

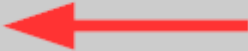
# Mobile Text Messaging

## Step 1:

Open ActionTrac website: <https://actiontrac.net/messaging/>

**Customer Login** ×

*\* Required Fields*

Email \*  **work email**


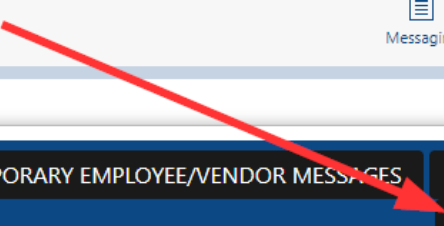
Password \*



☐ Remember Me

**SIGN IN**

[Forgot Password?](#) [Don't have an account? Click here](#)

## Step 2:


 **Click this button (link)** 


Messaging  Todd Bransky  Contact Us

**MESSAGING DASHBOARD**

**TEMPORARY EMPLOYEE/VENDOR MESSAGES** **ARCHIVED MESSAGES**

**SEND TEXT MESSAGE**

From Date (mm/dd/yyyy) 

To Date (mm/dd/yyyy) 

**SEARCH**

#NO	DEPARTMENT	LOCATION	EMPLOYEE	NO. OF EMPLOYEES	CC EMPLOYEE	SENT/ SCHEDULED	SENT TIME (EST)	SENT/ SCHEDULED BY	MESSAGE			
Message list is empty												

## Step 3:

## NEW MESSAGE

MESSAGING DASHBOARD

Select Template

Message Length: 0

Message

Type your message here



MMS Message?

☐

Select to add attachment (optional)

Send To Team I ist

Select Department

(optional)

Select Location

(optional)

All Types

All Job Title

Select Employee

Select one or multiple individuals (optional)

Select CC Employee

Carbon Copy one or multiple individuals (optional)

Schedule Time

mm/dd/yyyy --:--

Schedule your text (optional)



SEND

Click

**Step 4:**

**NEW MESSAGE****MESSAGING DASHBOARD**

Select Template

Message Length: 0

Message

MMS Message? ☐

Send To Team List

Select Department

Select Location

All Types

All Job Title

Select Employee

Select CC Employee

Schedule Time

mm/dd/yyyy --:--

SEND

Click here to  
logout.

## IMPORTANT!

Do not copy-paste a message from Microsoft Word into a text message. There are hidden characters in the MS Word format that will cause the text message to fail/error.

Keep your messages short (under 160 characters if possible). Every 160 characters creates a new 'segment' and is subject to the additional fees.

- o One text is up to 160 characters
- o If over 160 characters the next text will count up to 154 characters - if a text has 320 characters the carriers will count that as three texts. In this example if you sent that text to 500 employees that would count as 1500 texts from an

invoicing/budget standpoint.

- o Attached JPEG (called MMS) counts as three texts
- o Added links will count as characters - the longer the link the more characters. You should consider using a "link shortener" to compress the link and minimize characters like <https://free-url-shortener.rb.gy/>
- o ActionTrac has a character counter on the message box

**Sending Pictures** - called MMS. Please do not attach JPEG or PNG files that are over 500KB. The carriers will likely strip the picture from the text. Most MMS are below 100KB so this should not be a big issue.

**Text messages will be sent from: (844) 594-1172.**

**IF** someone replies to a text message, our auto-attendant will send this message, *"Responses to this number are not monitored. Reach out to your company HR representative with questions. Reply STOP to unsubscribe."*

u can also send a text message from your mobile phone. Using your mobile browser, go to:

[https://actiontrac.net/Recognize/mobile\\_message/mobile\\_login](https://actiontrac.net/Recognize/mobile_message/mobile_login) and login.

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