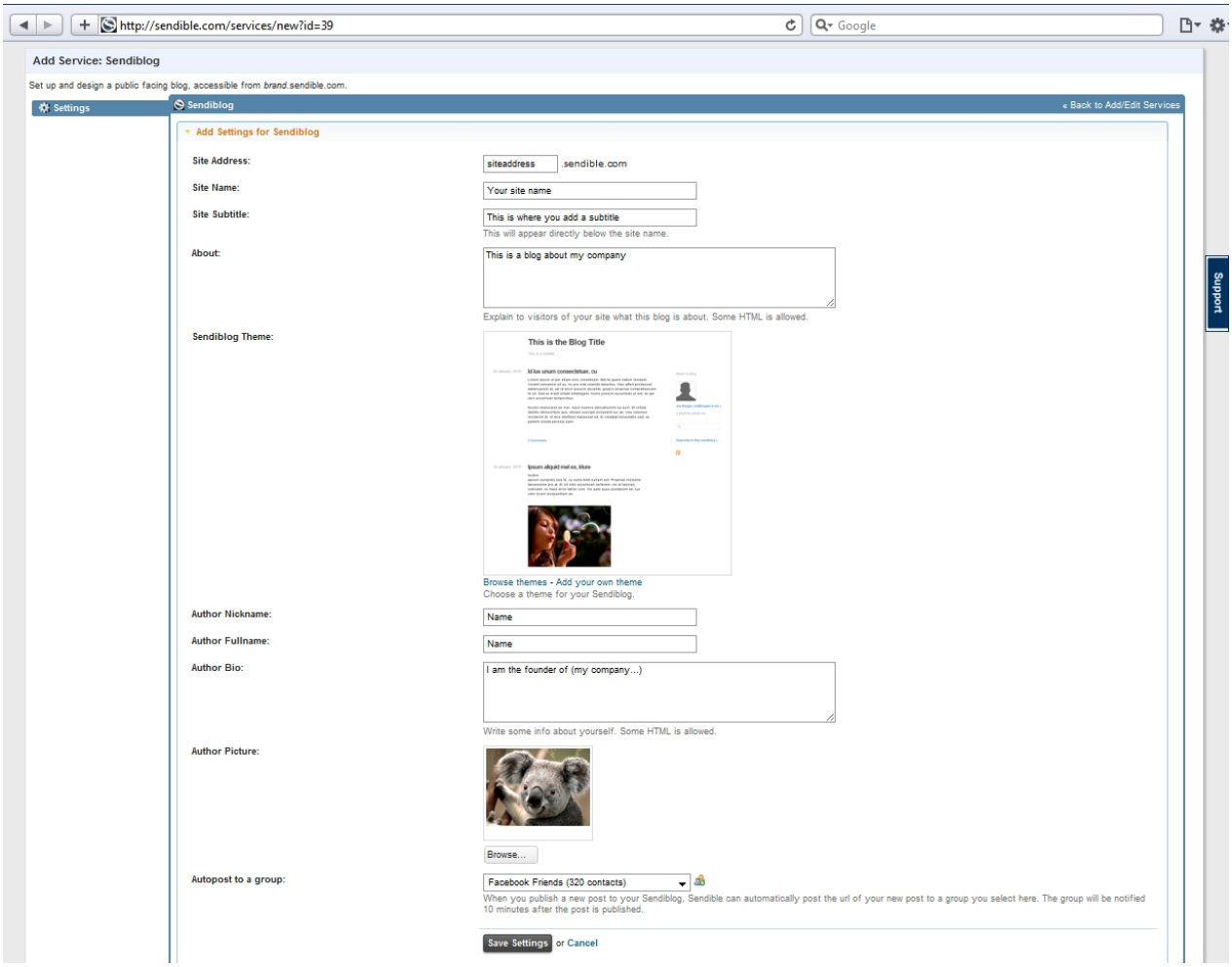
By selecting Statistics, you are able to see your blog views.



Creating a New Blog

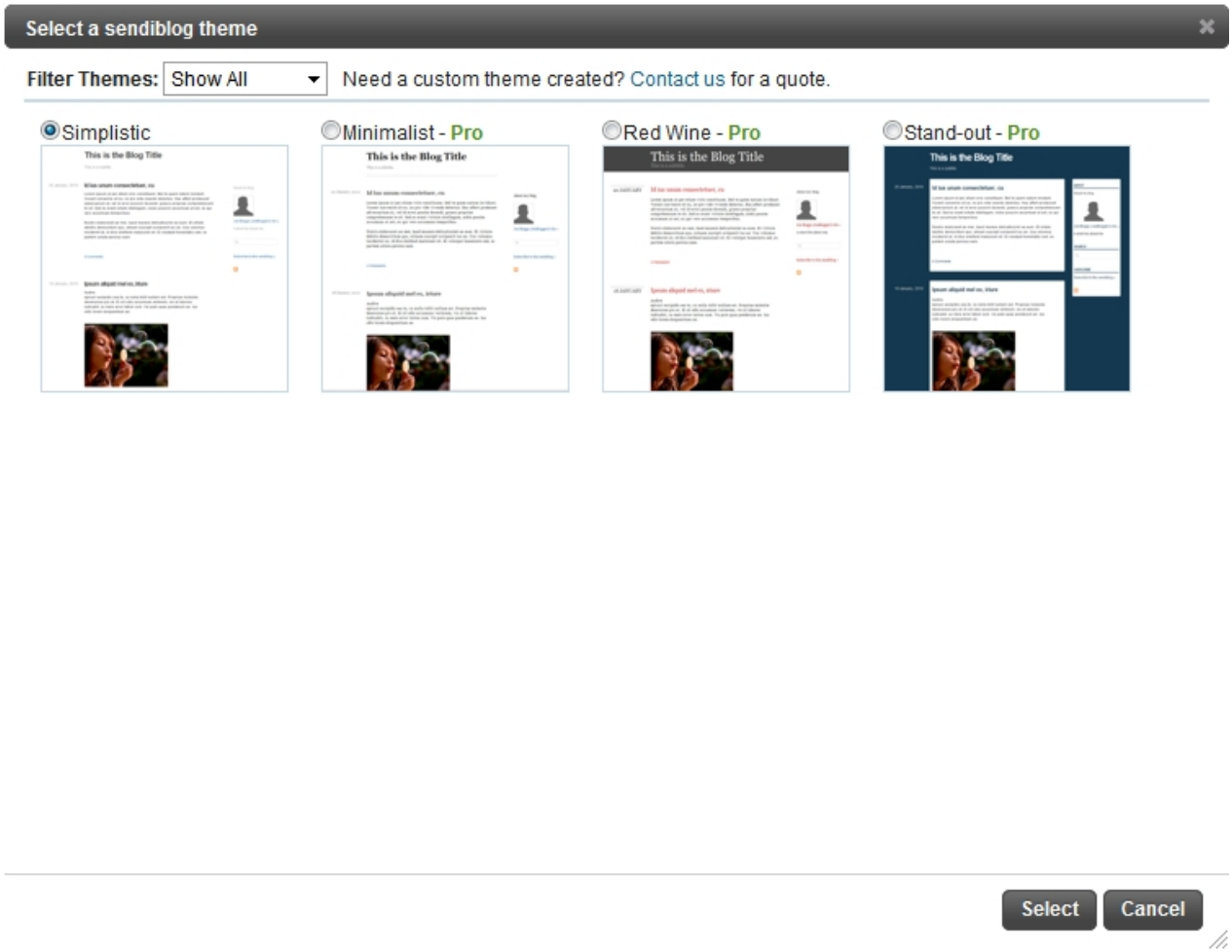
To create your own blog, follow the steps below:

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



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.**

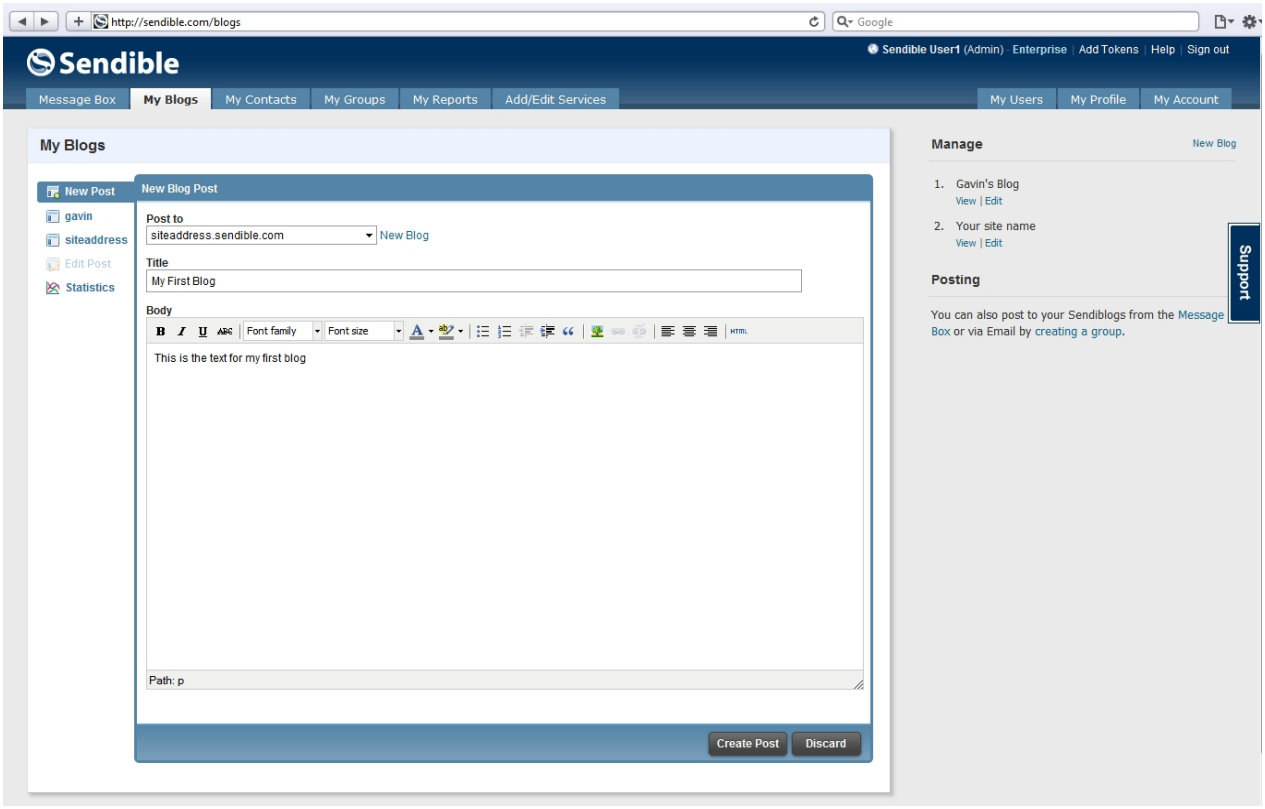


4. Type the text for your blog.
5. After clicking **Save Settings**, you can preview your Sendiblog.

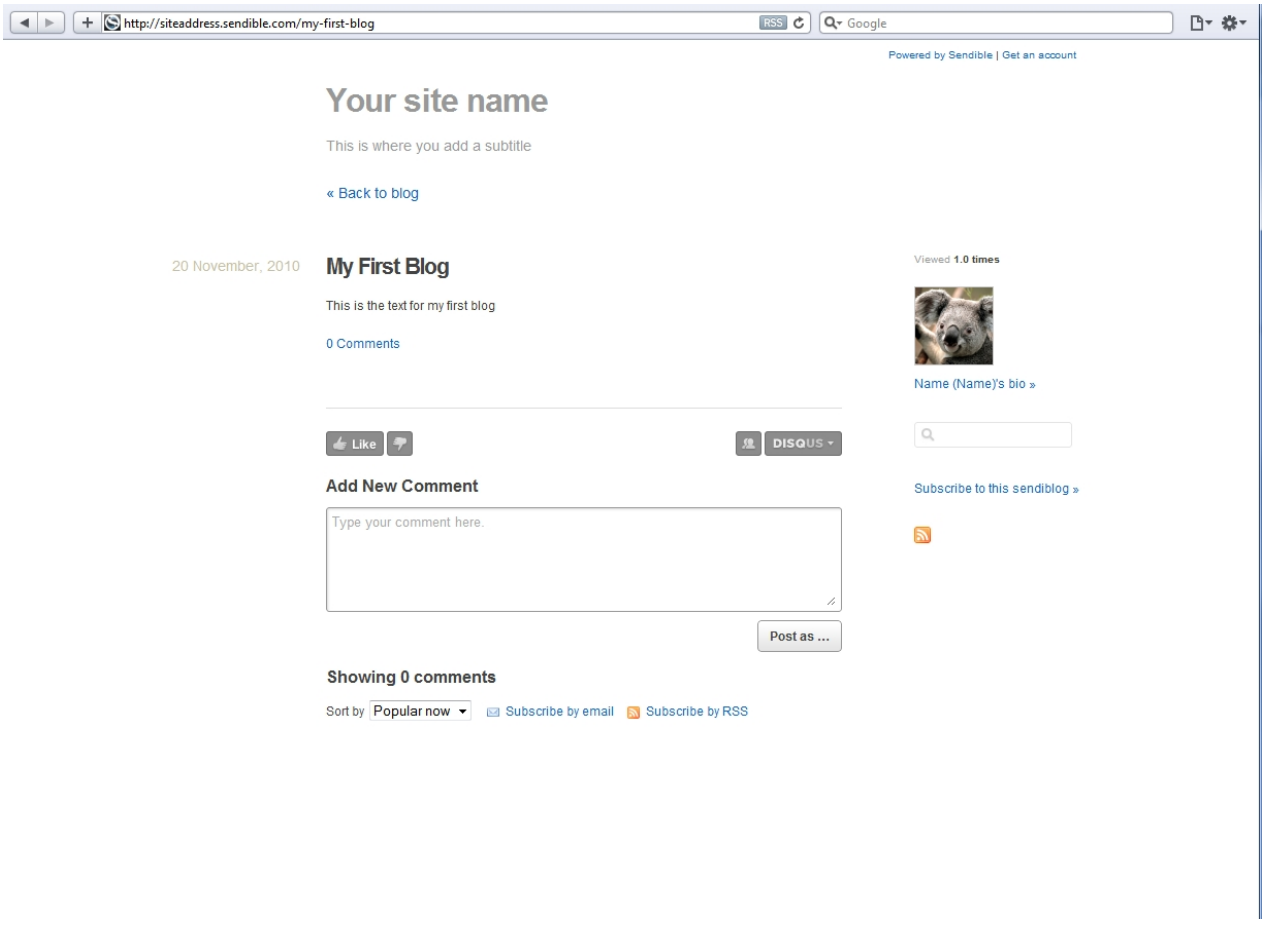
Creating a New Post

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.



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.

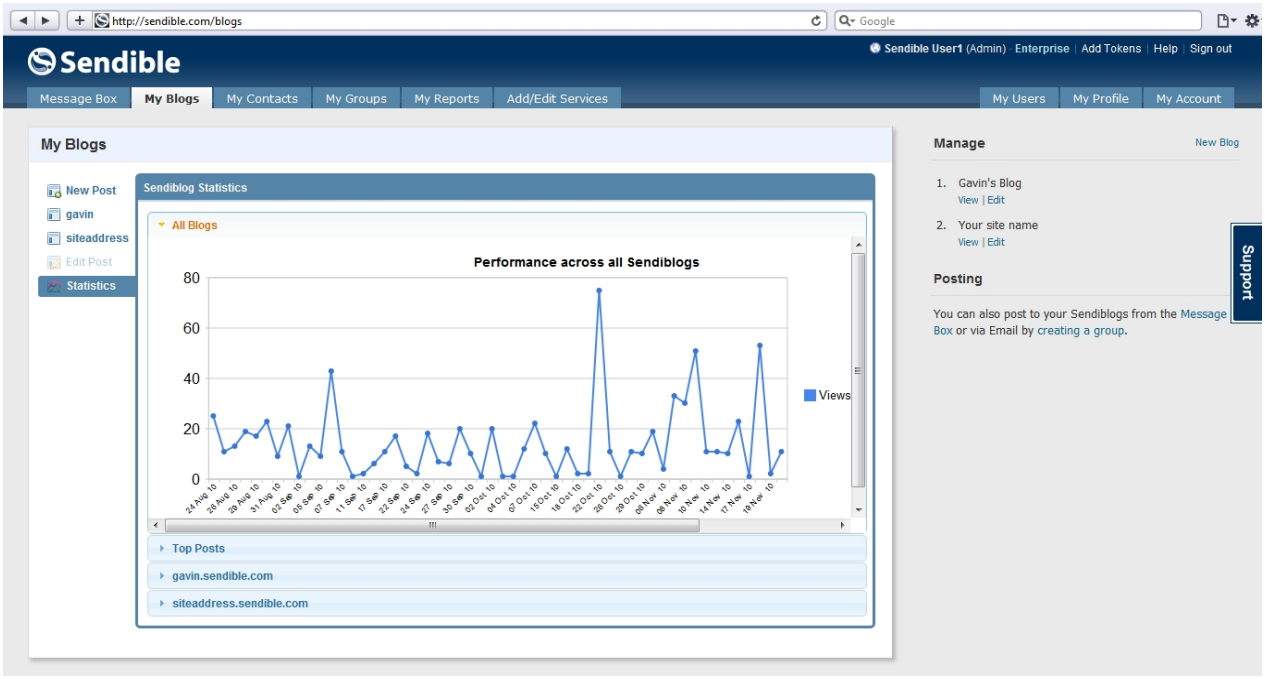


Blogs can also be created from the Message Box by selecting the blog service from the Message Box. If this service has not been added, go to Add/Edit Services.

Statistics

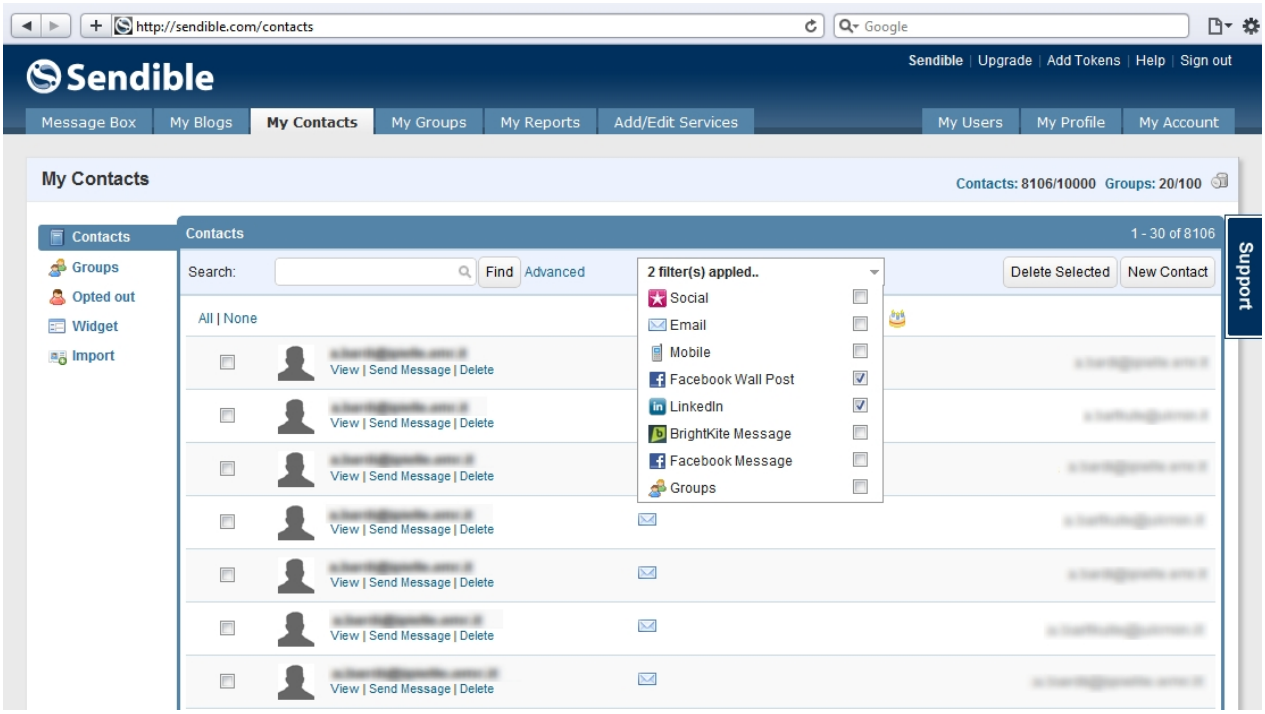
Statistics show you number of page views you've had across all your blog posts. Each blog post you create is monitored for views and click-throughs and is tracked using Sendible's powerful analytics technology. You can configure Sendible to automatically share your new blogs posts via email or on your 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.

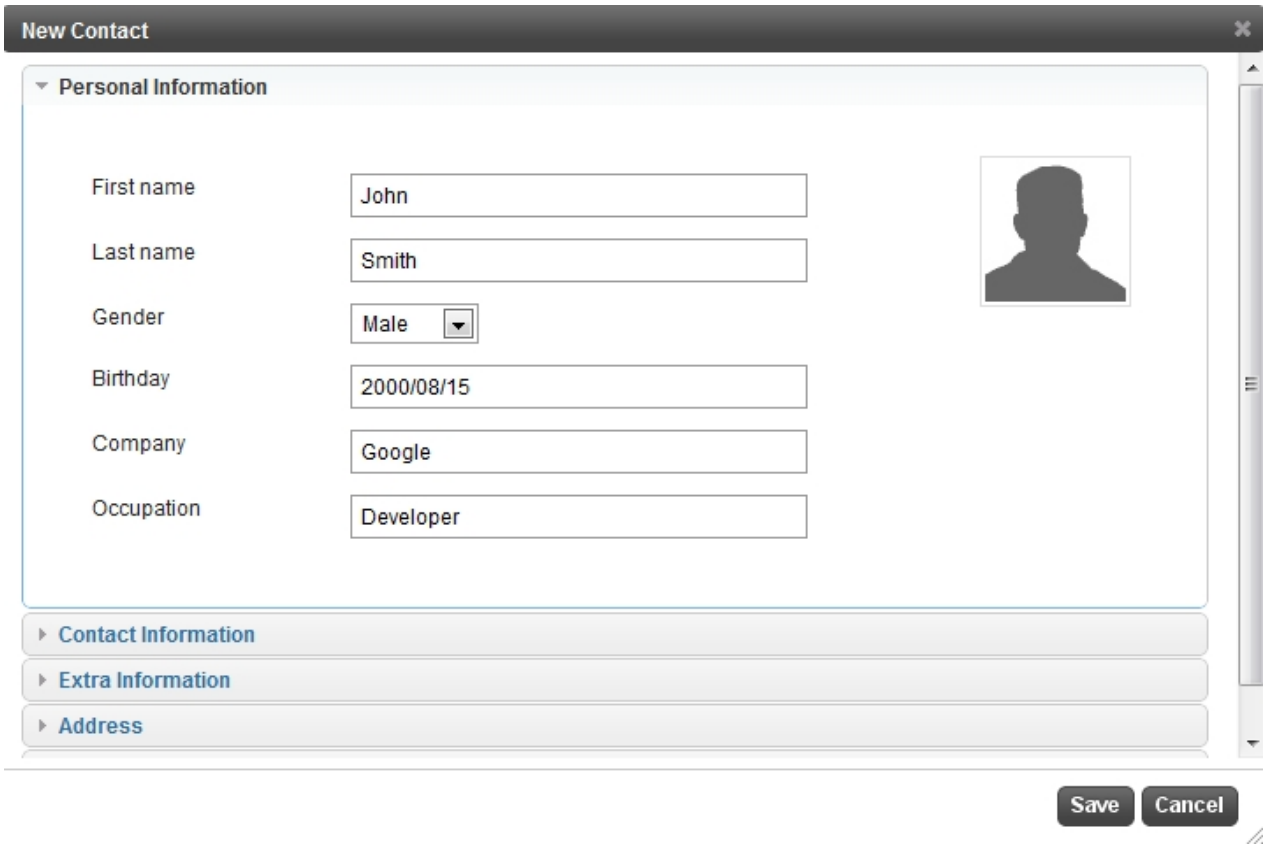


To send a new message to one of your contacts, click the **Send Message** link and you will be taken to the Message Box where you will be able to compose your message.

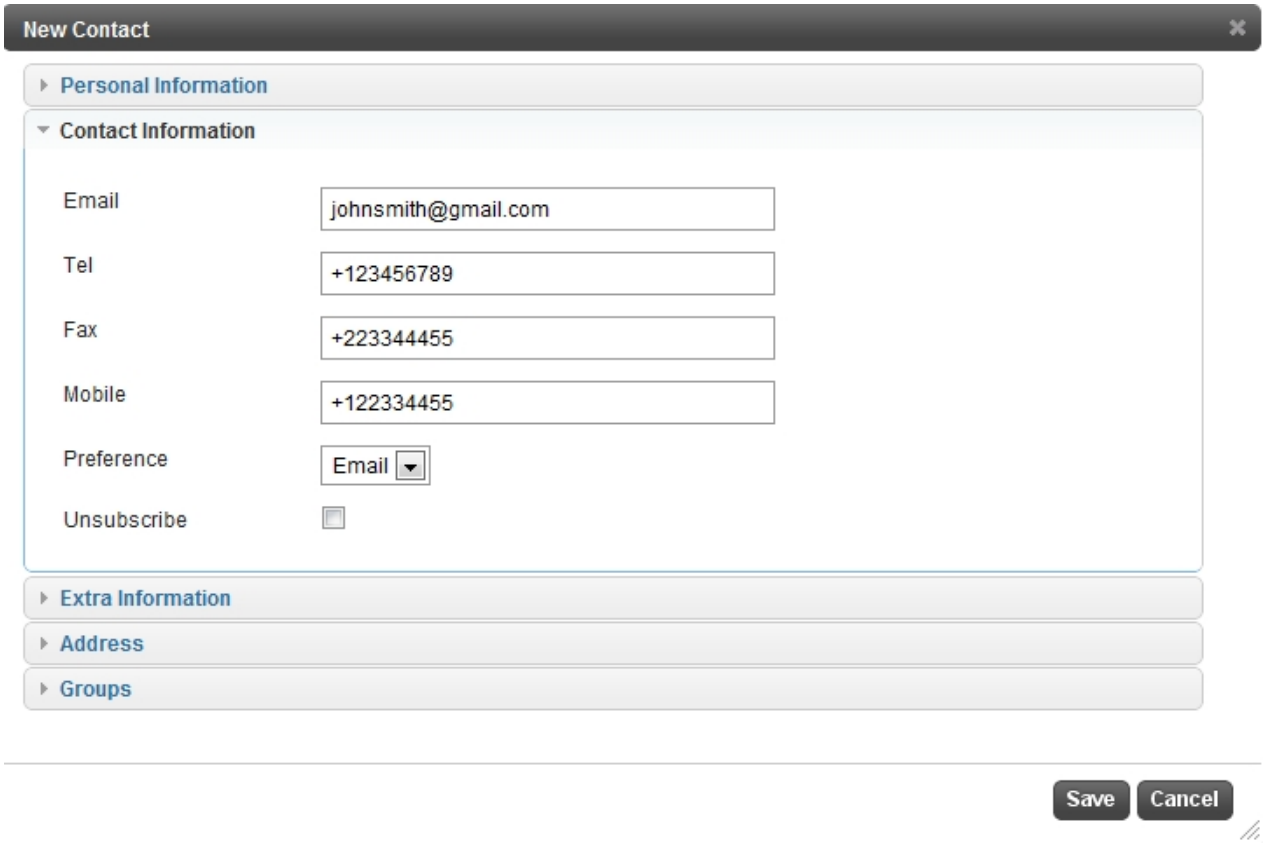
For information on how to delete and edit contacts, see Deleting or Editing Contacts.

Adding a new contact

To add a new contact select **New Contact** and add in the relevant personal information.



You can also add the contact's contact information.

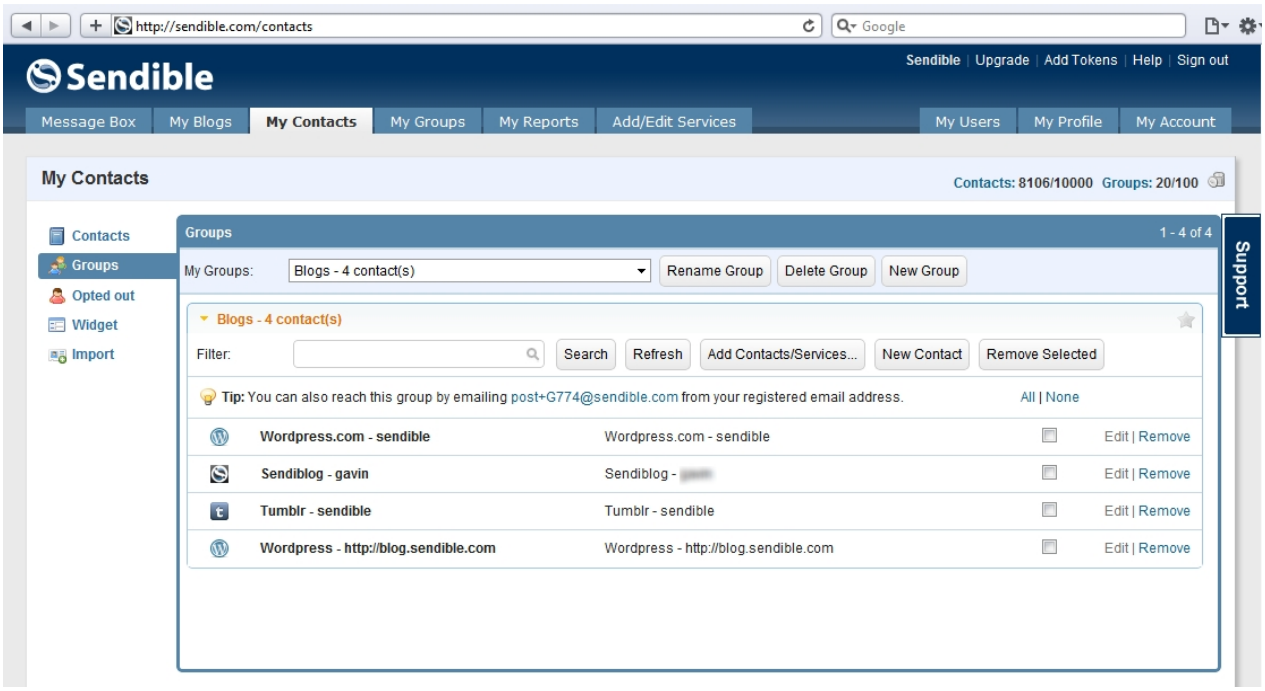


Extra information

ddress.

Groups

Contacts can be grouped together making it easy to send messages to multiple recipients at once.



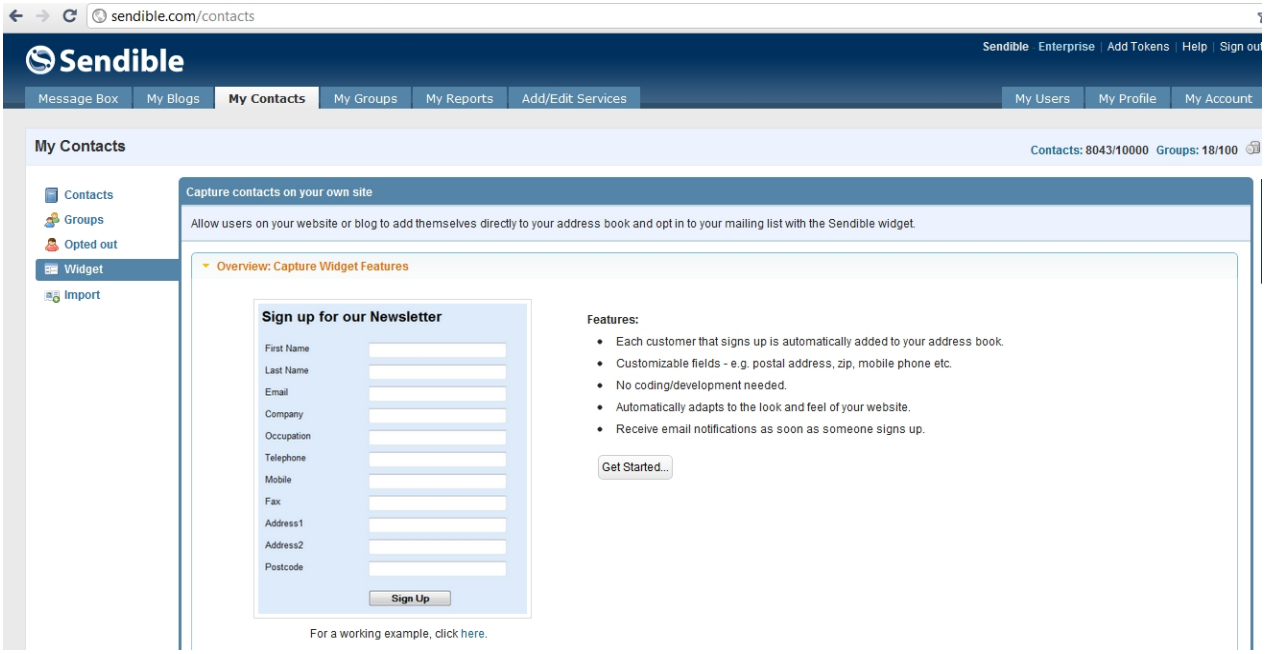
You can group any type of contact including email addresses and social media accounts. Grouping contacts allows you to post to multiple contacts and services at once. Sendible will also automatically generate a unique email address for each group. By sending an email to the unique address, Sendible will 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.

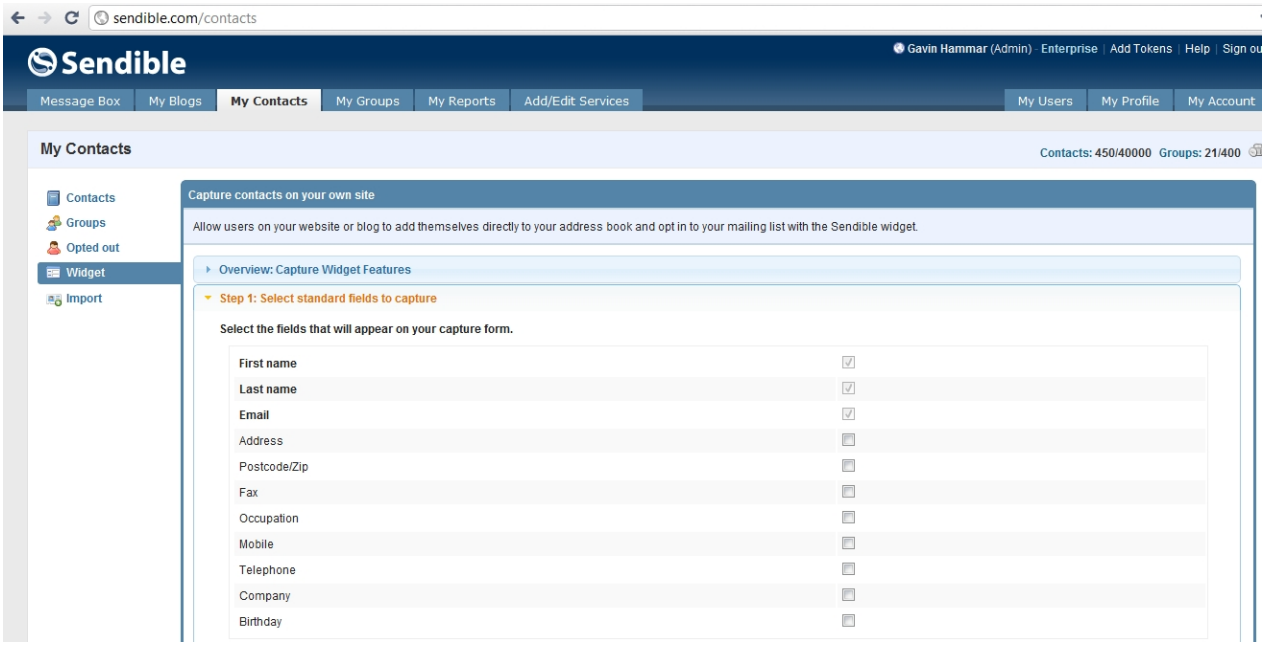


Note: Contacts will only be saved to your Sendible Address Book if you've upgraded to one of our paid plans. You can, however, install and test the widget on your site before upgrading.

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.

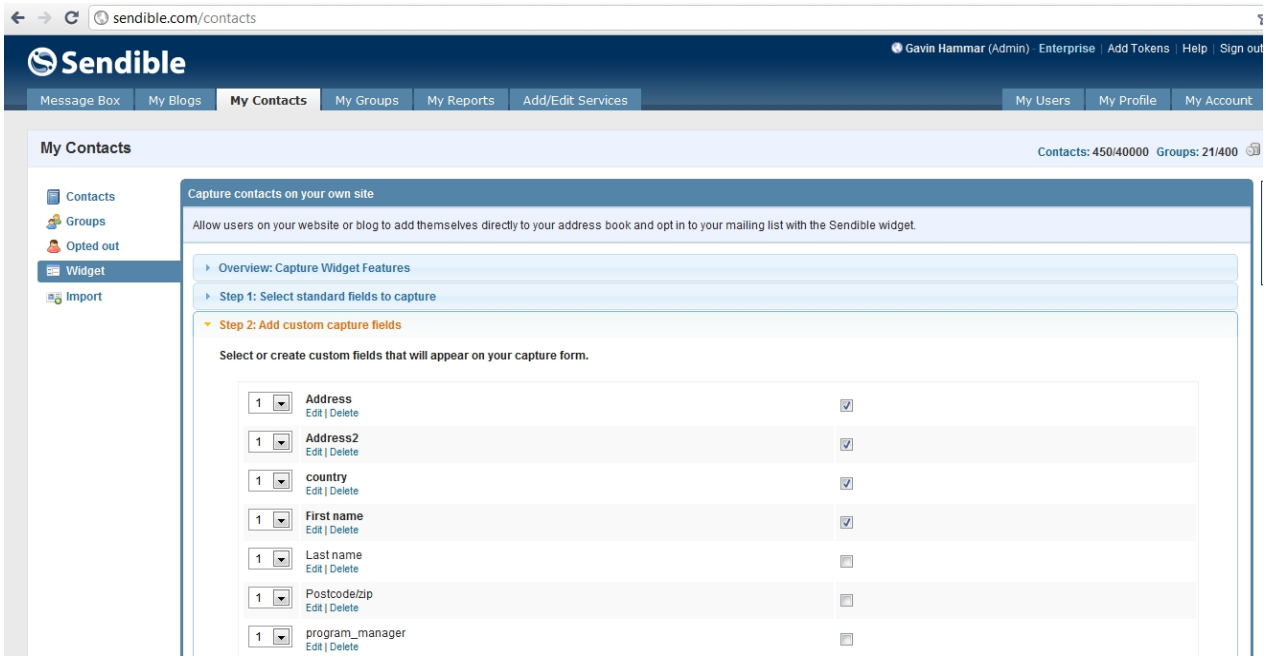


Step 2

Add custom capture fields

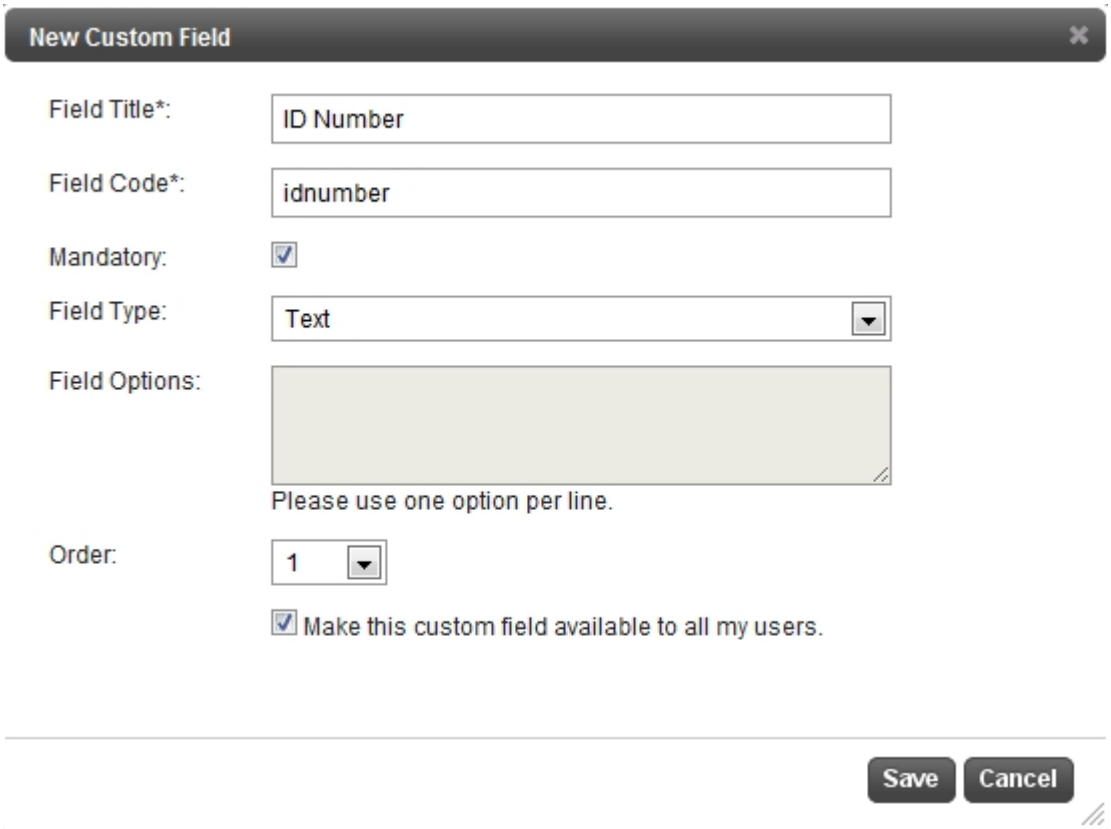
Step 2 allows you to create and select your own custom fields that will appear on your capture form. By checking the box next to each field, you will be able to define which fields appear on the form.

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.



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.

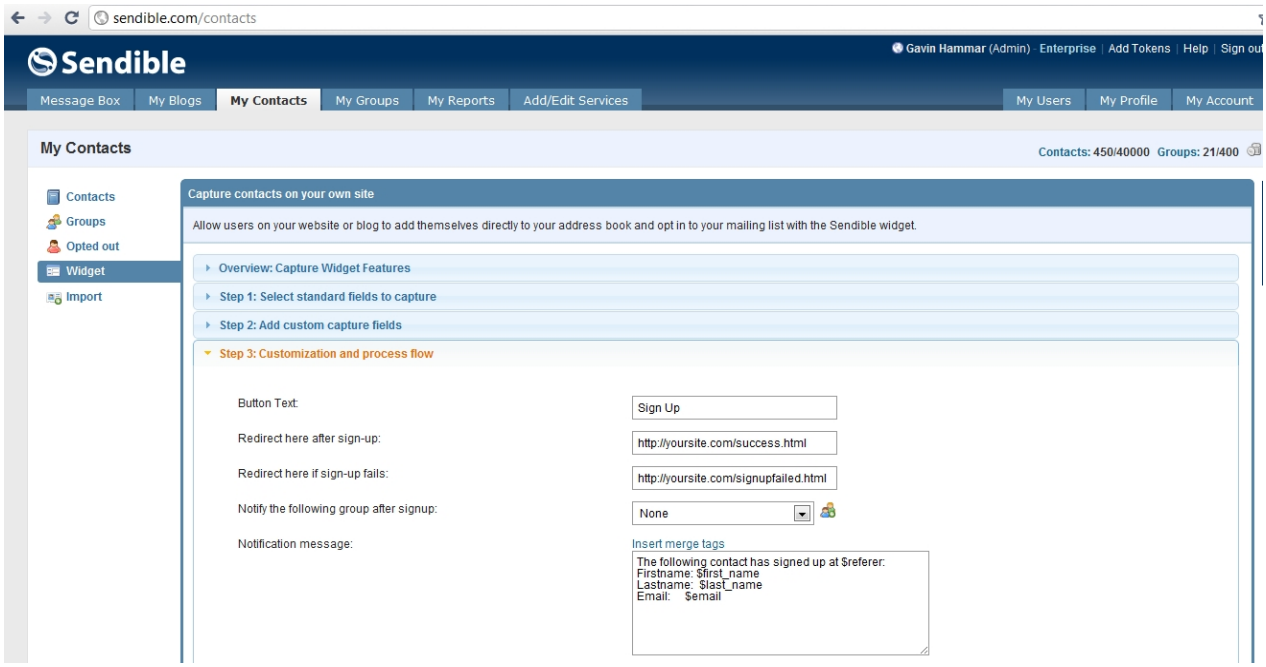
By checking the box at the bottom you allow your created custom field to be available to all users/clients.

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.



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.

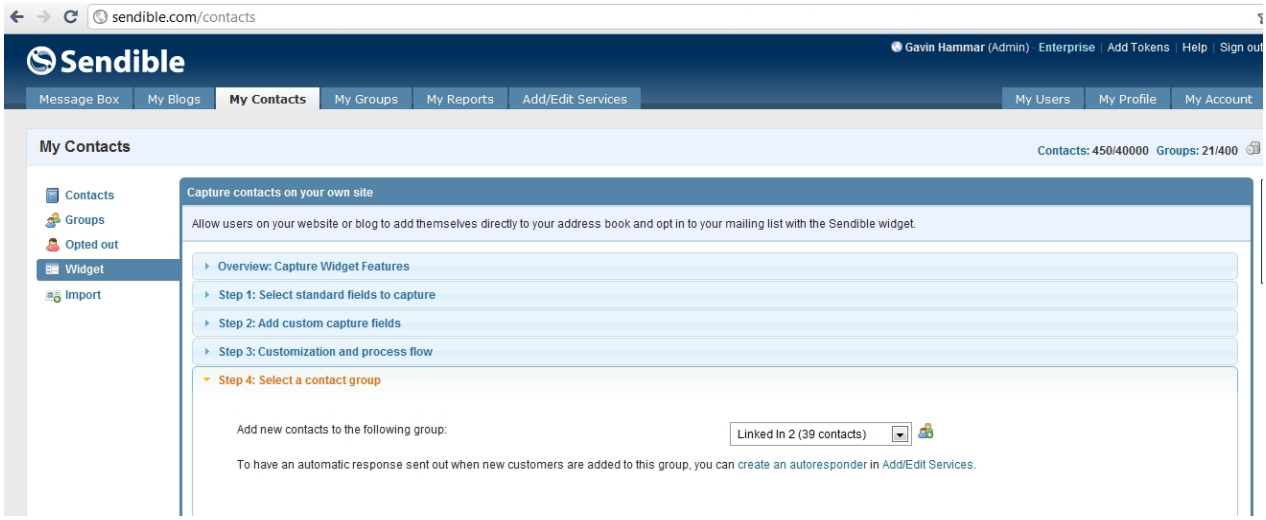
Notification message - This is the message that is sent to contacts in the group when a user signs up.

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.

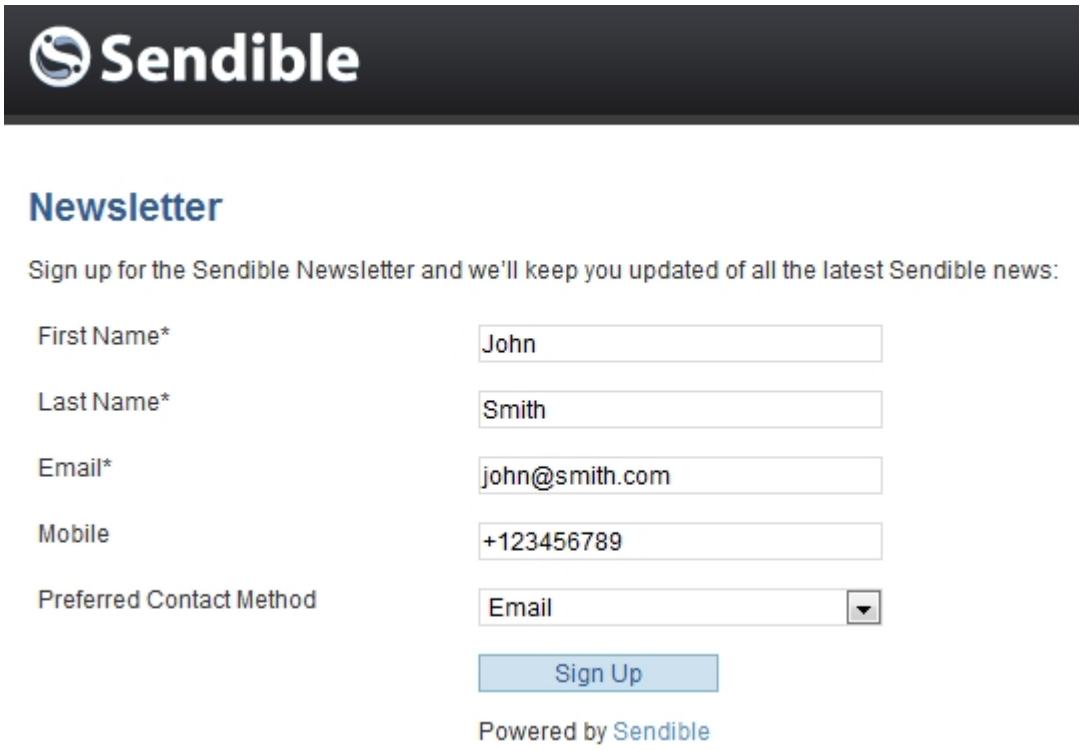


An autoresponder can be set up to send a customized message to the contact when he/she signs up. See Autoresponders for more information.

Previewing Widget

Once you have completed the 4 steps, select **Preview Widget** and you will be able to preview your widget.

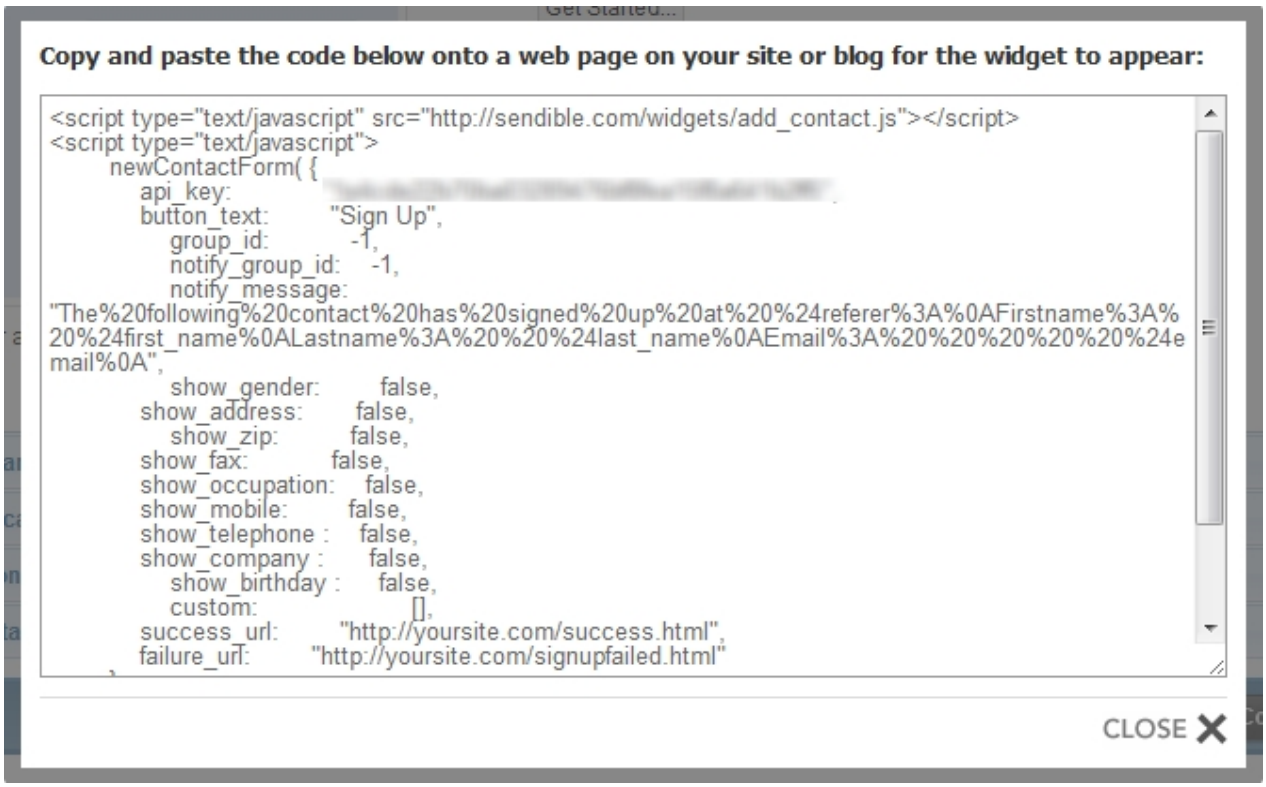
Below is an example of a widget generated by Sendible.



Get Widget Code

Sendible allows you to copy the Widget Code and paste it onto a webpage or blog. To copy the code select **Get Widget Code,** select the text and copy and paste it.

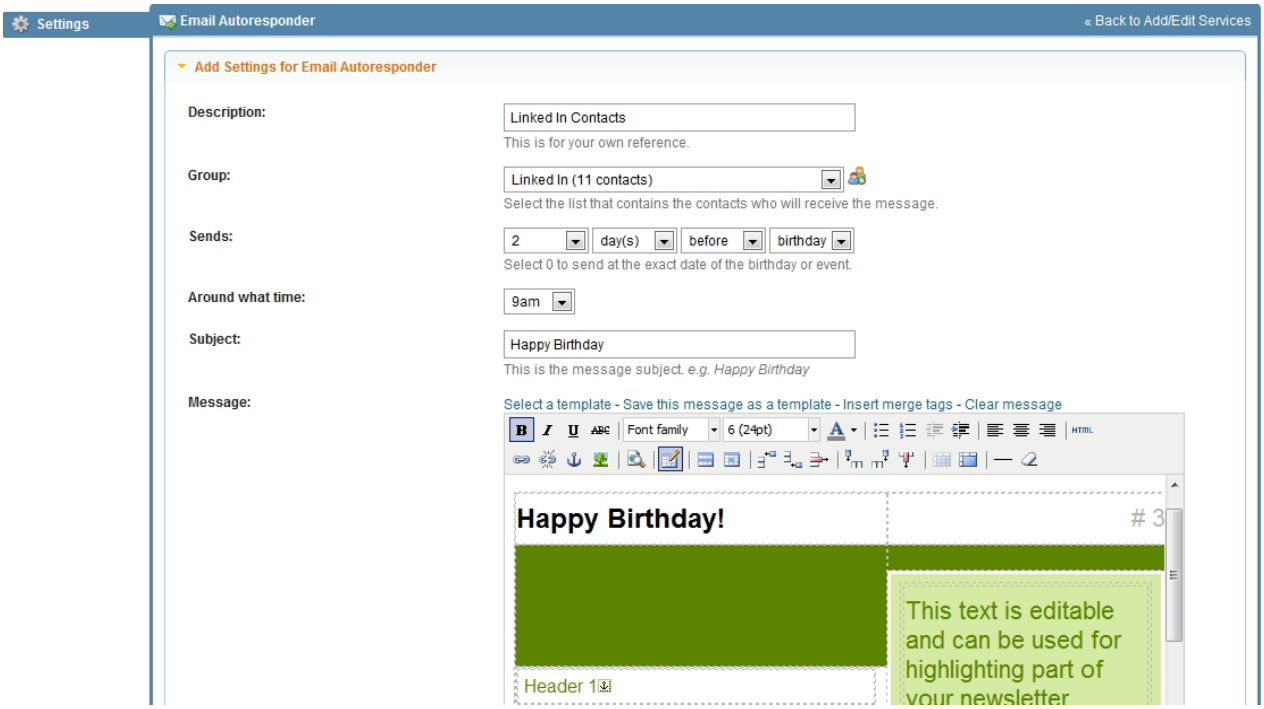
Below is an example of Widget Code that can be copied and pasted.



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.

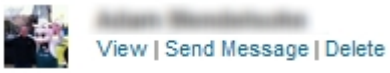
You will then be able to add settings to your email autoresponder. This can be seen in the example below:



Deleting or Editing Contacts

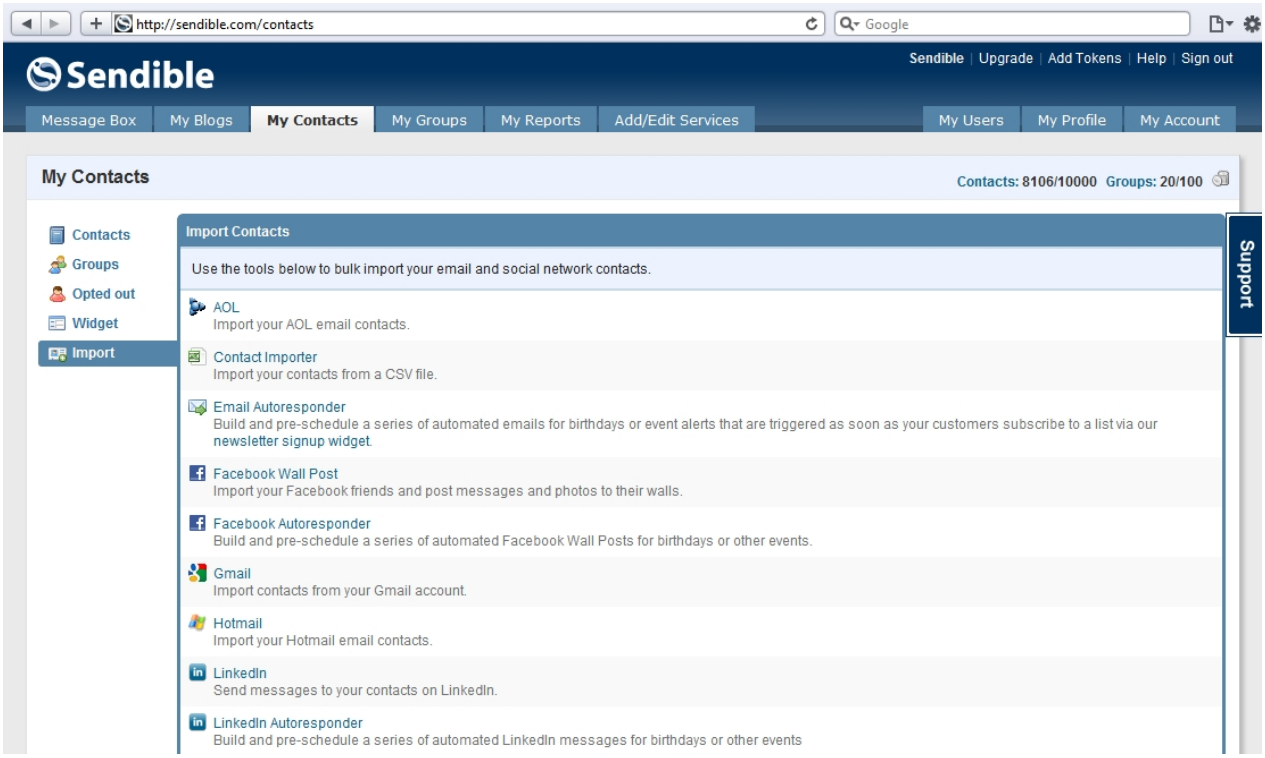
To delete a contact, go to **My Contacts**, click the **Delete** link below the contact you would like to delete.

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.

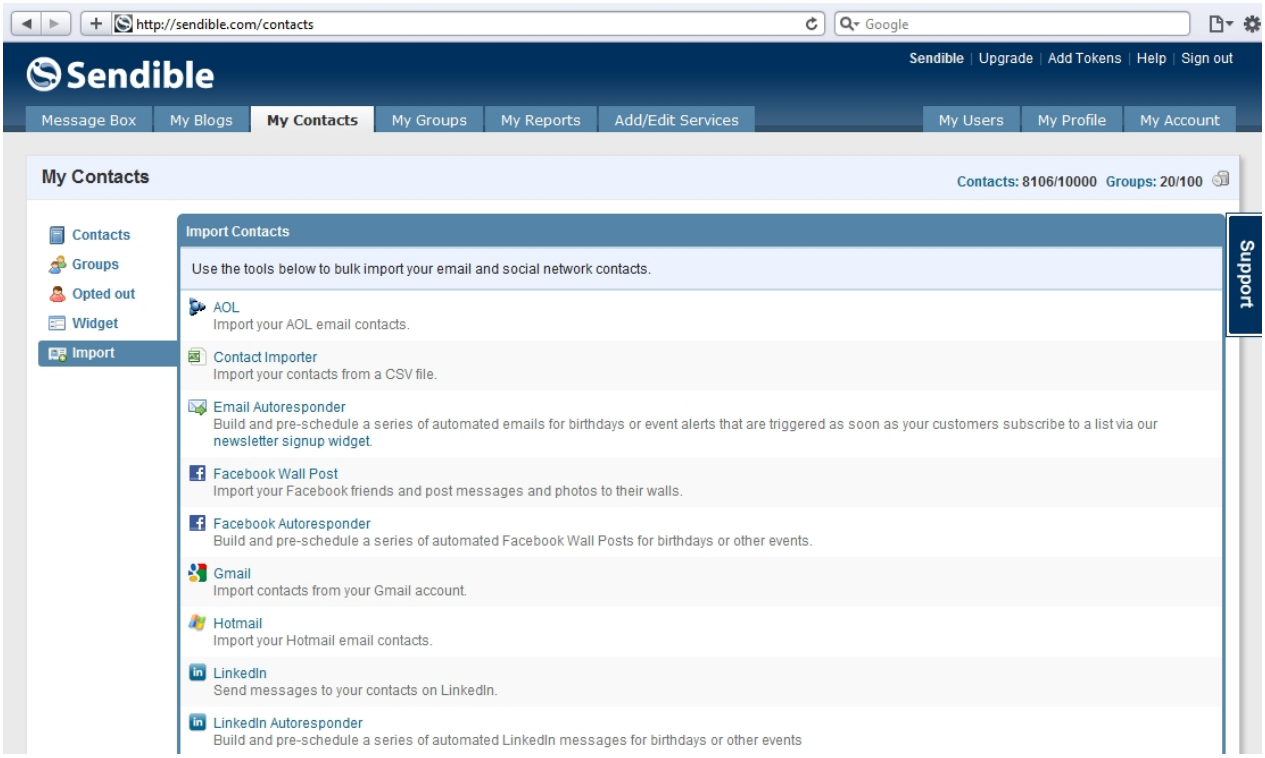
See Importing Contacts for more information.

Importing Contacts

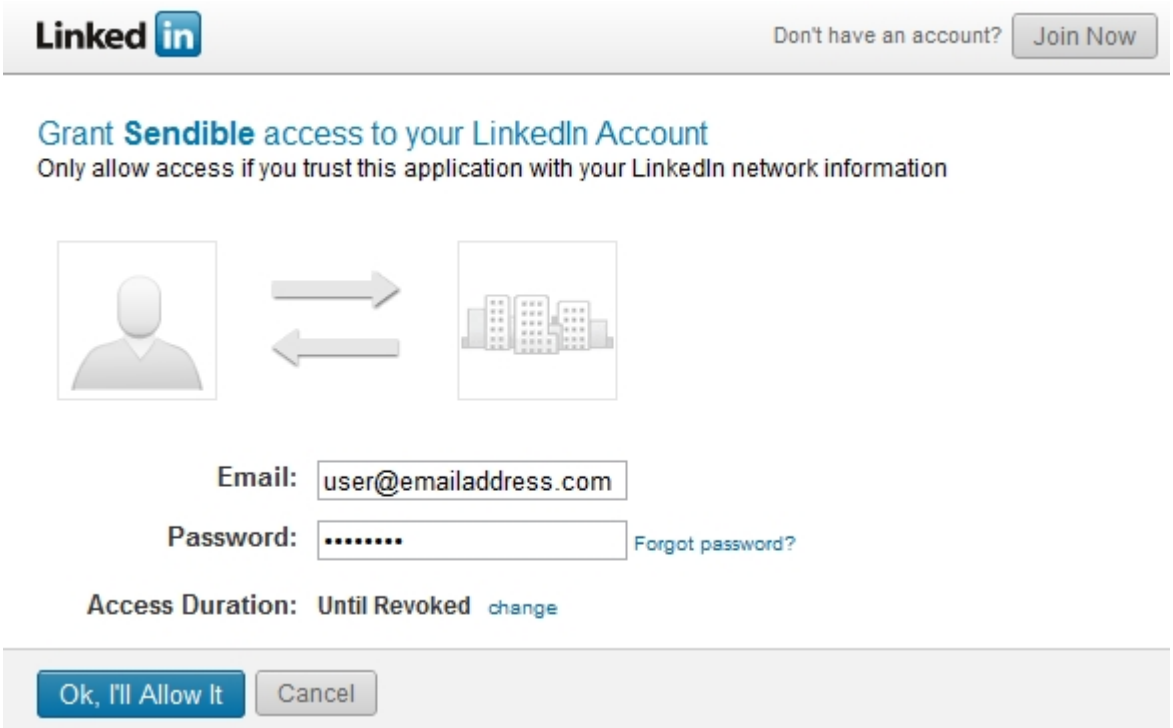
Sendible allows you to import contacts from your Social Networks and public email accounts. After importing your contacts you will be able to reach these contacts across multiple platforms from your Message Box.

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

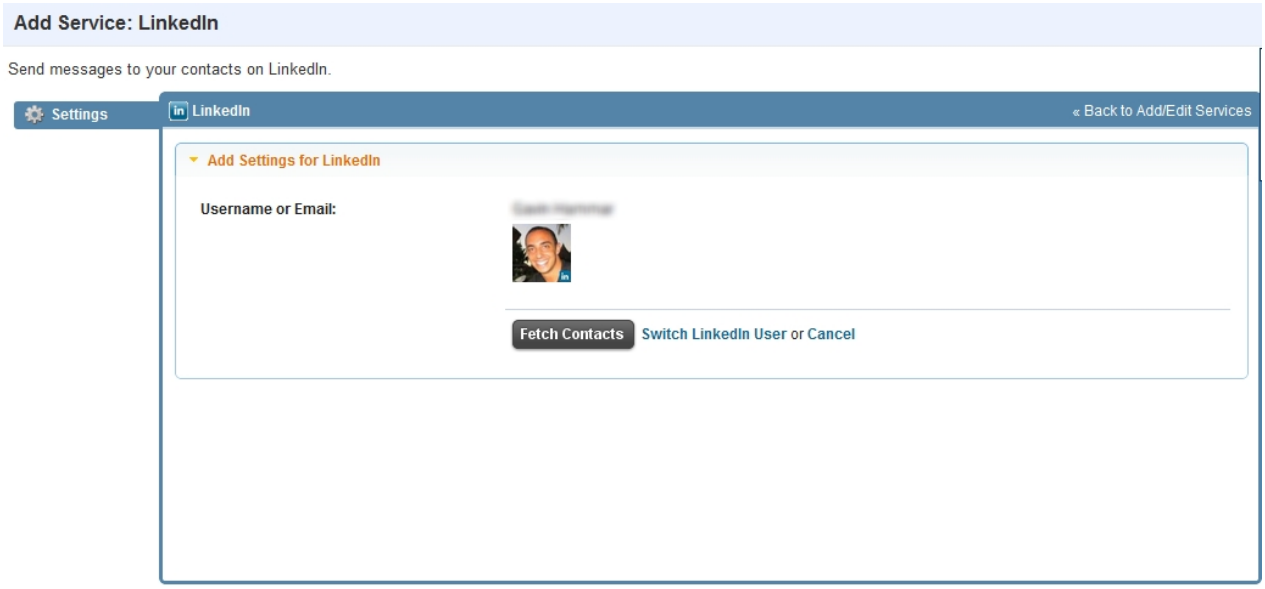
1. Click on **My Contacts** and **Import**



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

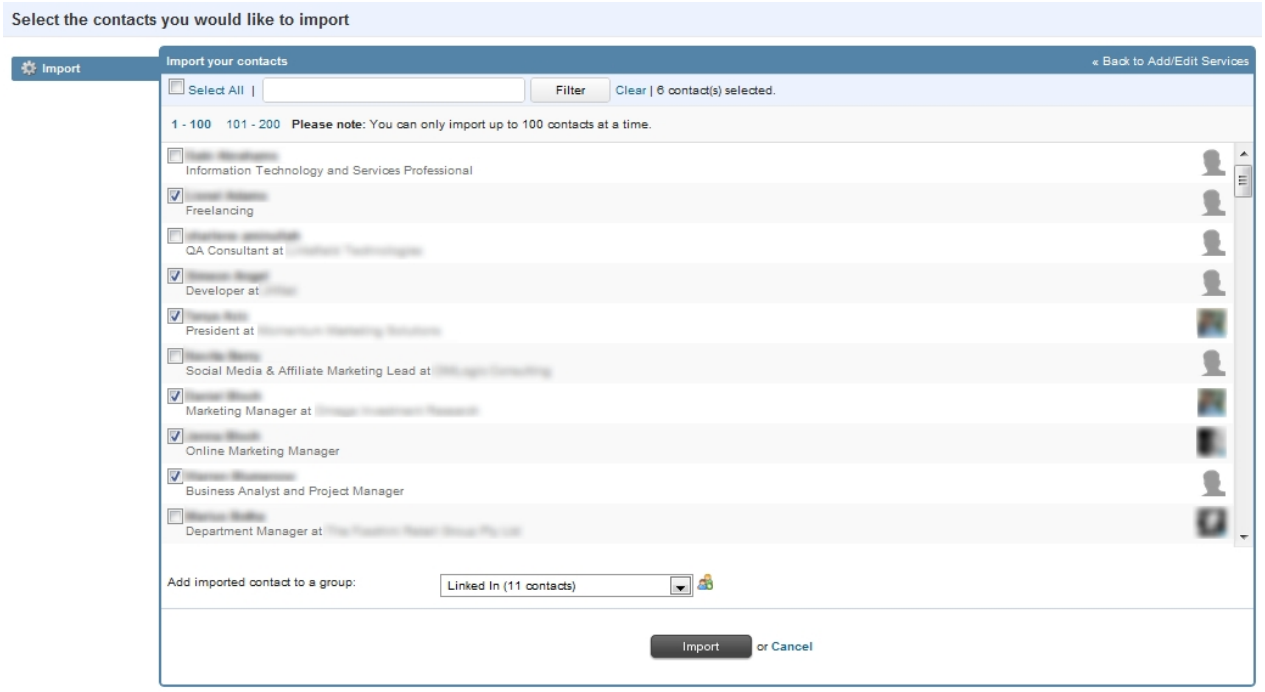


4. You will then be asked to choose your contacts, select **Fetch Contacts.**



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

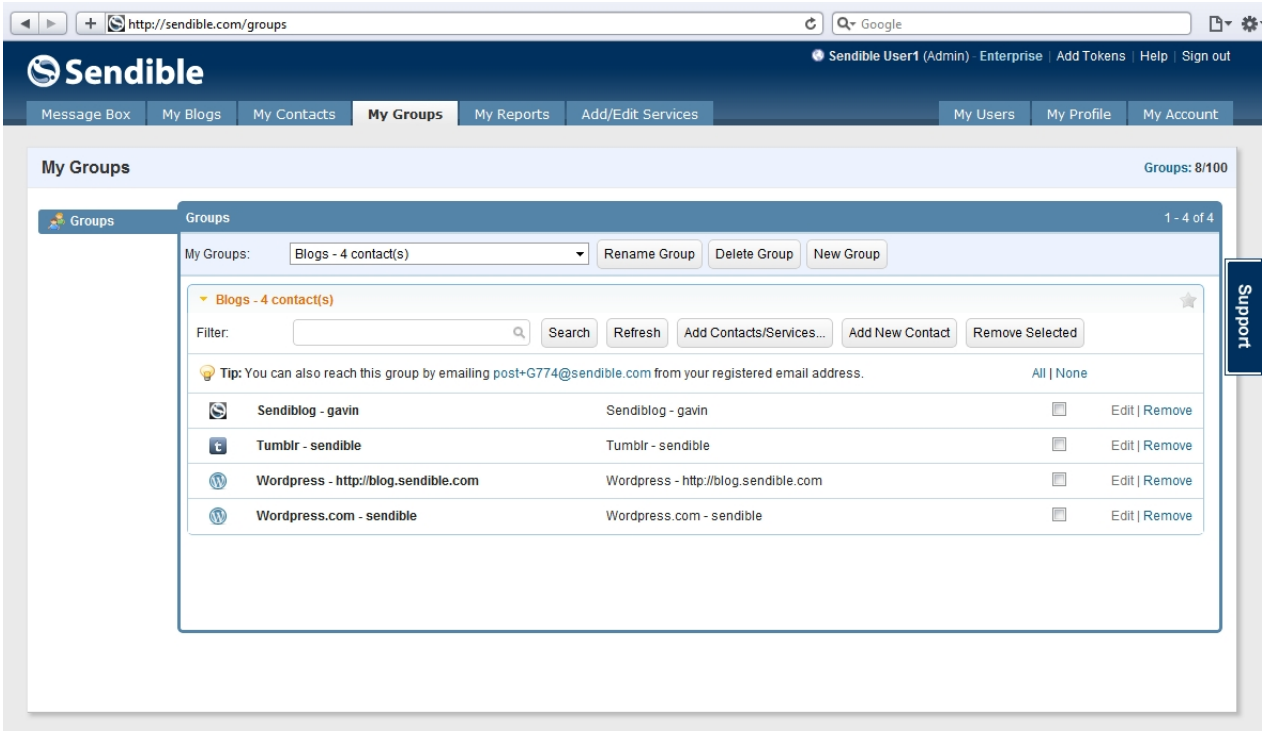
6. You can select which group your imported contacts should be added to. See My Groups for more information.



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.

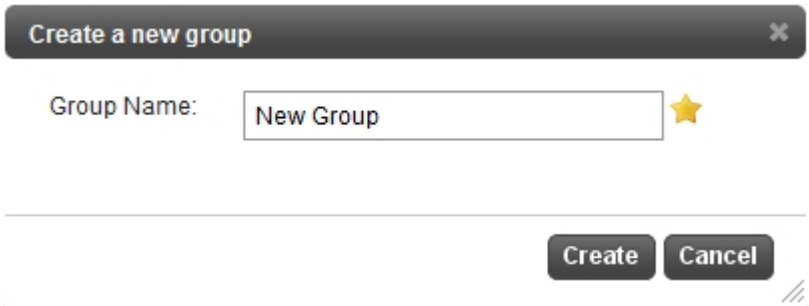


You can group any type of contact including email addresses and social media services. Grouping contacts allows you to post to multiple contacts and services at once. Sendible will also automatically generate a unique email address for each group. By sending an email to the unique address, Sendible will distribute your message to the relevant group members.

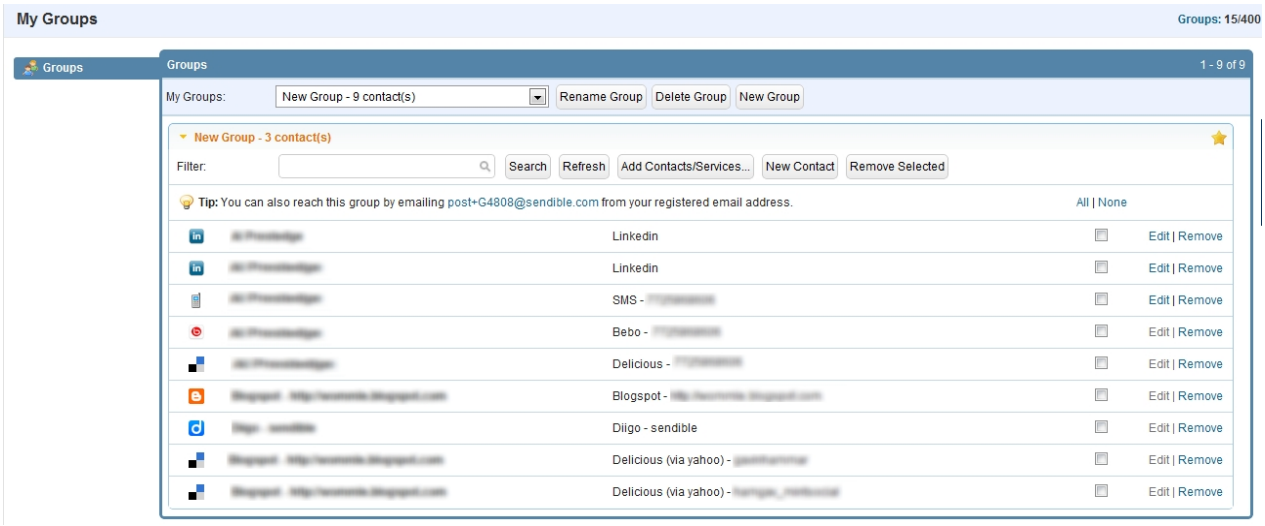
See Favoriting a Group for more information.

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.



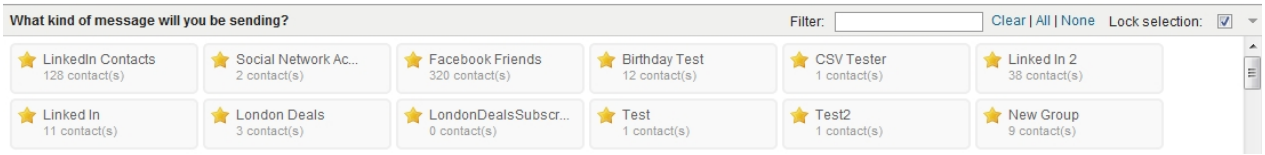
5. Click **Create**
6. To add contacts to your group, click **Add Contacts/Services**
7. Add your contacts by checking the box on the right of their names
8. If you have a number of contacts using different services, the **Filter** box can help filter through the services.



Favoriting a group

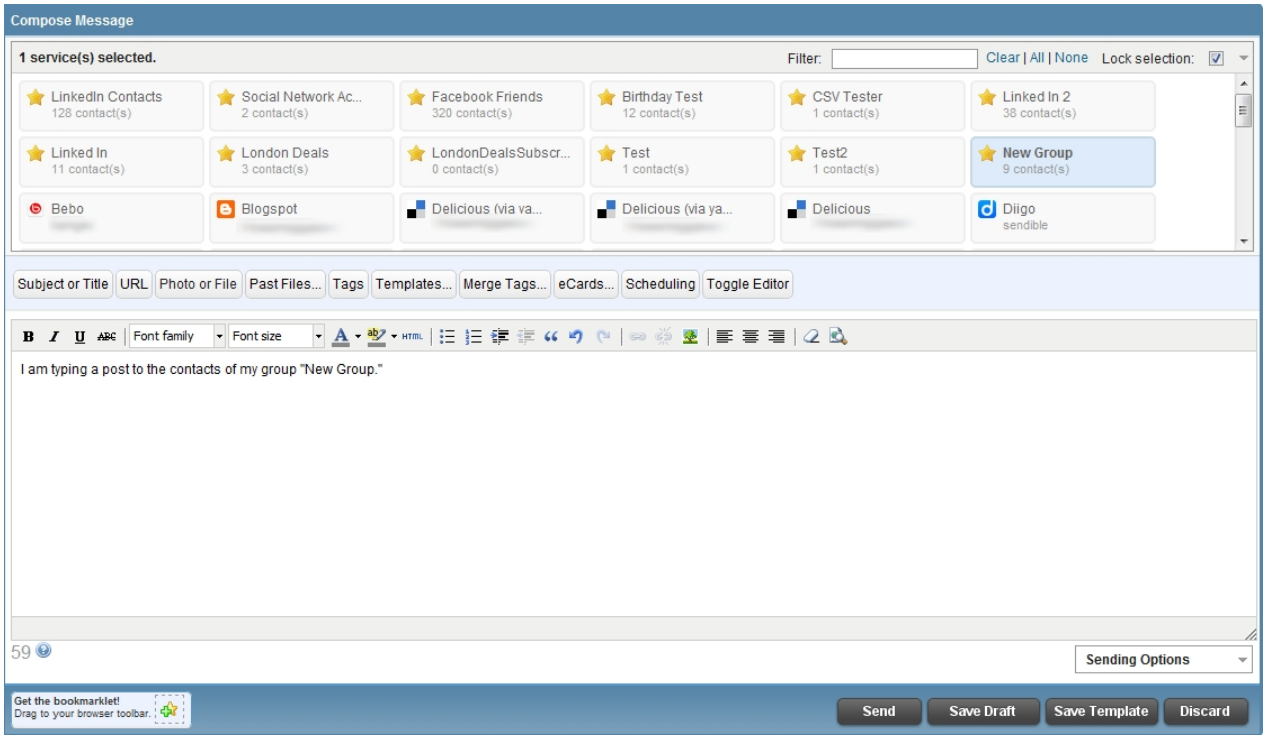
Groups can be favorited by clicking the star icon at the top right of the group.

When a group is favorited, it is added to your services list in the Message Box, enabling quick access.



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
128 contact(s)
Social Network Ac...
2 contact(s)
Facebook Friends
320 contact(s)
Birthday Test
12 contact(s)
CSV Tester
1 contact(s)
Linked In 2
38 contact(s)
Linked In
11 contact(s)
London Deals
3 contact(s)
LondonDealsSubscr...
0 contact(s)
Test
1 contact(s)
Test2
1 contact(s)
New Group
9 contact(s)
Bebo
Blogspot
Delicious (via va...
Delicious (via ya...
Delicious
Diigo
sendible
Subject or Title
URL
Photo or File
Past Files...
Tags
Templates...
Merge Tags...
eCards...
Scheduling
Toggle Editor
Font family
Font size
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

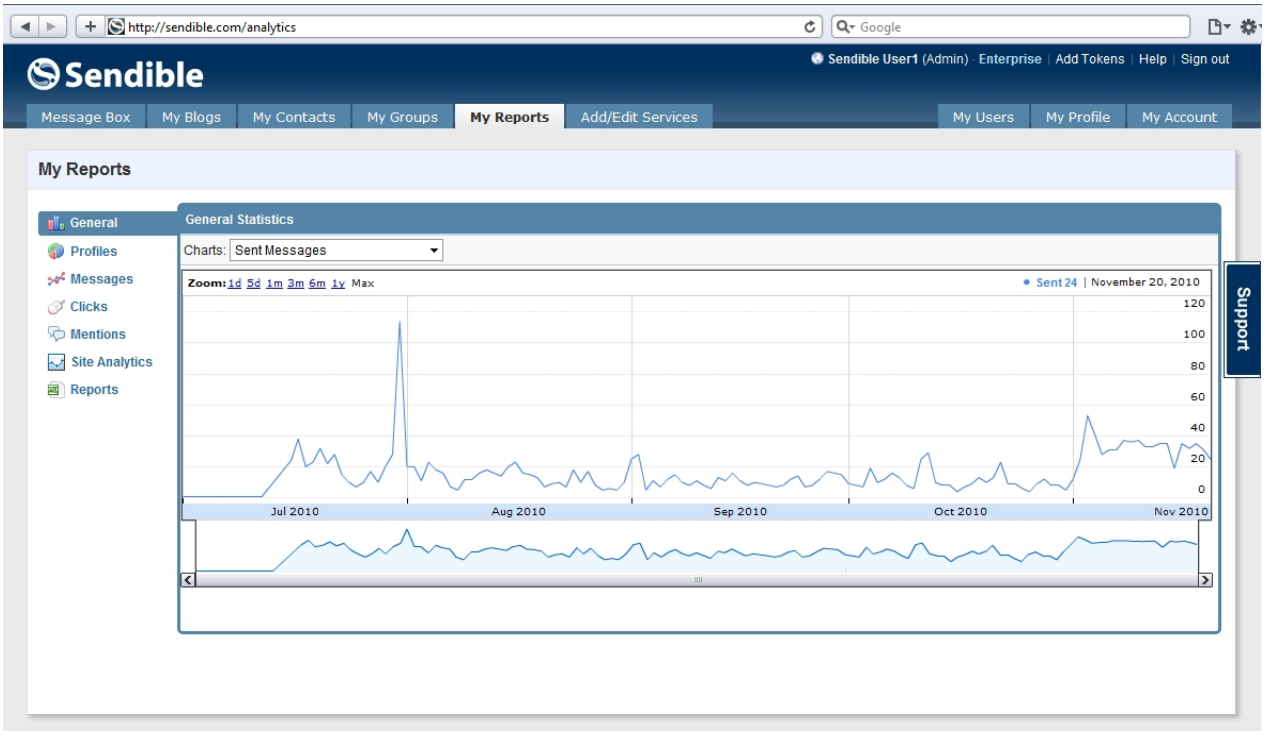
The **General** reports tab shows you general statistics about all of your previously sent or pending messages. You can use the drop-down list to select different reports.

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.



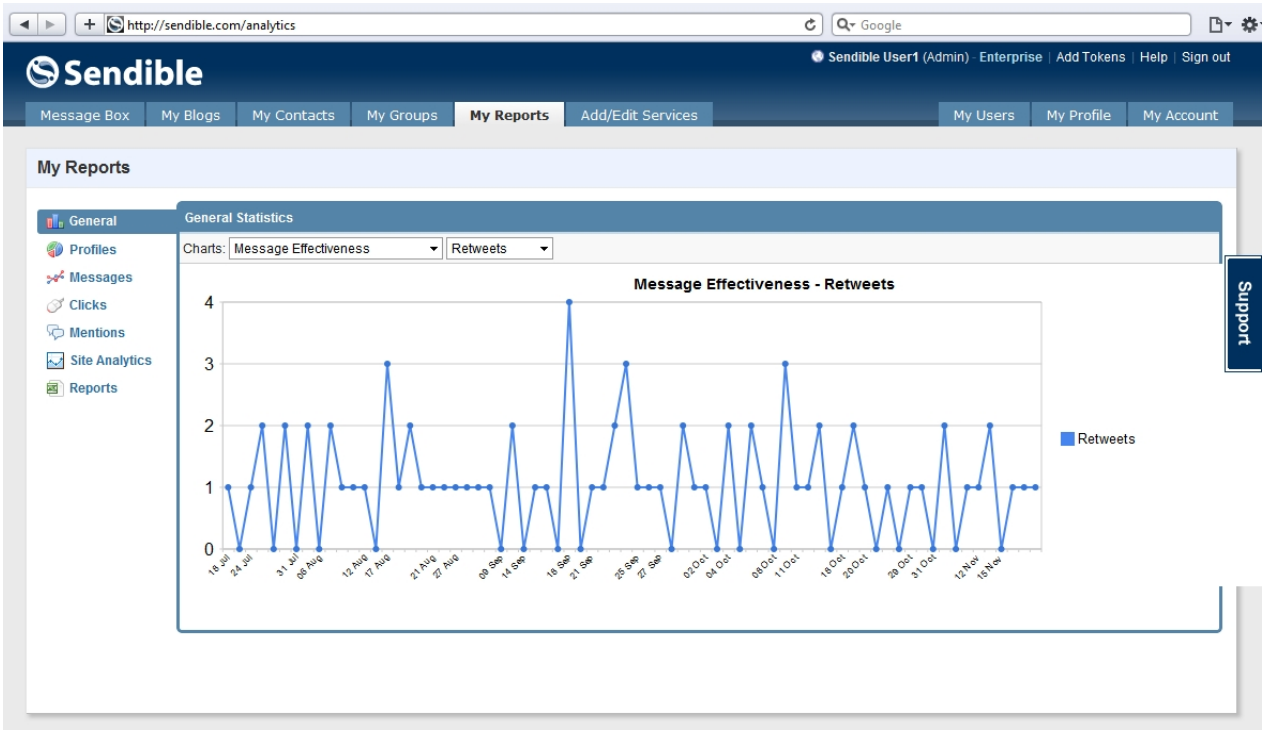
Pending Messages

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.

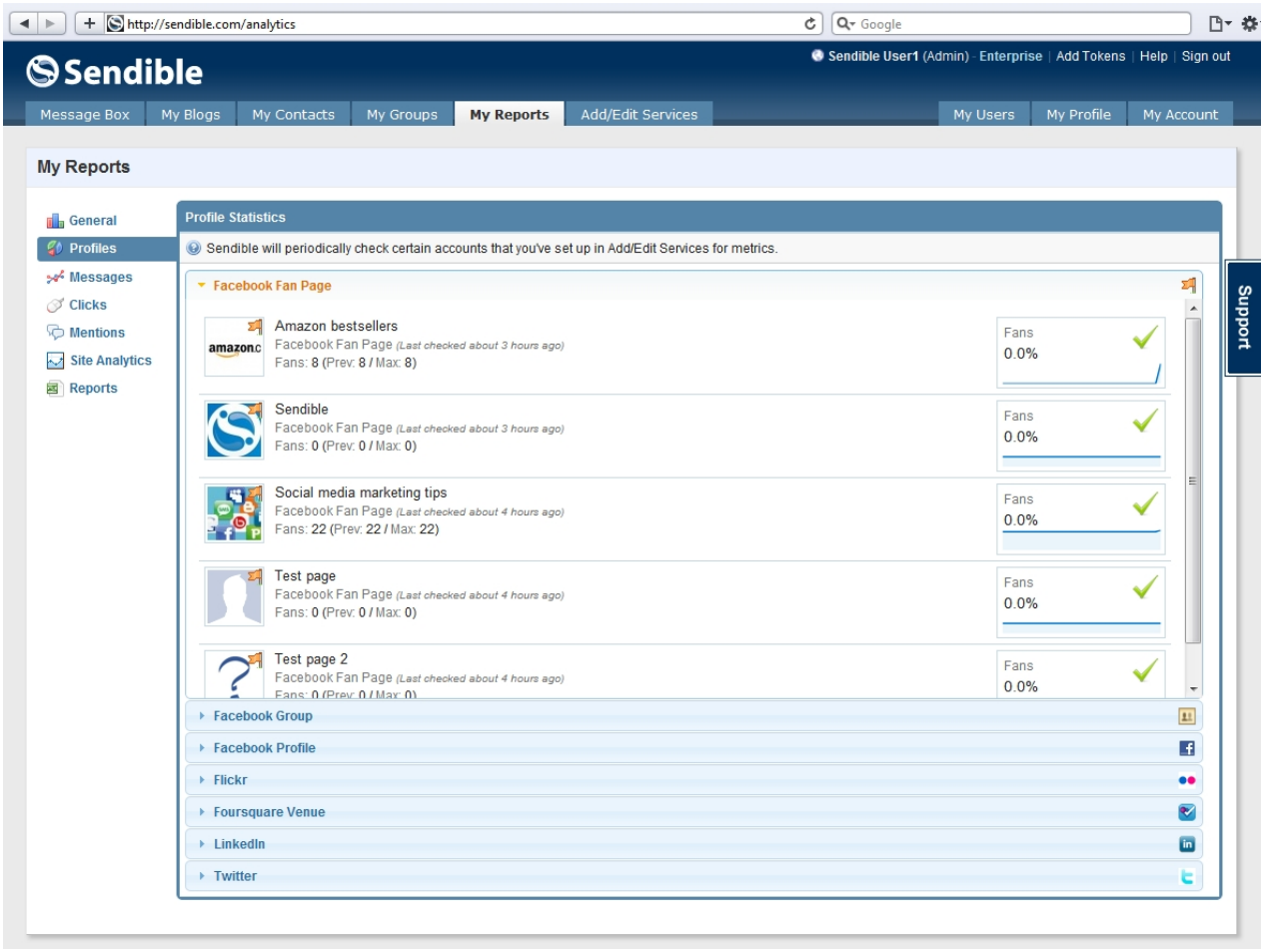
You can use the statistics type drop-down list to narrow down the results.



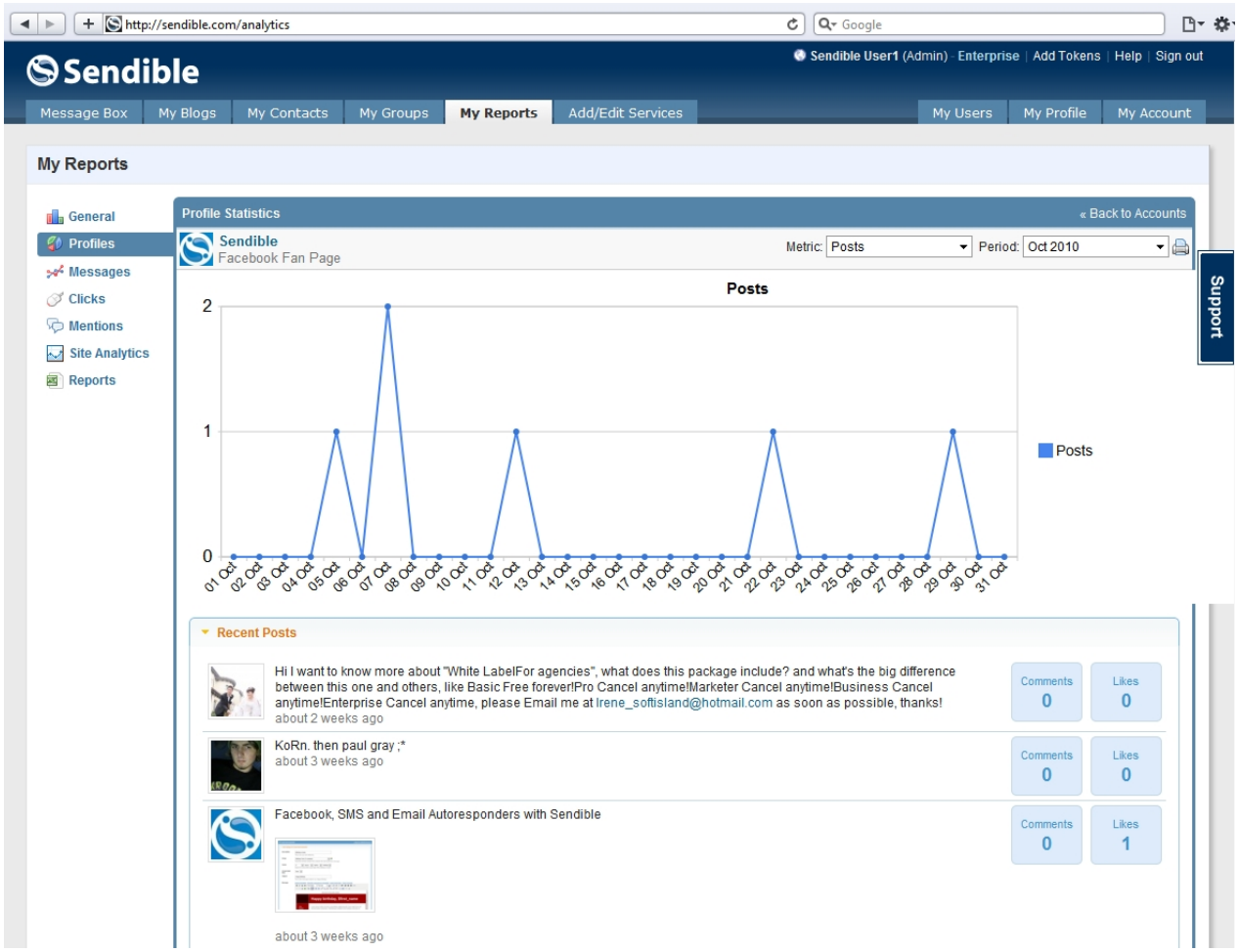
Profiles

The **Profiles** tab display information about the social media services you've set up in Add/Edit Services. Sendible will import various statistics from each of your social media profiles and display them visually.

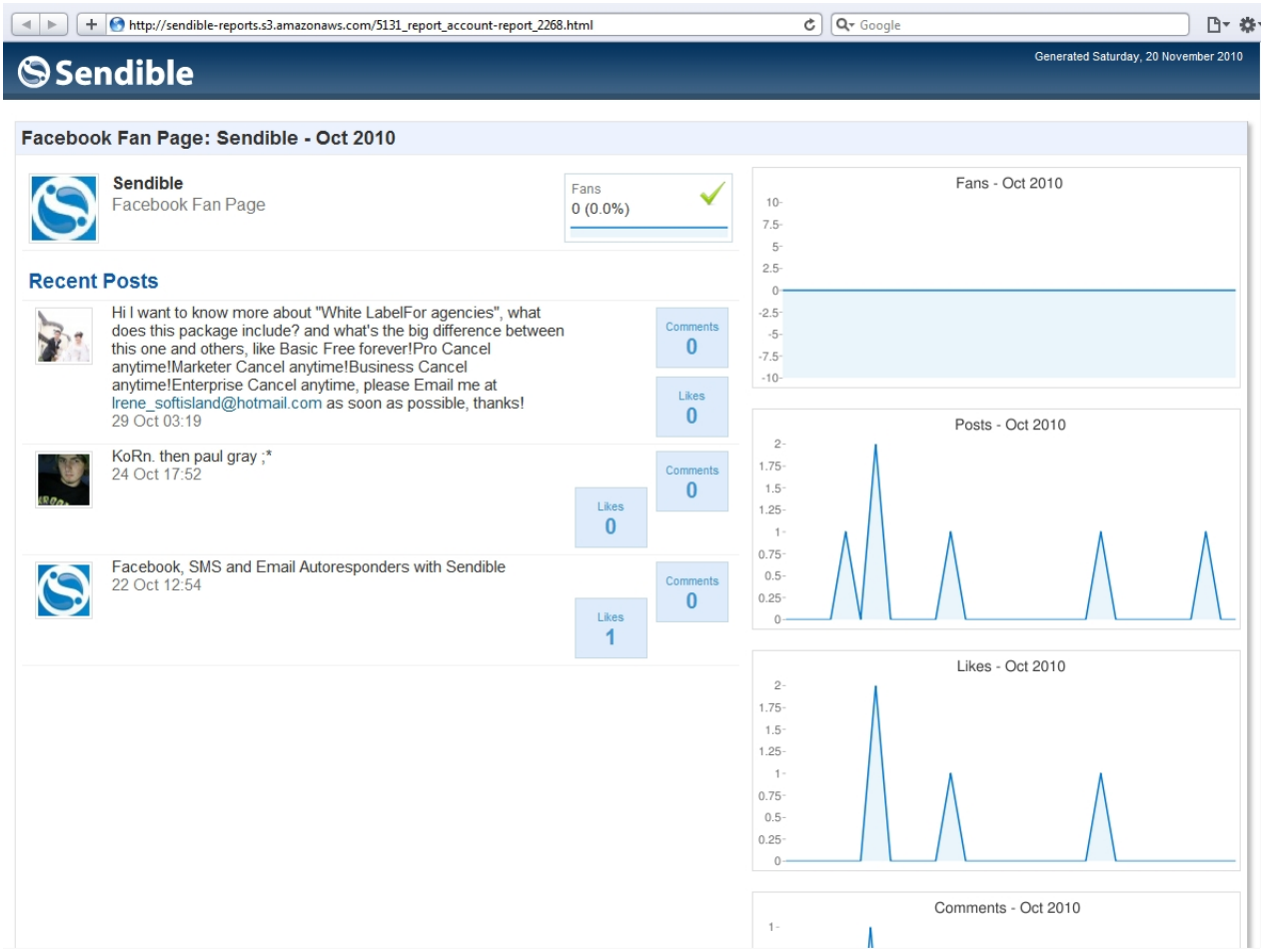
You can select a profile from the list to view more detailed statistics about a specific social media service.



After selecting a service, you'll be able to drill down into more specific details about the profile.

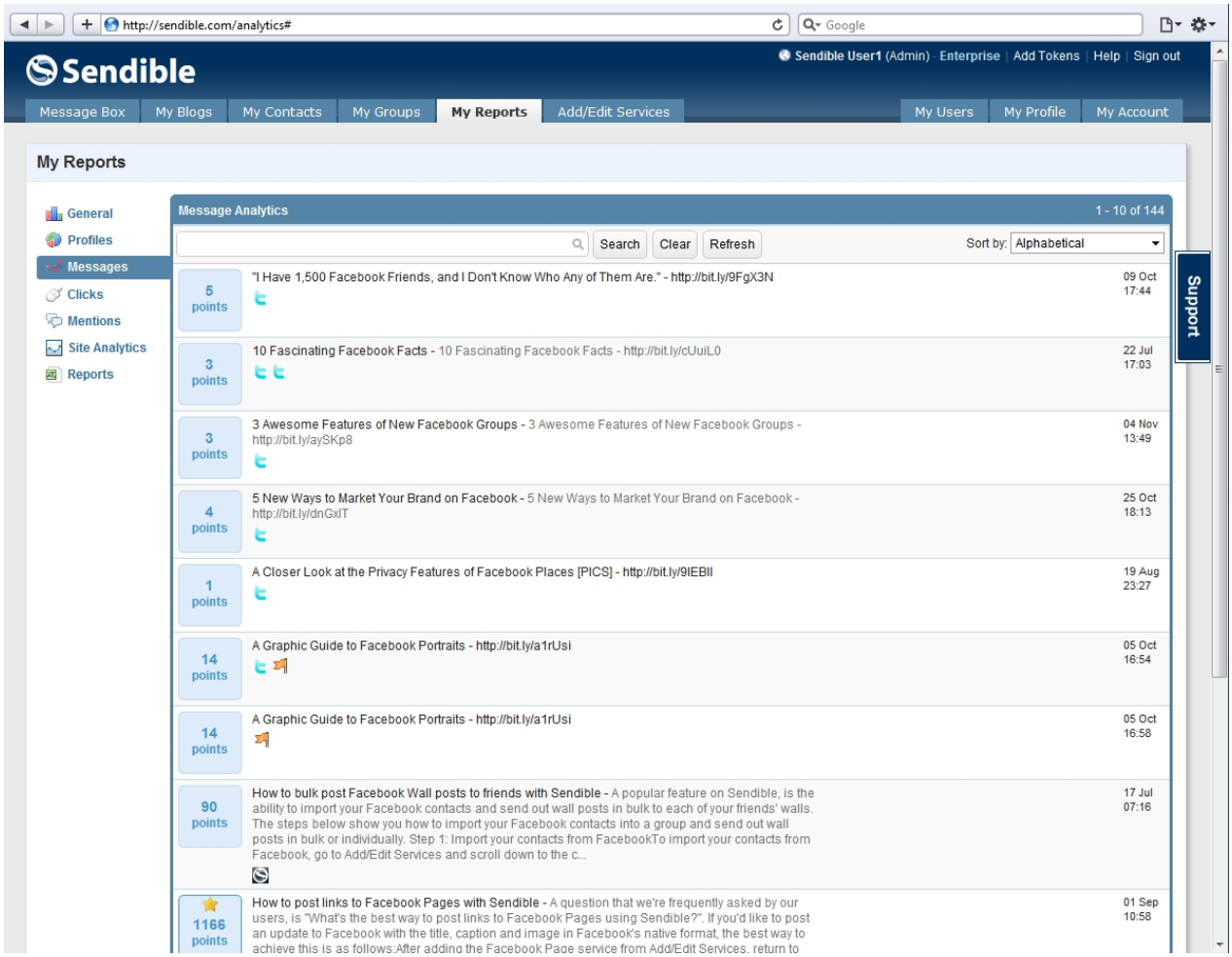


You can also view a printer-friendly version of the reports by clicking the **Printer** icon.



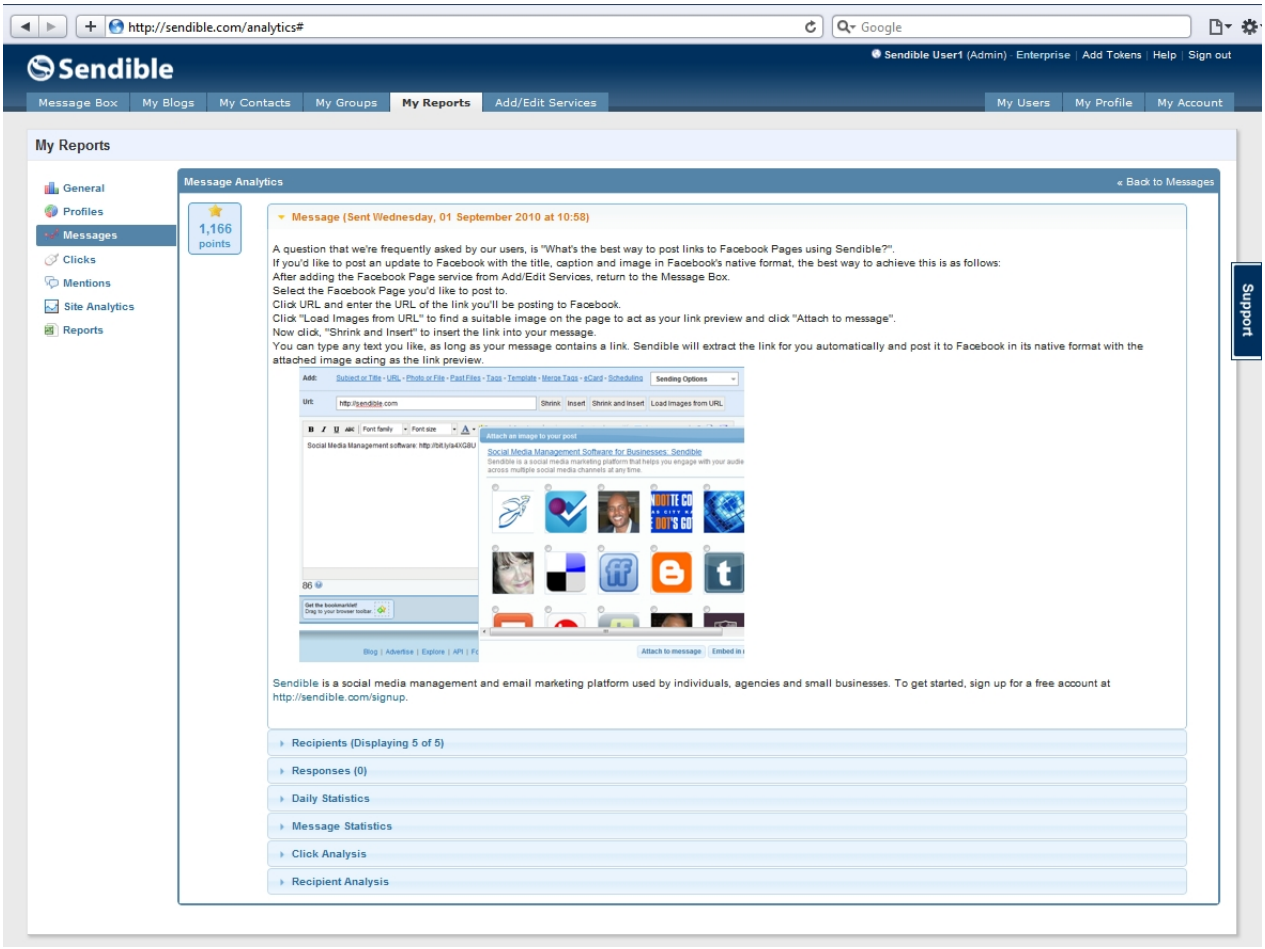
Messages

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.



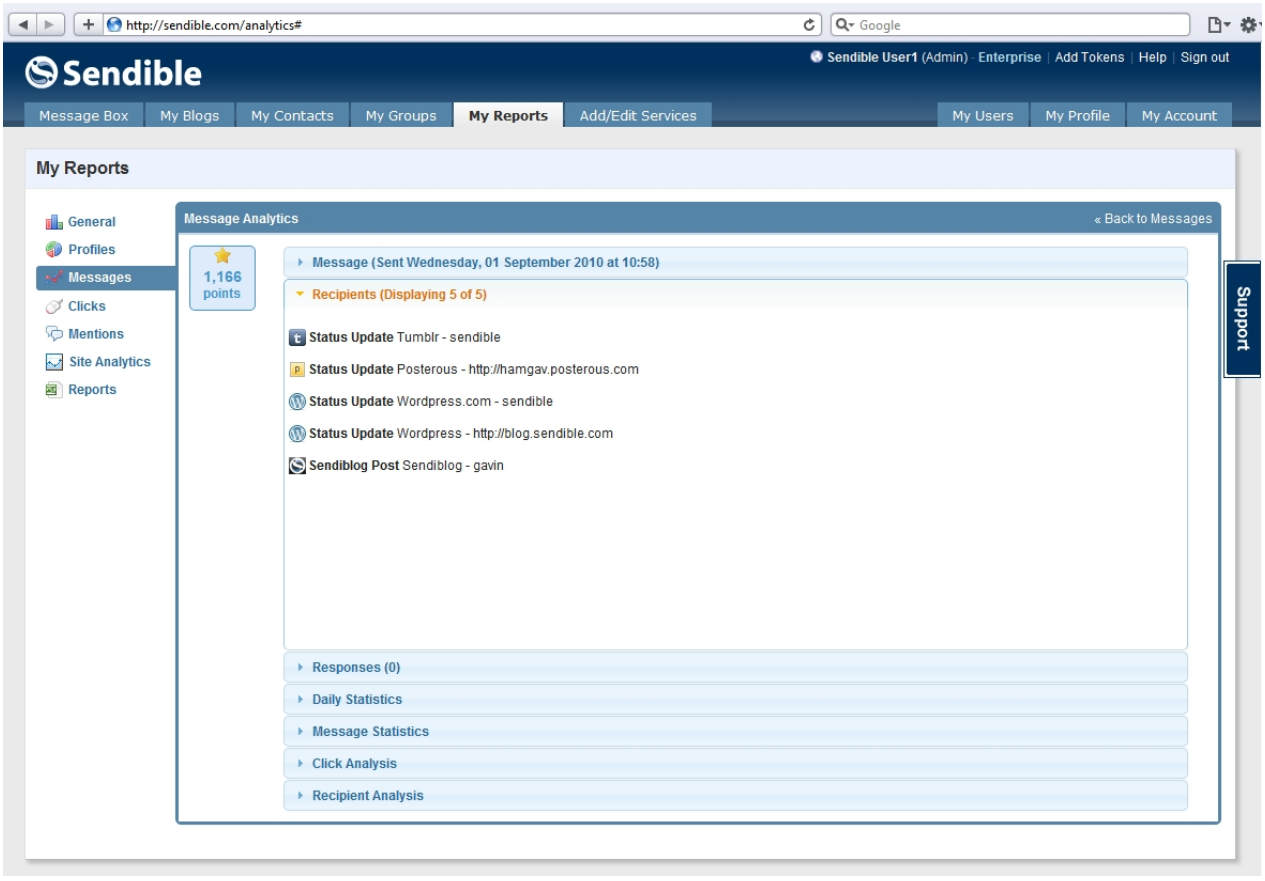
Message Analytics

After clicking the message, the detailed report will load. The message section shows you the original message that was sent.



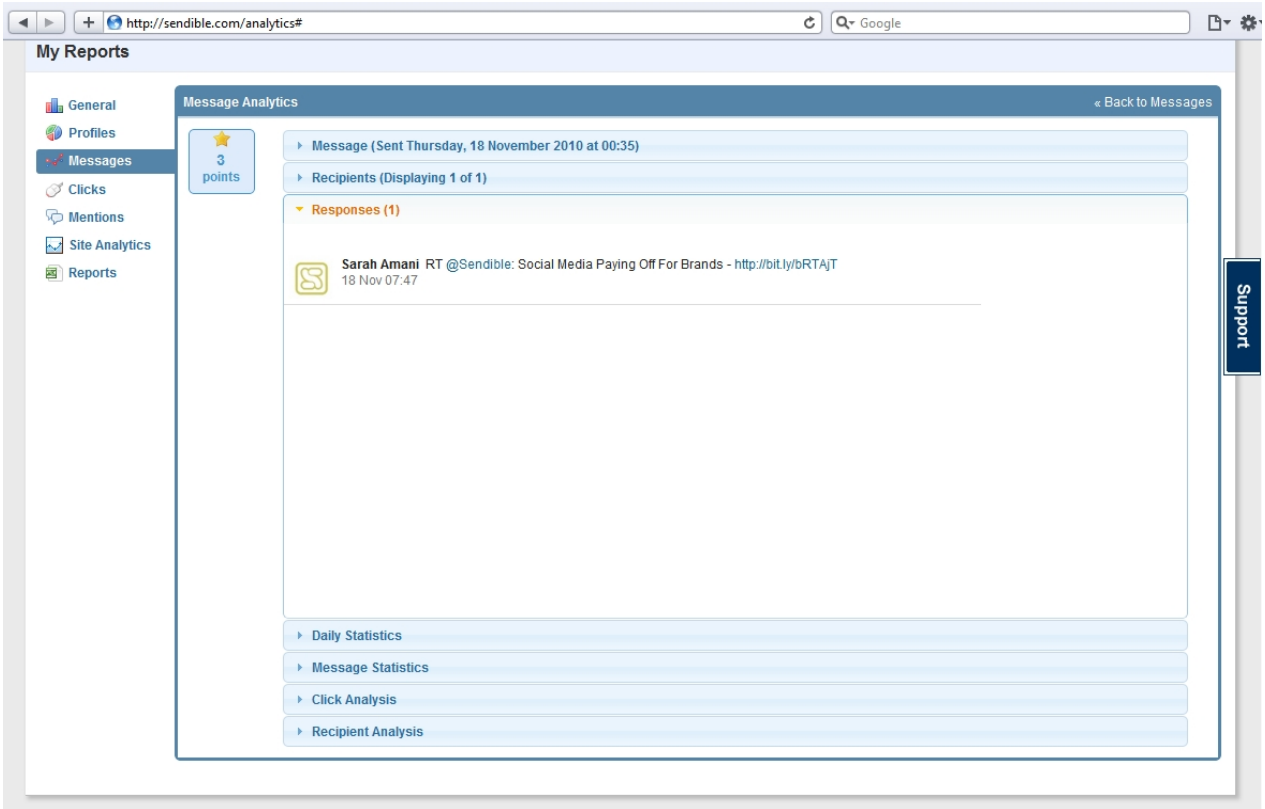
Recipients

Recipients displays the list of services or recipients that received this particular message.



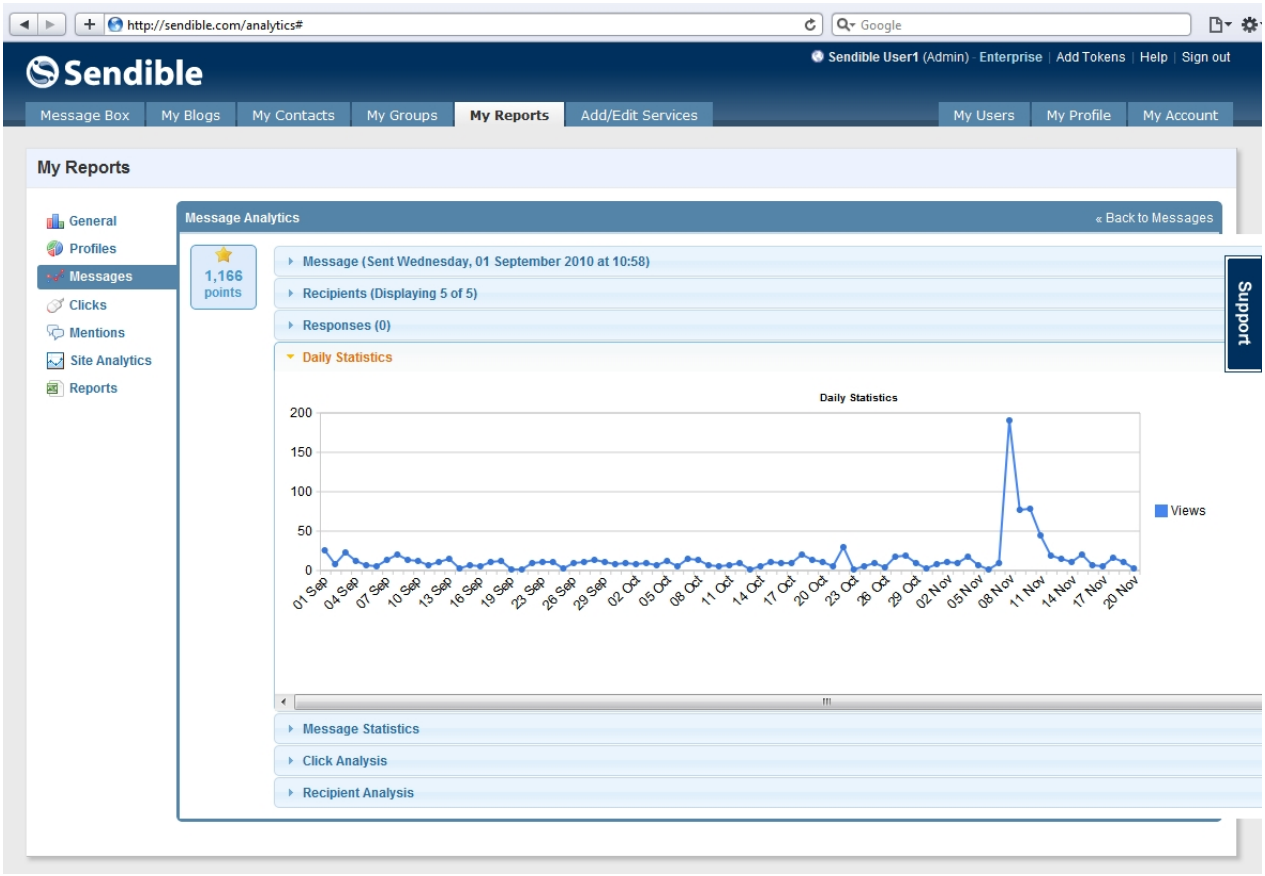
Responses

The responses section shows you any comments or responses to the message. Responses include Facebook comments, retweets etc.



Daily Statistics

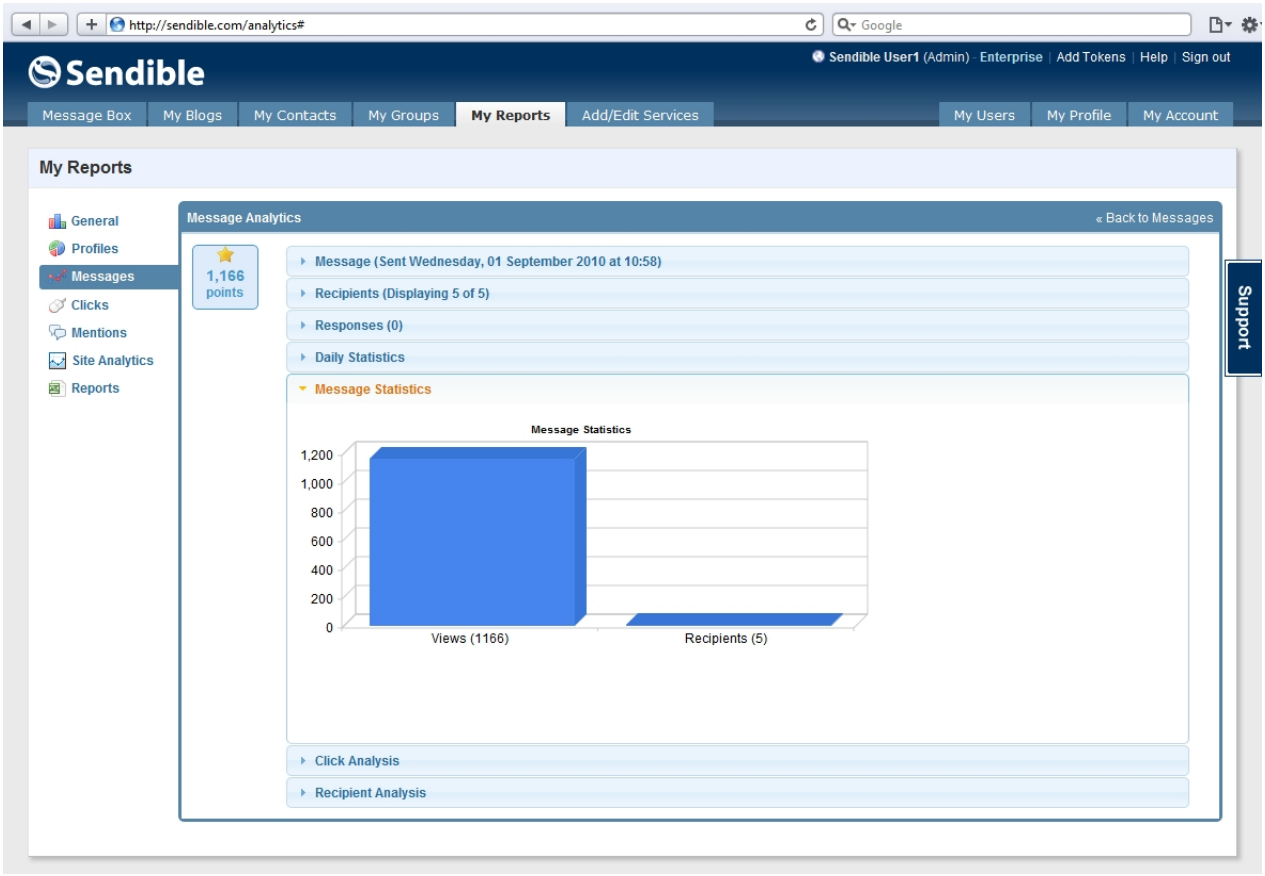
Daily statistics shows you message statistics that have been tracked about this particular message over time. This section can be made up of various metrics measured over time including views, comments, likes, shares, opens, views etc.



Sendible will track statistics for a period of up to 4 days.

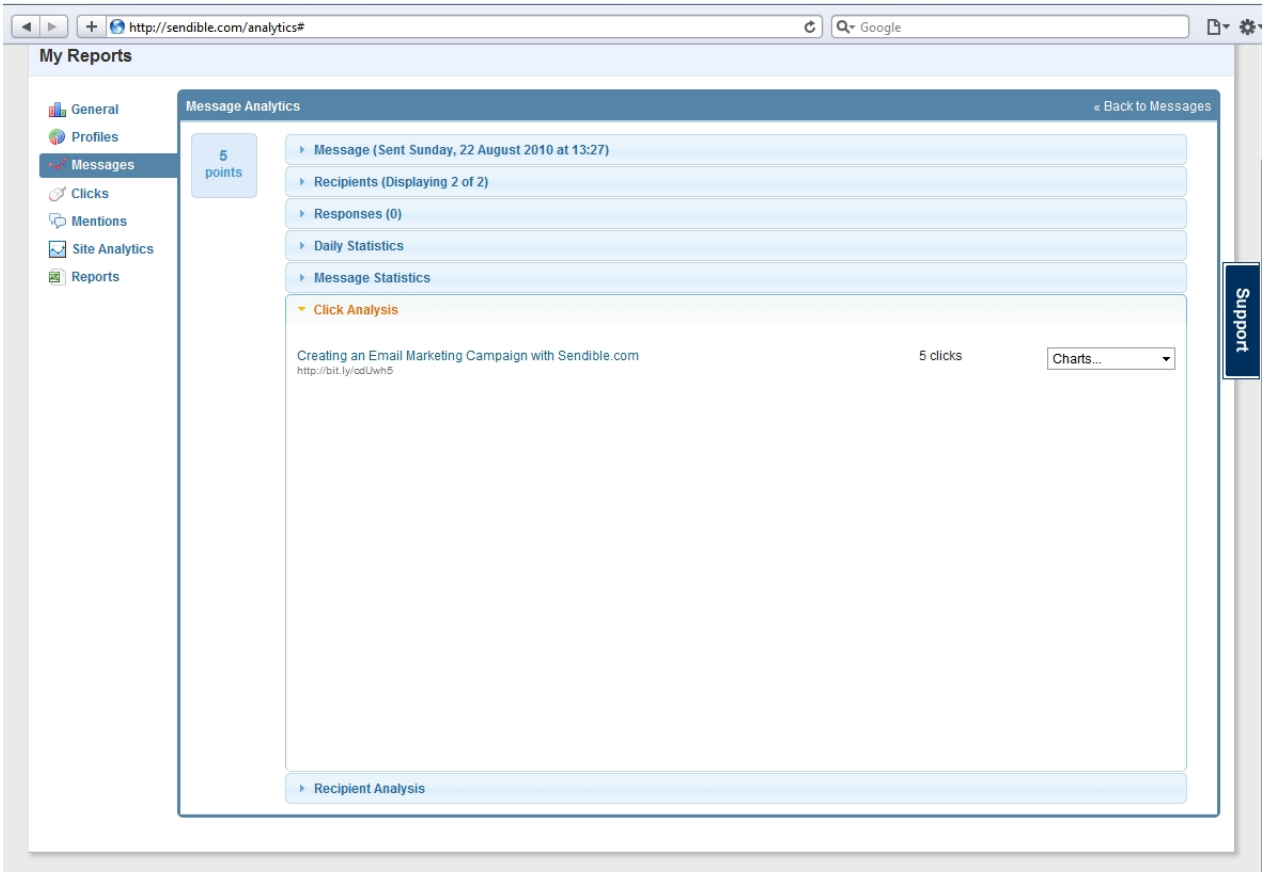
Message Statistics

The Message Statistics section displays a bar chart of the various statistics that have been measured.



Click Analysis

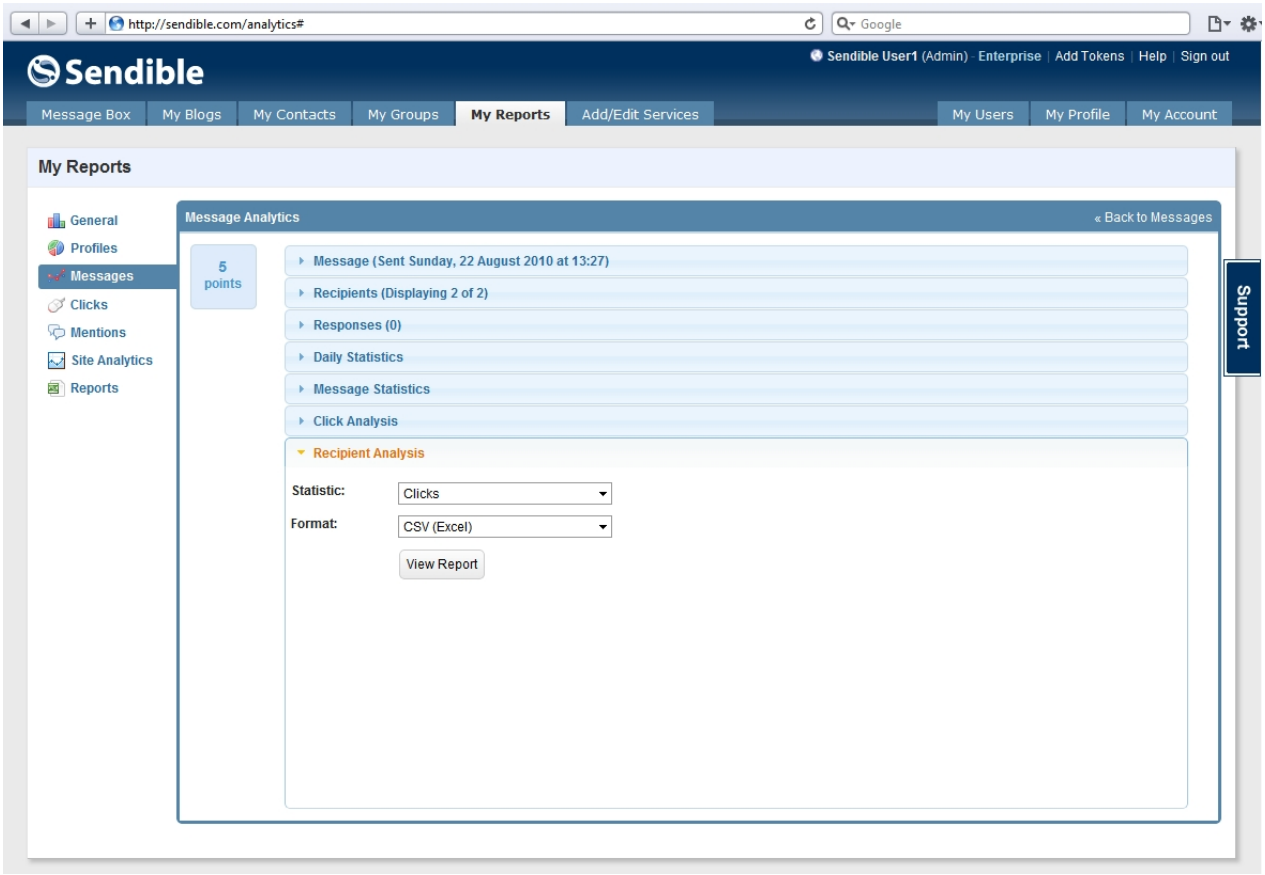
This section allows you drill down into the message clicks and allows you to track the number of **Clicks Over Time** and the **Referring Sites**.



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.



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.

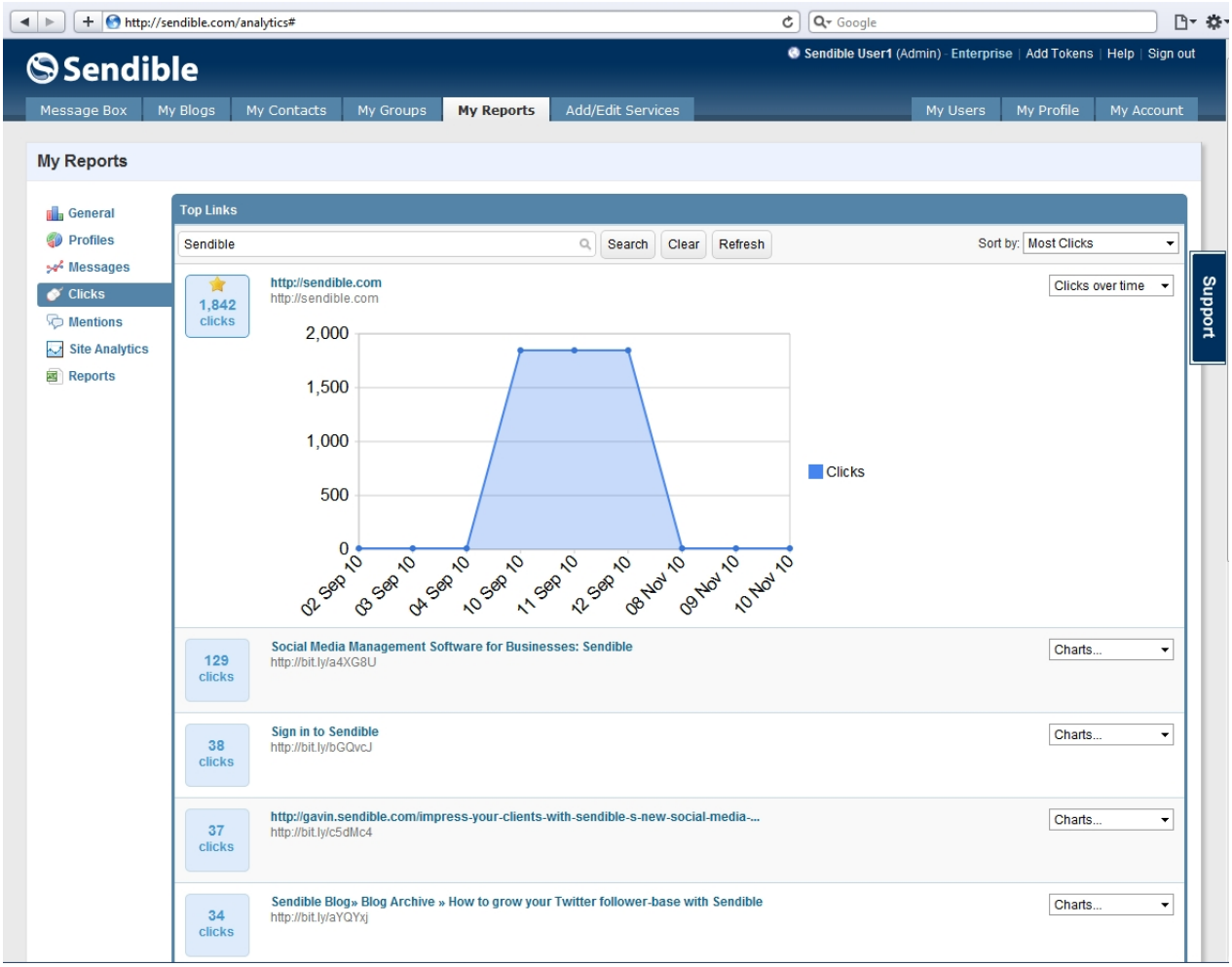
Clicks

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.

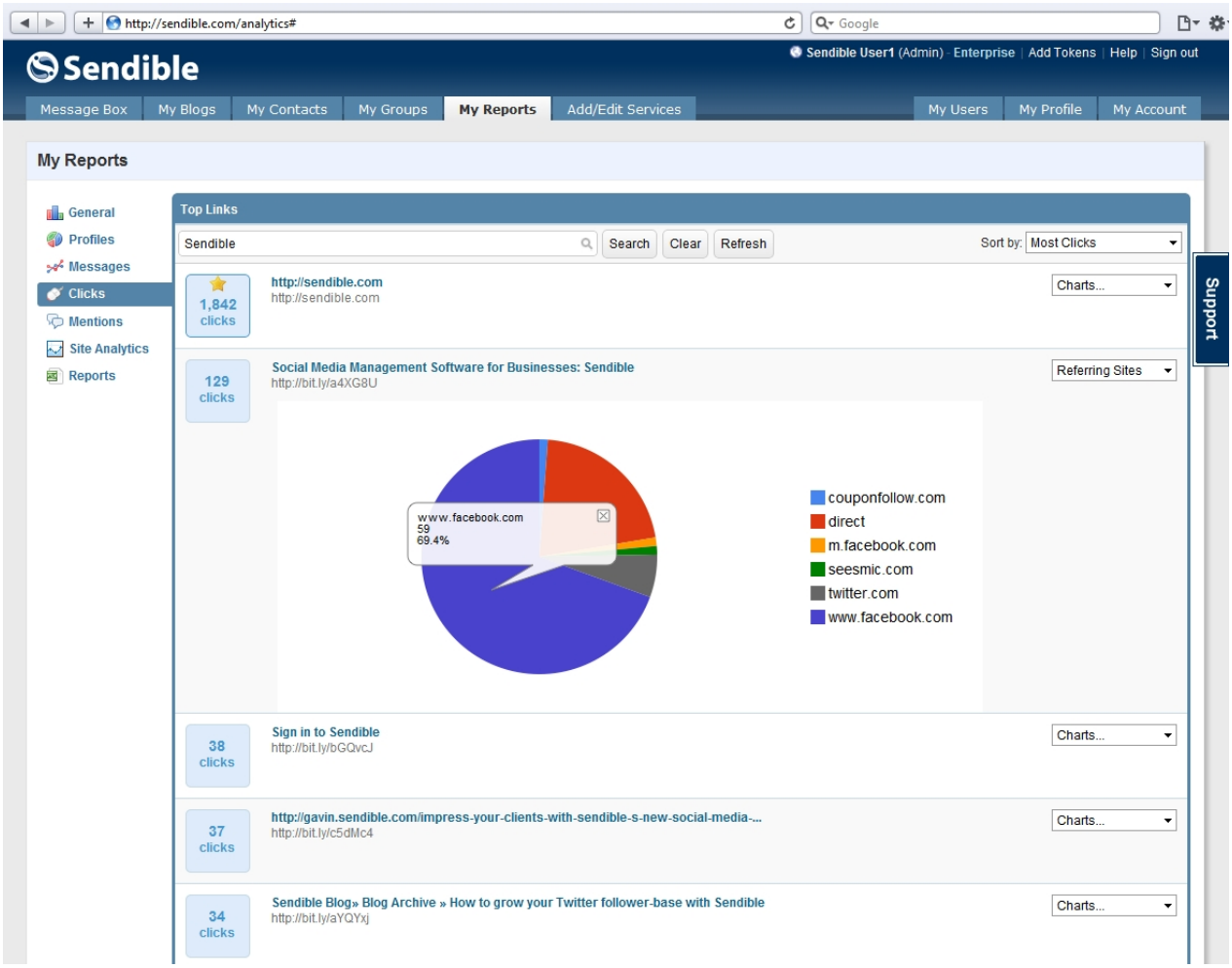
Clicks Over Time

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?

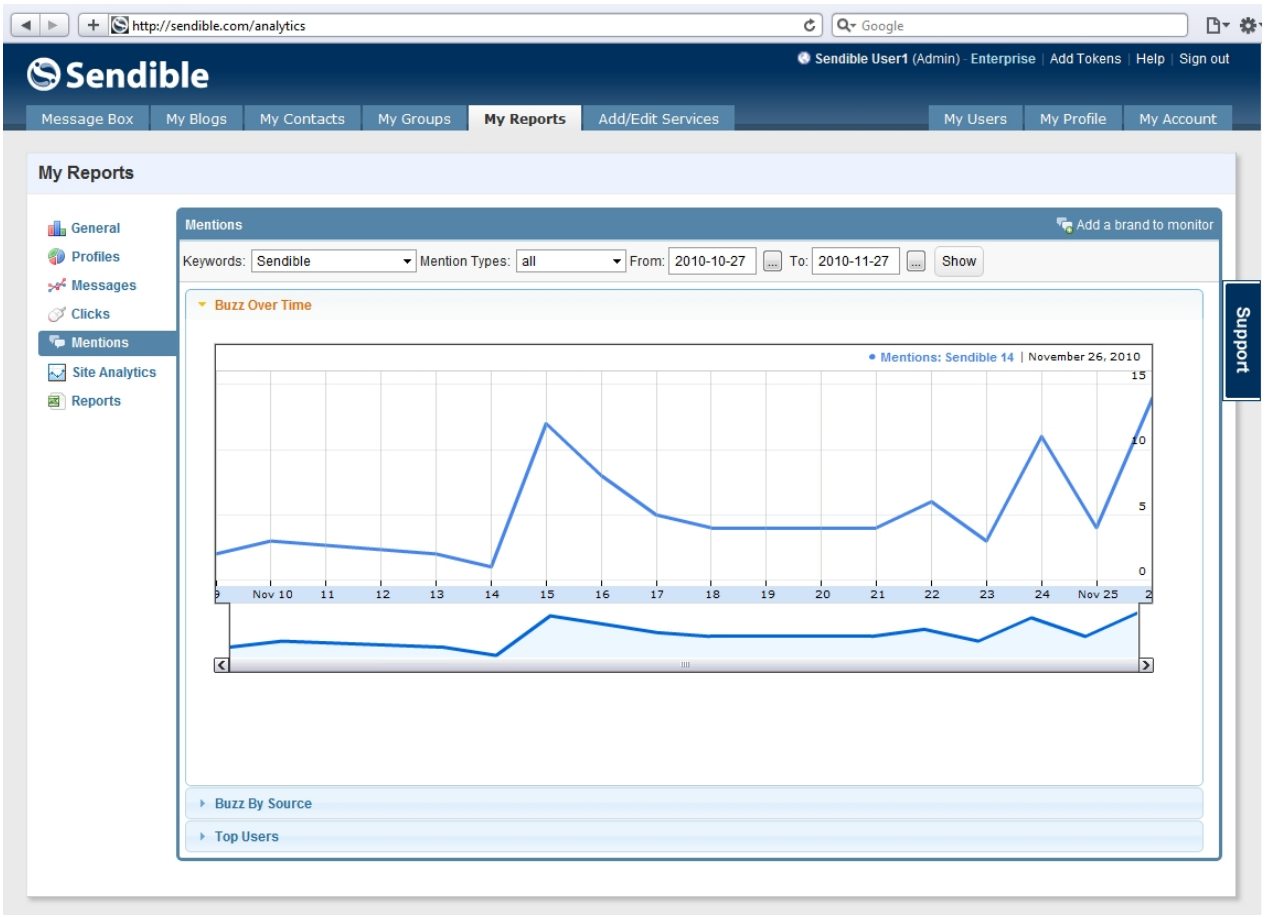
For each message, we allocate points as a measure of success. Points are based on metrics such as number of clicks, retweets, comments, likes, shares etc. We allocate a star to a message that has above average points so that you can immediately see which messages were the most successful.

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

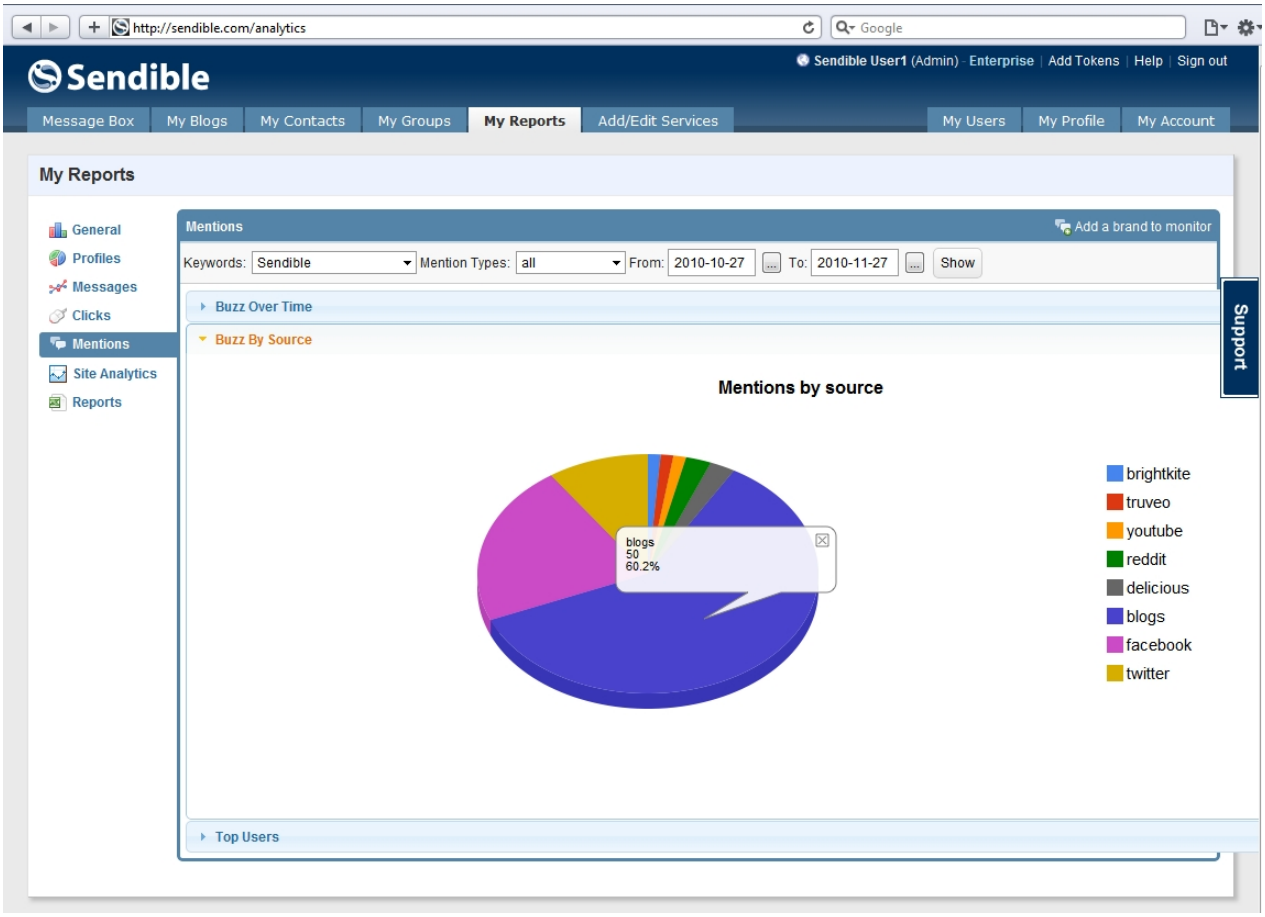
The Buzz Over Time report shows you how many times your brand or keyword has been mentioned over time.



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.

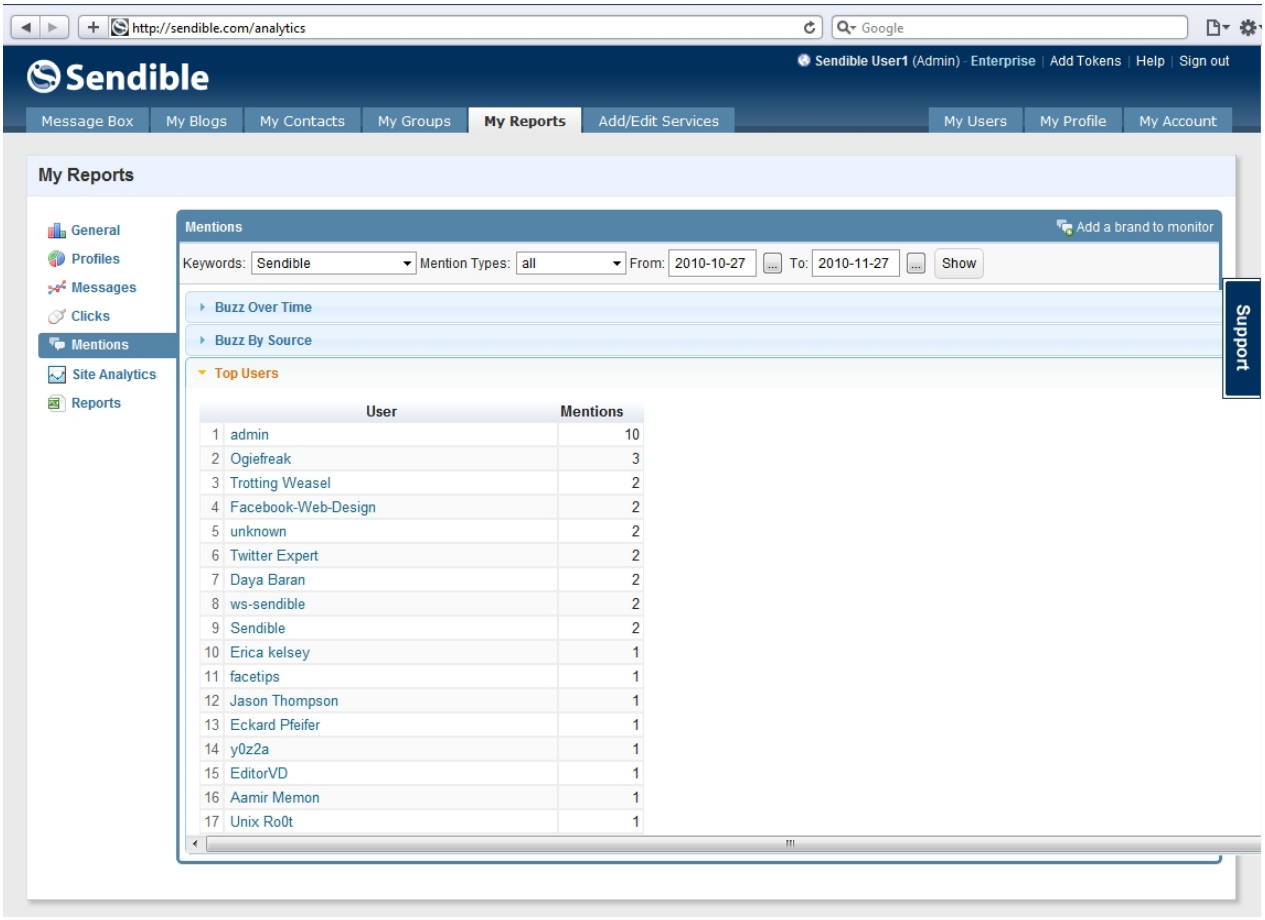
Buzz By Source

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:

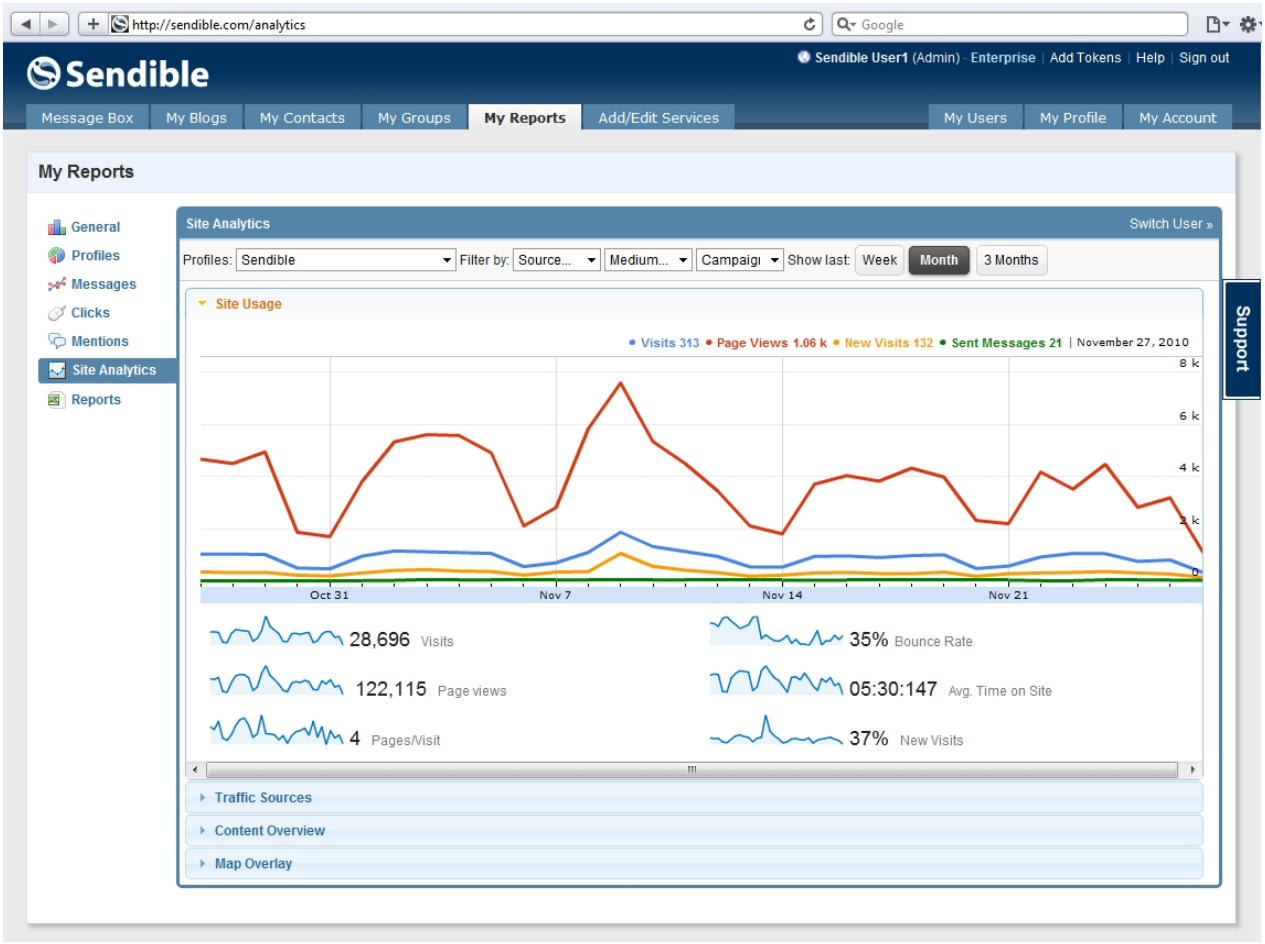
- Click on **My Reports**.
- Click on the **Site Analytics** sub-tab and you'll be prompted to connect to Google Analytics.
- Click **Connect to Google Analytics** and **Grant Access**

- 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.

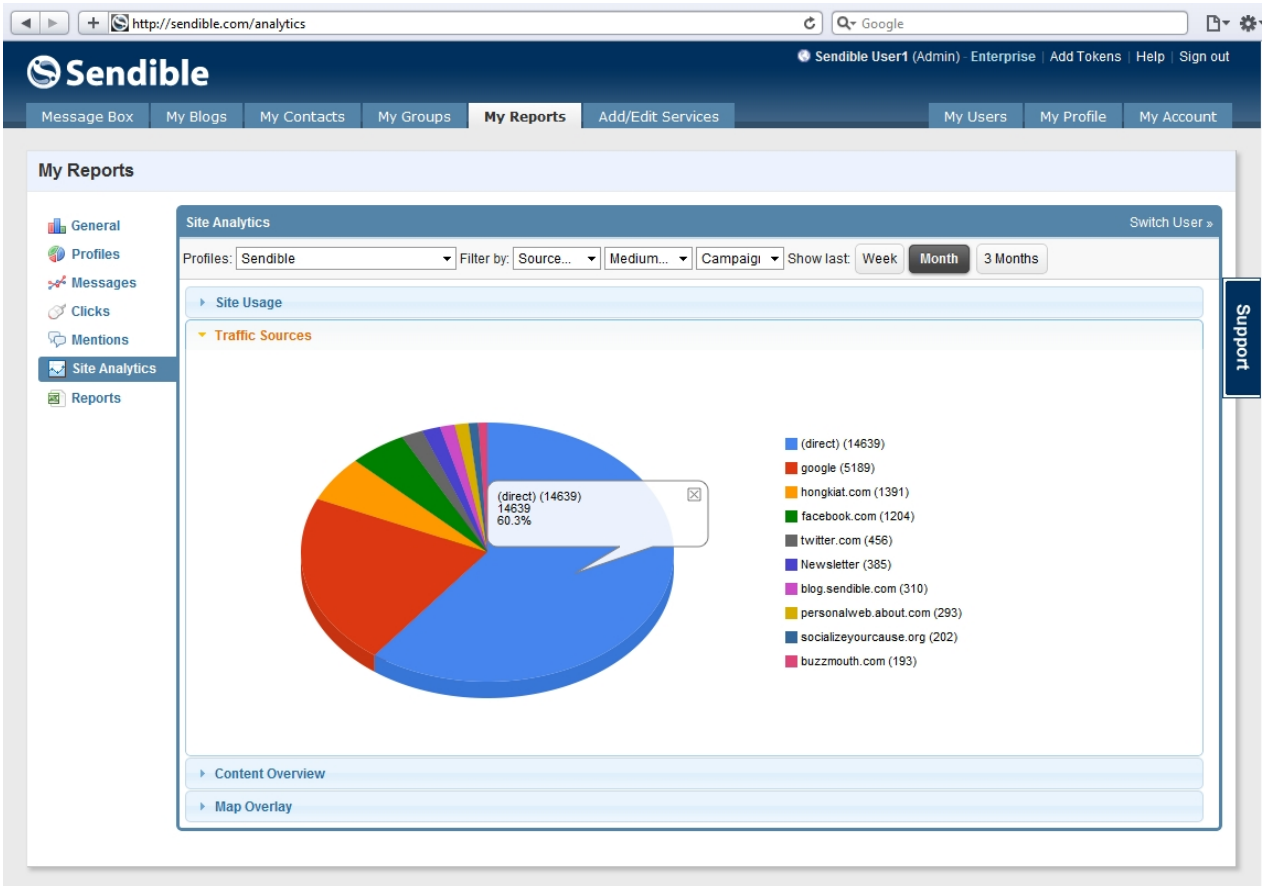


Other metrics shown are:

- **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.

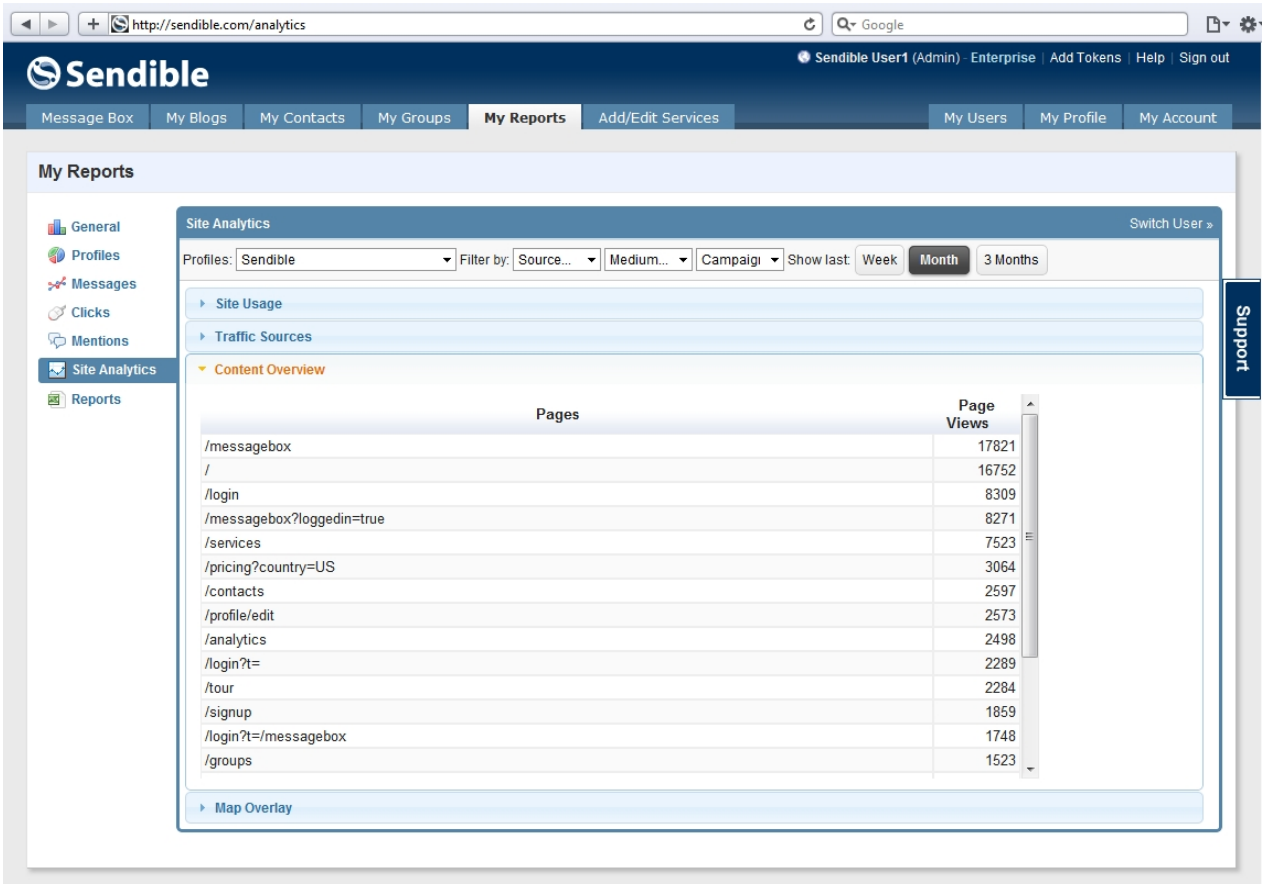
Traffic Sources

This report shows a pie chart of the referring sites that have generated visits to your site.



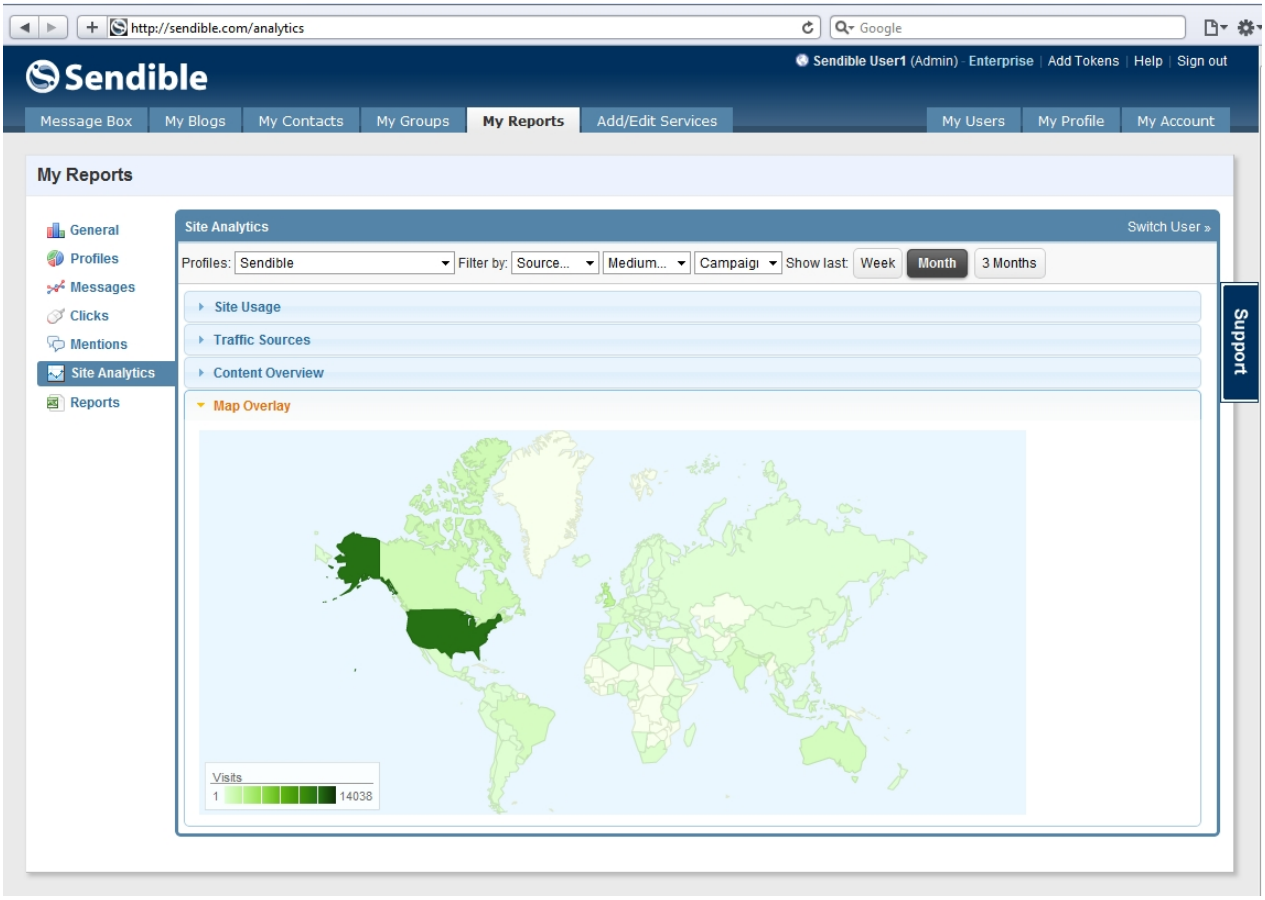
Content Overview

The content overview reports shows the most popular pages on your site over the period selected.



Map Overlay

The map overlay shows a breakdown of the number of visits by location.

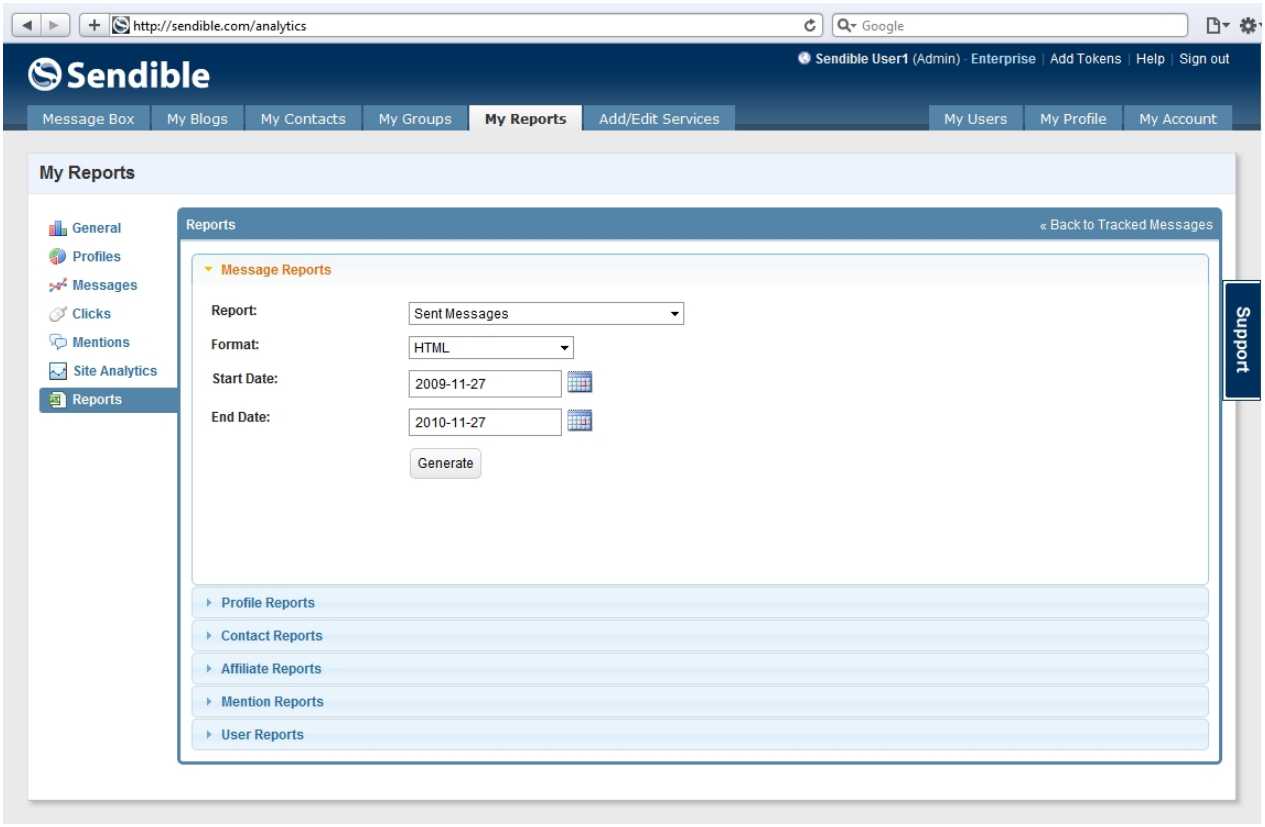


Reports

The reports tab allows you to export your Sendible data in Excel/CSV or HTML format.

Message Reports

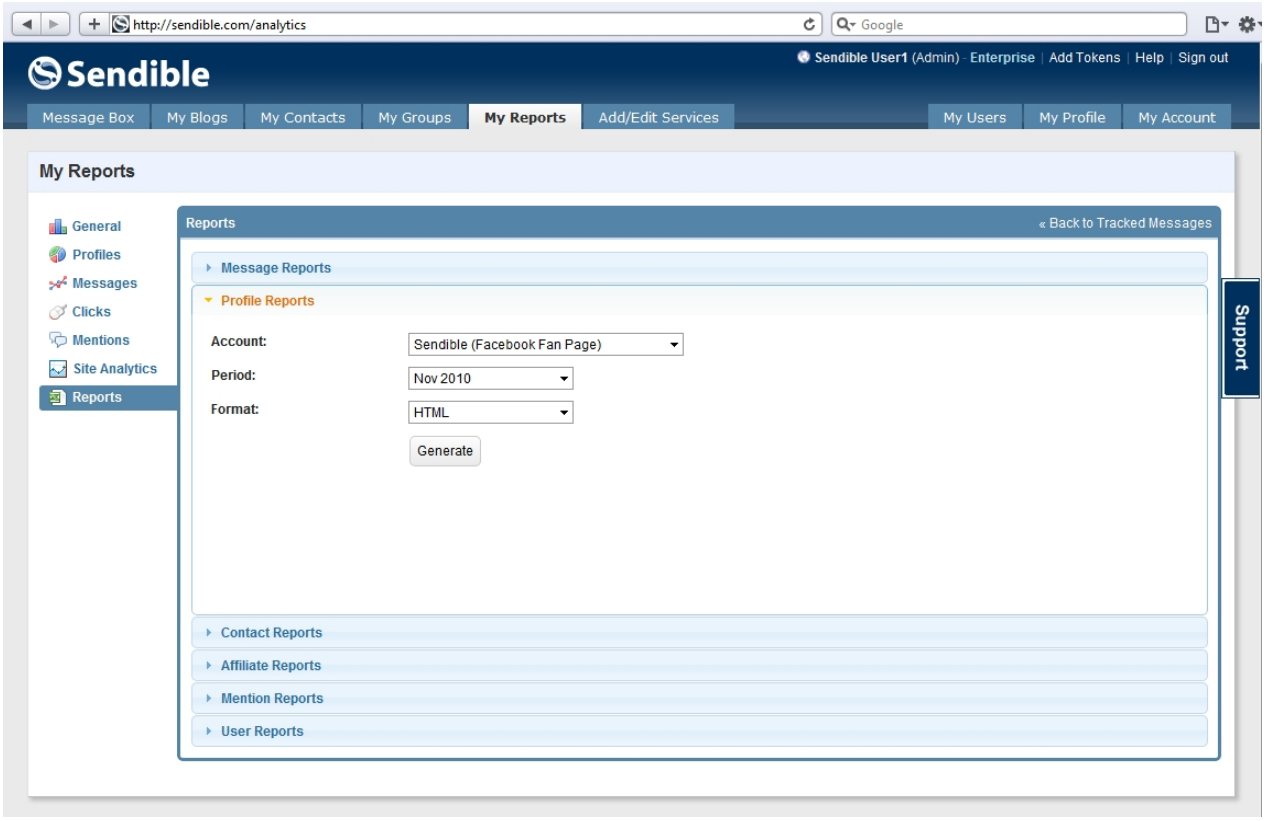
In this section you can export various types of message data, including Sent Messages, Pending Messages, Drafts, Received Messages and Clicked Links.



You can choose to export data over a specific period.

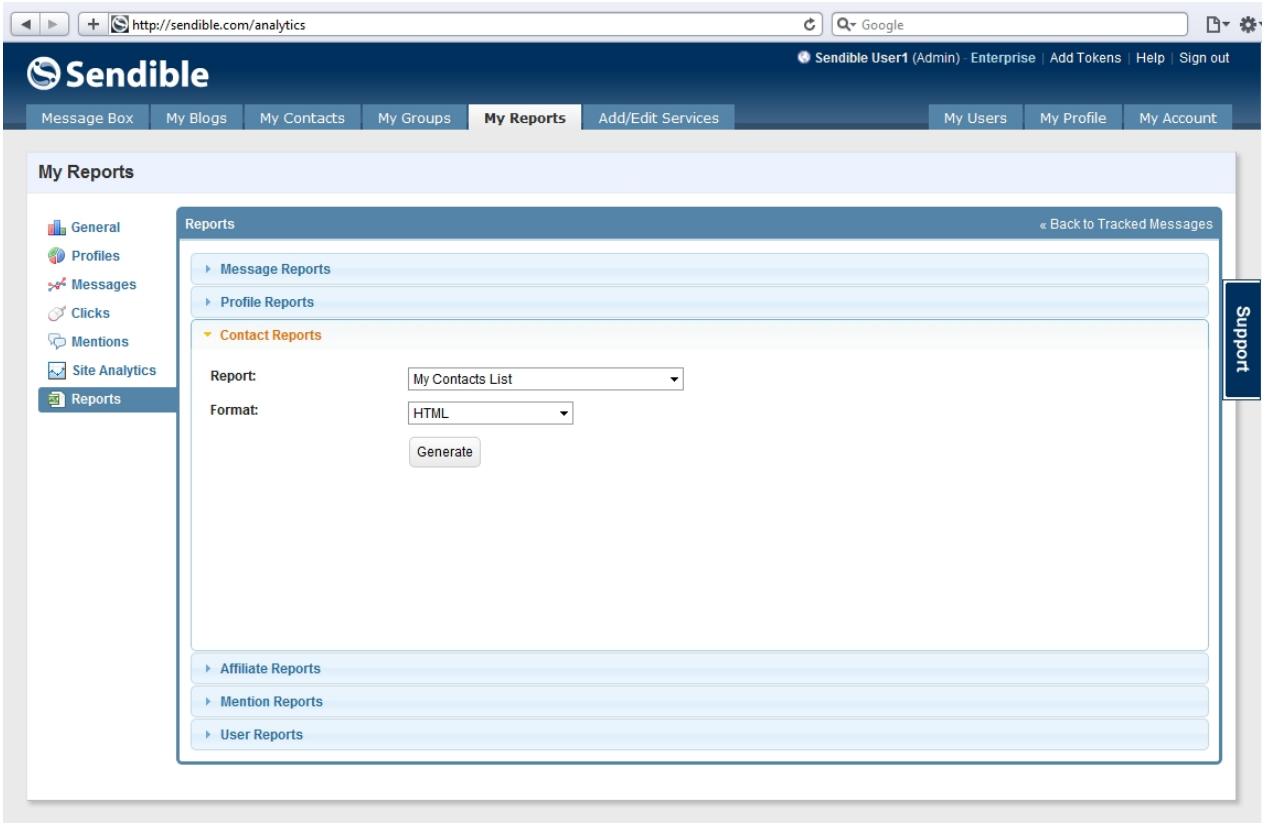
Profile Reports

The profile reports section allows you to export report information about specific social network accounts.



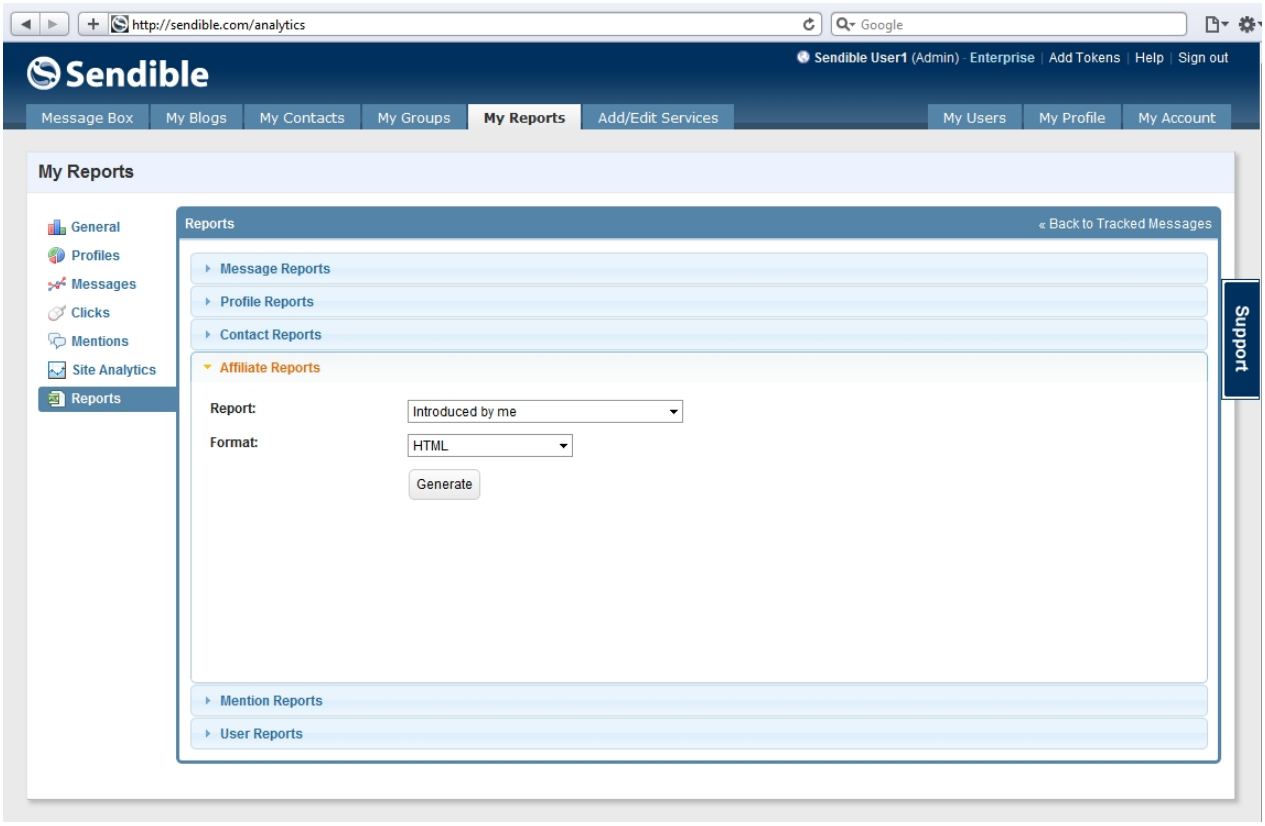
Contact Reports

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.

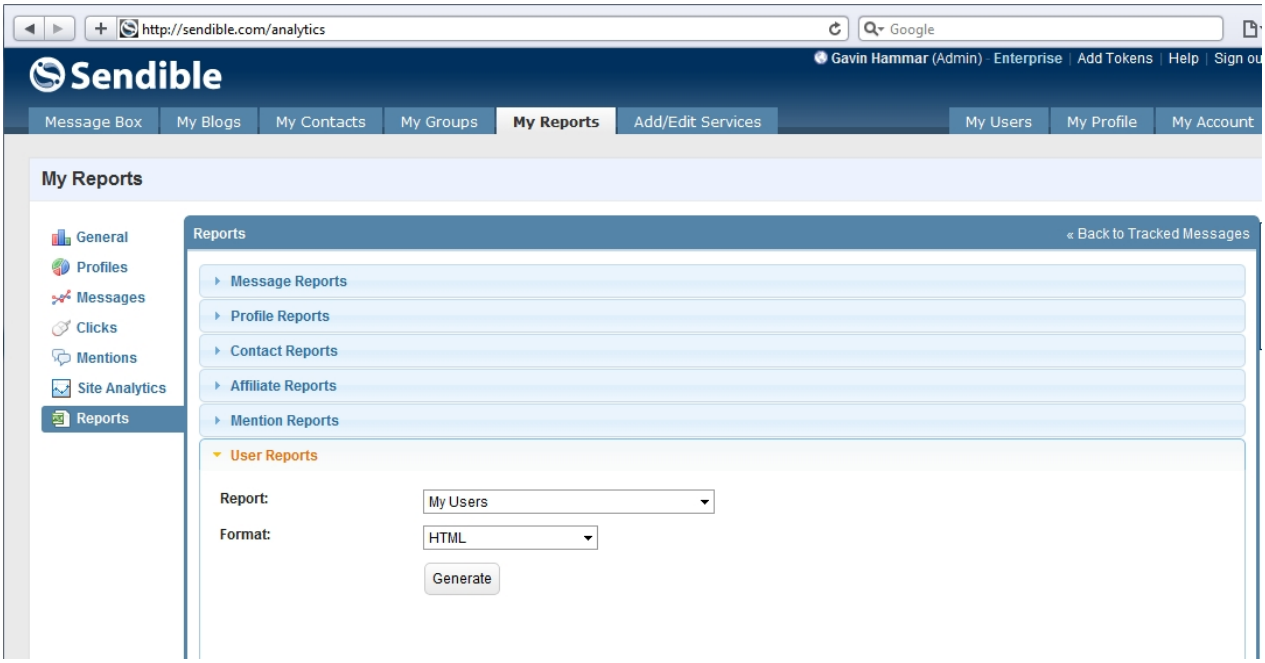


If you're interested in becoming an affiliate, please send an email to partnerships@sendible.com.

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.

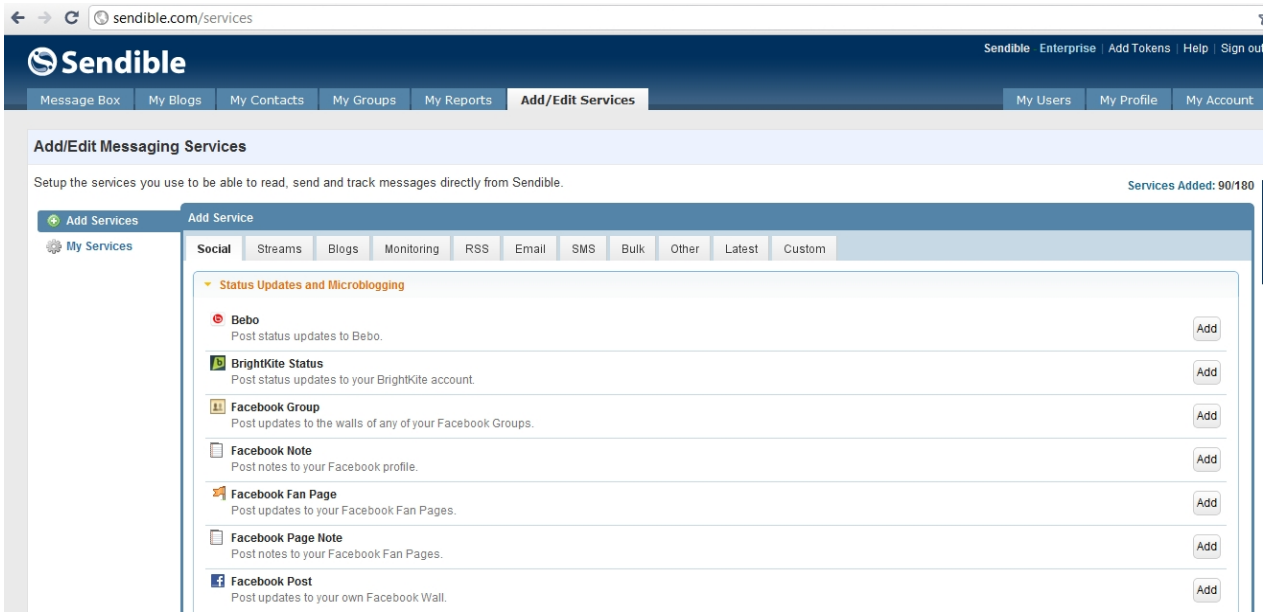


Add/Edit Services

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.

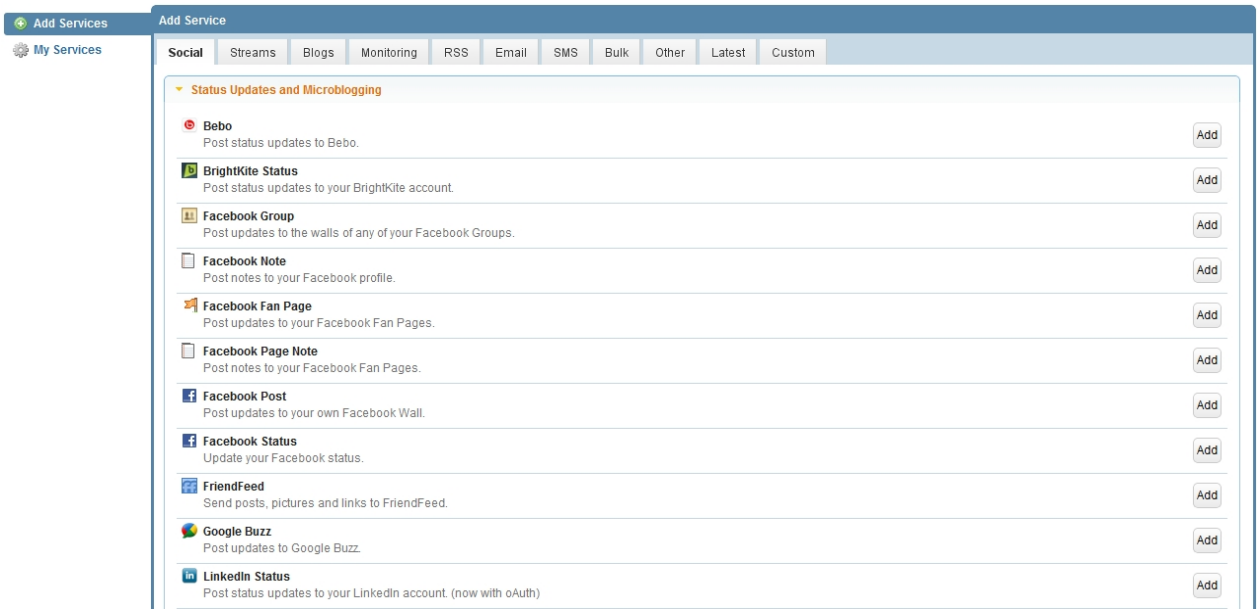
Social

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

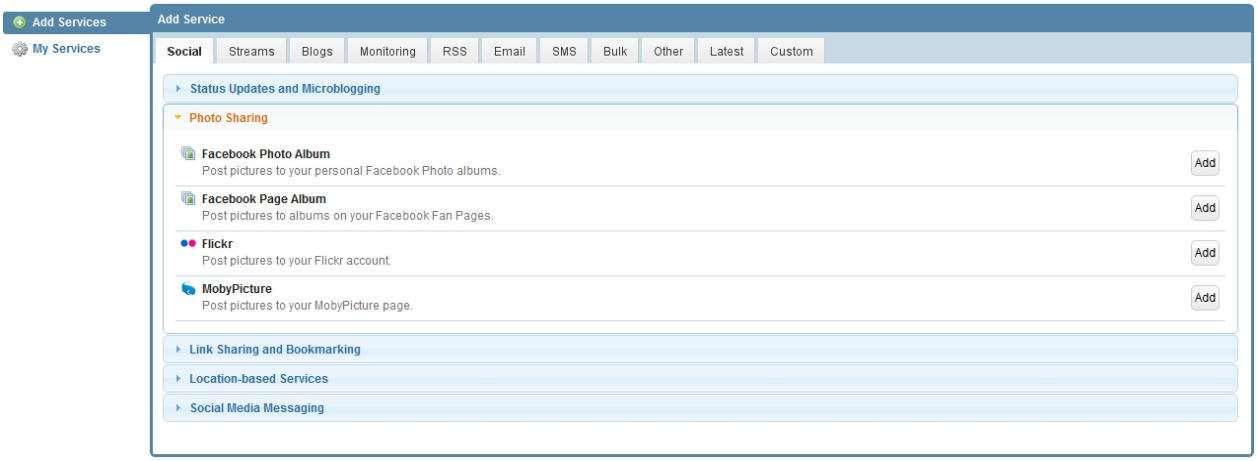
Status Updates and Microblogging allows you to add services which enable you to post status updates to services such as Twitter, Facebook and LinkedIn.



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

Photo Sharing

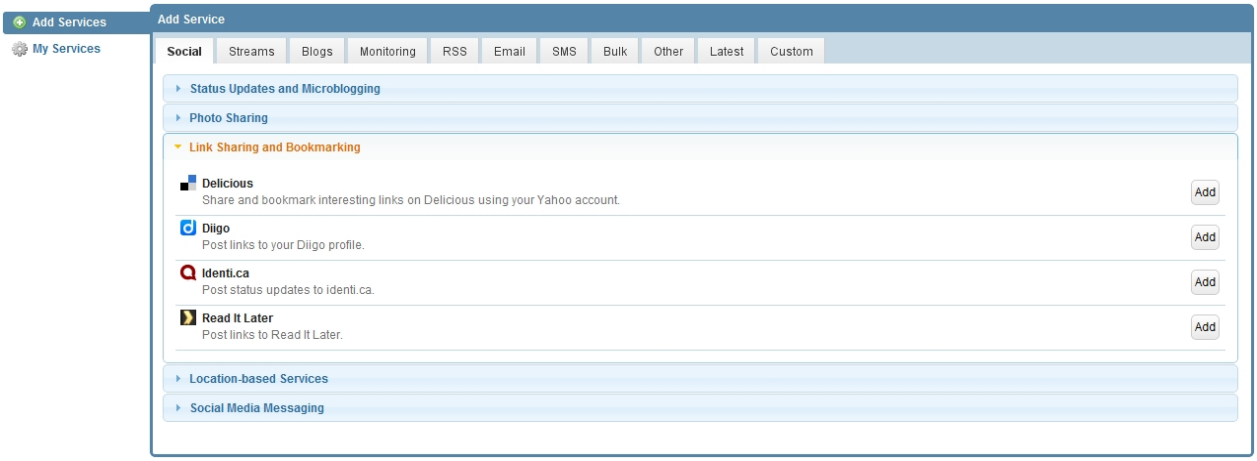
Photo Sharing allows you to add services which enable you to post photos using services such as Facebook Photo Album and Flickr.



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

Link Sharing and Bookmarking

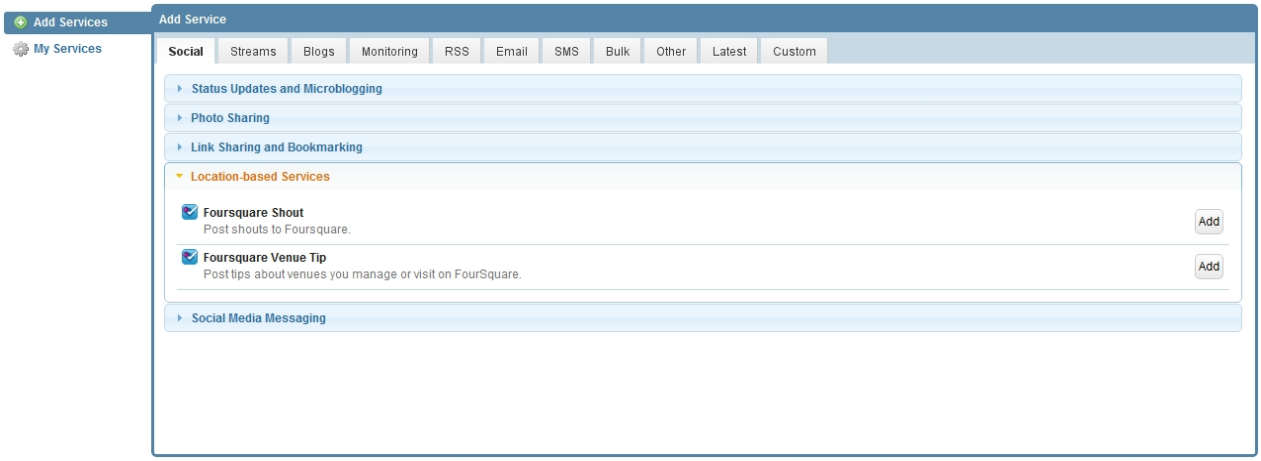
Link Sharing and Bookmarking allows you to add services which enable you to share links using services such as Delicious and Diigo.



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

Location-based Services

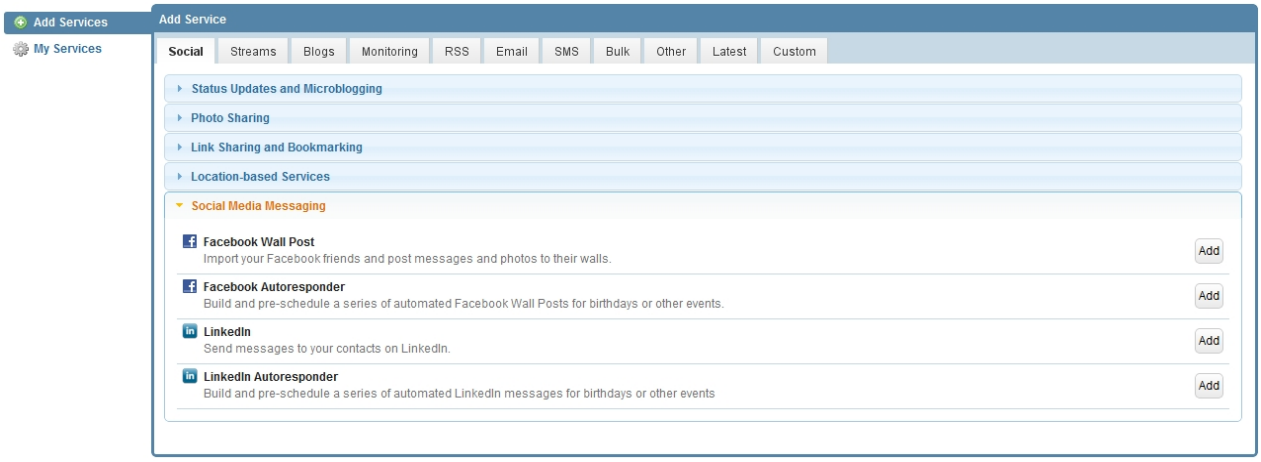
Location-based Services allows you to add services which enable you to post location-specific updates using services such as Foursquare.



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?

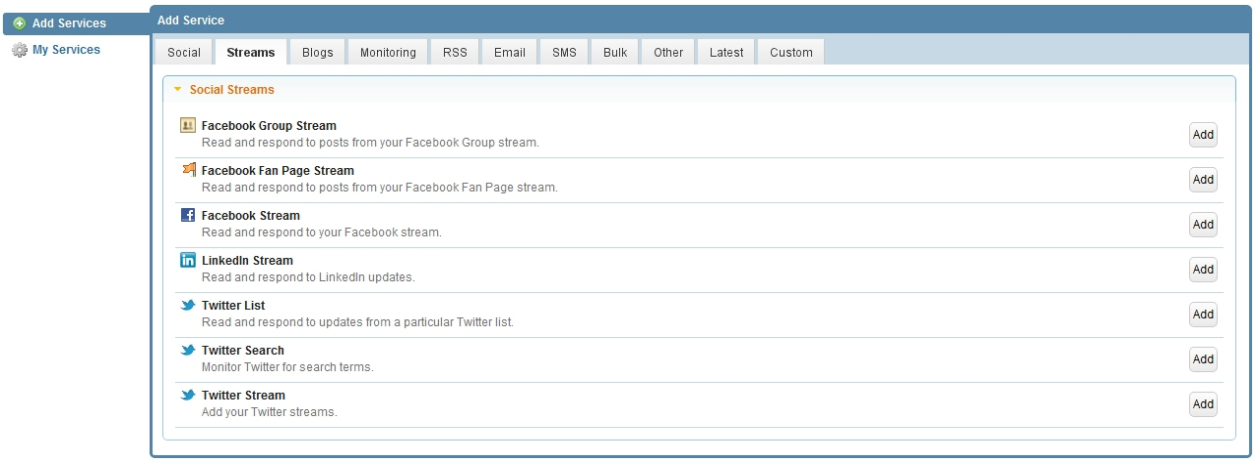
Streams

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?

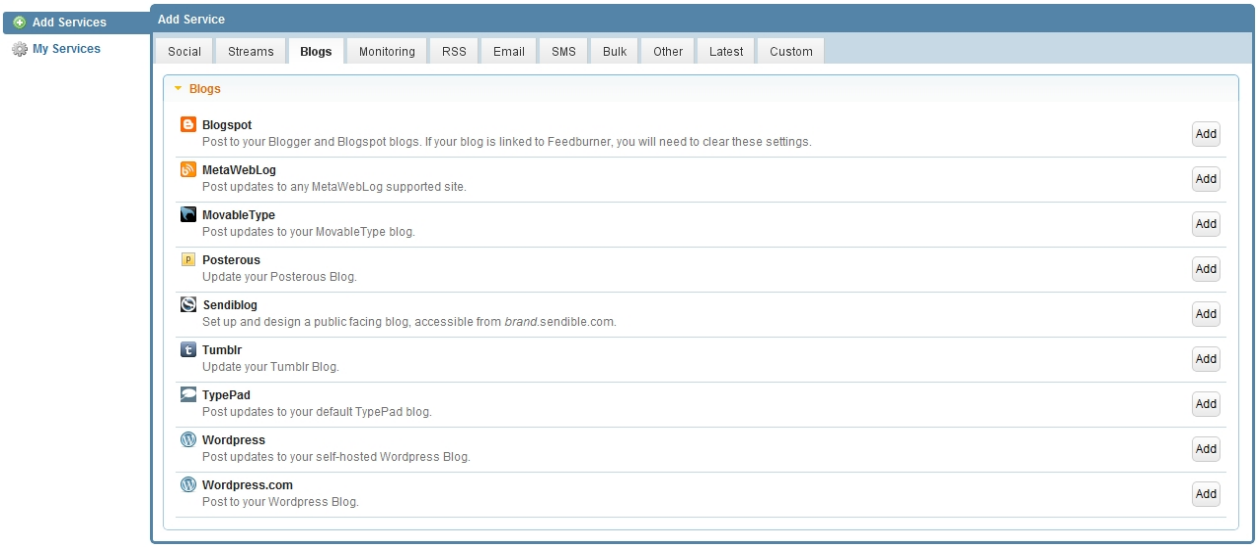
Blogs

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?

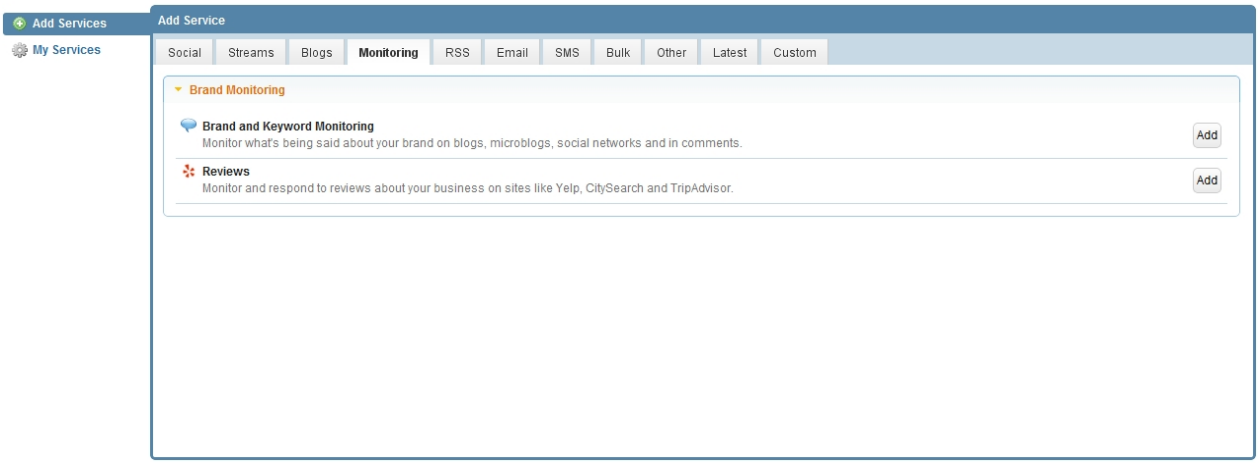
Monitoring

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

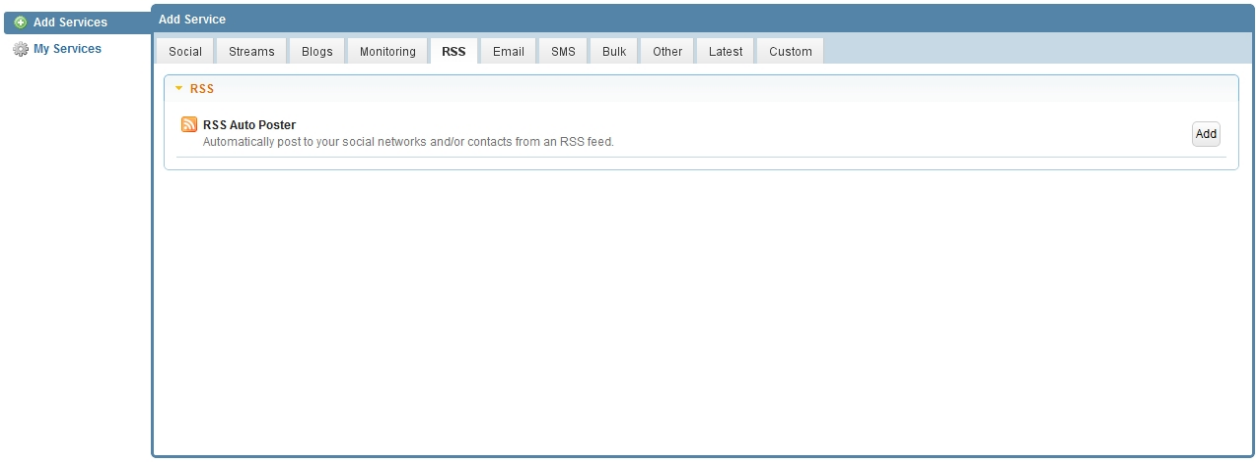
Brand Monitoring allows you to add services which enable you to monitor what's being said about your brand and competitors through Brand and Keyword Monitoring and Reviews.



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?

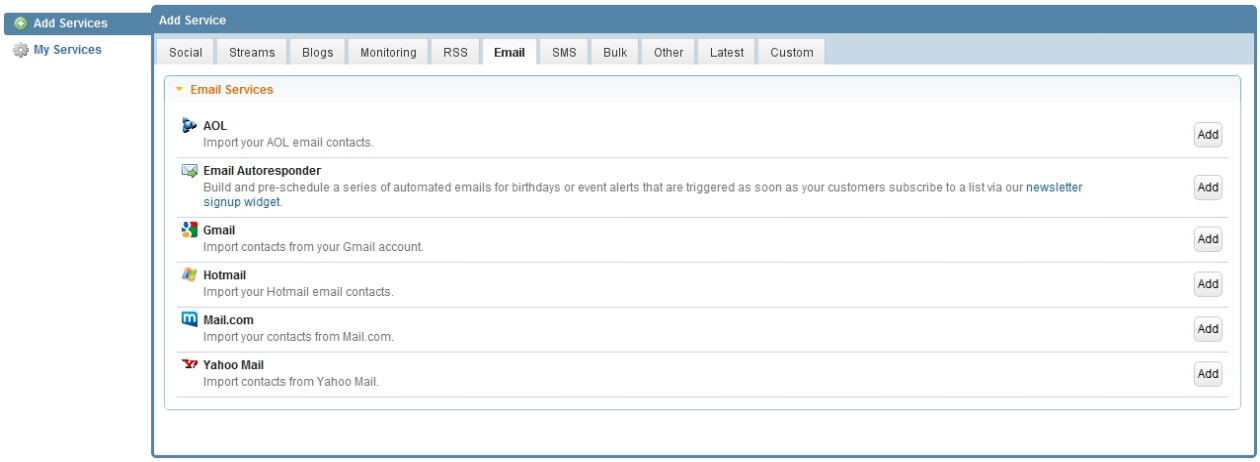
Email

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?

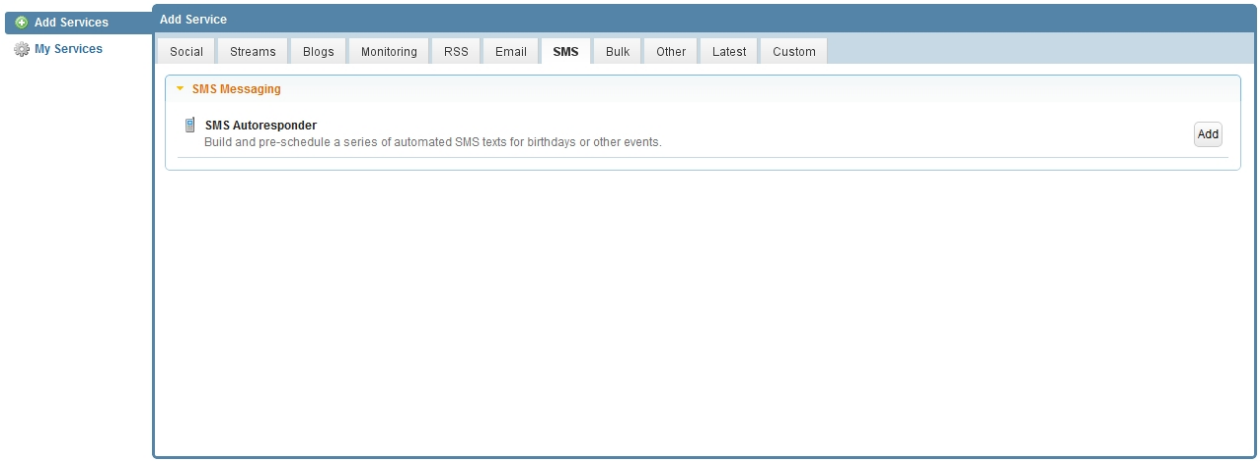
SMS

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 Autpresponder 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?

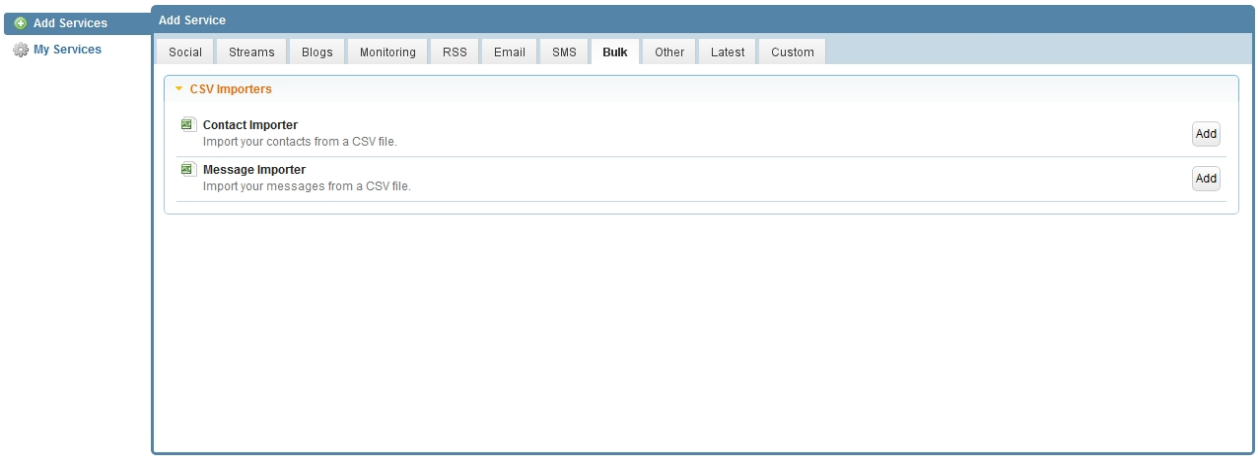
Bulk

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?

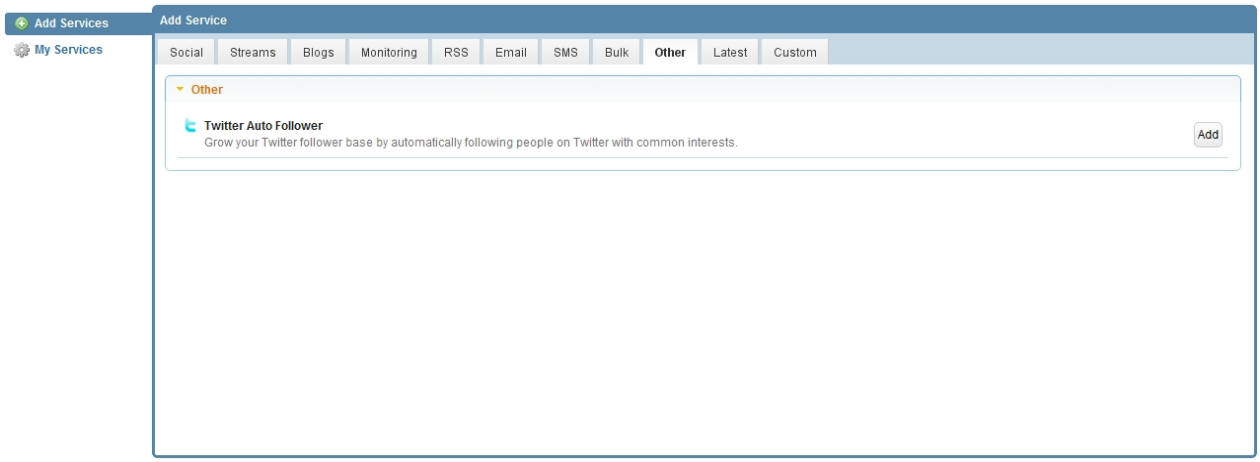
Other

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

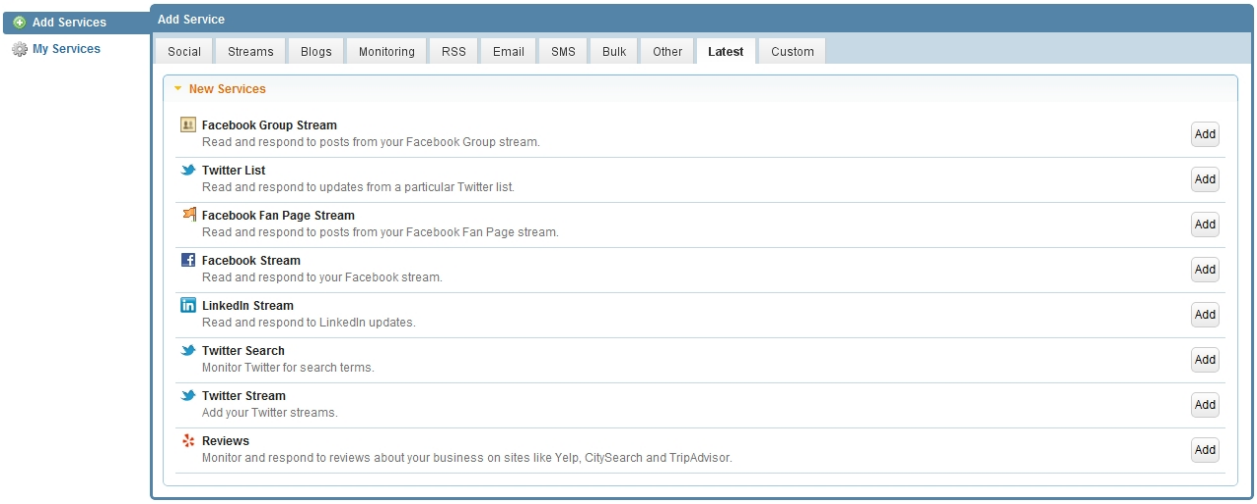
Twitter Auto Follower allows you to automatically follow people on Twitter.



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/sendiblerebranding.

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'?

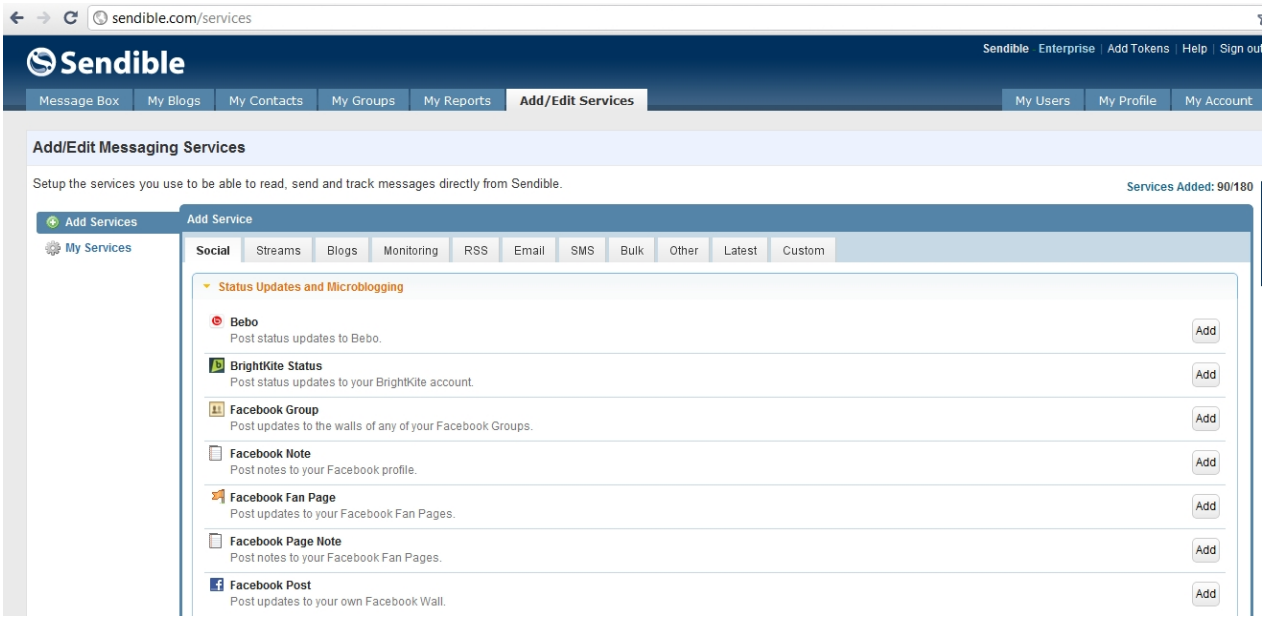
For a list of the social media services supported by Sendible, see What Social Media services do you support?

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?

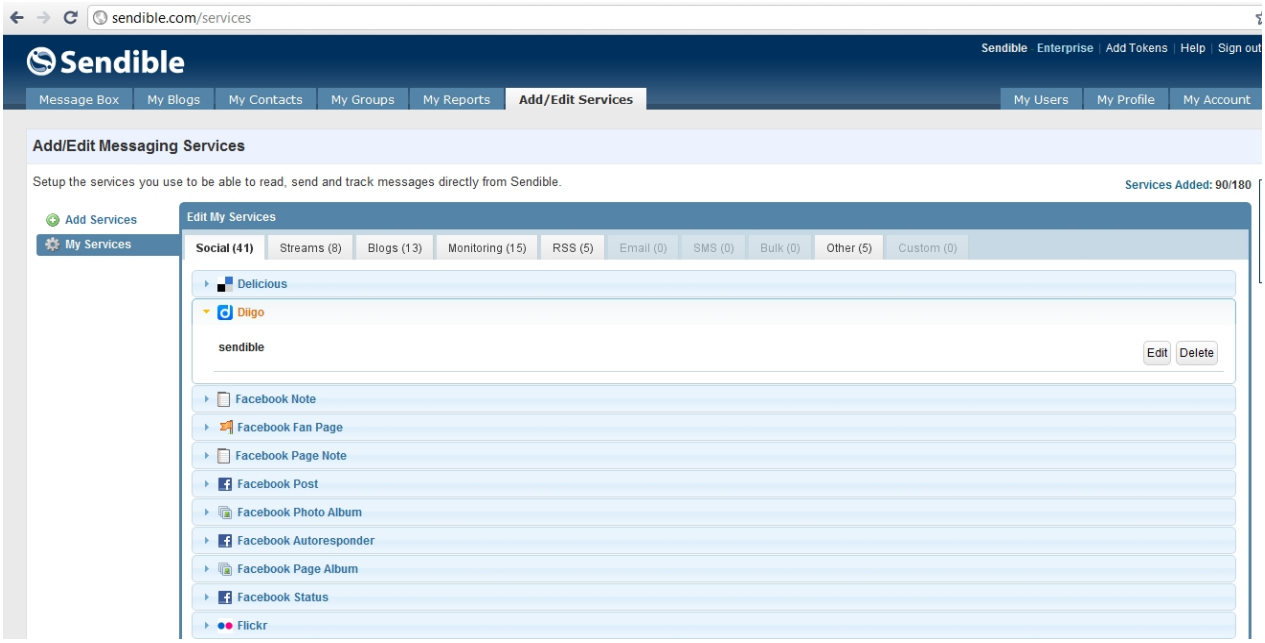


3. Find the service you wish to add and click **Add**
4. Sign in to the service with your username etc
5. When prompted, grant Sendible permission to link with the service
6. You will then see the service in your list of services in the Message Box
7. Type your post and click **Send**

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

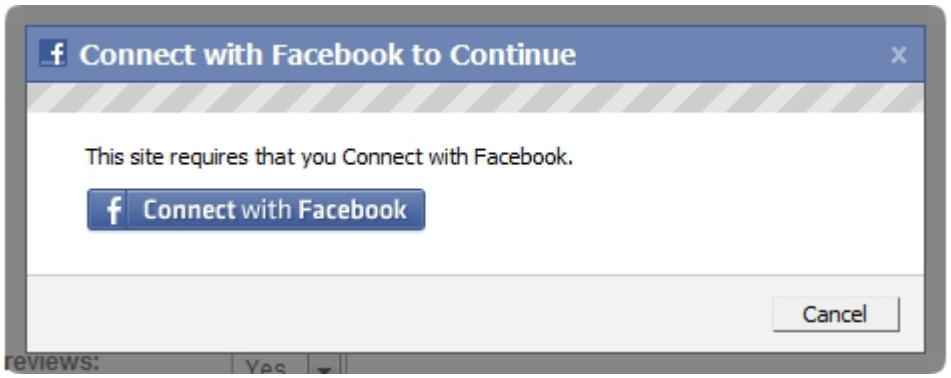
How to's...

Below are a list of How to's...

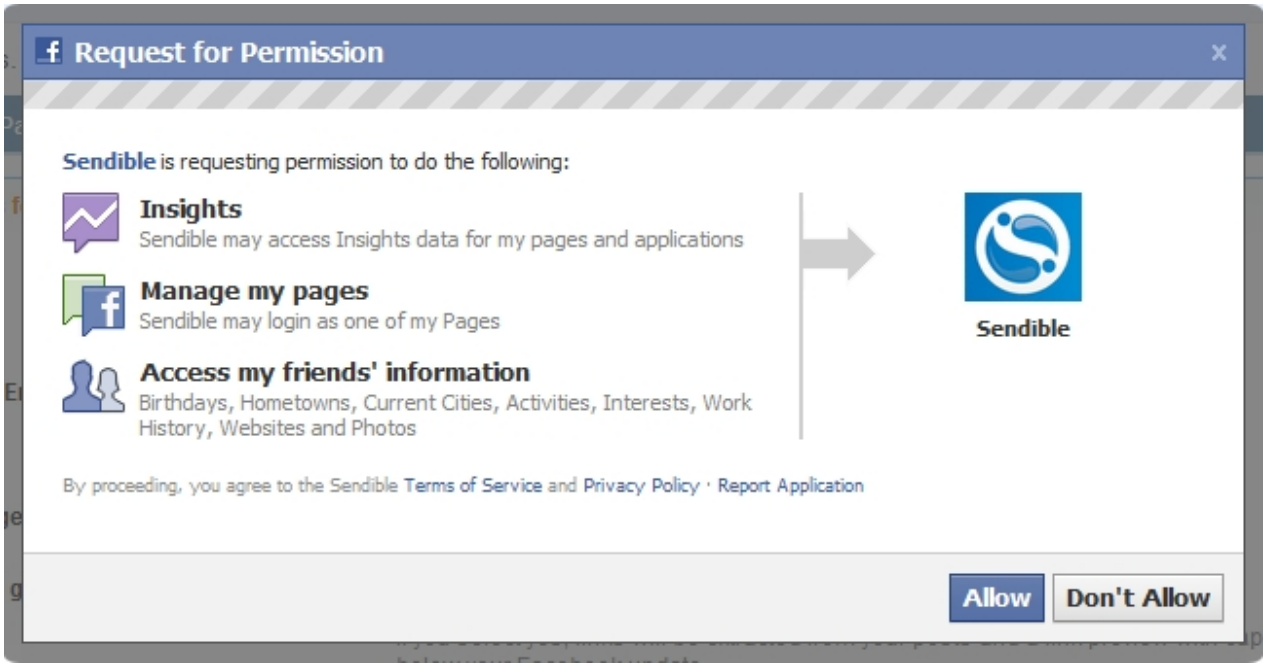
If you have a question that is not listed here and you think it should be, please email support@sendible.com.

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.

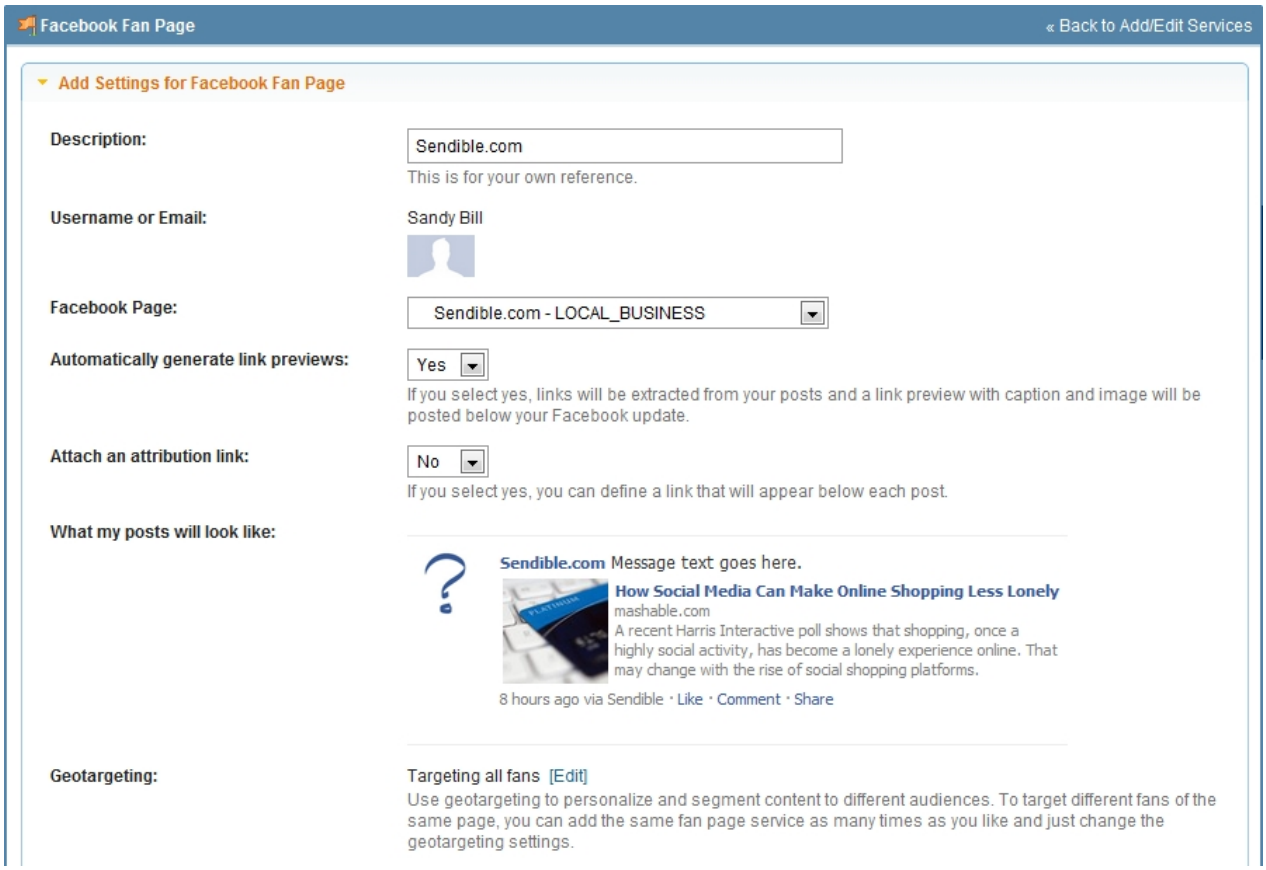


5. If prompted, grant Sendible permission to access your Facebook account by selecting **Allow.**



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.



9. You can repeat the process to add more Facebook Fan Pages.

For more information on geotargeting, see Geotargeting Facebook Fans.

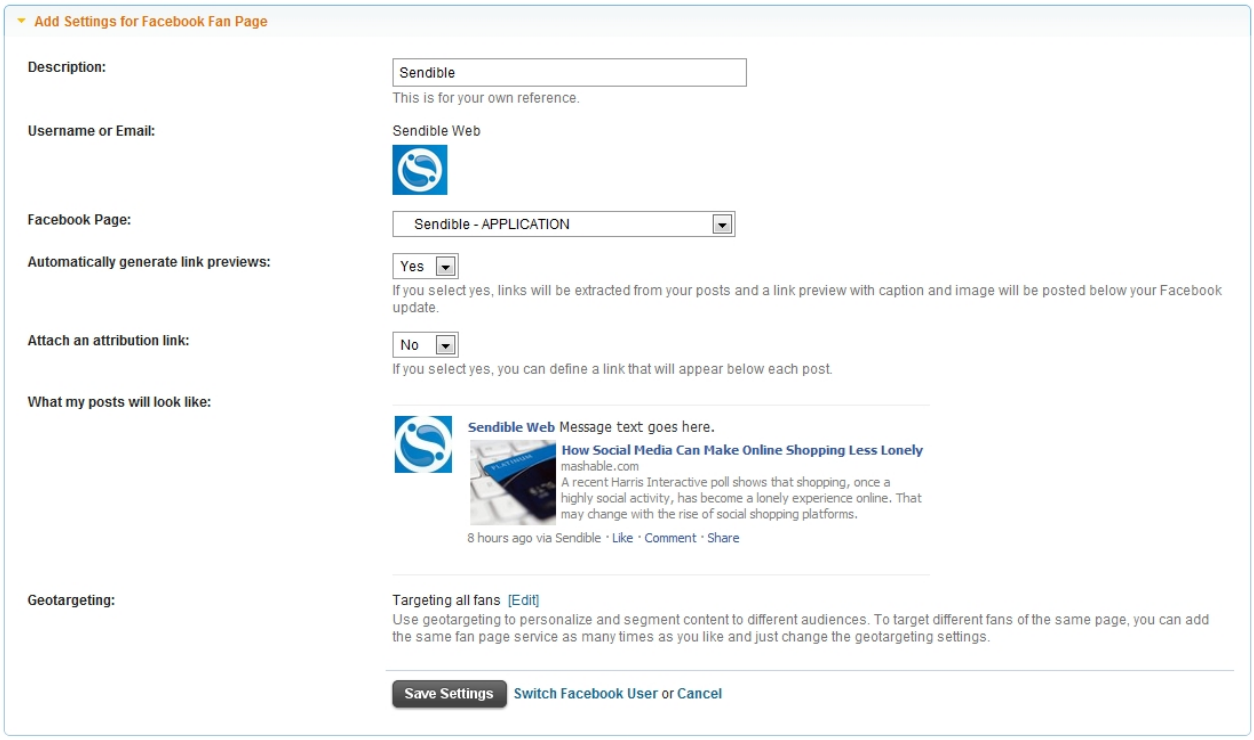
Add Settings for Facebook Fan Page

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**.



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:

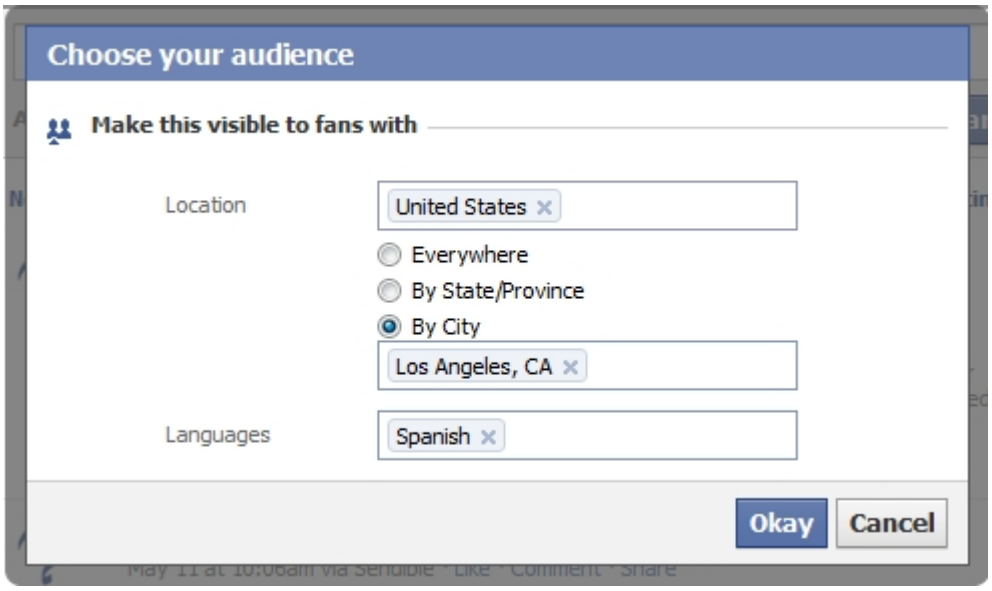
> ***"Free comedy tonight at the Spanish Comedy Club in downtown LA."***

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.

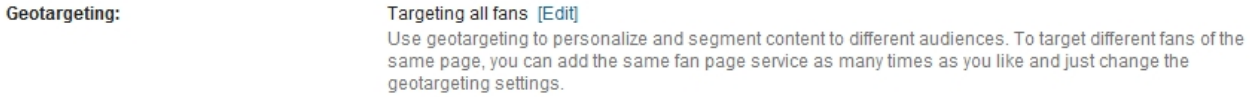
How do I do this in Facebook?

In Facebook, you would select the c**ustomize** option just before you post your update to your fans. Here you can decide exactly which fans your post will be visible to.



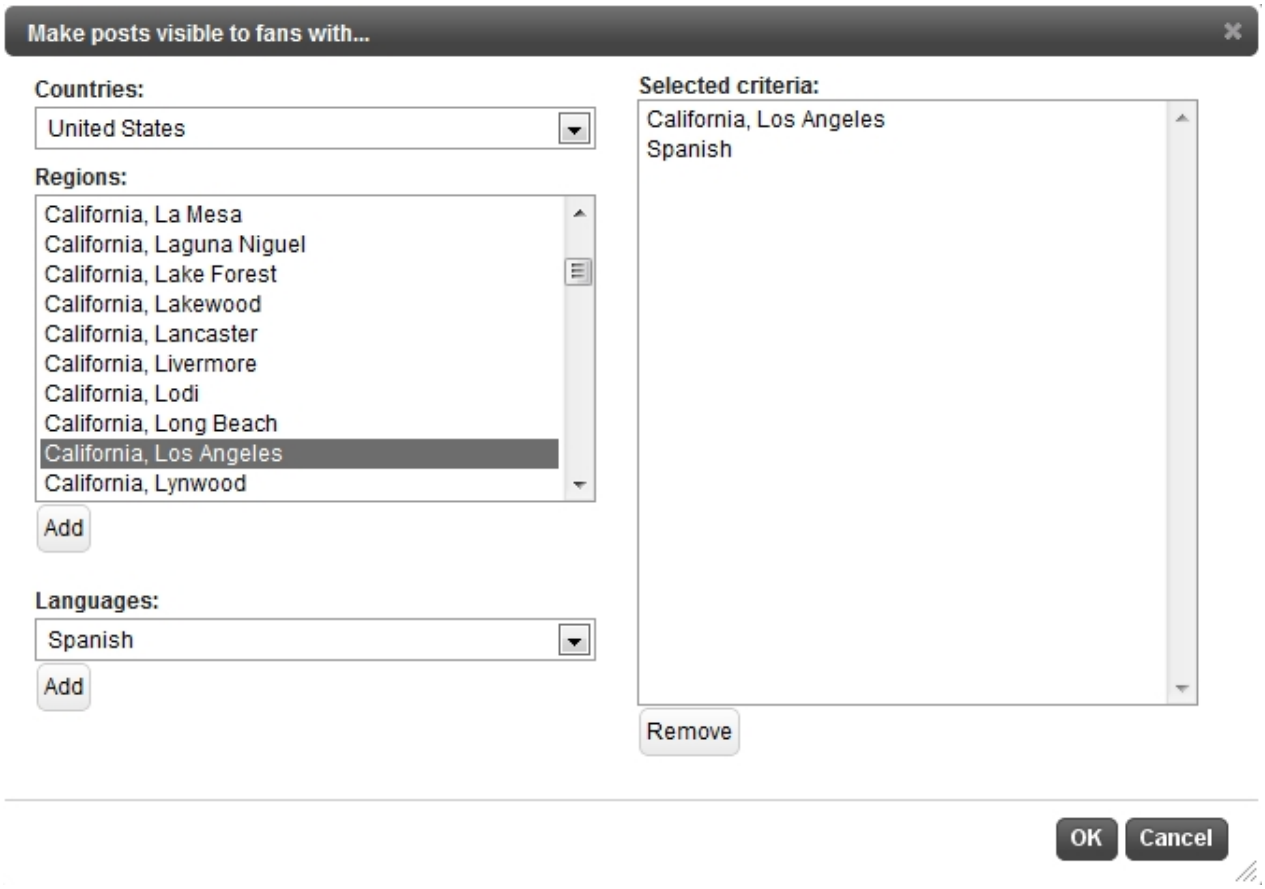
Targeting Specific Fans using Sendible

To target specific fans select **Edit** next to Geotargeting. This will allow you to select fans according to regions.



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.**



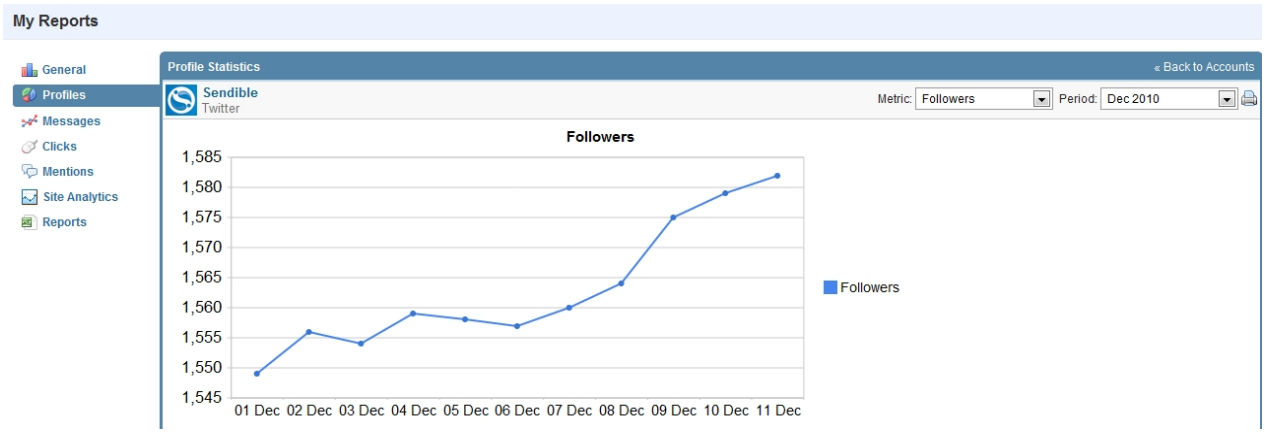
- Once you have made your selections, click **Ok.**
- You will be able to view your targeted fans on the **Add Settings** page, example below

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

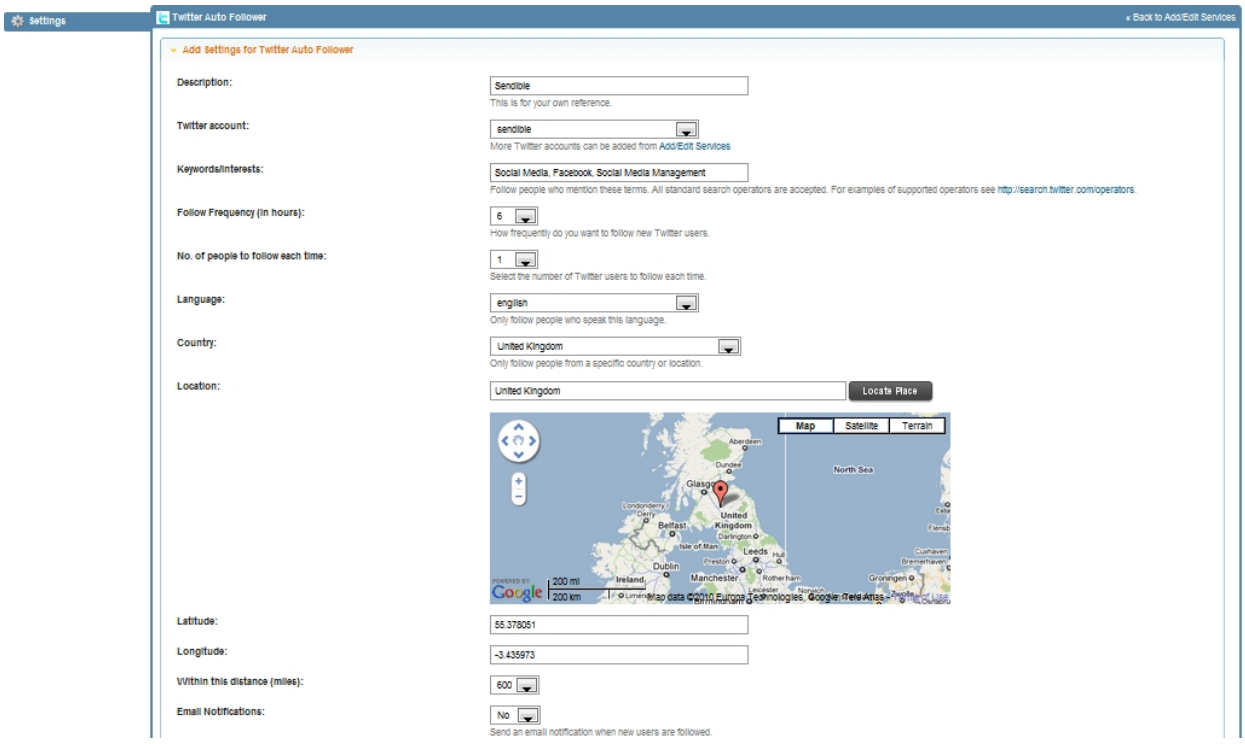
Sendible allows you to grow your Twitter audience with minimal effort. The service works by automatically following people on Twitter who mention terms that you specify in the hope that these Twitter users will follow you back.

The chart below is proof that this technique clearly works:

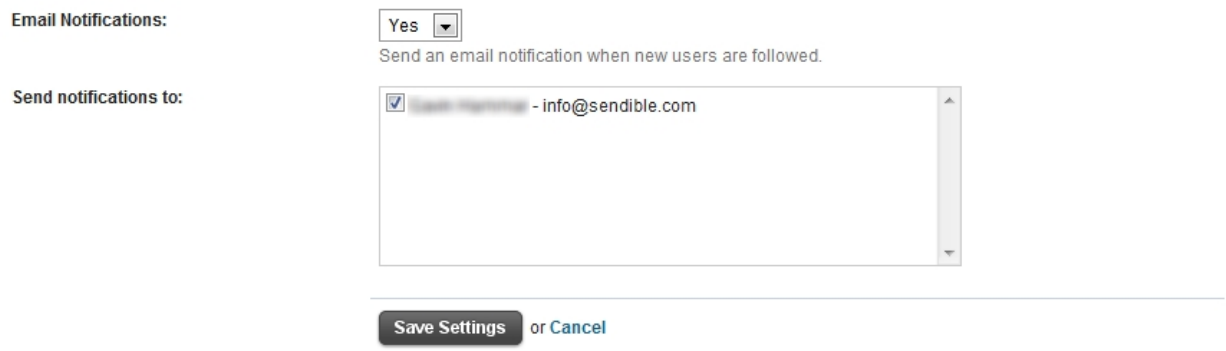


How to add Twitter Auto Follower

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.



4. You can configure Sendible to notify you via email whenever it follows new users.



5. Click **Save Settings** to add the service

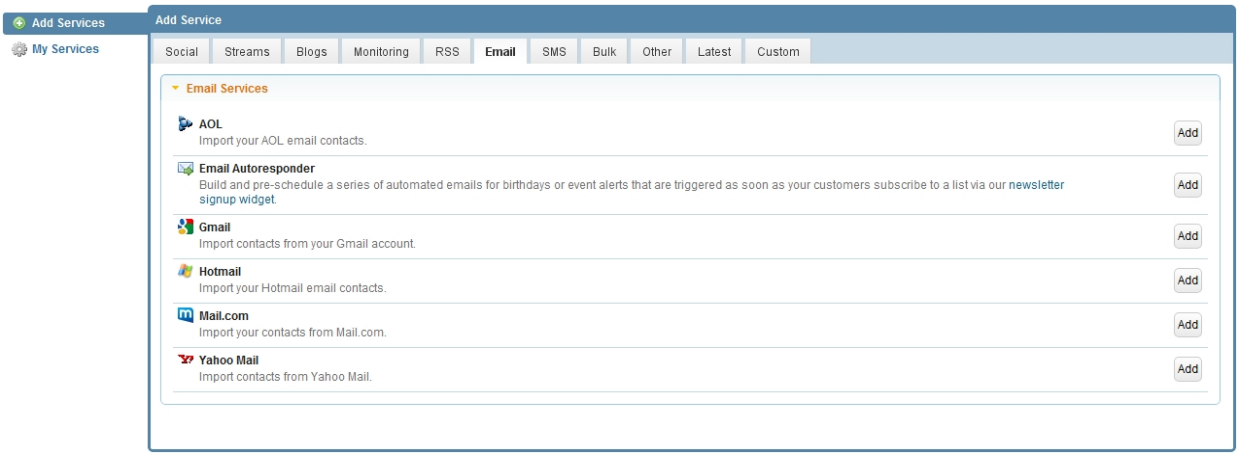
How to setup an email autoresponder

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.

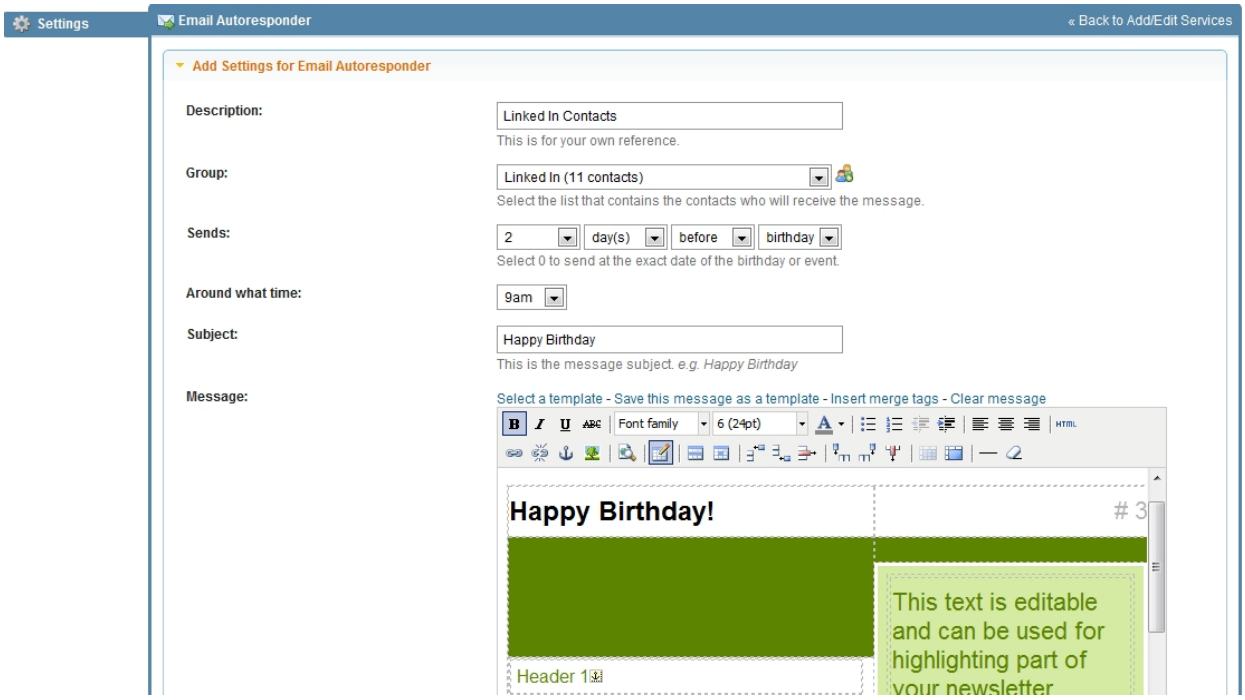
Sendible's autoresponders allow you to configure and send automatic messages via Email, Facebook, LinkedIn and SMS that are triggered by a date or an event.

Steps required to setup an email autoresponder:

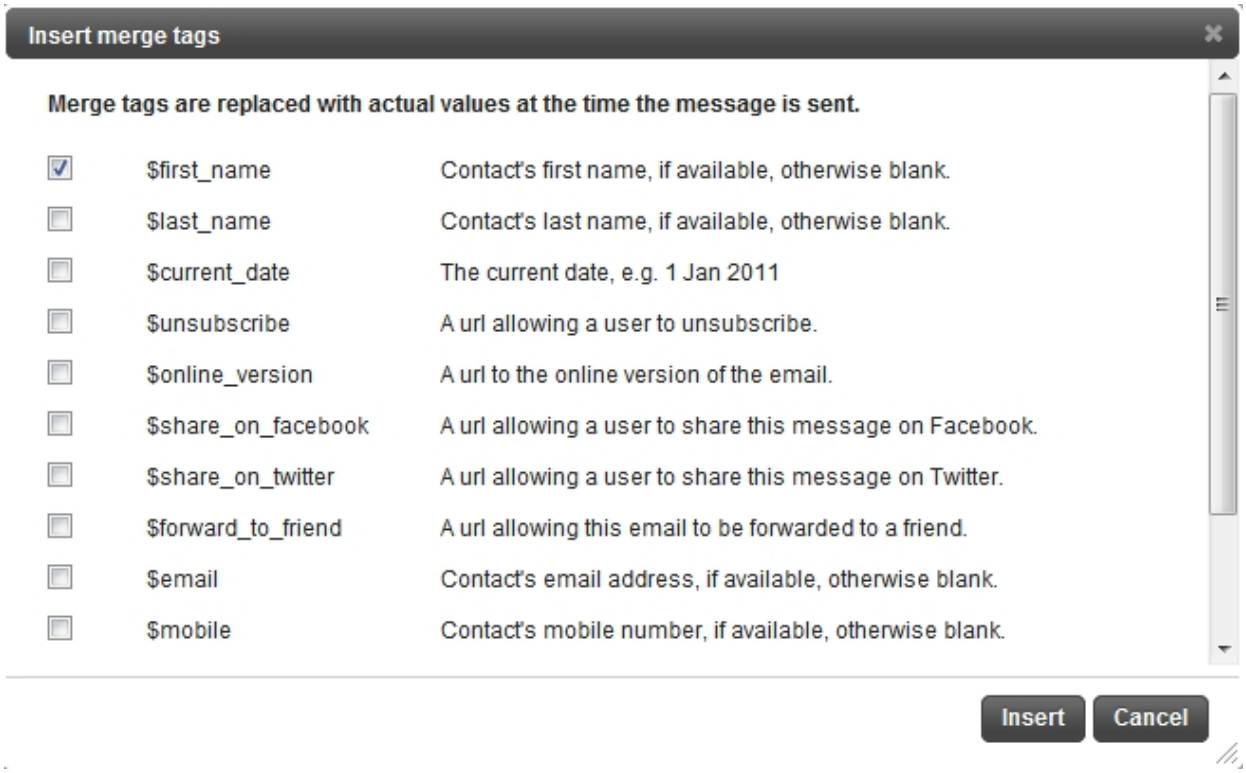
1. If you haven't already done so, you should use Sendible's capture widget on your website to start capturing new email and SMS contacts. You can set this up under the Widget section in My Contacts.
2. New users will be added to a group you define in My Groups.
3. Using Sendible's email autoresponder, 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.

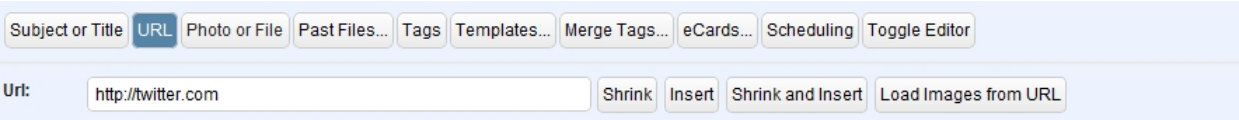
Sendible will now monitor the group you chose for contacts who match the criteria of the event you specified. i.e. users with a matching birthday or users who added themselves to your address book.

You can check which emails Sendible has sent out from within the Sent tab in Message Box.

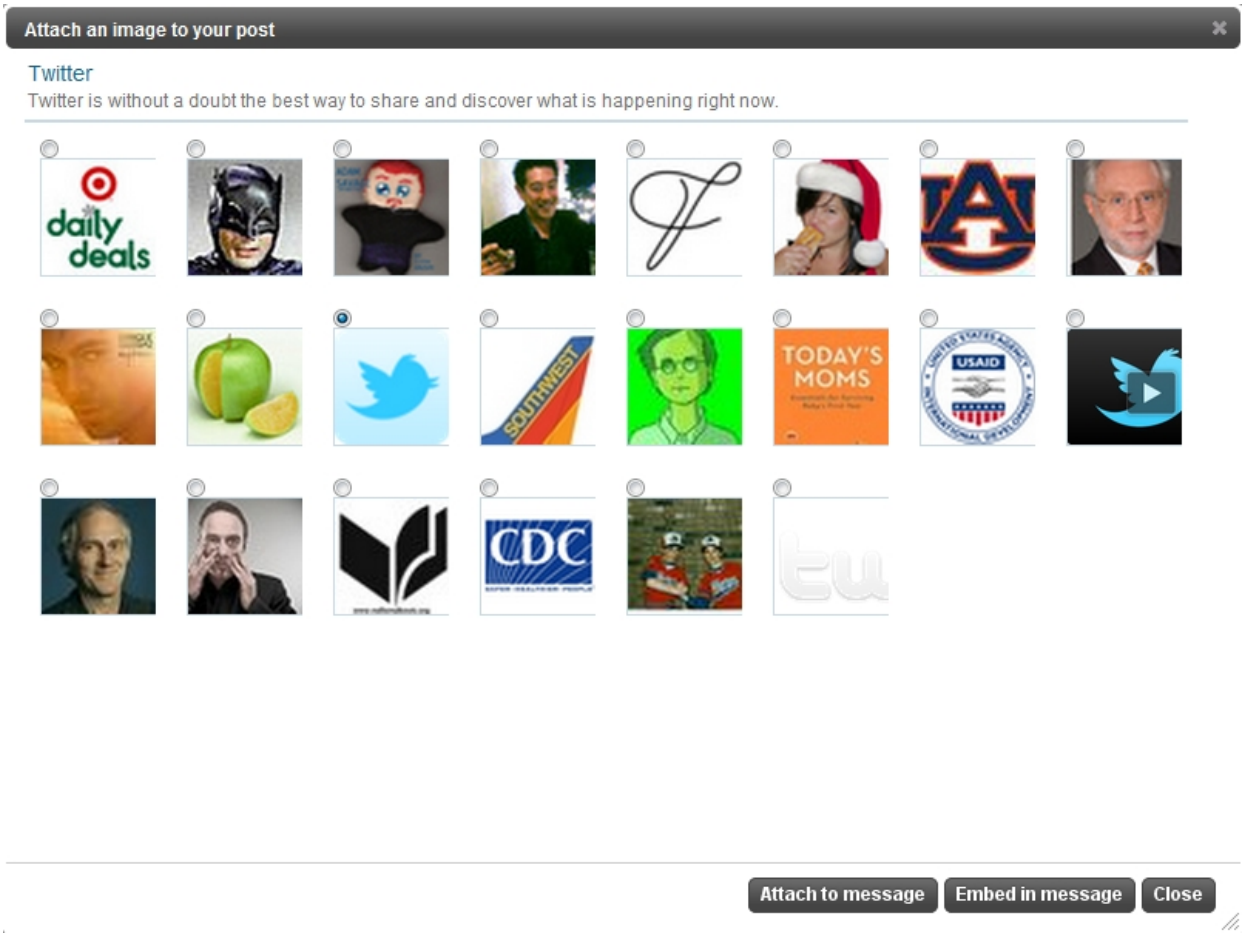
How to post links to Facebook Fan Pages

Sendible allows you to post an update to Facebook with the title, caption and image in Facebook's native format

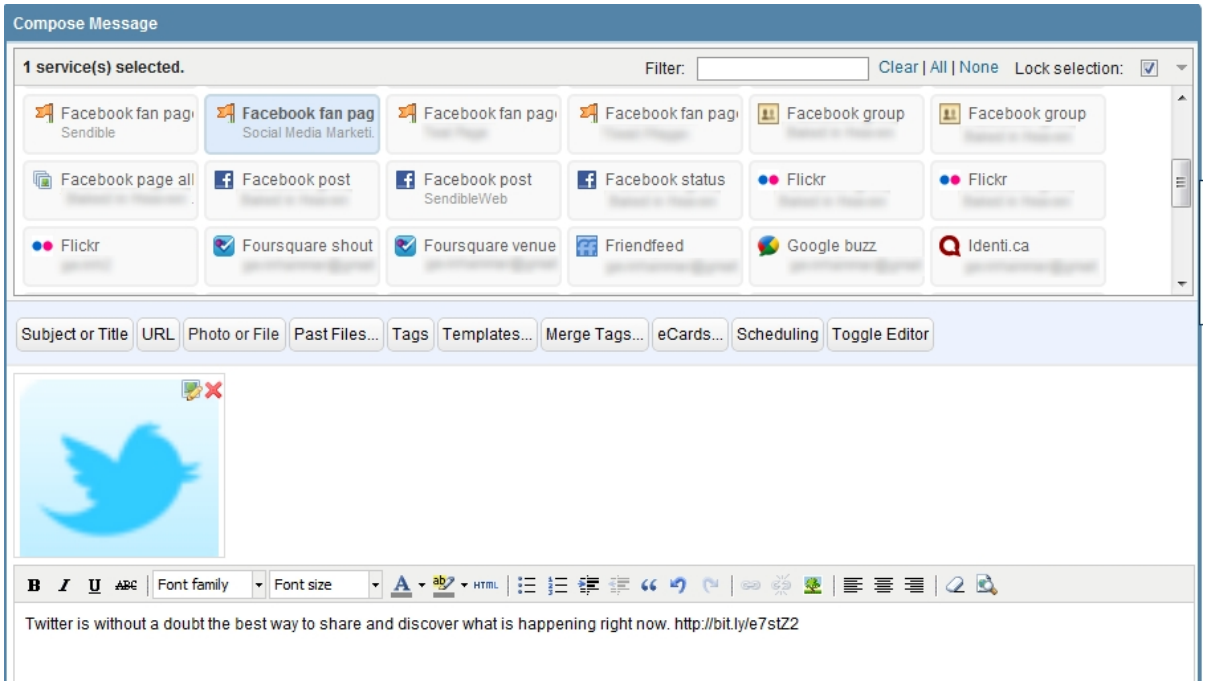
1. After adding the Facebook Page service from Add/Edit Services, return to the Message Box. For more information on adding a Facebook Fan Page, see How to add a Facebook Fan Page.
2. Select the Facebook Page you'd like to post to.
3. Click URL and enter the URL of the link you'll be posting to Facebook.



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.



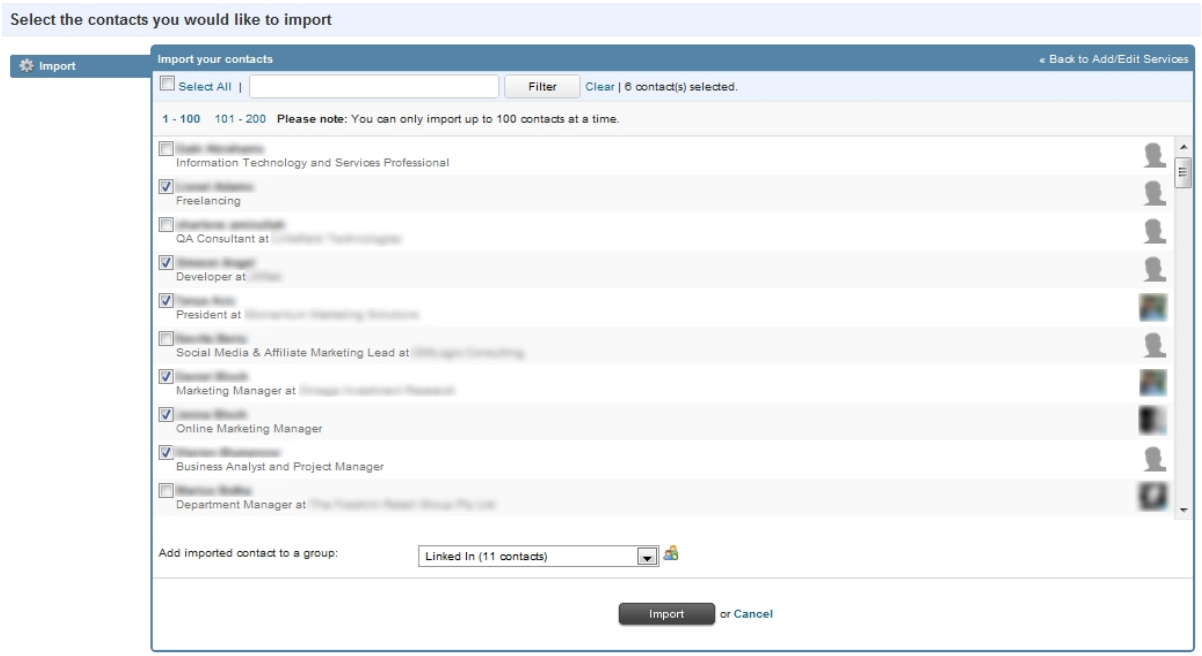
How to send an email newsletter

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.

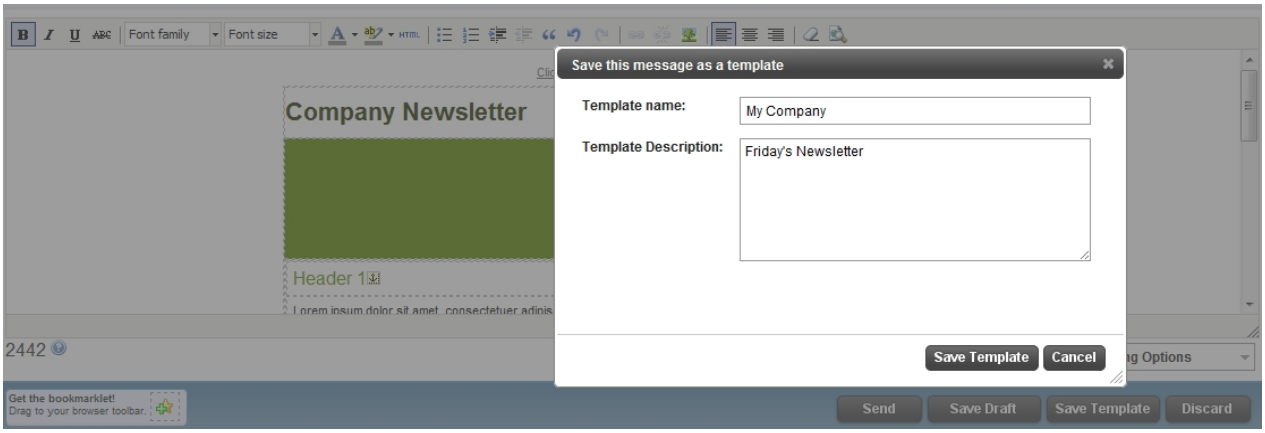


2. Choose or create an email template

Once your contacts have been imported, you can return to the Message Box and select one of Sendible's standard email templates.

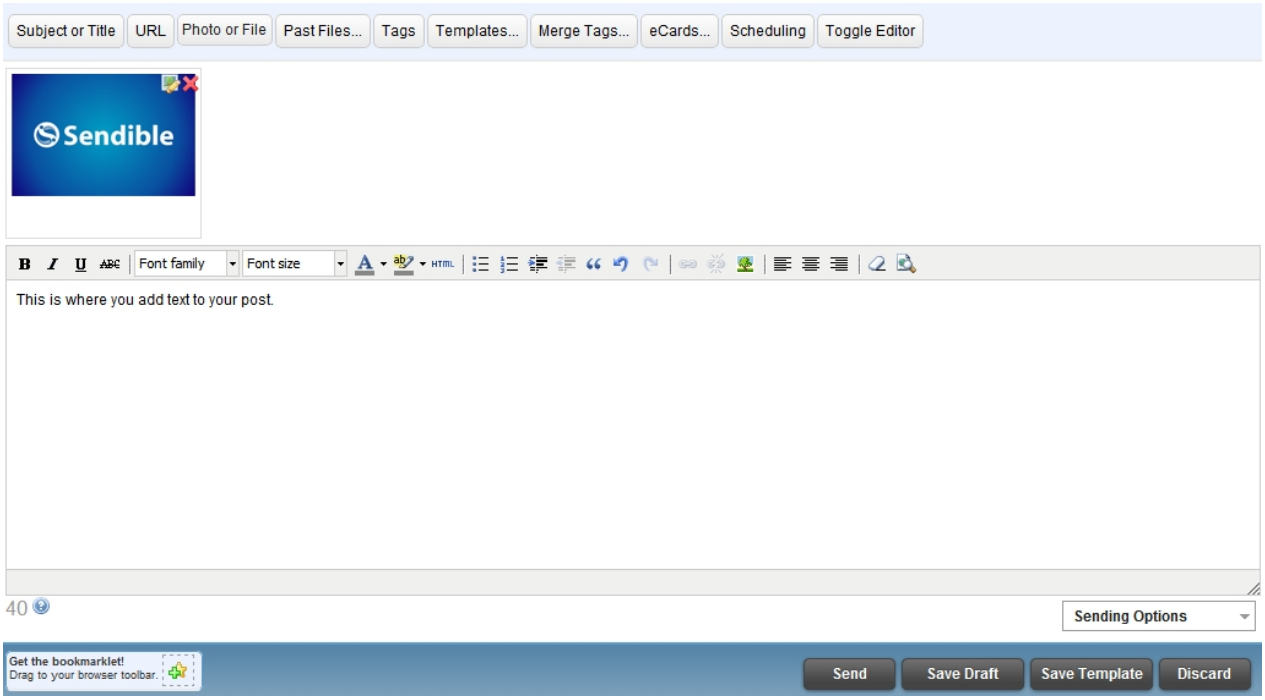
To select a template, click **Templates** and select a template from one of the options.

After selecting a template and editing the content, you can click **Save Template** to save your email template for future use.

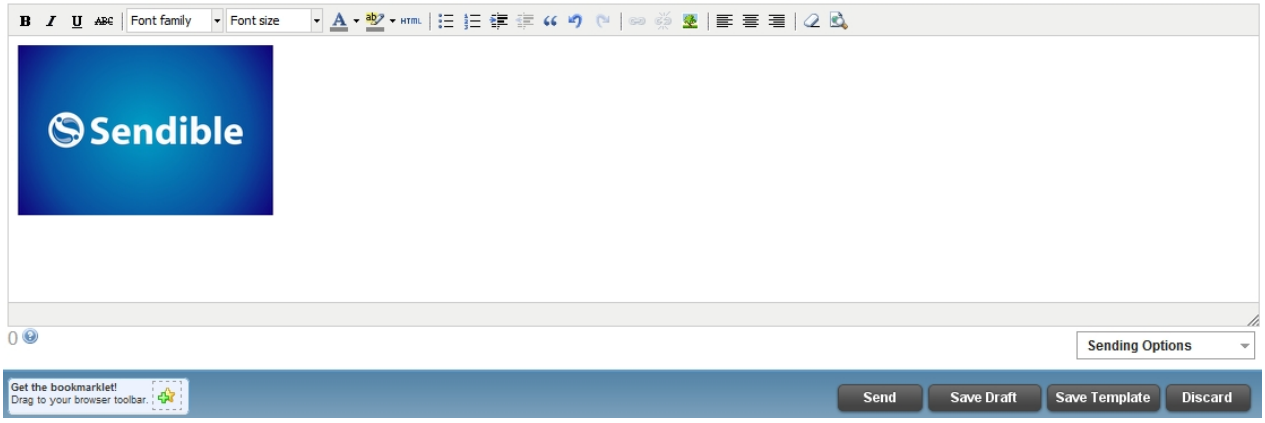


3. Upload and embed images into your email

You can upload and embed images into your email by clicking the **Photo or File** link.



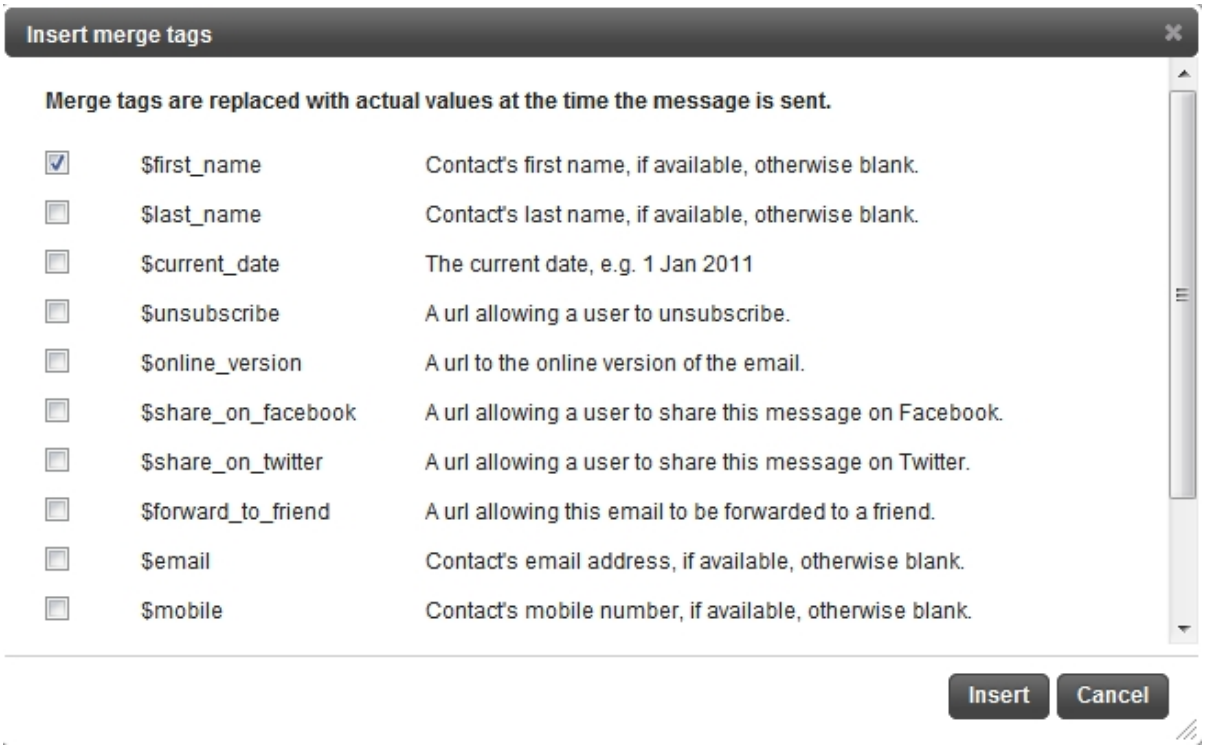
After uploading your photo, you'll be able to embed it into your email by clicking the embed icon at the top right of the image.



4. Insert merge tags

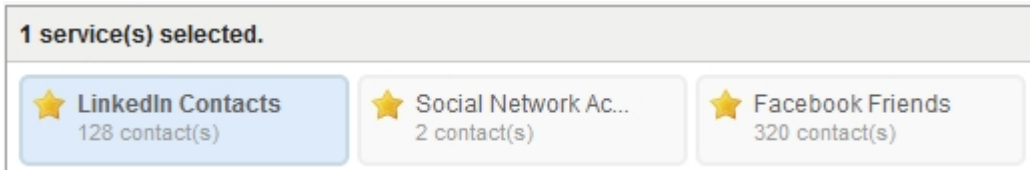
Merge tags are placeholders that can be inserted into your email and replaced with actual values at the time of sending. For example, you could insert merge tags to be replaced with a recipient's first name when the email is sent.

To insert a merge tag, click the Merge Tags link and insert the ones you require into your email.



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.



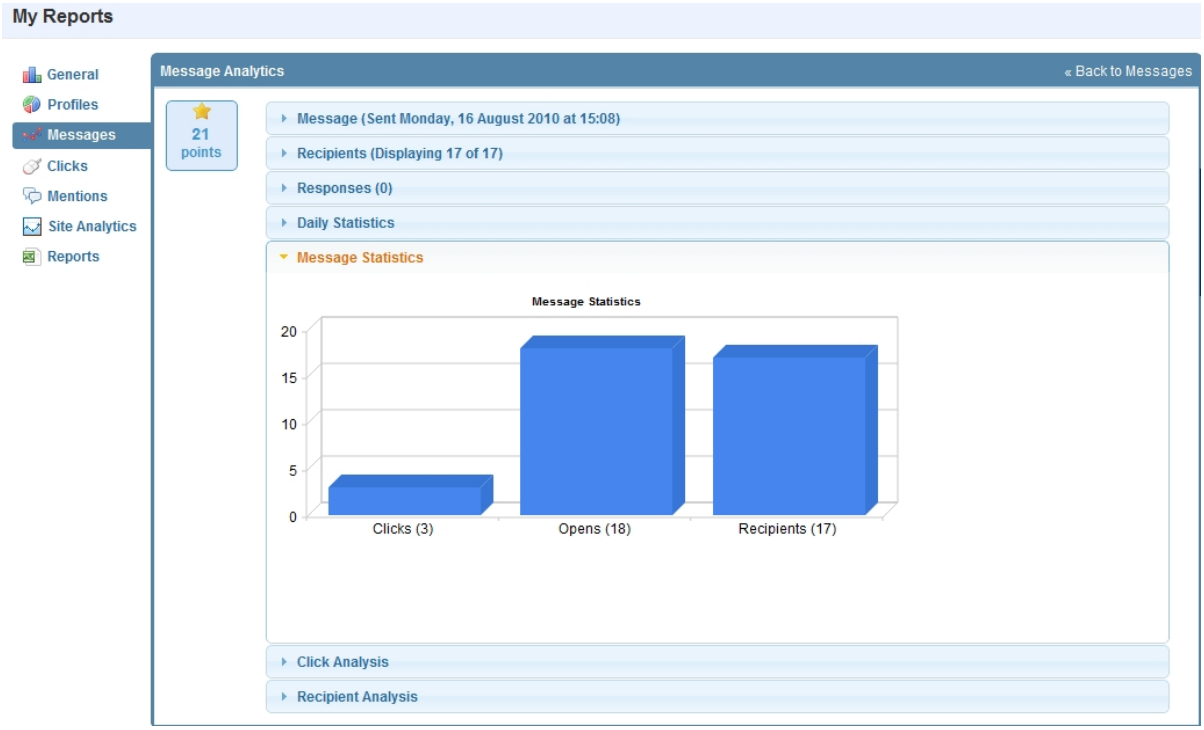
6. Send your email newsletter

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.

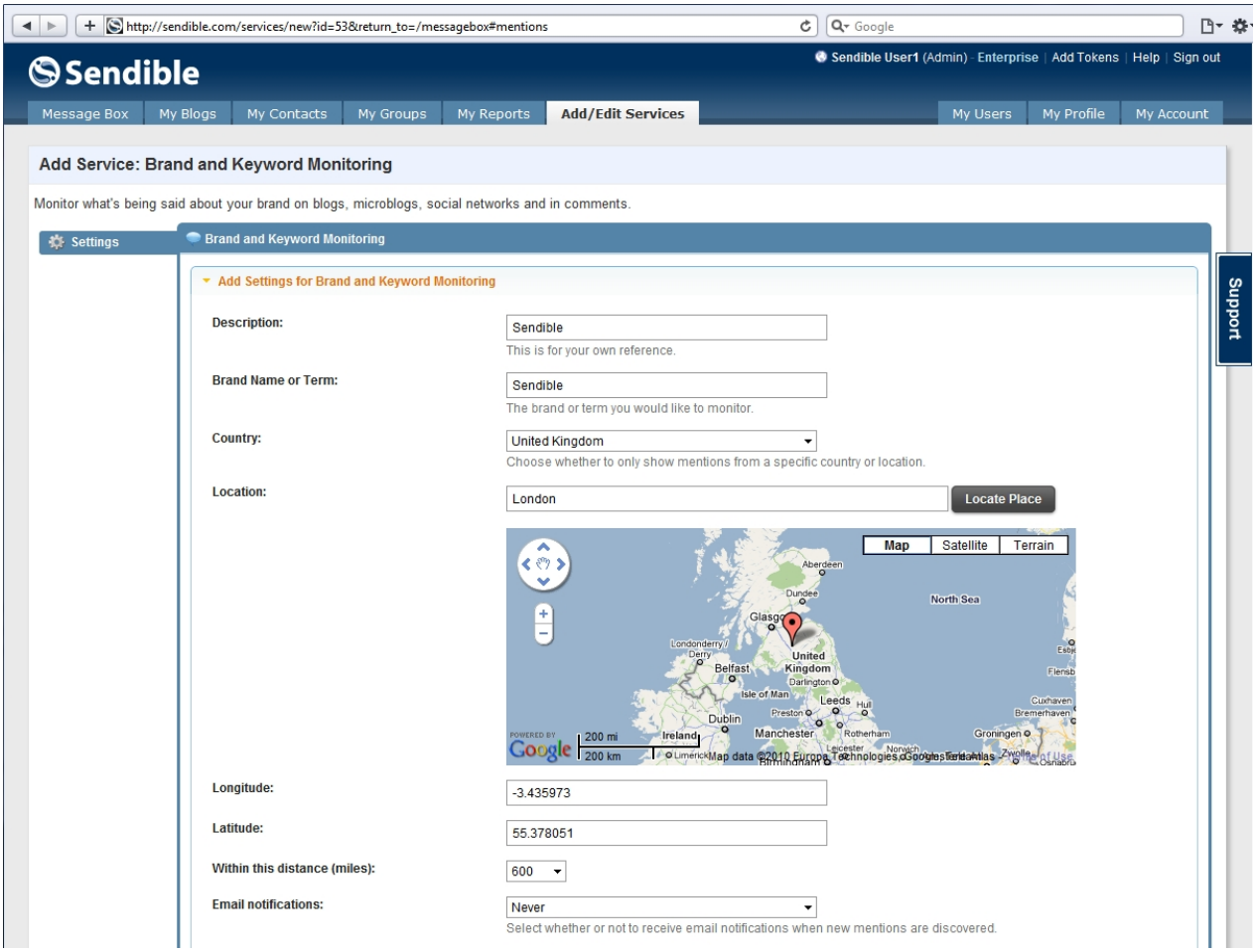


How to track localized social media mentions and engagement

Sendible has implemented our own social media monitoring functionality that delivers localized, more relevant results than our competitors.

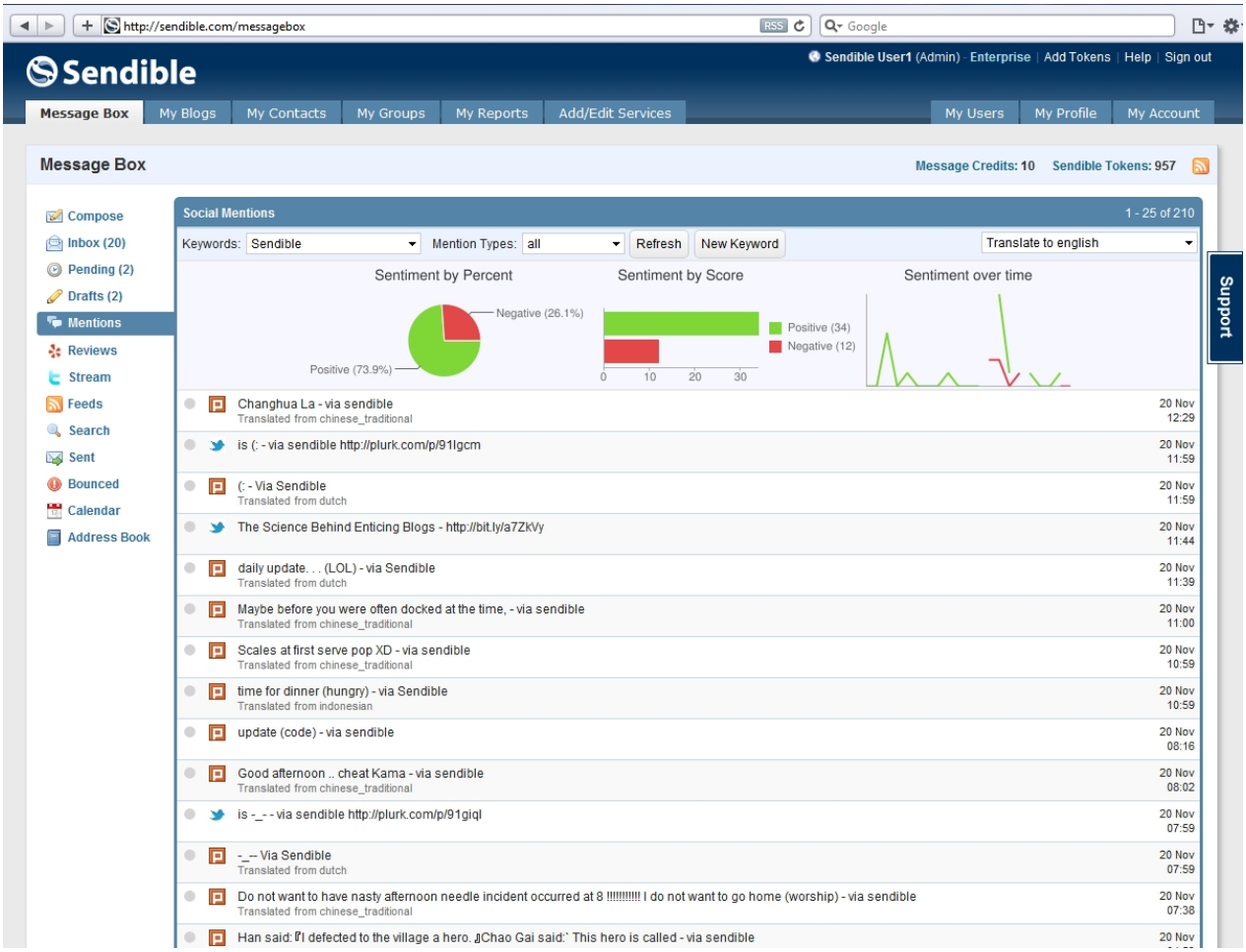
Here are the steps you can take to set up a keyword for social media monitoring:

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.

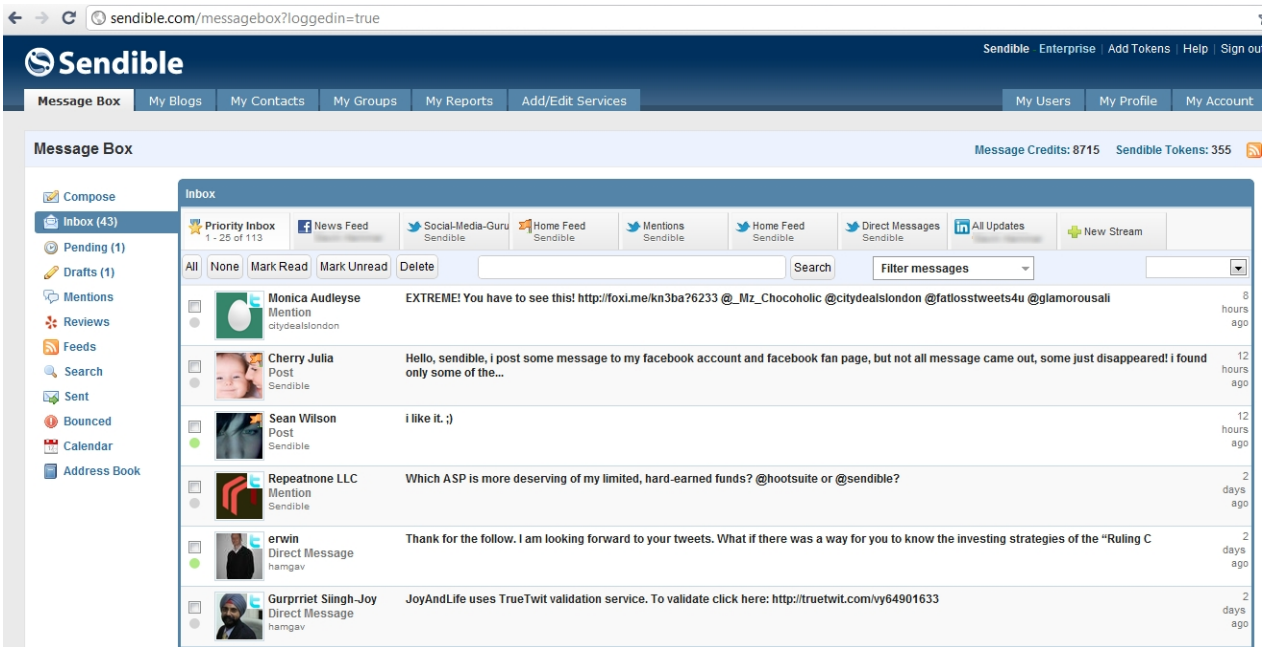
5. After saving your settings, Sendible will start to retrieve mentions for you. You can keep track of the latest mentions about your keyword or brand from the mentions tab within Message Box.
   Sendible will automatically analyse your mentions and highlight posts with both negative and positive sentiment so that you can easily locate the most meaningful posts and respond immediately.



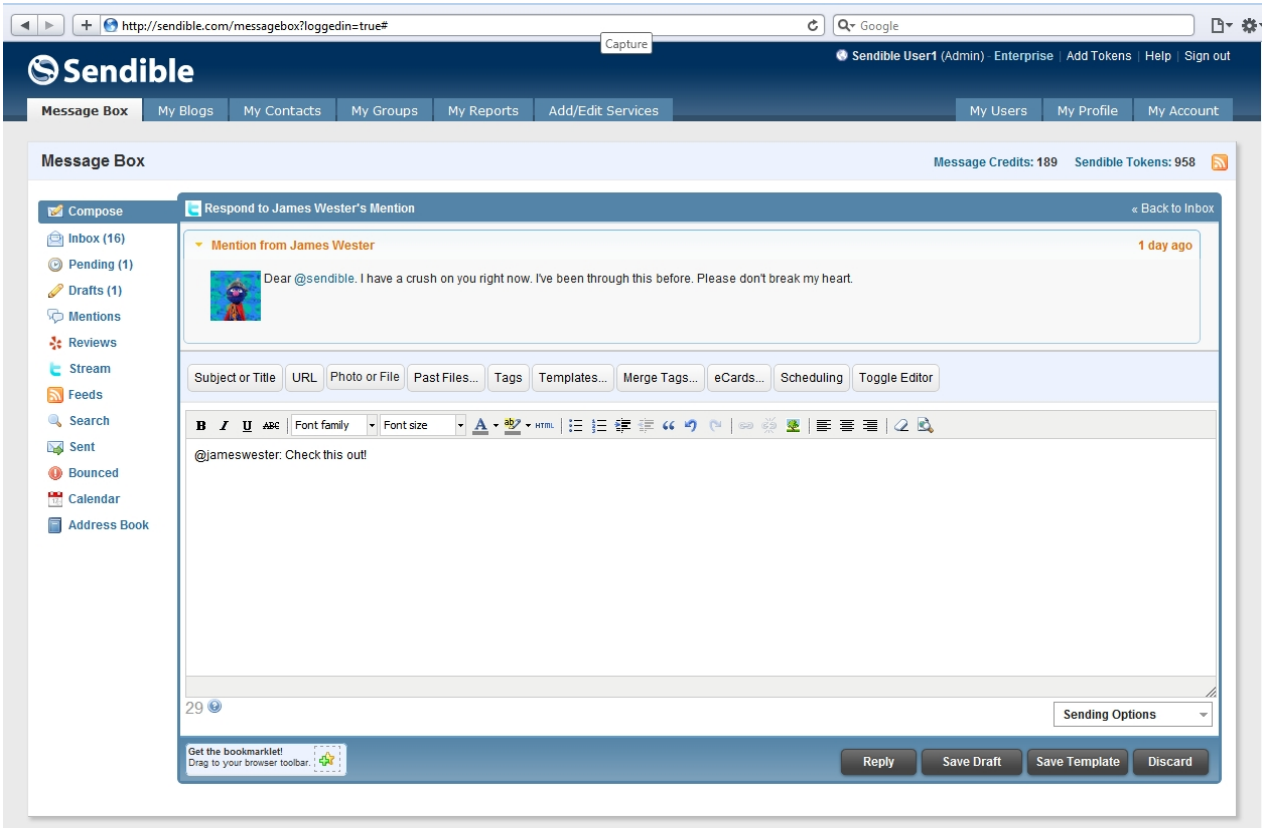
6. To respond to a mention, you can just click the item in the list and respond directly from Sendible.

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.



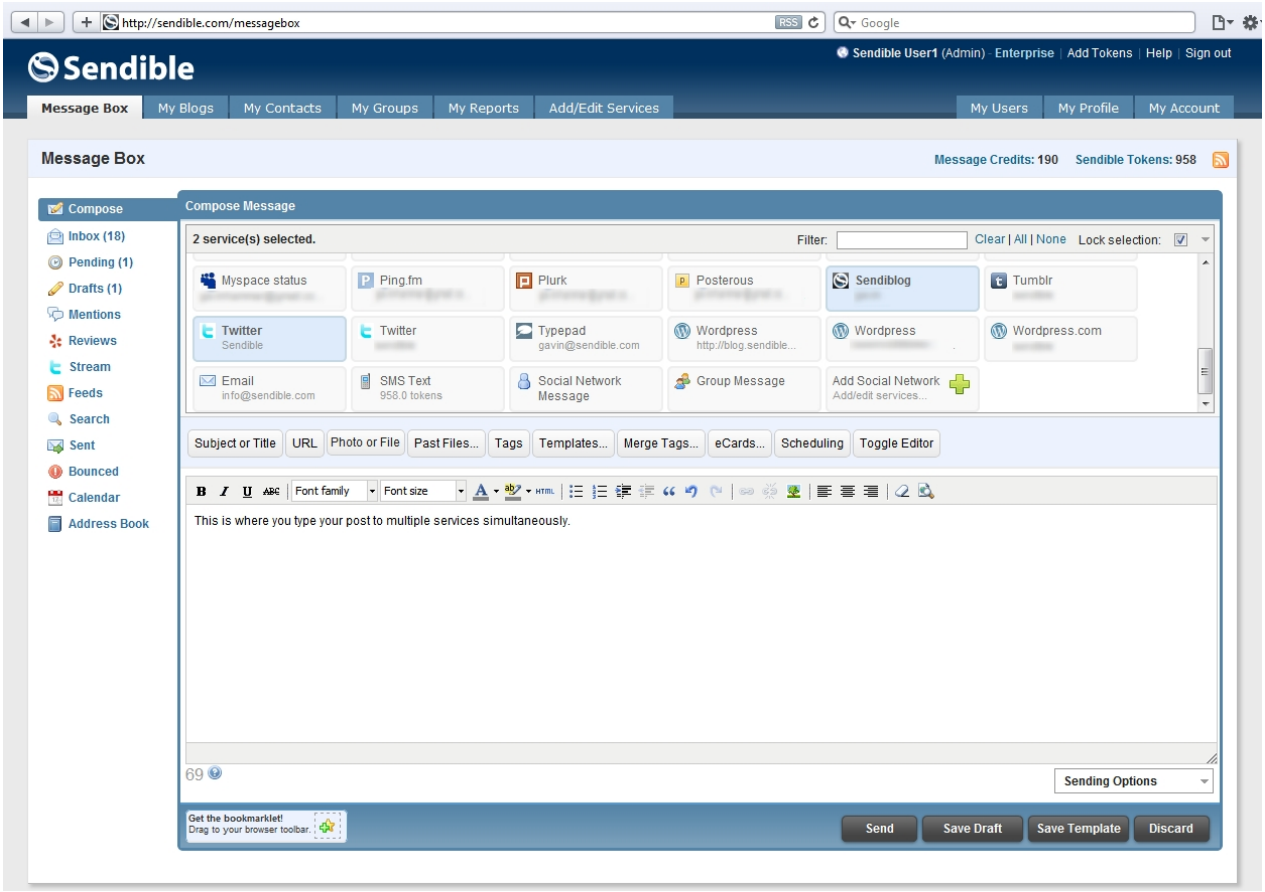
To respond to a post that Sendible pulls into your inbox, you can just click the message, type a response and click the **Reply** button.



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.

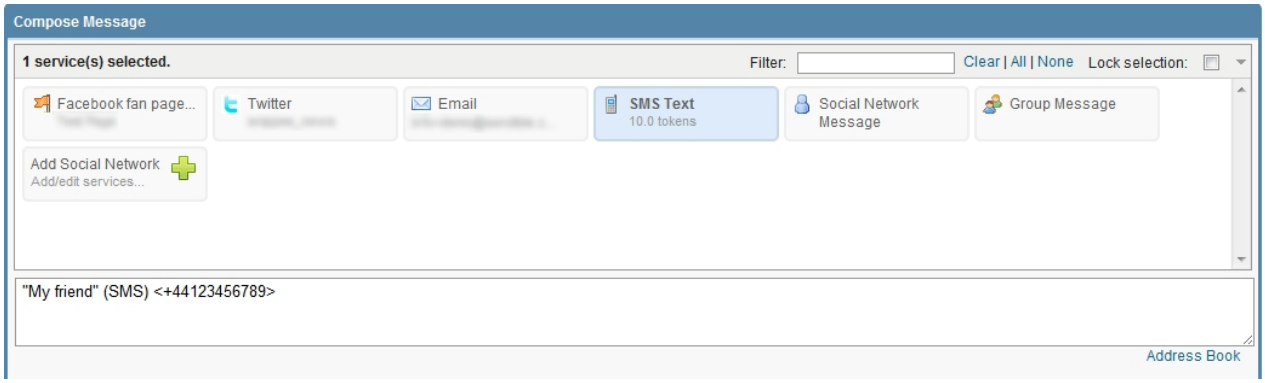
How to send an SMS

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.

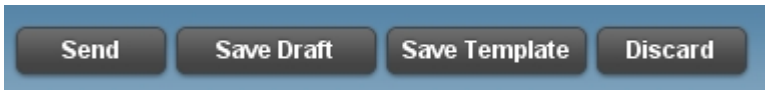
To compose an SMS, follow the steps below:

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.

4. Multiple cellphone numbers must be separated with commas.



5. You are then able to compose and send SMS messages.
6. 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.



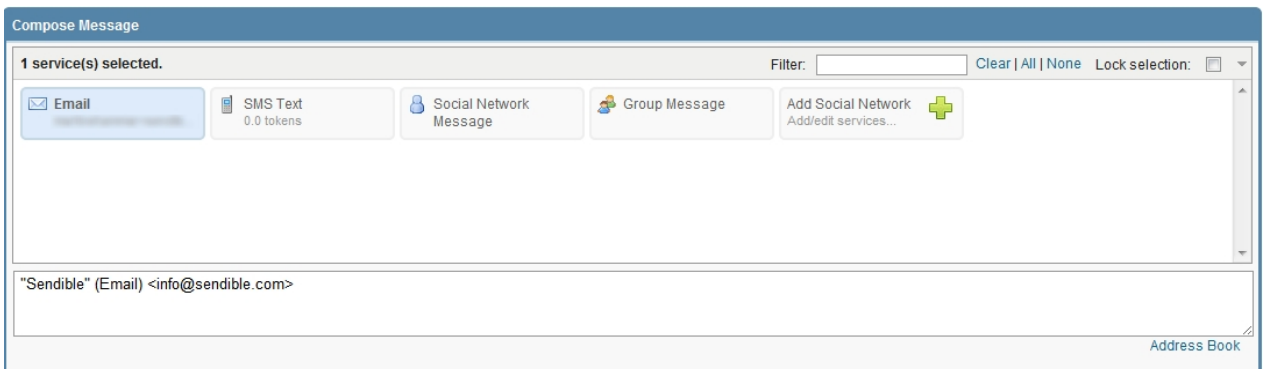
7. Sendible also allows you to receive a notification when your SMS is sent and enable SMS replies. See Sending Options for more information.

How to send an Email

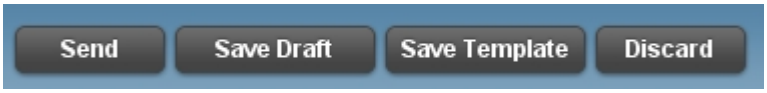
By selecting Email, you are able to compose and send email messages.

To compose an email, follow the steps below:

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 contacts. For more information on your address book and how to use it, see Address Book.
4. 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

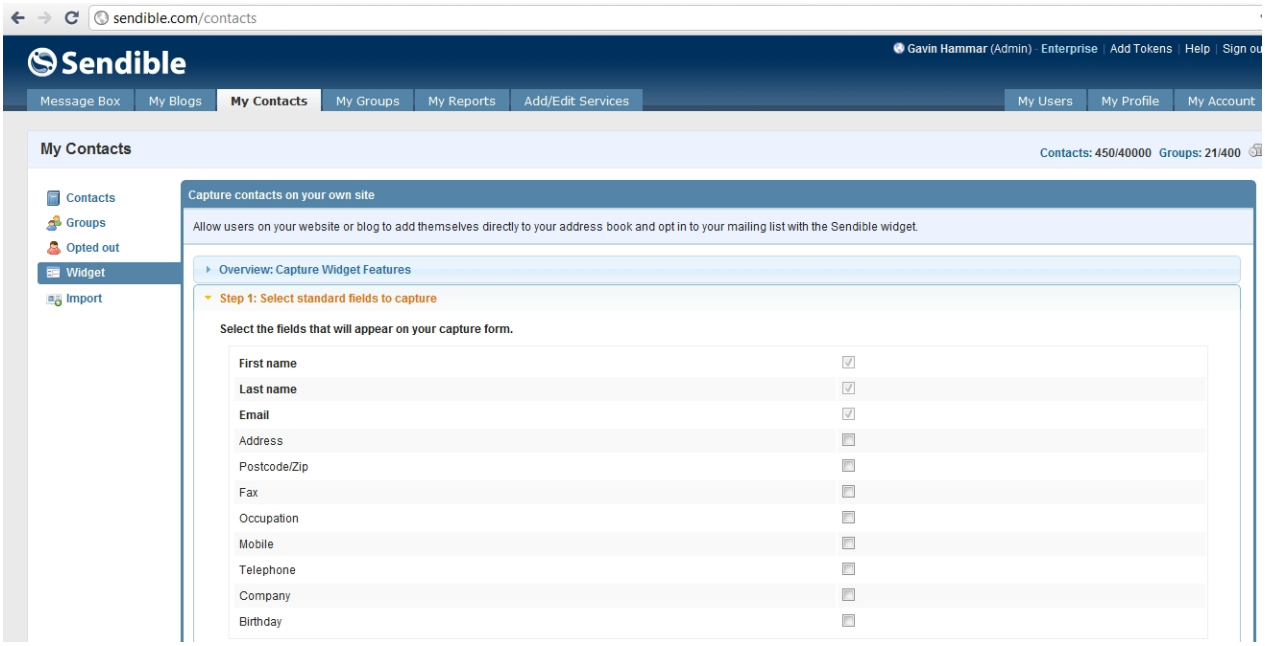
1. Go to Add/Edit Services
2. Under **Social** and **Social Media Messaging** find **LinkedIn**
3. Click **Add**
4. Log in with your LinkedIn details
5. Grant Sendible permission to link to your LinkedIn Account
6. Select **Save Settings**
5. You will then be able to send LinkedIn Status updates by going 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

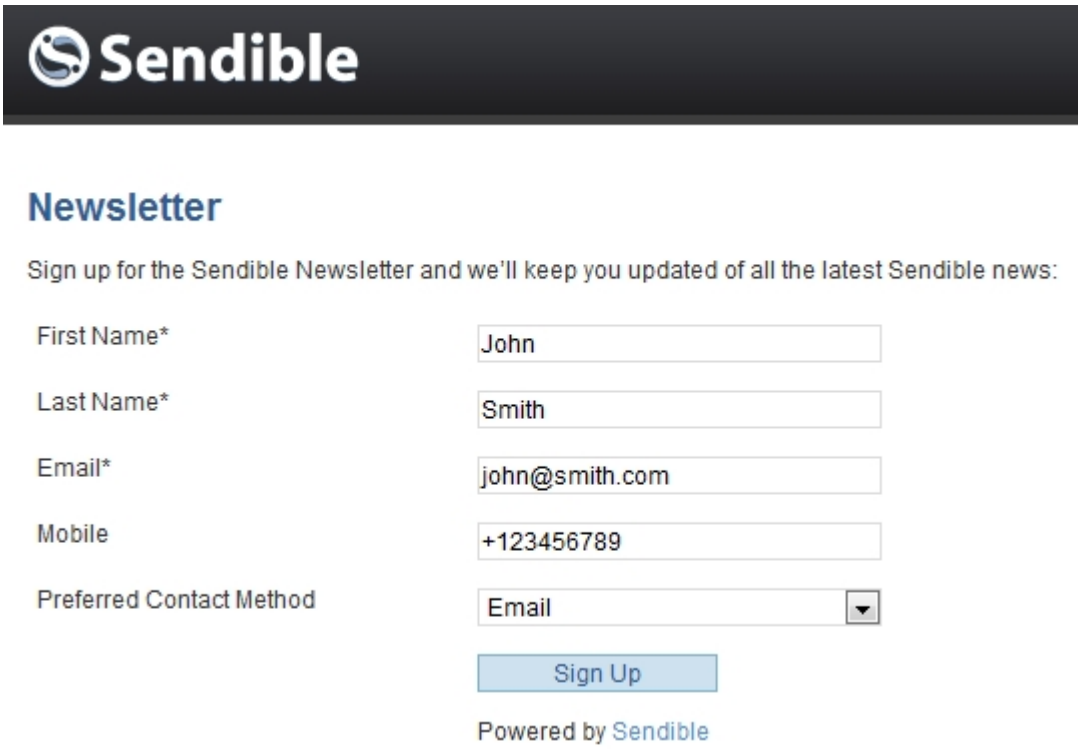
A great way to grow your email mailng list is through Sendible's opt-in widget.

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:

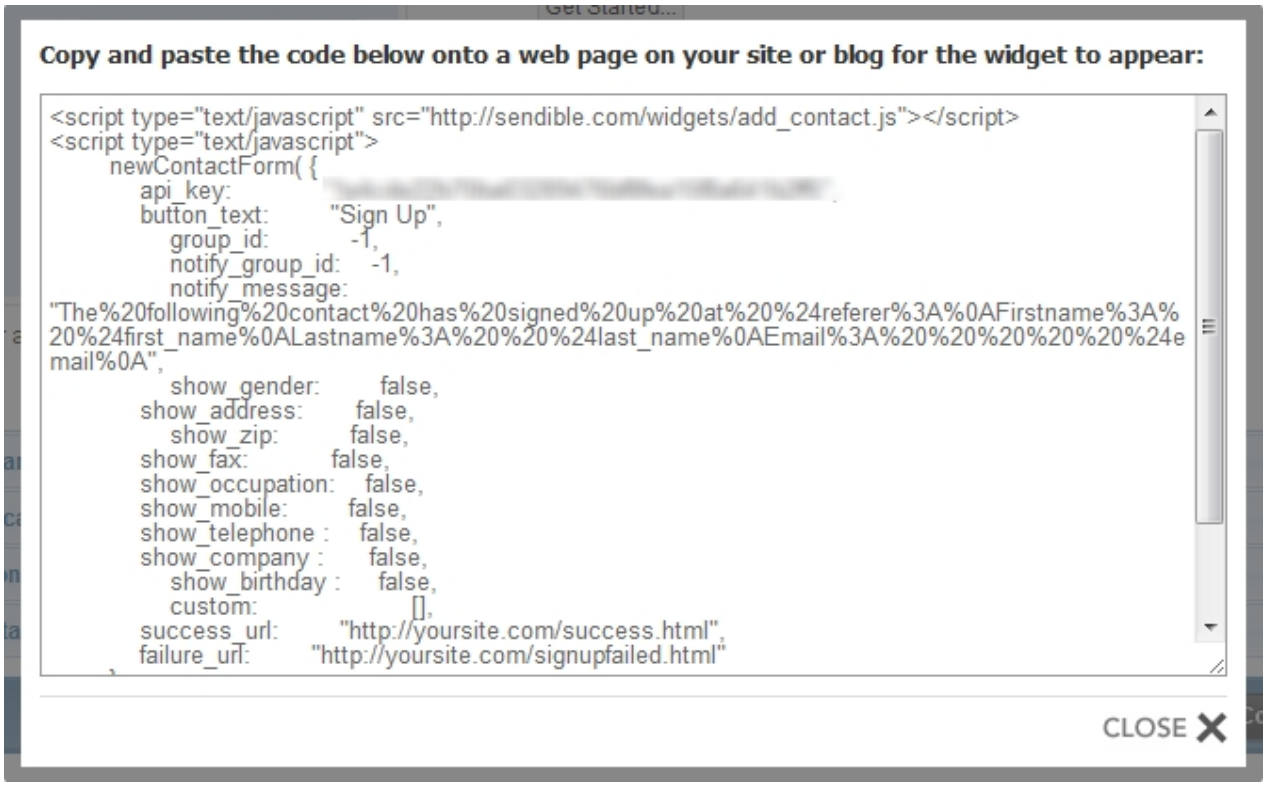
1. Go to My Contacts and select the Widget section.
2. Click **Get Started** and select the standard fields that you would like to appear on your capture form.
3. Go to Step 2 and click **New Field** to create any additional custom fields you would like your customers/contacts to fill in.
4. After creating 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.



You can click the Preview button to preview and test the widget.



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.



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.

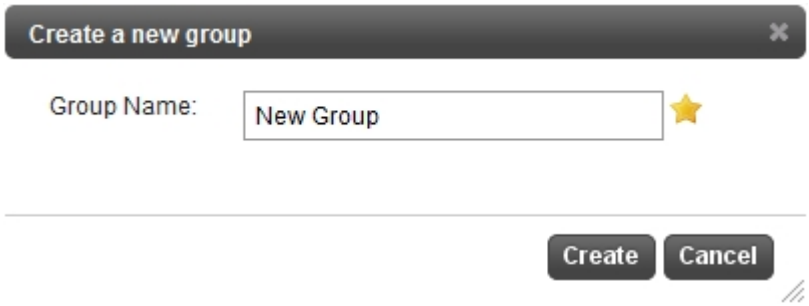
With Sendible, there are several ways to send SMS text messages to a group of contacts. This post details the simplest way.

To create a group of contacts who will be receiving SMS text messages from you, follow the steps blow:

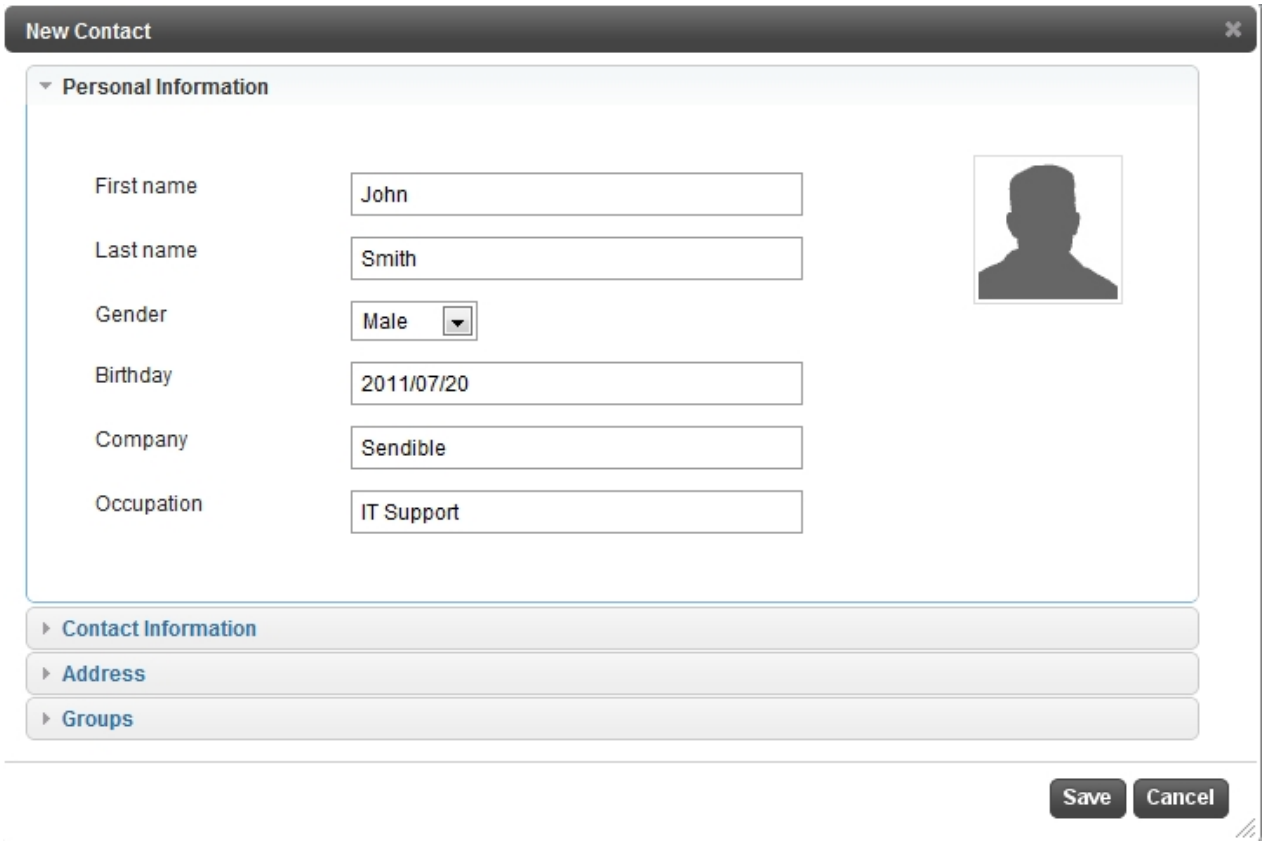
1. Go into My Contacts

2. Select Groups

3. Click **New Group** and give your group name, then click **Create**.



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.



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:

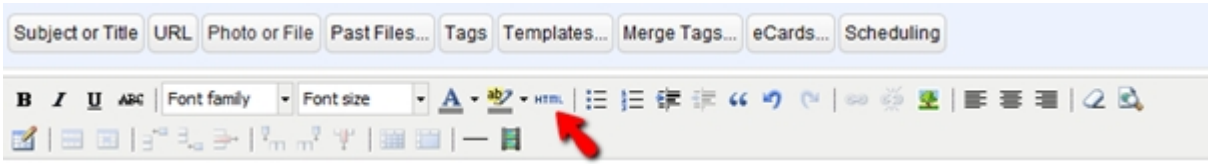
1. Log in to your account
2. Go to Message Box
3. Click on “Templates” button
4. After the templates get loaded Select the template you want to use and Click “Select”
5. Click “Photo or File” button
6. Select the images that you want to put into your template from your computer
7. Now, Click on the place 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

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 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, Telering)

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

Clearnet

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 Telefonia

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 Danmark)

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-Iusacel

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

Sibintertelecom

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 / Tusmobil)

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 móbil

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 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?

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.

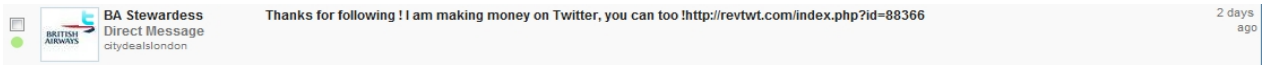
My Facebook posts have stopped posting. How do I fix this?

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.

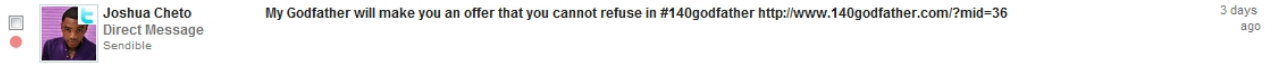
Why does my Inbox have green and red dots?

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 is 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:

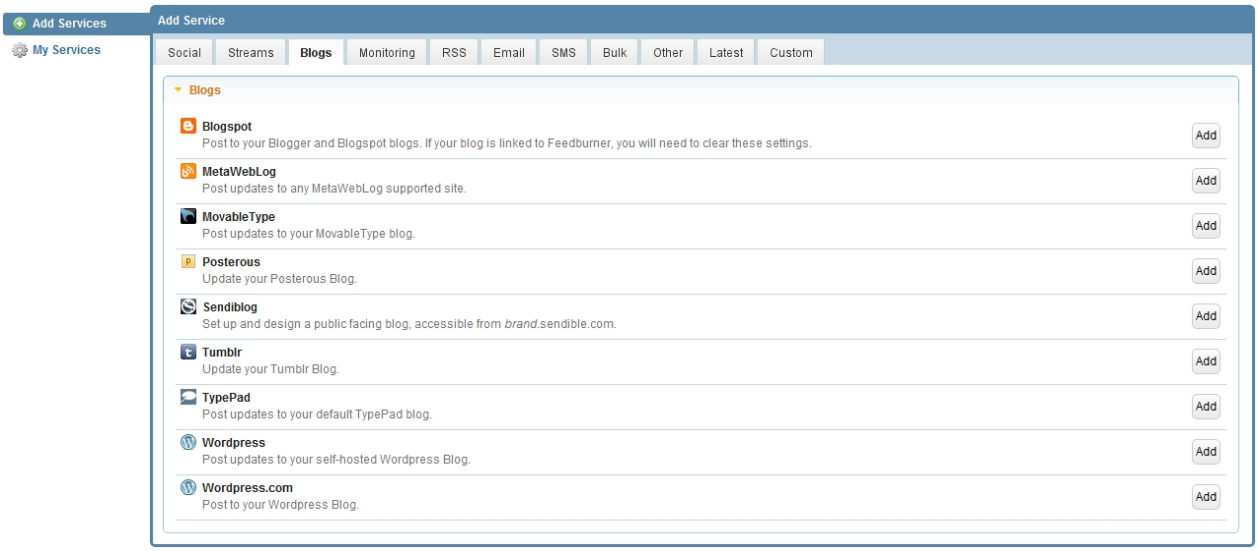
You could go with a Business or Enterprise account. The Business account allows you to have up to 4 clients initially and the Enterprise account allows 8. You can always add more clients as you bring them on. Your clients can log into Sendible and manage things themselves or you can manage things for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

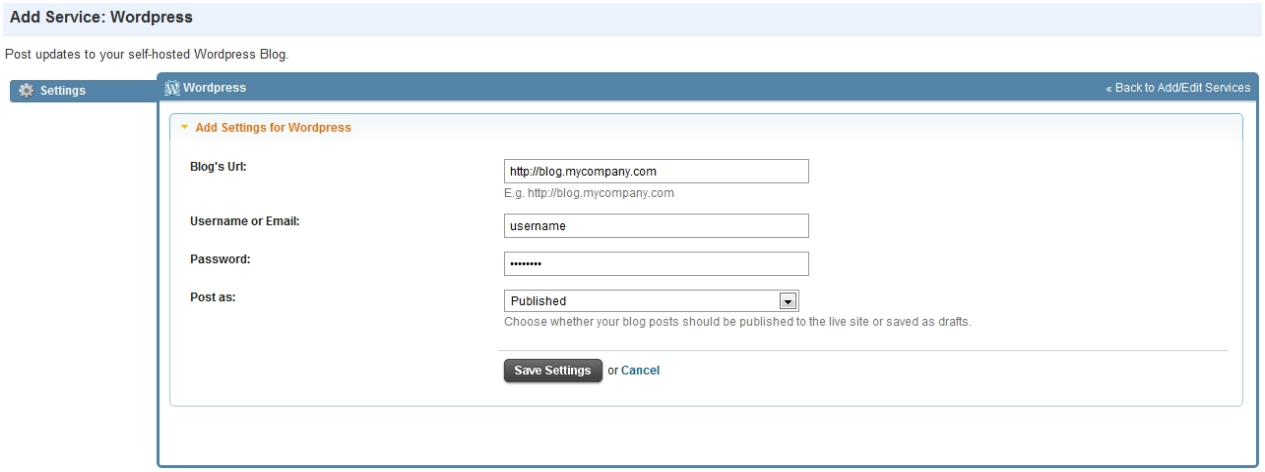
How do I add a post to Wordpress?

1. Go to Add/Edit Services and find Wordpress under **Blogs**.



2. Click **Add.**

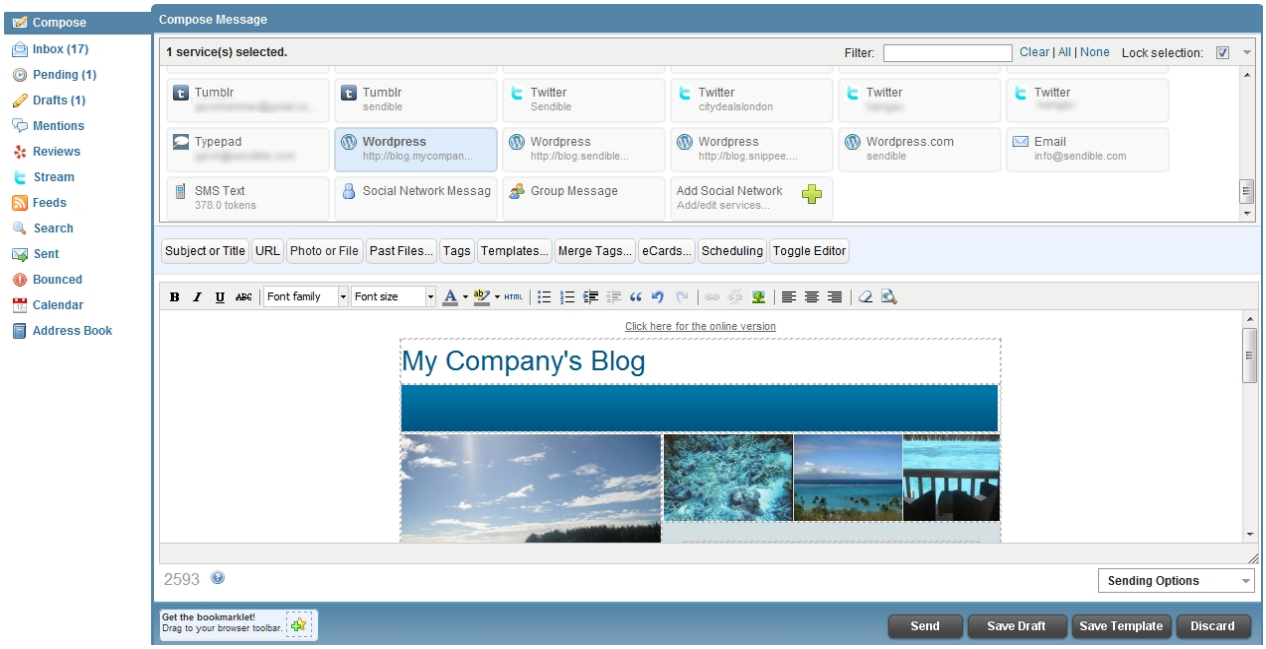
3. Enter your settings for Wordpress, this can be seen in the example below.



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.



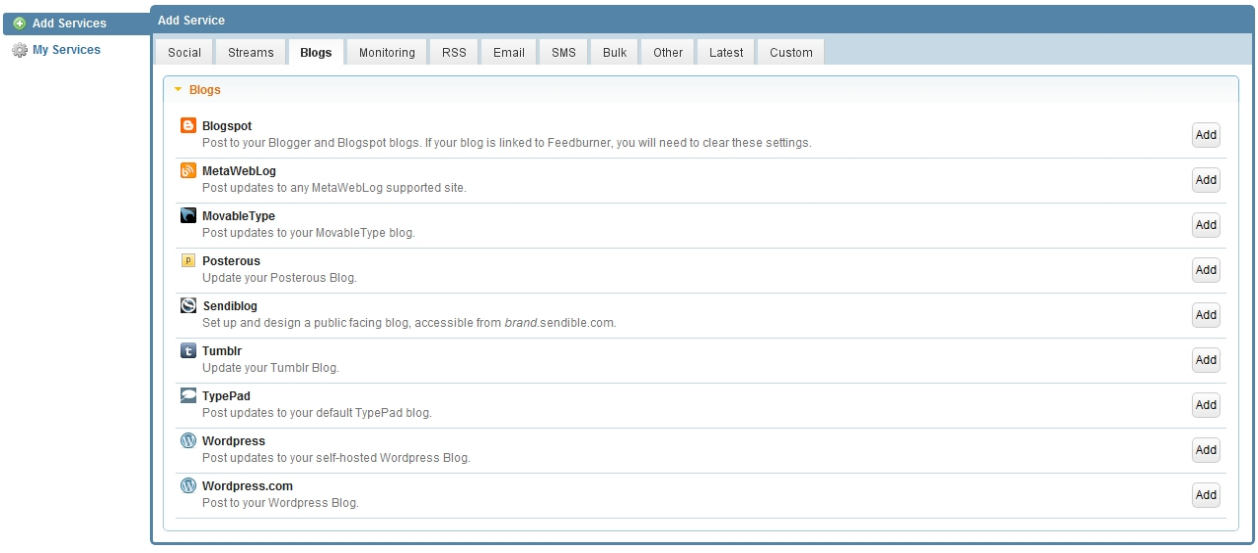
7. Once your blog post is complete, select **Send** if you are ready to send, **Save Draft** if you would like to resume working on the post at a later stage, **Save Template** if you would like to save your post as a template or **Discard** if you no longer wish to send your post.

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/.

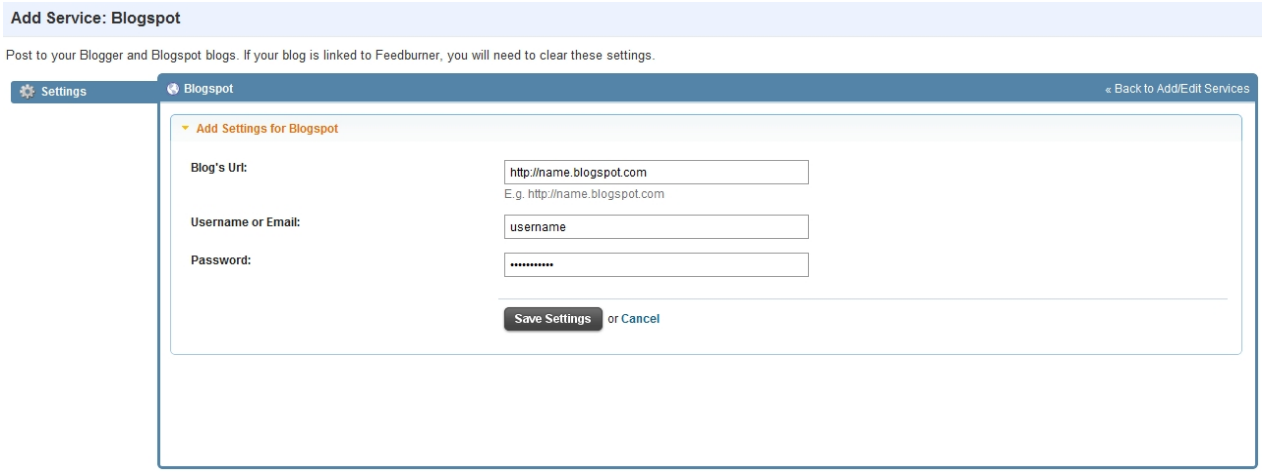
How do I add a post to Blogspot?

1. Go to Add/Edit Services and find Blogspot under **Blogs**.



2. Click **Add.**

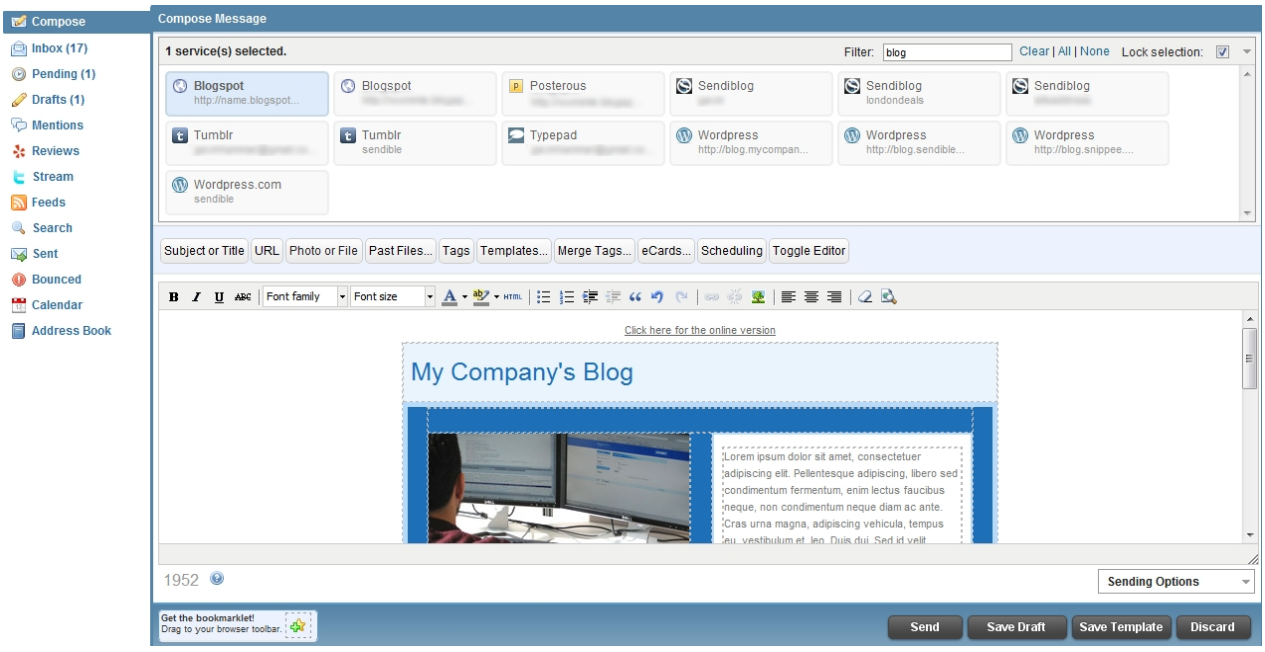
3. Enter your settings for Blogspot, this can be seen in the example below.



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.

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.

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

If you have any queries, questions or comments please email support@sendible.com.