ADMINISTRATOR GUIDE

SMS Client

Managing team logins, administrator access, number permissions, and message oversight.

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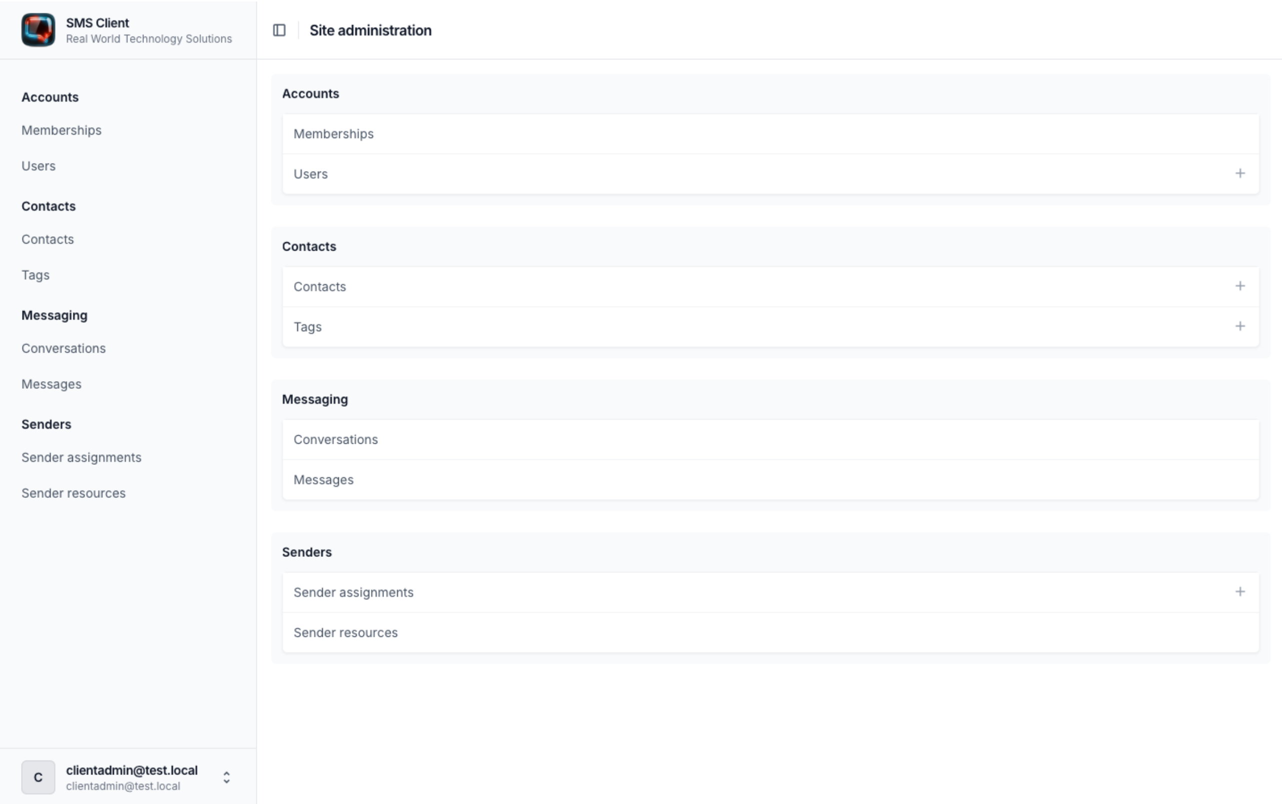
Administration Area Overview

As an administrator, you have access to a dedicated administration area where you can manage logins for your team, control who has administrator access, decide which numbers each person can use, and review your organisation's message history.



What you can do here

The administration area is divided into four sections in the left-hand navigation:

- **Accounts** — manage team logins (**Users**) and administrator access (**Memberships**).
- **Contacts** — view and manage your organisation's contacts and tags.
- **Messaging** — browse your organisation's **Conversations** and read the full **Messages** history.
- **Senders** — control which numbers each person can use via **Sender assignments**, and view available numbers under **Sender resources**.

How to get to the administration area

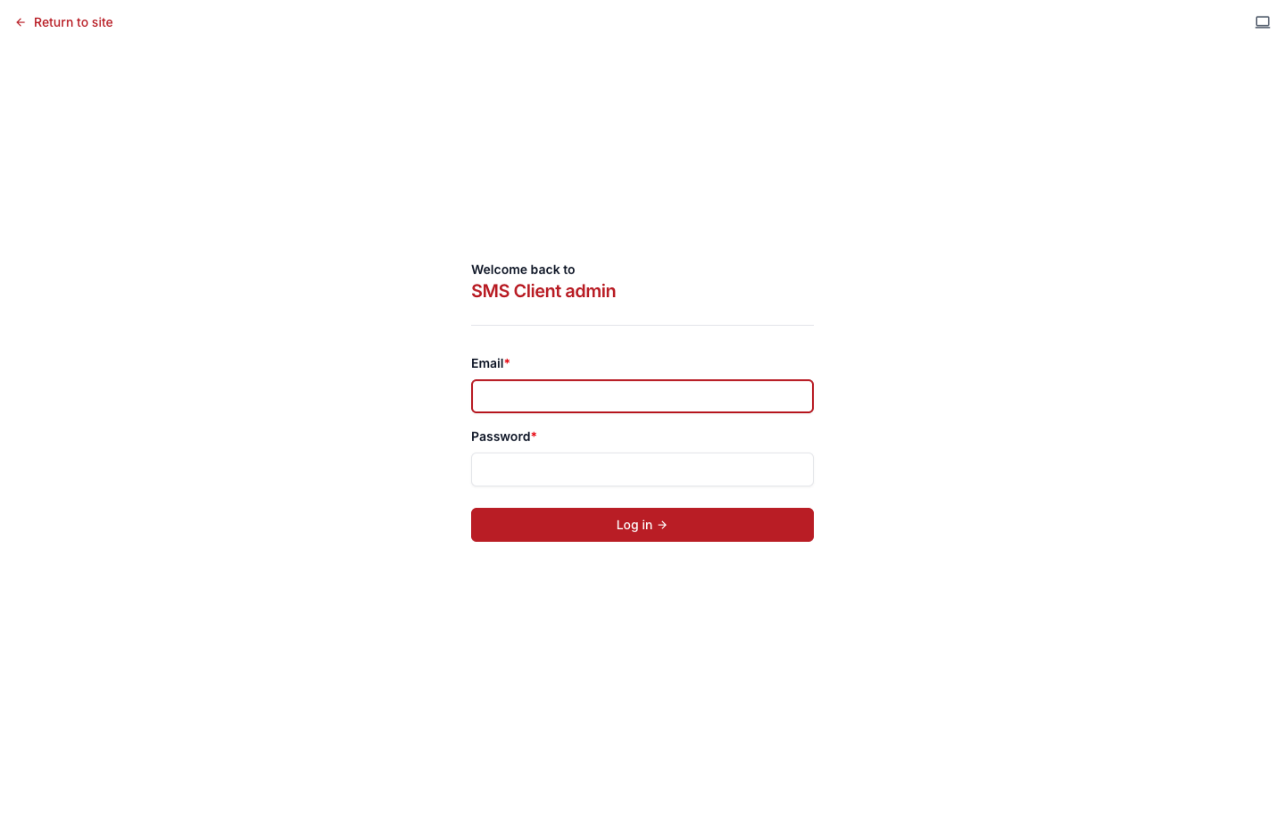
Go to `https://smsclient.rwts.com.au/admin`. Sign in with your administrator email and password. See Signing in to the administration area for step-by-step instructions.

What you won't see here

You only see data for your own organisation. Settings for the platform itself, other organisations, or technical infrastructure are managed separately and are not visible in your administration area.

Signing In to the Administration Area

The administration area is a separate login from the main SMS Client app — you sign in at `https://smsclient.rwts.com.au/admin` using your administrator email address and password.



1. In your browser, go to `https://smsclient.rwts.com.au/admin`.
2. Enter your administrator email address in the **Email** field.
3. Enter your password in the **Password** field.
4. Click **Log in**.

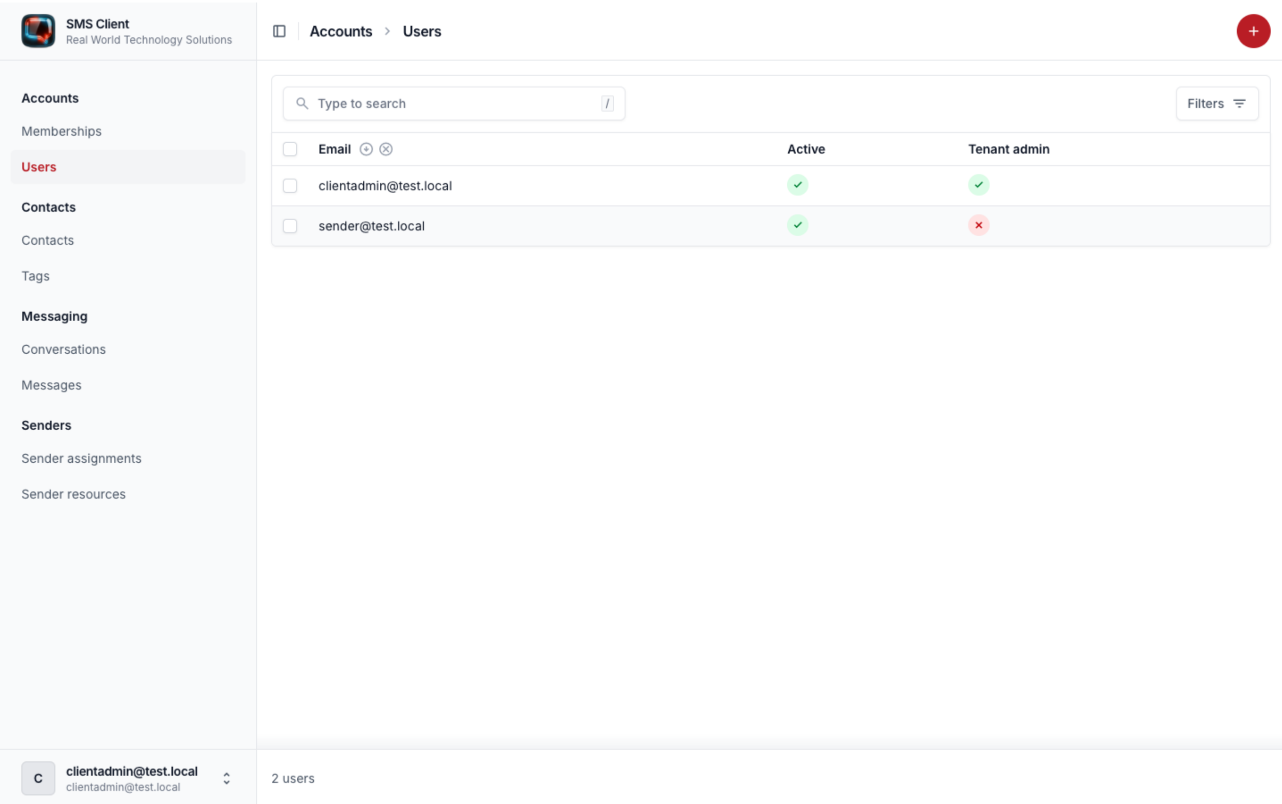
You will land on the administration area dashboard showing all available sections.

If sign-in doesn’t work

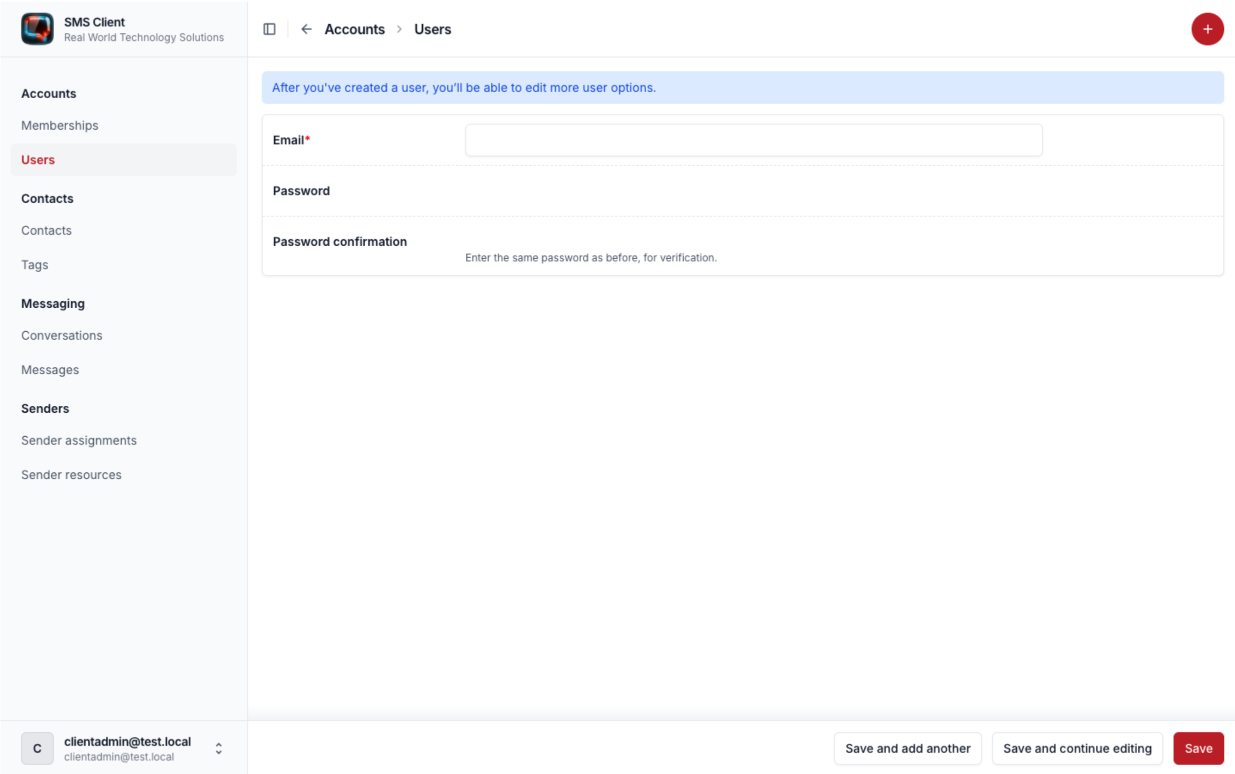
- Double-check your email address for typos.
- Make sure Caps Lock is off when typing your password.
- Confirm you are using `https://smsclient.rwts.com.au/admin`, not the main app address — they require separate logins.
- If you still cannot get in, contact your platform provider to have your administrator account checked or your password reset.

Adding a Login for a Team Member

When someone new joins your team, you create a login for them in the administration area. The account is automatically connected to your organisation — there is nothing extra to link up.



1. In the left-hand navigation, click **Users** under **Accounts**.
2. Click the **+** button in the top-right corner of the page.
3. Enter the person’s email address in the **Email** field.



4. Enter a password in the **Password** field, then enter it again in the **Password confirmation** field.
5. Click **Save**.

The new login appears in the **Users** list. That person can now sign in to the SMS Client app using the email address and password you set.

Next steps

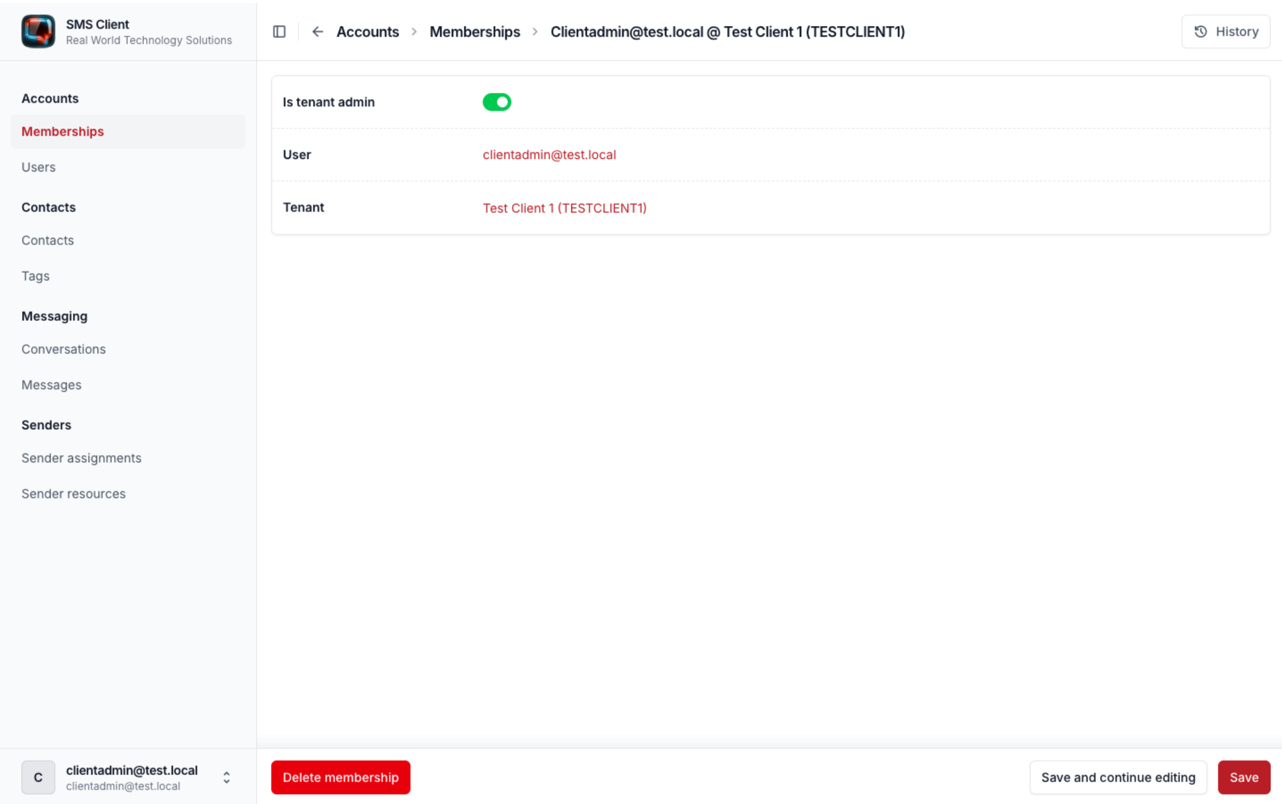
- To let the person send or receive messages on a specific number, see Controlling number permissions.
- To give the person administrator access to the administration area, see Making someone an administrator.

Changing a password later

Open the user from the **Users** list and use the password fields to set a new one, then click **Save**.

Making Someone an Administrator

Each person in your organisation has a membership record that links their login to your organisation. Turning on the **Is tenant admin** toggle promotes them to administrator — they will gain access to the administration area and can manage the team just as you can. Turning it off removes that access.



Granting administrator access

1. In the left-hand navigation, click **Memberships** under **Accounts**.
2. Click the name of the person you want to promote.
3. Switch the **Is tenant admin** toggle on (it turns green).
4. Click **Save**.

That person can now sign in to the administration area at `/admin` and manage users and settings for your organisation.

Removing administrator access

1. In the left-hand navigation, click **Memberships** under **Accounts**.
2. Click the name of the person whose access you want to remove.
3. Switch the **Is tenant admin** toggle off (it turns grey).
4. Click **Save**.

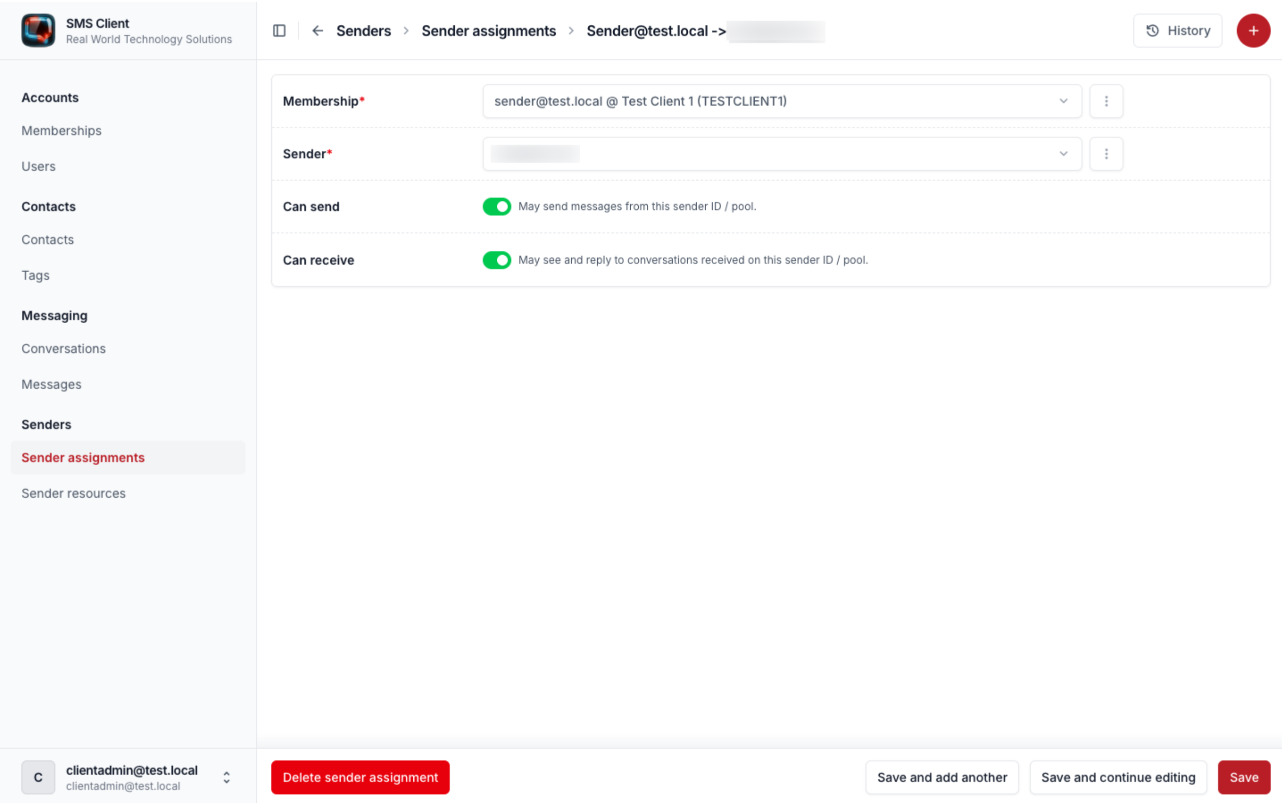
Their login to the main SMS Client app is not affected — they can still use the app, they just no longer have access to the administration area.

Things to keep in mind

- You will always see your own membership in the list. Be careful not to accidentally remove your own administrator access.
- At least one person in your organisation should have administrator access at all times.

Controlling Number Permissions

A sender assignment connects a team member to a specific phone number and controls exactly what they can do with it. You can grant or restrict sending and receiving independently for each person and number combination.



What the two permissions mean

- **Can send** — the person may send messages from that number in the SMS Client app.
- **Can receive** — the person may see conversations that arrive on that number.

These two settings are independent. For example, you can let someone read incoming messages on a shared number without allowing them to send from it, or allow sending only.

Adding a new sender assignment

1. In the left-hand navigation, click **Sender assignments** under **Senders**.
2. Click the **+** button in the top-right corner of the page.
3. Choose the person from the **Membership** dropdown. Names are shown as the email address followed by your organisation name.
4. Choose the number from the **Sender** dropdown.
5. Switch **Can send** on or off depending on whether the person should be able to send from this number.
6. Switch **Can receive** on or off depending on whether the person should see conversations on this number.
7. Click **Save**.

Changing an existing sender assignment

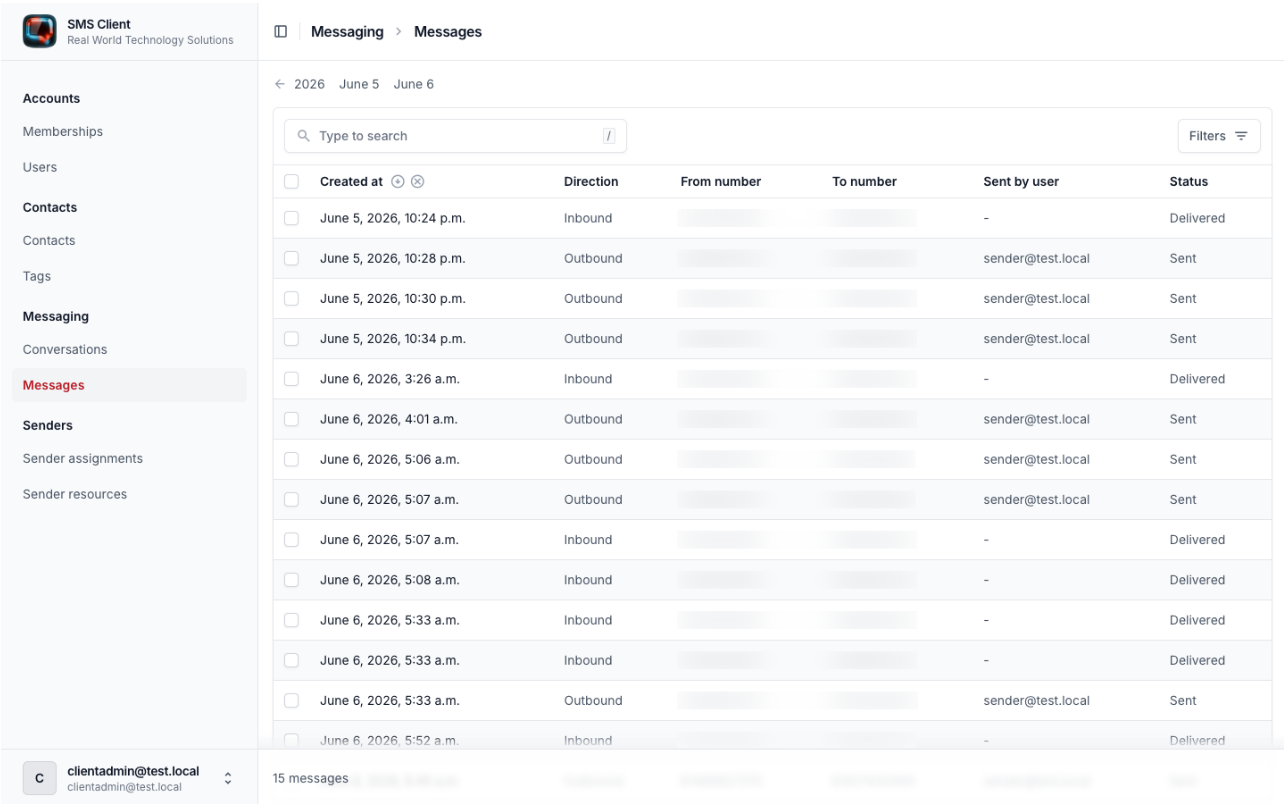
1. In the left-hand navigation, click **Sender assignments** under **Senders**.
2. Click the assignment you want to change (shown as the email address and number).
3. Adjust the **Can send** and/or **Can receive** toggles as needed.
4. Click **Save**.

Removing a sender assignment

Open the assignment and click **Delete sender assignment** at the bottom of the page. The person will immediately lose access to that number in the app.

Viewing Message History

The **Messages** section gives you a read-only view of every message sent and received across your organisation — useful for oversight, resolving disputes, or checking on activity.



Opening message history

1. In the left-hand navigation, click **Messages** under **Messaging**.

The list shows all messages for your organisation with the following columns:

- **Created at** — date and time the message was recorded.
- **Direction** — **Inbound** (a message arriving at one of your numbers) or **Outbound** (a message sent by a team member).
- **From number** — the number the message was sent from.
- **To number** — the number the message was sent to.
- **Sent by user** — for outbound messages, the team member who sent it. Inbound messages show a dash here.
- **Status** — for example, **Sent** or **Delivered**.

Filtering and searching

- Use the date navigation at the top of the list to step through messages by day.
- Click **Filters** in the top-right corner to narrow the list further (for example, by direction or number).

- Type in the **Type to search** box to search by content or number.

This view is read-only — you cannot send, edit, or delete messages from here.