
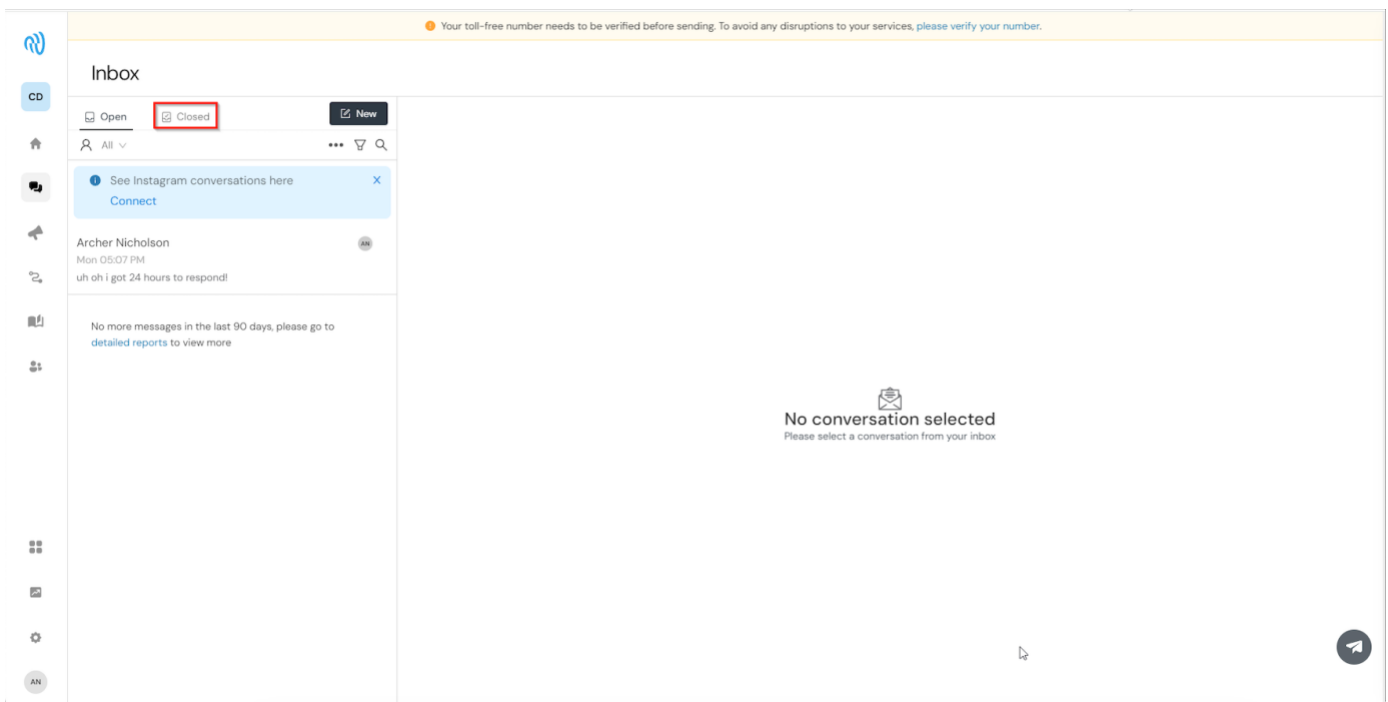


Introduction

If you would like to send a message to a single number, this can be done from your Inbox. This guide provides the step to send a message and view and close a message from your MessageMedia Inbox.

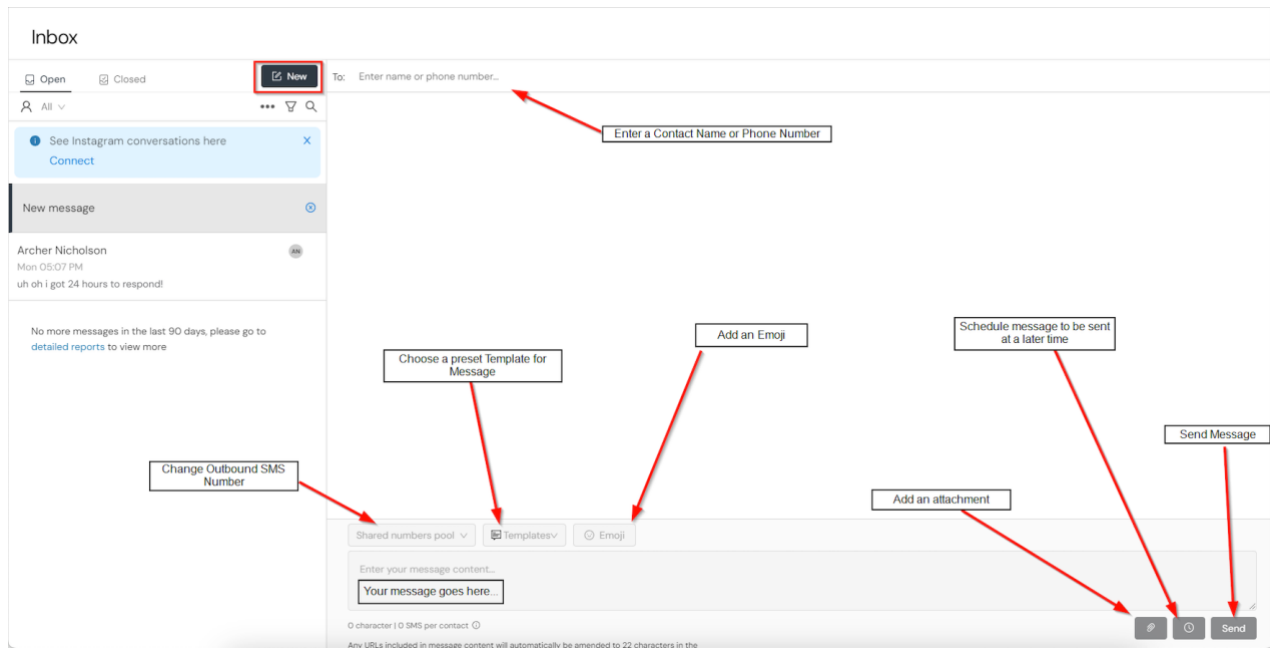
How to Send a Message from Your Inbox

1. Open your Inbox by selecting the **“Inbox”** on the left sidebar. 
2. By default, the Inbox tab will open to show all Open Messages. You can select **“Closed”** to switch the view and show all Closed conversations.



3. To send a message, select **“New.”** A message and phone number field will appear for you to begin typing your message. You can enter the name of a saved contact or a phone number in the **“To”** field. In the **“Message Content”** field, you have the option to type out your message, use a previously saved template, change your outbound number, and add emojis.

- There are additional options available for adding attachments, scheduling send times, and sending the message.



- If you type in a phone number that is not in your contacts, an additional sidebar will appear to add the contact information for future use.

The sidebar form is titled 'Read' and contains the following fields:

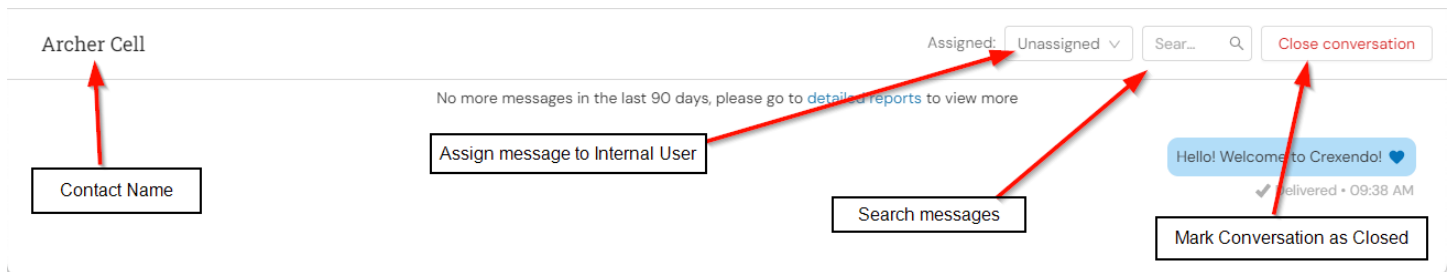
- First Name: First Name
- Last Name: Last Name
- Mobile Phone: [Country dropdown] [Phone number field]
- Status: Unsubscribed Subscribed
- Email: Email
- Country: [Country dropdown]
- Location: Location
- Date Of Birth: Date Of Birth [Calendar icon]
- Custom Field 1: e.g Company
- Custom Field 2: e.g Job title
- Custom Field 3: e.g Gender
- Contact groups: Groups

At the bottom of the sidebar are 'Cancel' and 'Save' buttons.

- Once you have completed your message, select “**Send**” at the bottom of the page to send your message or select the “**clock**” icon to schedule the message to send at another time.

How to View and Close a Message in your Inbox

- Once a message has been sent, you can track the status of the message by opening the message in the Inbox. Below your message, you will see the status of either **Pending**, **Delivered**, or **Read**.
- At the top of message screen, the contact information (if added) will appear along with three additional features:



- The **Assigned** option allows you to assign the message to an internal user. This can be set to any user within the domain that has access to the MessageMedia Hub.
- The **Search** options allows you to search through messages in the current conversation for specific key words or phrases.
- The **Close Conversation** button can be used to mark the conversation as closed. This will move the message from your **Open** inbox to the **Closed** inbox.

Any new messages or replies will show a blue number icon next to the Inbox sidebar button to indicate that there is a message waiting. *Once the message has been opened, this will disappear.*

Archer Cell 1

09:57 AM

I appreciate the help!


- Once you are done with the conversation, select “**Close Conversation**” to mark the session as closed. You should see a green success message appear to confirm the conversation has closed properly.

4. To view your closed conversations, return to the “**Inbox**” page and select “**Closed**” in the top left side of the screen.


Inbox

Open

Closed



Archer Cell



09:57 AM

I appreciate the help!

No more messages in the last 90 days, please go to [detailed reports](#) to view more
