

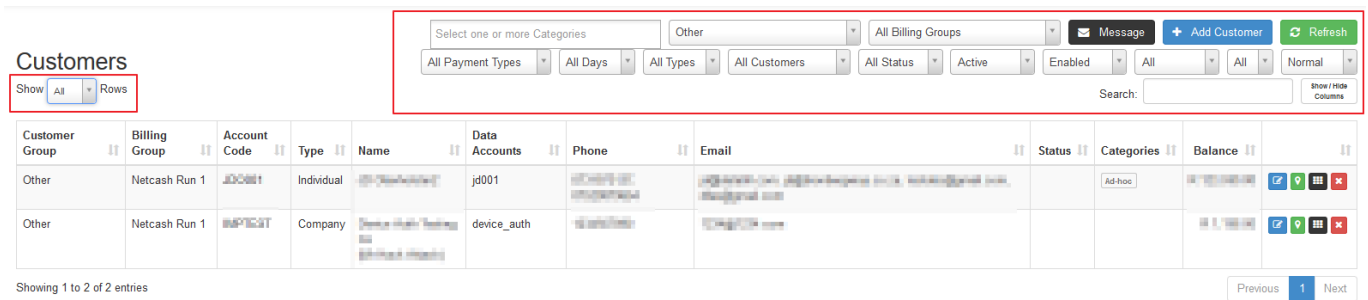
You can send bulk messages via email or SMS to your customers from HeroTill.

[Send bulk messages from the Customer list screen](#)

[Send bulk messages from the Mikrotik NAS Users screen](#)

6 Steps on how to send bulk messages from the list customer screen:

1. Go to Customers -> List Customers
2. Select and filter the customers that you want to send the message to.
 - o You can show all rows to make sure all customers are selected.
 - o You can filter the customers by the drop downs at the top.
 - o You can filter the customers by typing in the search field.



Customers

Show All Rows

Select one or more Categories: Other | All Billing Groups | Message | Add Customer | Refresh

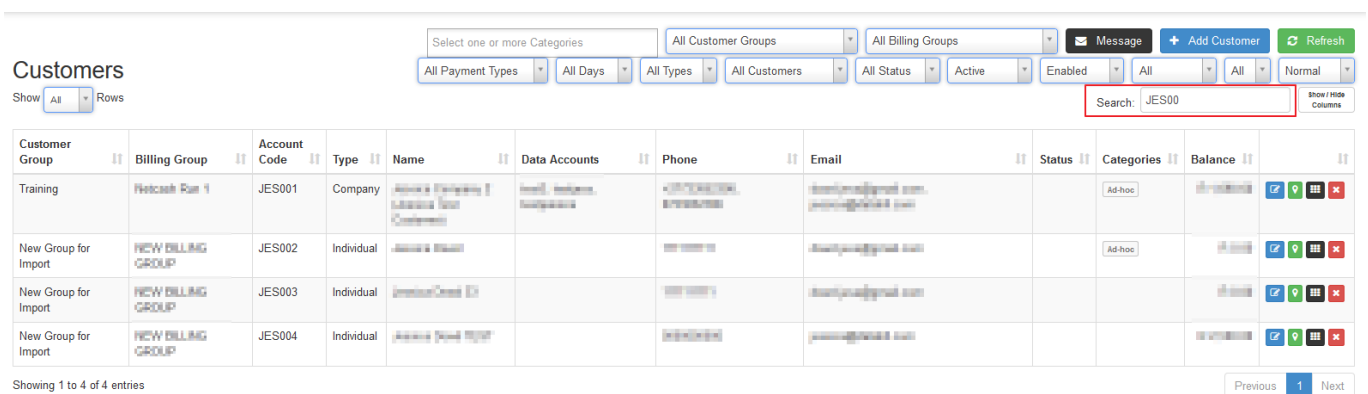
All Payment Types | All Days | All Types | All Customers | All Status | Active | Enabled | All | All | Normal

Search: [] Show/Hide Columns

Customer Group	Billing Group	Account Code	Type	Name	Data Accounts	Phone	Email	Status	Categories	Balance	
Other	Netcash Run 1	J0001	Individual	[REDACTED]	jd001	[REDACTED]	[REDACTED]		Ad-hoc	[REDACTED]	[] [] [] []
Other	Netcash Run 1	IMPICIT	Company	[REDACTED]	device_auth	[REDACTED]	[REDACTED]			[REDACTED]	[] [] [] []

Showing 1 to 2 of 2 entries

Previous 1 Next



Customers

Show All Rows

Select one or more Categories: All Customer Groups | All Billing Groups | Message | Add Customer | Refresh

All Payment Types | All Days | All Types | All Customers | All Status | Active | Enabled | All | All | Normal

Search: JES00 Show/Hide Columns

Customer Group	Billing Group	Account Code	Type	Name	Data Accounts	Phone	Email	Status	Categories	Balance	
Training	Netcash Run 1	JES001	Company	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		Ad-hoc	[REDACTED]	[] [] [] []
New Group for Import	NEW BILLING GROUP	JES002	Individual	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		Ad-hoc	[REDACTED]	[] [] [] []
New Group for Import	NEW BILLING GROUP	JES003	Individual	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]			[REDACTED]	[] [] [] []
New Group for Import	NEW BILLING GROUP	JES004	Individual	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]			[REDACTED]	[] [] [] []

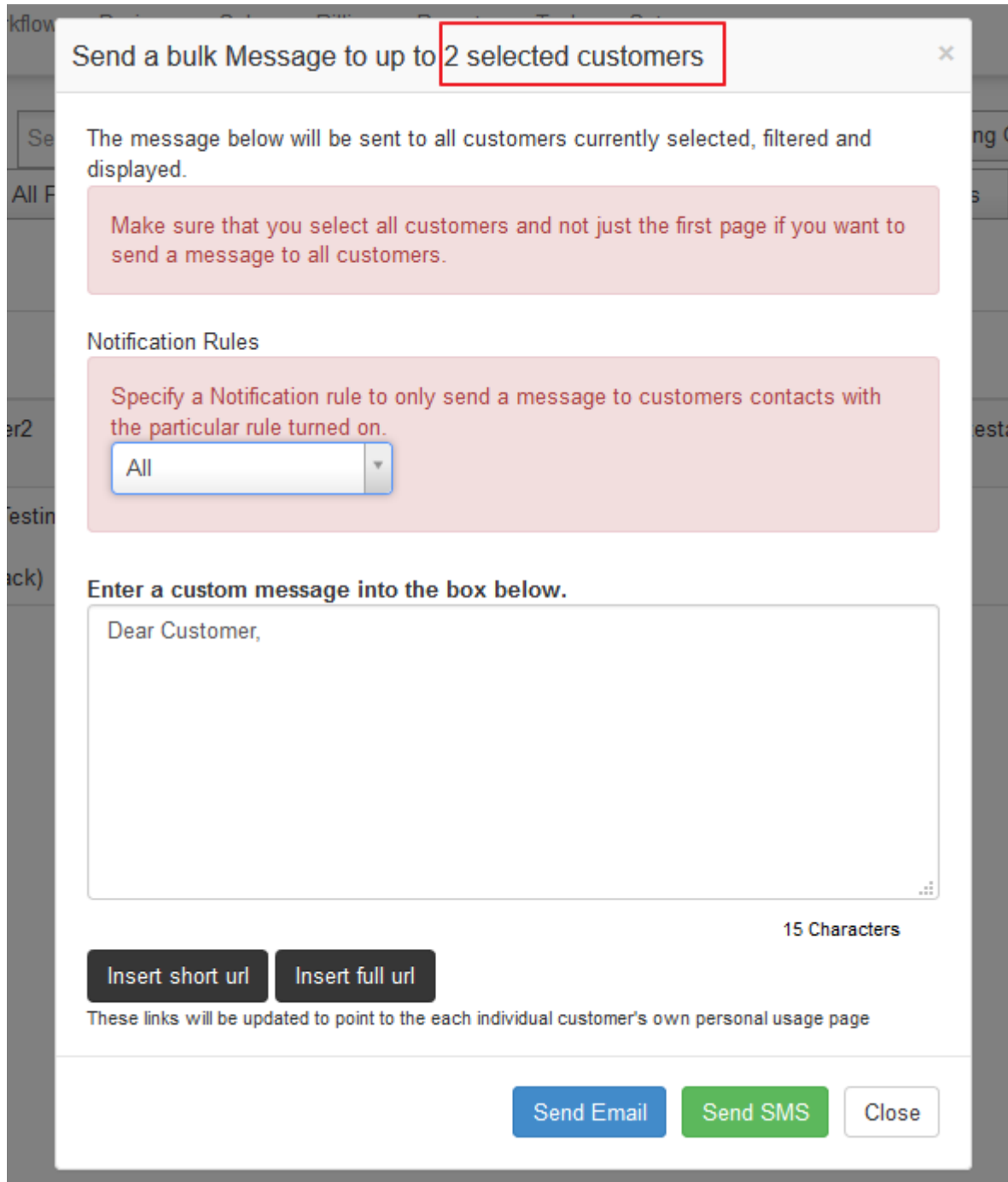
Showing 1 to 4 of 4 entries

Previous 1 Next

3. Click on the black “Message” button after you are happy with all the customers shown on the list customer screen. All customers shown on list customer screen is the selected customers.

4. Look at the top of the bulk Message popup screen to see how many customers have been selected.

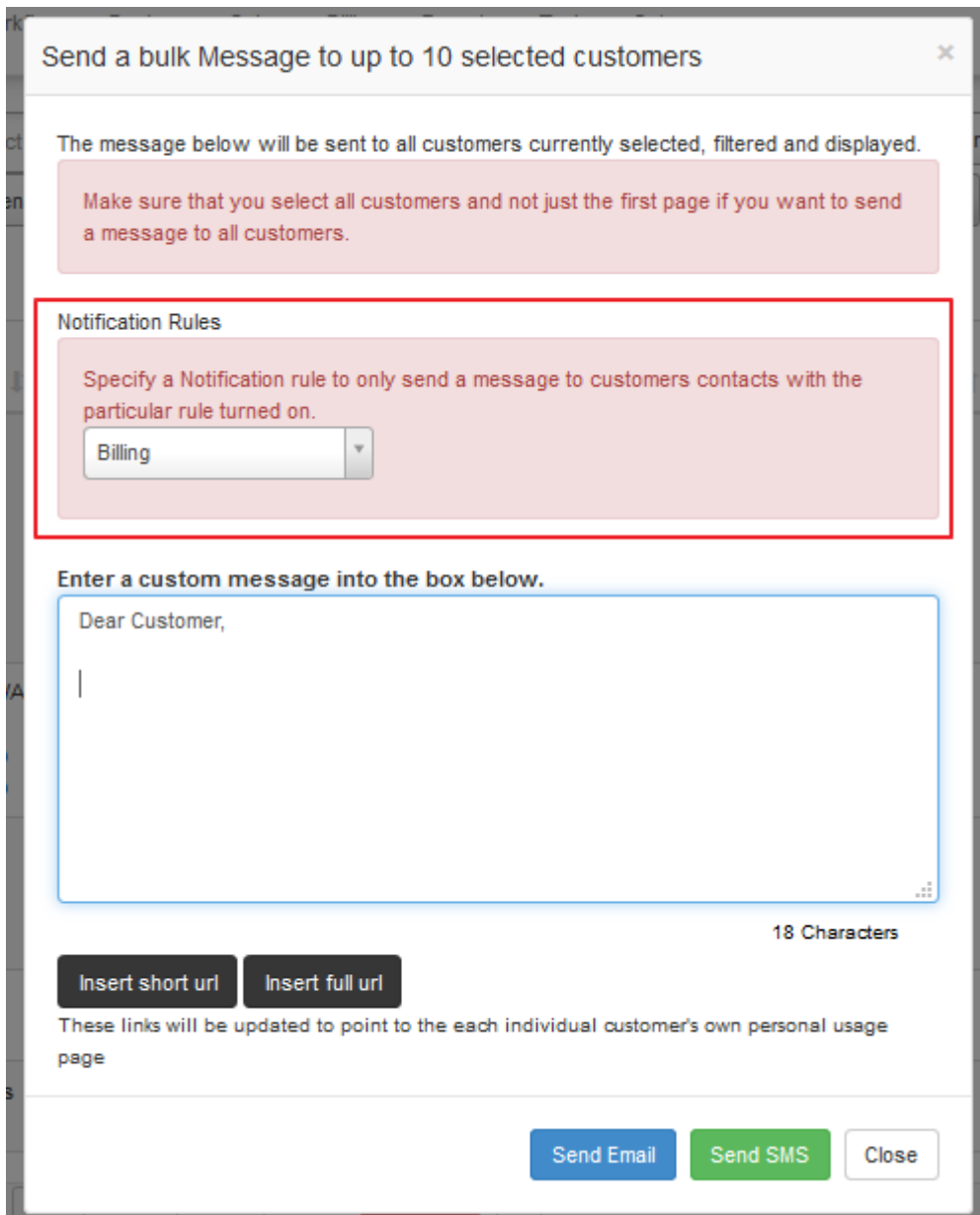
Example: “Send a bulk Message to up to **2 selected customers**”



The screenshot shows a popup window titled "Send a bulk Message to up to 2 selected customers". The number "2" is highlighted with a red box. Below the title, there is a message: "The message below will be sent to all customers currently selected, filtered and displayed." A red box contains the instruction: "Make sure that you select all customers and not just the first page if you want to send a message to all customers." Under "Notification Rules", another red box says: "Specify a Notification rule to only send a message to customers contacts with the particular rule turned on." A dropdown menu is set to "All". Below that, a text area contains "Dear Customer," and a character count shows "15 Characters". At the bottom, there are buttons for "Insert short url" and "Insert full url", followed by the text "These links will be updated to point to the each individual customer's own personal usage page". At the very bottom, there are buttons for "Send Email", "Send SMS", and "Close".

5. Further filter out to which customer contacts the message should be sent to by selecting a notification rule. Leave the filter on “All” if you do not want to filter the customer contacts by notification rule.

6. Now you are ready to send the message to the selected customers. You can send the message by clicking on either the “Send Email” button or the “Send SMS” button.



Send a bulk Message to up to 10 selected customers

The message below will be sent to all customers currently selected, filtered and displayed.

Make sure that you select all customers and not just the first page if you want to send a message to all customers.

Notification Rules

Specify a Notification rule to only send a message to customers contacts with the particular rule turned on.

Billing

Enter a custom message into the box below.

Dear Customer,

18 Characters

Insert short url Insert full url

These links will be updated to point to the each individual customer's own personal usage page

Send Email Send SMS Close

How to send bulk messaging to users on specific highsites:

1. Go to Devices -> Mikrotik NAS Users
2. Show all rows.
3. Filter by NAS if you want to select users on specific highsites. More than one NAS can be chosen. This can be done in the “Click to filter NAS” field.
4. Click on the black “Message” button after you are happy with all the customers shown on the “Mikrotik NAS Users” screen. All customers shown on screen is the selected customers.

Mikrotik NAS Users

Click to filter NAS All Customer Groups

Show Rows

Search:

NAS IP	NAS Name	Customer	Username	First Seen	Last Seen	
192.168.1.1	192.168.1.1	Customer 1	all (empty)	2016-02-25 13:30:15 <small>a year ago</small>	2017-05-26 13:03:09 <small>2 months ago</small>	<input type="button" value=""/>
192.168.1.2	192.168.1.2	Customer 2	all (empty)	2016-03-24 10:53:52 <small>a year ago</small>	2017-07-25 14:30:54 <small>3 minutes ago</small>	<input type="button" value=""/>
192.168.1.3	192.168.1.3	Customer 3	all (empty)	2016-06-06 09:22:11 <small>a year ago</small>	2016-07-12 15:33:48 <small>a year ago</small>	<input type="button" value=""/>
192.168.1.4	192.168.1.4	Customer 4	all (empty)	2016-11-19 13:47:34 <small>8 months ago</small>	2017-07-25 14:26:59 <small>7 minutes ago</small>	<input type="button" value=""/>
192.168.1.5	192.168.1.5	Customer 5	all (empty)	2016-07-12 15:37:38 <small>a year ago</small>	2016-11-19 13:23:39 <small>8 months ago</small>	<input type="button" value=""/>

5. Look at the top of the bulk Message popup screen to see how many customers have been selected.

Example: “Send a bulk Message to up to **5 selected customers**”

6. Further filter out to which customer contacts the message should be sent to by selecting a notification rule. Leave the filter on “Outages” if it is a normal outage notification.
7. Now you are ready to send the message to the selected customers. You can send the message by clicking on either the “Send Email” button or the “Send SMS” button.

Send a bulk Message to up to **5** selected customers ✕

The message below will be sent to all customers currently selected, filtered and displayed.

Make sure that you select all customers and not just the first page if you want to send a message to all customers.

Specify a Notification rule to only send a message to customers contacts with the particular rule turned on.

Outages

Enter a custom message into the box below.

Dear Customer,

14 Characters

These links will be updated to point to the each individual customer's own personal usage page