

Sending SMS Text Messages in IQ5

Market: House, Senate

Description: These instructions teach users how to **send individual and mass texts** from IQ.

Click the link below to be brought to the following topic:

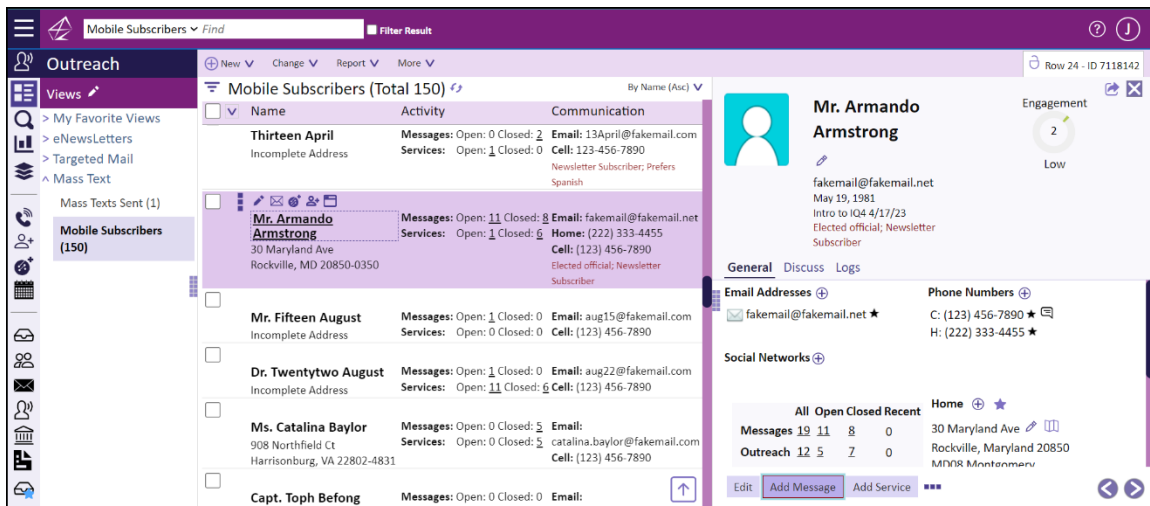
[Sending Mass Texts](#)

[Reports on Completed Mass Texts](#)

Note: To text constituents from IQ, your Office must first have a shared account with our partners at [Twilio](#). Afterwards, contact your IQ Consultant to facilitate the one-time account setup and integration.


Sending an individual text

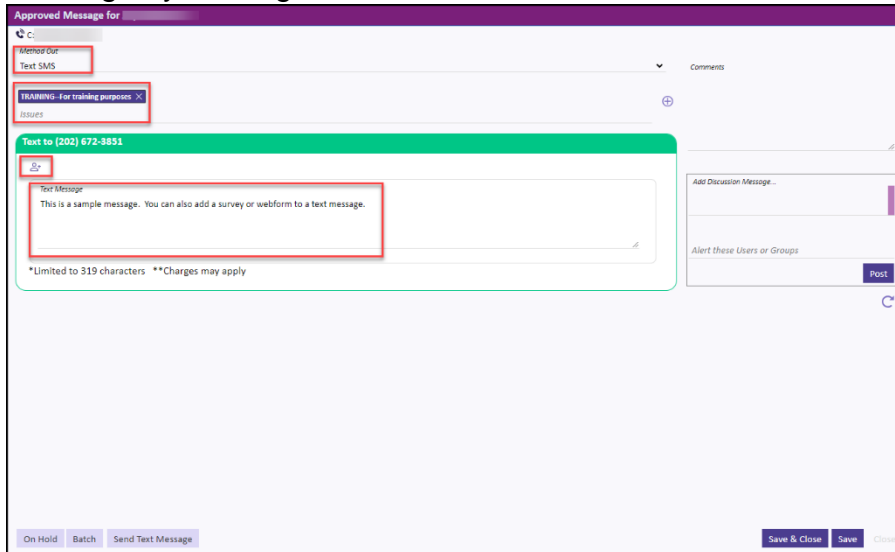
1. Navigate to the **Outreach** application.
2. Click on **Mass Text**.
3. Click on **Mobile Subscribers**.



Note: To add a Contact as a mobile subscriber, you must click **edit** on their contact record → **Communications** → **add a phone #** → **check the Text Optin box**.

4. Click on **Add Message**.
5. Set Outgoing Method as either **Text SMS** or **MMS**.
 - a. **SMS:** For Texts limited to 319 characters with no images.
 - b. **MMS:** For texts up to 1600 characters with one image allowed.

6. Add an issue code and type out your text. You can also add a webform or survey to a text message by clicking the  button.



Approved Message for [REDACTED]

Method Out: Text SMS

Issues: ENABLING - for training purposes

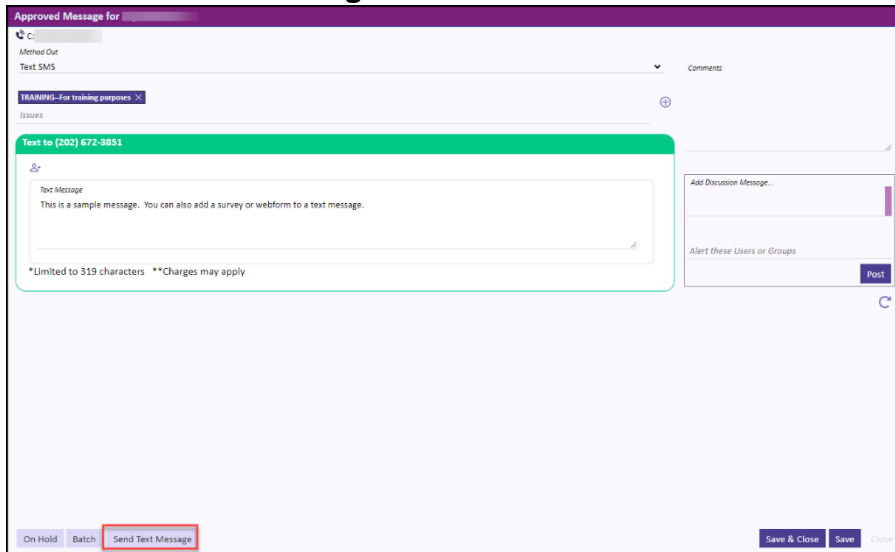
Text to (202) 672-3851

Text Message: This is a sample message. You can also add a survey or webform to a text message.

*Limited to 319 characters **Charges may apply

On Hold Batch Send Text Message Save & Close Save Close

7. Click **Send Text Message**.



Approved Message for [REDACTED]

Method Out: Text SMS

Issues: ENABLING - for training purposes

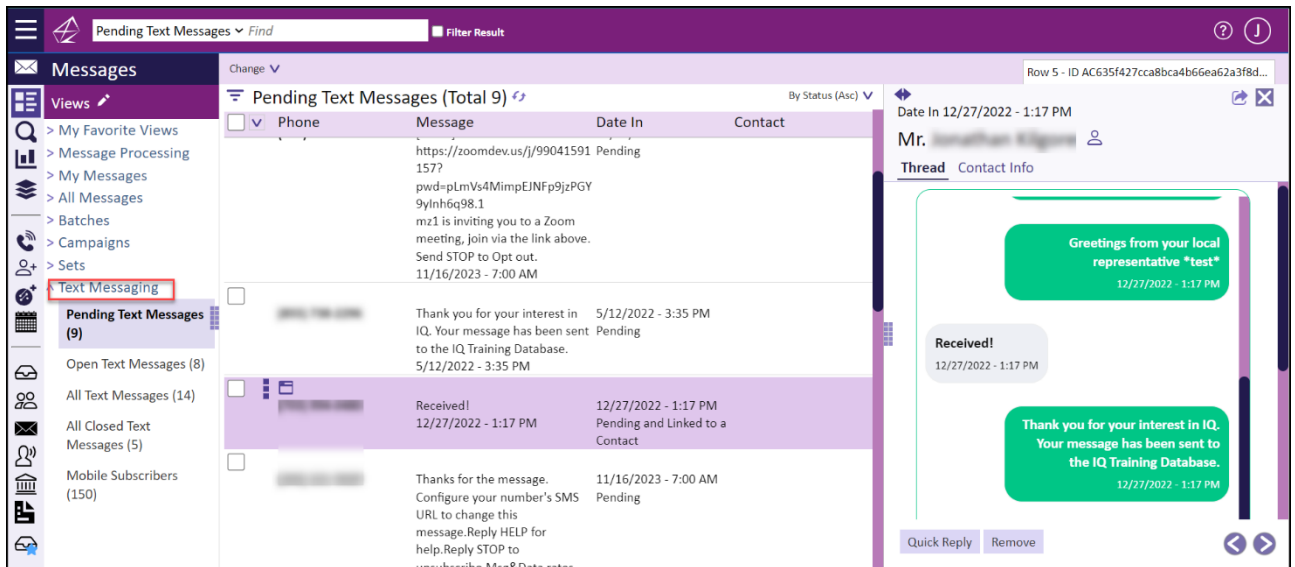
Text to (202) 672-3851

Text Message: This is a sample message. You can also add a survey or webform to a text message.

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On Hold Batch Send Text Message Save & Close Save Close

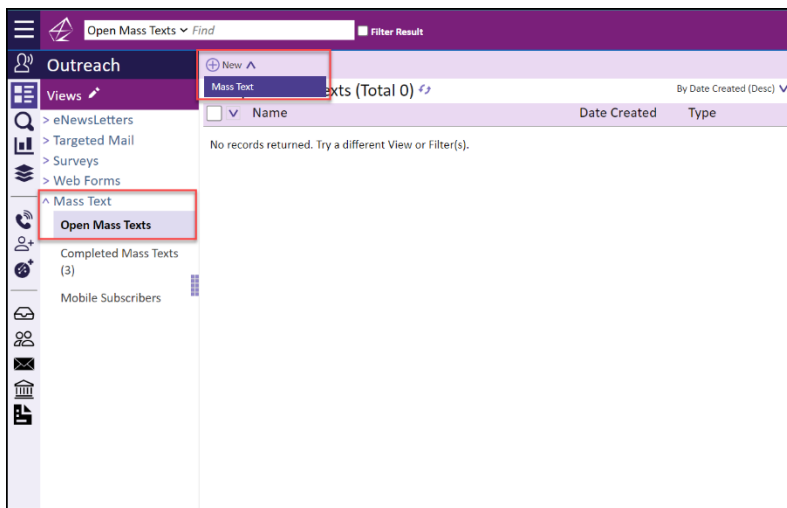
8. After the text is sent, if the constituent responds, you can reply back in the **Messages Application** under the **Text Messaging** view.



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Sending Mass Texts

1. Navigate to the **Outreach** application.
2. Click on **Mass Text**.
3. Click on **Open Mass Texts**.
4. Click on **+New → Mass Text**



5. Follow the **Outreach Text Wizard** by first choosing your **Text Type**.
 - a. **SMS**: For Texts limited to 319 characters with no images.

- b. **MMS:** For texts up to 1600 characters with one image allowed.
6. Type out a **Description** of the Mass Text.
7. Type out your text. You can add a survey or webform to the text. You can also insert merge codes.

Outreach Text Wizard

Text >> Select Audience >>

Text Type
☒ SMS ☐ MMS

Description
 test

Text Message
 test

*Limited to 319 characters **Charges may apply

Create Cancel

8. Click on **Select Audience**.
9. Use the fields to choose who the Mass Text will be sent to. By default, **Start With** will select **All Contact with the Text OptIn**.

Outreach Text Wizard

Text >> Select Audience >>

Description
 test

Start with
 All contacts with the Text OptIn

Audience Selection
 Use the entire audience

Select Your Audience
 With all of these attributes

Include only contacts with ALL of these attributes... Exclude contacts with ANY of these attributes...

Affiliations Issues Texts Geographic

Create Cancel

10. Click **Create**.
11. Click on **Review**.
12. Choose a date and time under **Scheduled Date/Time** to schedule when your Mass Text should be sent.
 - a. ***Note:** Leaving these fields blank will default to sending the Mass Text immediately.
13. Click into the **Issues** dropdown to tag the Mass Text with the appropriate Issue(s) it concerns.
14. Click **Send Mass Texts**.

Outreach Text Wizard

Text >> Select Audience >> Review

Description

test

Scheduled Date/Time

Date mm/dd/yyyy

Time --:-- --

BUD--Budget and Economy

Issues

Audience Size

This criteria will select approximately 0 contacts.

Includes

Include All People with the Text Opt-In

Excludes

test

Send Mass Texts

Save & Close Save Close

Reports on Completed Mass Texts

1. Navigate to the **Outreach** application.
2. Click on **Mass Text**.
3. Click on **Completed Mass Texts**.
4. Select a record and open the detail window. Click the **Report** tab.

Completed Mass Texts (3)

Completed Mass Texts [Total 3]

	Name	Date Sent	Status	Assigned	Audience	Delivered
#1	IDS Mass Texting Updates	5/22/2024	Completed Text SMS	Joy Betaharon	4	
#2	Mass Text Test	5/22/2024	Completed Text SMS	Joy Betaharon	2	
#3		5/12/2022	Completed Text SMS	Jonathan Kilgore	11	

Mass text v.1

Outreach Text SMS message to 4 contacts.

Created On 5/22/2024

Status - Completed Text SMS

Content Audience Report Logs

SMS Outreach

May 22, 2024

Outbound Message

We can now send surveys!

5/22/2024 - 2:20 PM

Results

2 Total Sent

2 Delivered

0 Undelivered

0 Received

0 Opt Outs

Outgoing Messages

3

2

1

0

Status OK

Messages with errors

5. The Report tab displays counts for Total Sent, Delivered, Undelivered, Received and Opt Outs, along with bar graphs for Outgoing and Incoming Messages with percentages for Delivery Status, Messages with errors, Messages Received and Opt-out Rate.

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