USER GUIDE

SMS Client

Sending and receiving messages, managing conversations, and keeping your contacts organised.

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Contents

Signing In

Open `https://smsclient.rwts.com.au` in your browser, then enter the email address you were given by your administrator.

1. Type your email address in the **Email** field.
2. Click **Continue**.
3. Type your password in the **Password** field and click **Sign in**.

If your organisation uses its own company login (single sign-on), you won't be asked for a password after **Continue** — see *Signing In With Your Organisation's Login*.

If you're asked for a code

If two-step verification is turned on for your account, after your password you'll be asked for a 6-digit **authentication code** from your authenticator app. See *Two-Step Verification* for how it works and how to set it up.

If sign-in doesn't work

- Double-check your email address for typos.
- Make sure Caps Lock is off when typing your password.

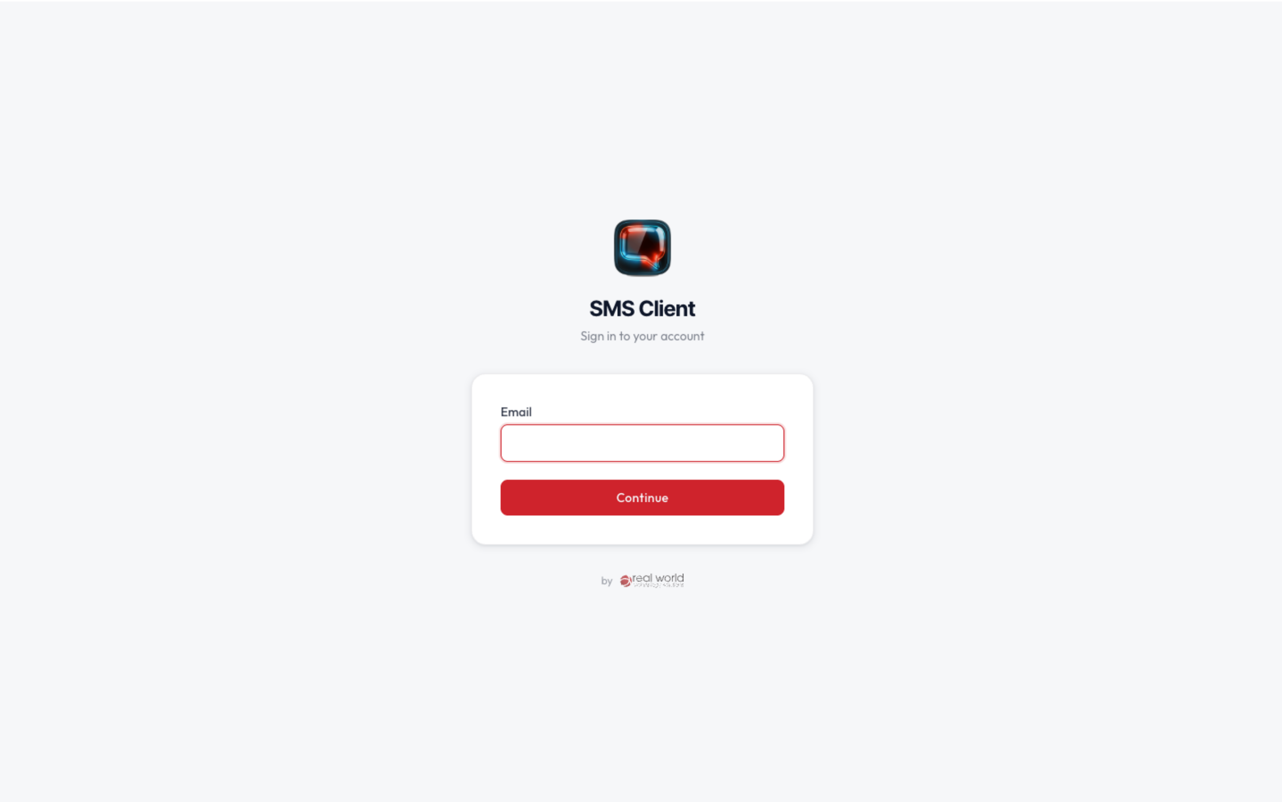

Figure 1: The SMS Client sign-in screen showing the Email field and a Continue button

- If you still can’t get in, contact your administrator — they can reset your password or check that your account is active.

Signing In With Your Organisation's Login

Some organisations sign in through their own company login (sometimes called **single sign-on**, or **SSO**) instead of a separate SMS Client password. If your organisation uses this, you'll notice a difference the moment you type your email address on the sign-in screen.

1. Open `https://smsclient.rwts.com.au`, type your **work email address** in the **Email** field, and click **Continue**.
2. Because your organisation uses SSO, the page shows a **Log in via SSO** button instead of asking for a password. Click it.
3. You're taken to your organisation's own login page. Sign in there the same way you would for your email or any other work account — including any second-factor prompt your organisation uses (a code, an approval notification, a security key, and so on).
4. You'll be brought back to the SMS Client, already signed in.

Why you don't set a password here

When SSO is turned on for your organisation, your account's password and two-step verification are both handled by your organisation's own login — not by the SMS Client. There's nothing to set up here, and the *Two-Step Verification (2FA)* article doesn't apply to your account.

If sign-in doesn't work

- Make sure you typed your **work email address**, not a personal one — the SMS Client uses your email's domain to know which organisation's login to send you to.
- If your organisation's login page shows an error, that's a problem with your organisation's account, not the SMS Client — contact your usual IT help desk.
- If, after **Continue**, you see a password field instead of the **Log in via SSO** button, your organisation may not have SSO turned on for your account yet — contact your administrator.

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Two-Step Verification (2FA)

Two-step verification adds a second check to your sign-in: after your password, you enter a short code from an authenticator app on your phone. It means that even if someone learns your password, they still can't get into your account.

You may turn it on yourself, or your administrator may require it for everyone in your organisation. Either way, you only set it up **once** — the same code works for both the SMS Client and the administration area.

What you need

An authenticator app on your phone, such as Google Authenticator, Microsoft Authenticator, 1Password, or Authy. Any app that supports "TOTP" or "time-based codes" will work.

Turning on two-step verification

1. Open **Settings → Two-step verification** (or go to `/settings/2fa`).
2. Open your authenticator app and scan the QR code shown on screen. If you can't scan it, type the key shown beneath the code into your app by hand.
3. Your app now shows a 6-digit code that changes every 30 seconds. Type the current code into the **Authentication code** box and click **Confirm**.

SAVE YOUR BACKUP CODES

After you confirm, you'll see a list of **backup codes**. These are your way in if you ever lose your phone. Save them somewhere safe (a password manager is ideal) — each one works **once**, and they are shown **only this time**.

What signing in looks like now

1. Enter your email and password as usual and click **Sign in**.
2. You'll be asked for your authentication code. Open your authenticator app and type the current 6-digit code, then click **Verify**.

If you don't have your phone, you can type one of your saved **backup codes** instead of the 6-digit code. Remember each backup code only works once.

The administration area uses the **same** code — administrators are asked for it at the admin sign-in too. There is nothing extra to set up.

If you lose your phone (and your backup codes)

For safety, there is no way to turn off two-step verification by yourself. If you've lost both your authenticator app and your backup codes, contact your administrator. They can reset your two-step verification, after which you sign in with your password and set it up again from scratch.

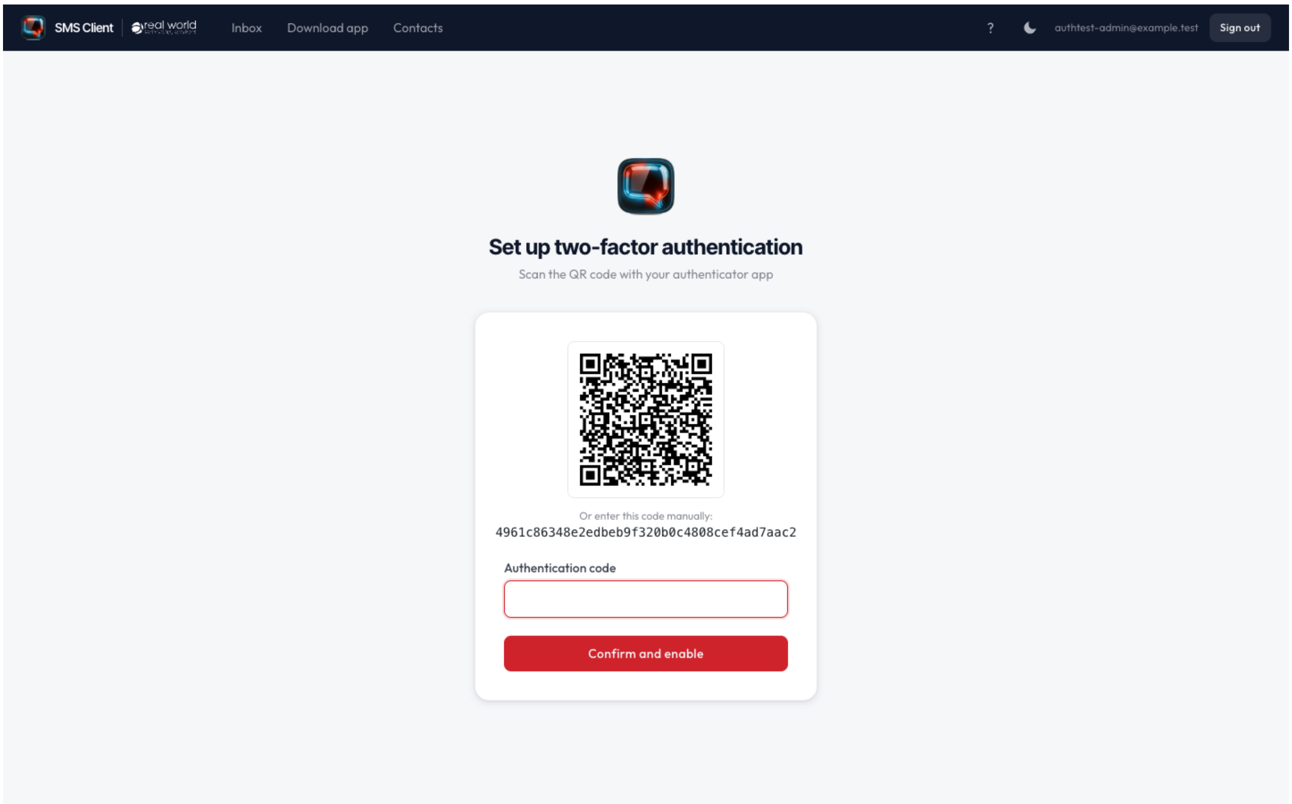

Figure 2: The two-step verification setup screen showing a QR code and a field for the authentication code

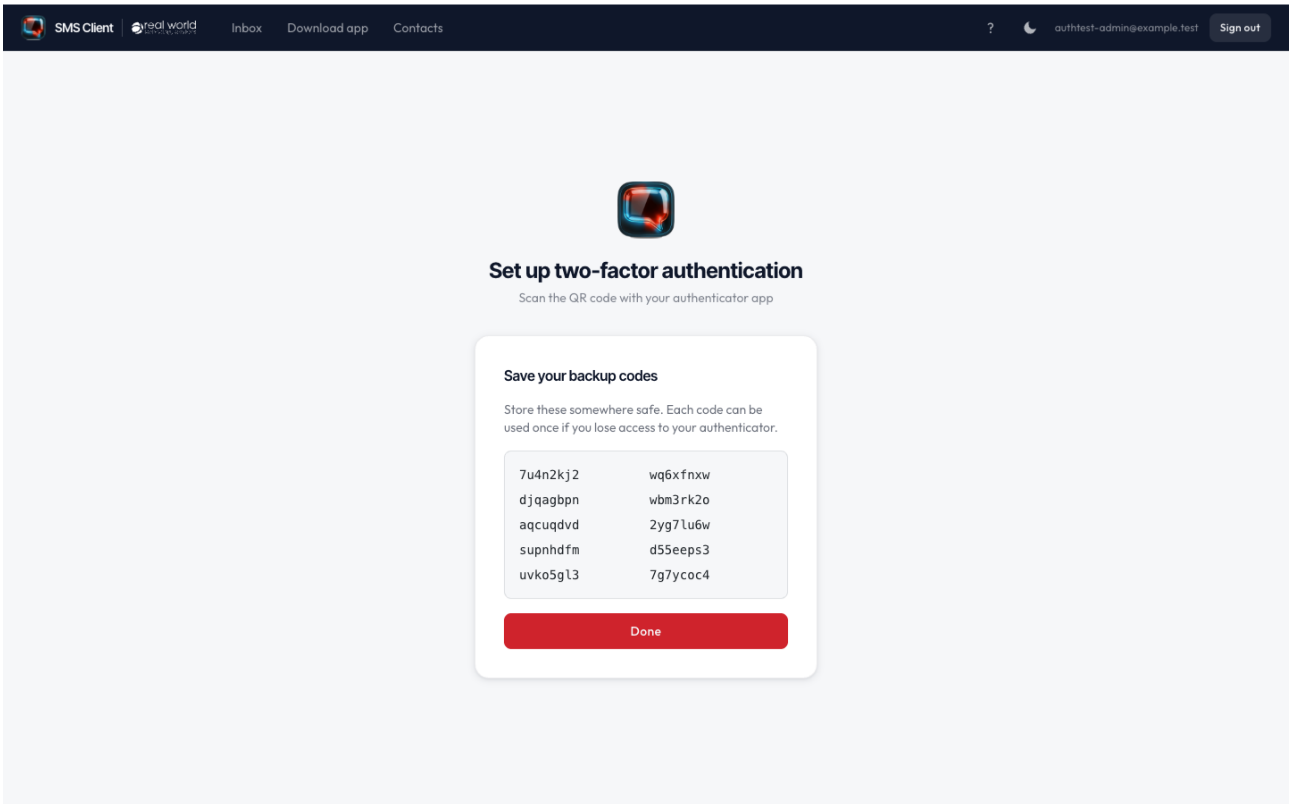

Figure 3: The backup codes screen, shown once after setup, with a list of one-time recovery codes

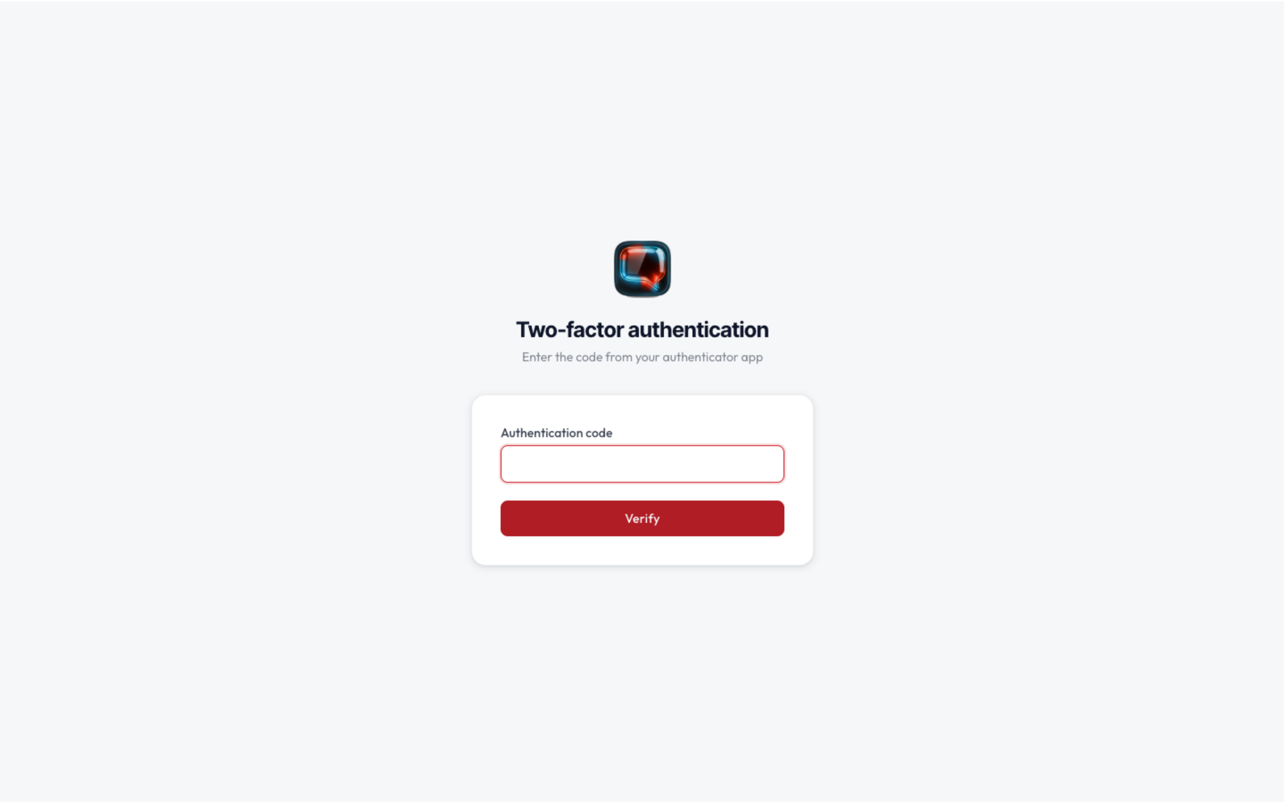

Figure 4: The sign-in code prompt asking for the 6-digit authentication code

Inbox Overview

When you sign in, you land on your **Inbox** — the main messaging screen.

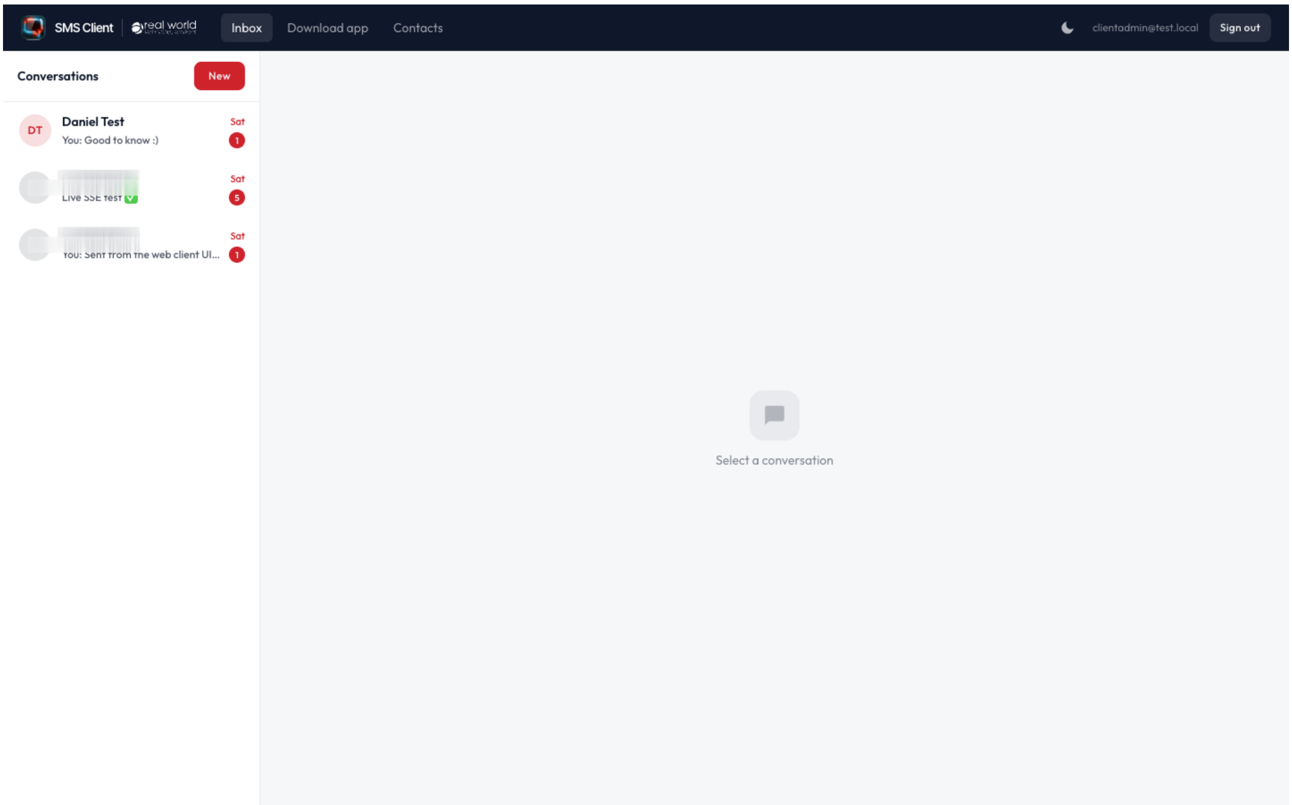

Figure 5: The inbox with no conversation selected, showing the Conversations list on the left and an empty message area on the right

The layout

The screen is split into two areas:

- **Left panel — Conversations.** Each row shows the contact name or phone number, a preview of the latest message, the time it was sent, and a red badge with the number of unread messages.
- **Right panel — Message area.** This is where the conversation opens when you click one. Before you select anything it shows “Select a conversation”.

At the top you’ll find the navigation bar with **Inbox**, **Download app**, and **Contacts**.

Switching between light and dark mode

Click the moon icon in the top-right corner of the header to switch between light and dark mode. See Themes and mobile use for more detail.

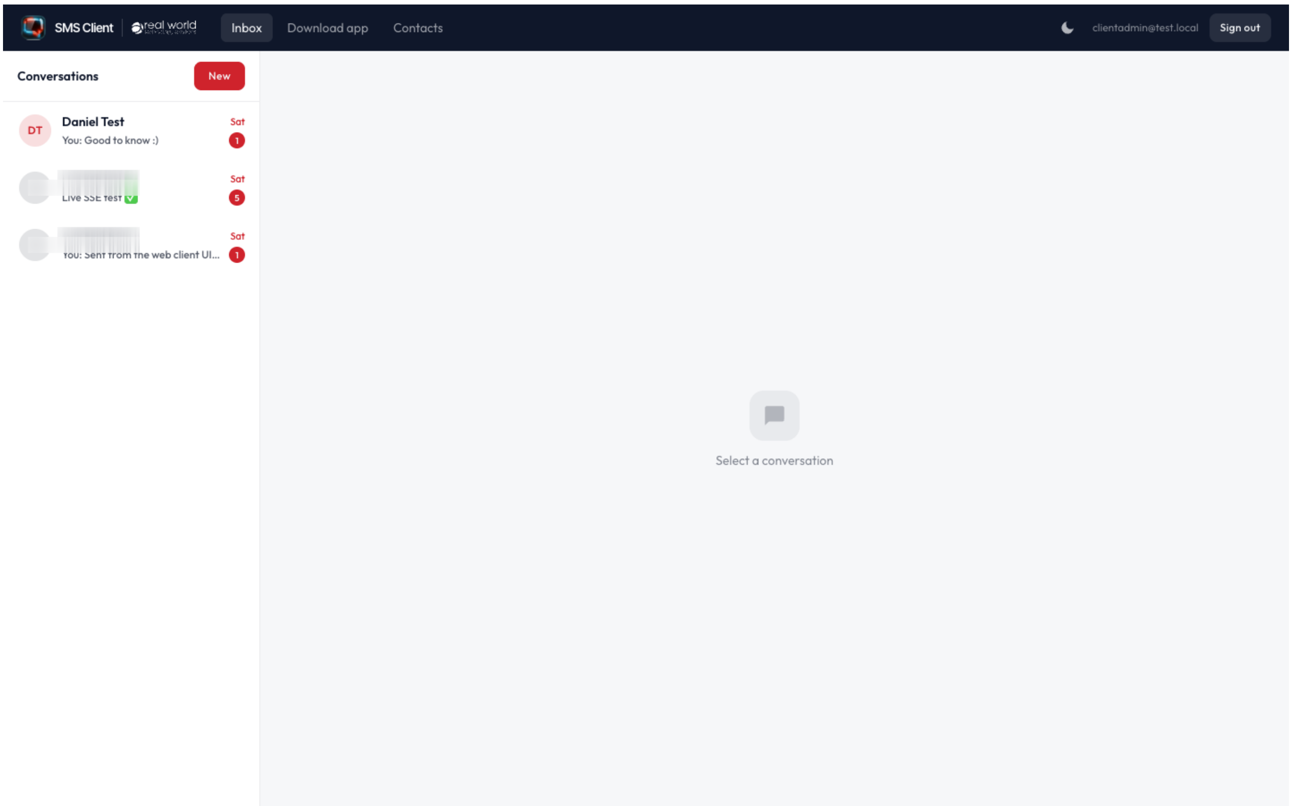

Figure 6: The inbox with three conversations listed and unread badges showing

Using the app on your phone

The app works in your phone’s browser without any install needed. The layout adjusts to fit a smaller screen. See Themes and mobile use for more.

Reading a Conversation

Click any conversation in the left panel to open it.

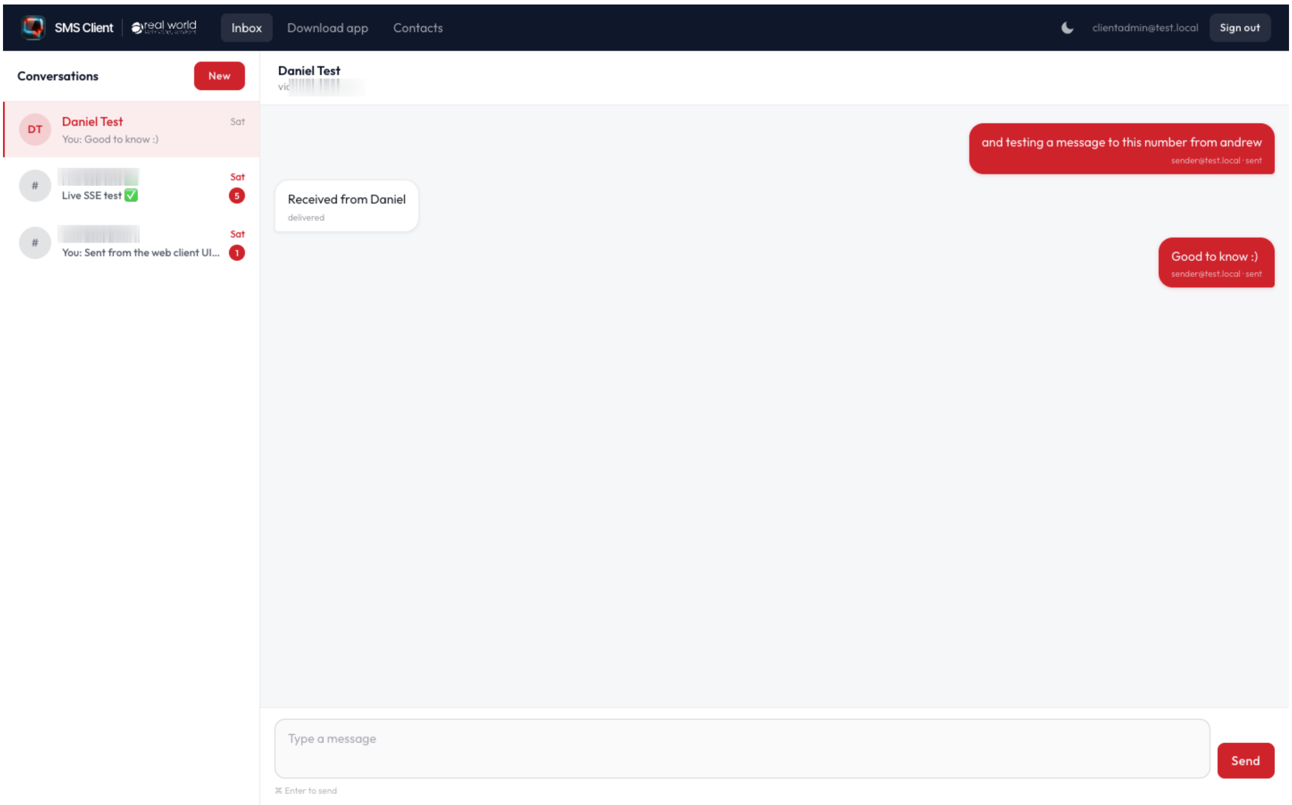

Figure 7: An open conversation showing sent messages on the right in red bubbles and a received message on the left in a white bubble

What you'll see

- The contact's name (or number) and the sending number appear at the top of the message area.
- **Their messages** appear on the left in white bubbles.
- **Your messages** appear on the right in red bubbles, with a "sent" label underneath.
- Messages are shown oldest at the top, newest at the bottom.

Unread messages

Any conversation with unread messages shows a red badge with a count in the conversation list. As soon as you open the conversation, those messages are marked as read and the badge clears.

Replying to a Message

With a conversation open, you can reply using the box at the bottom of the screen.

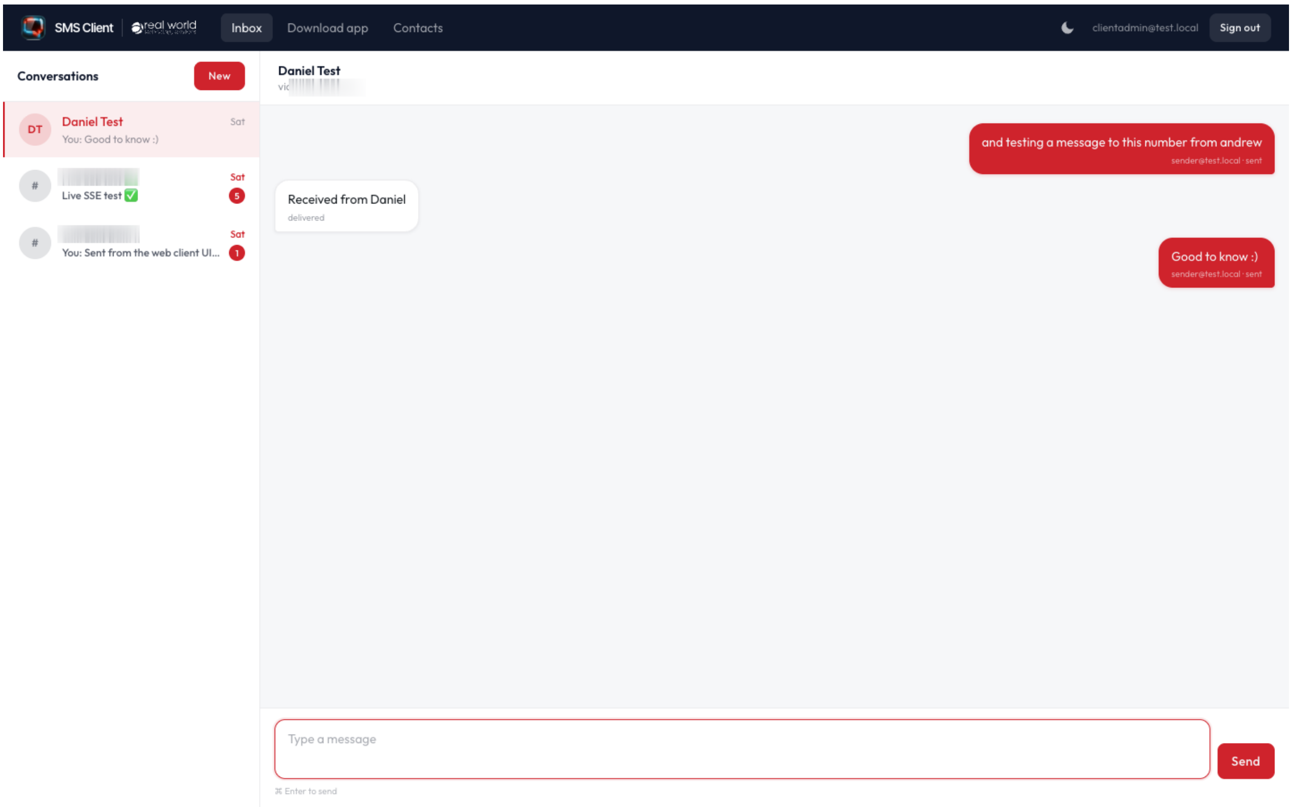

Figure 8: The message composer showing the “Type a message” text box and the Send button

1. Click the **Type a message** box at the bottom of the screen.
2. Type your reply.
3. Click **Send**, or press **Enter** to send.

Your message will appear immediately in the conversation as a red bubble on the right.

Deleting & Exporting a Conversation

When you have a conversation open, two actions appear at the top of the message area: **Export PDF** and **Delete**.

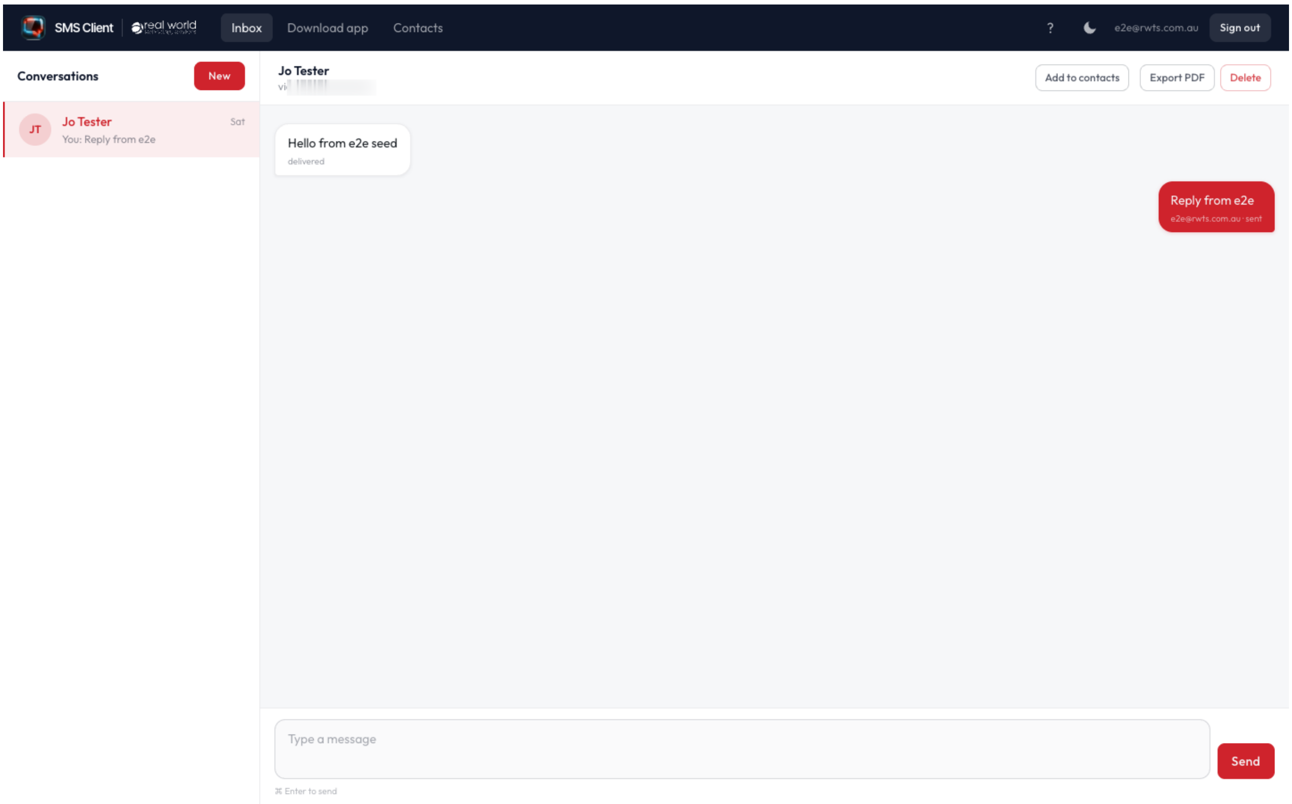

Figure 9: The conversation header showing the contact name and the Export PDF and Delete buttons

Exporting a conversation to PDF

Exporting saves a complete, dated record of the conversation as a PDF file — handy for your own records or for compliance (for example, insurance, finance, or medical scenarios where you need to keep a copy of what was said).

1. Open the conversation you want to keep a copy of.
2. Click **Export PDF**.
3. The file downloads to your device. The filename includes the conversation and the date, for example `conversation-123-20260607.pdf`.

The PDF shows every message in order with its time, direction (sent or received), who sent it, and its delivery status. It also records where and when it was exported, and by whom, so it stands on its own as a record.

Deleting a conversation

Deleting removes a conversation from your inbox.

1. Open the conversation you want to remove.
2. Click **Delete**.
3. Confirm when asked. The conversation disappears from your list.

> **Before you delete:** depending on your organisation's settings, a deleted conversation may be kept (hidden) for a while and recoverable by an administrator, or it may be removed permanently straight away. If you are not sure, check with your administrator first — and consider **exporting a PDF** before deleting if you might need the record later.

If you delete a conversation by mistake and your organisation keeps deleted conversations for a period, ask your administrator to restore it for you.

Starting a New Message

To start a brand-new conversation with someone, use the **New** button.

1. Click **New** at the top of the conversations panel.

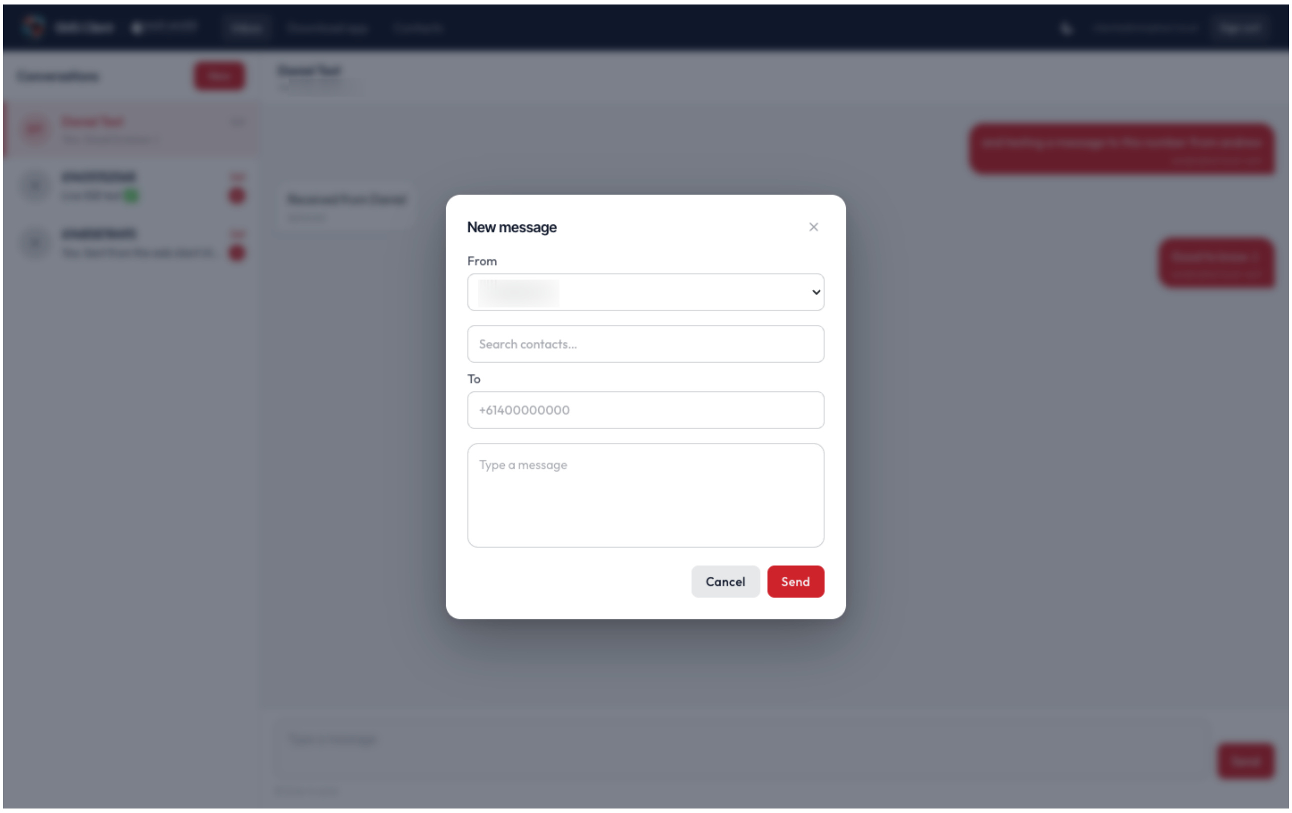

Figure 10: The New message dialog showing From, contact search, To, and message fields

2. In the **From** dropdown, choose which number you want to send from.
3. To send to a saved contact, start typing their name in the search box — matching contacts will appear in a dropdown. Click the one you want.

4. If the person isn't in your contacts, type their phone number directly into the **To** field.
5. Type your message in the **Type a message** box.
6. Click **Send**.

The conversation will open in the main panel straight away.

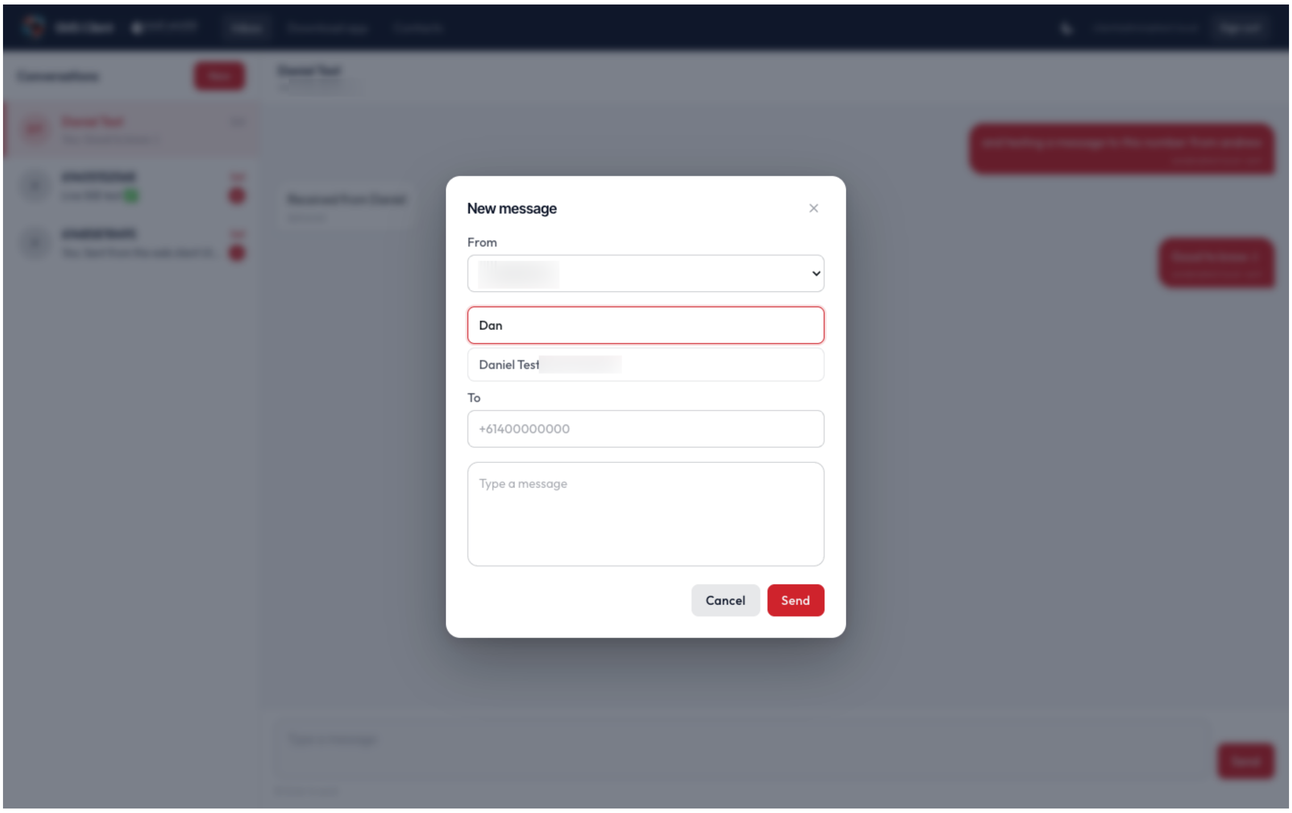

Figure 11: The contact search showing “Dan” typed with Daniel Test appearing as a suggestion

Managing Contacts

Click **Contacts** in the navigation bar to open your contacts list.

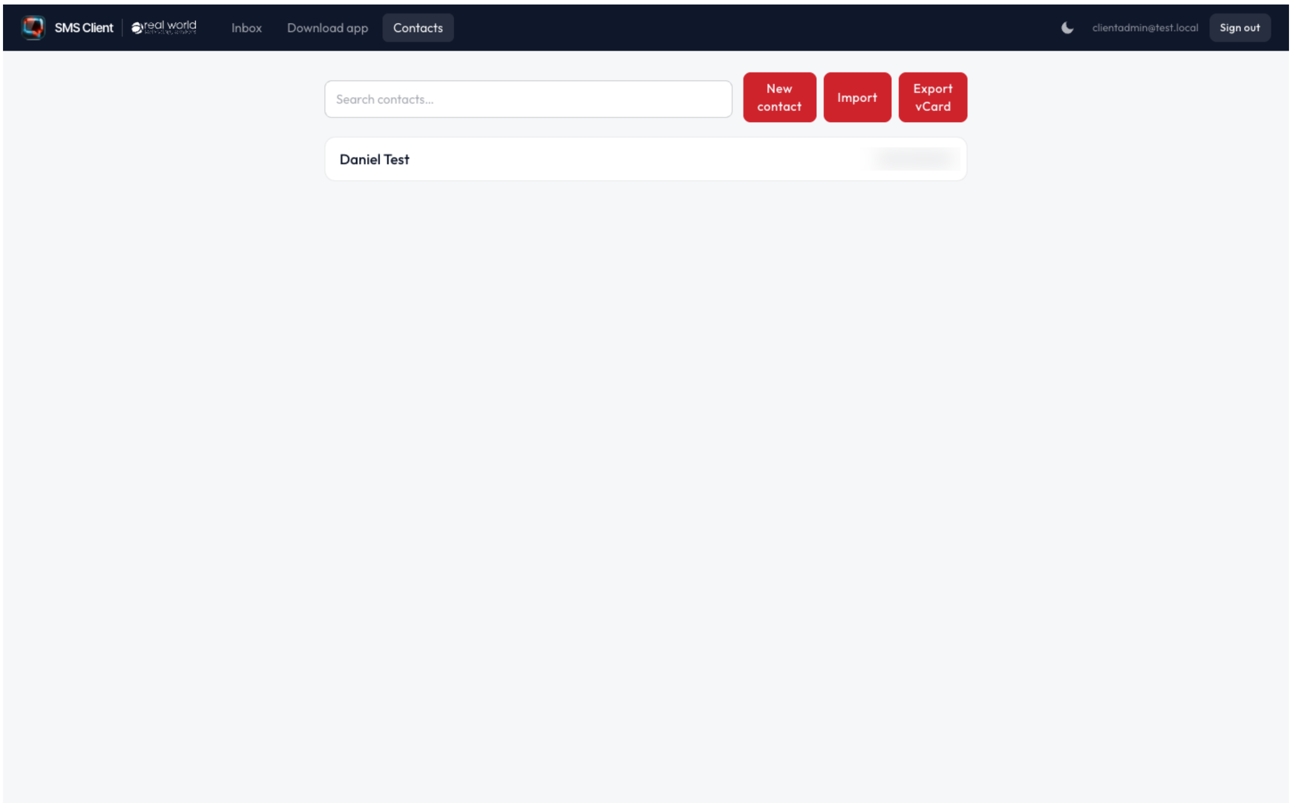

Figure 12: The Contacts page showing a search box and a list of contacts with New contact, Import, and Export vCard buttons

Finding a contact

Type a name or number into the **Search contacts...** box. The list filters as you type.

Adding a new contact

1. Click **New contact**.
2. Fill in the **Name** field (required).
3. Optionally add a **Company** and **Email**.
4. Enter at least one phone number in the **Numbers** section. You can change the label next to it (e.g. “mobile”) to anything you like.
5. To add more numbers for the same contact, click **+ Add number**.
6. Click **Save**.

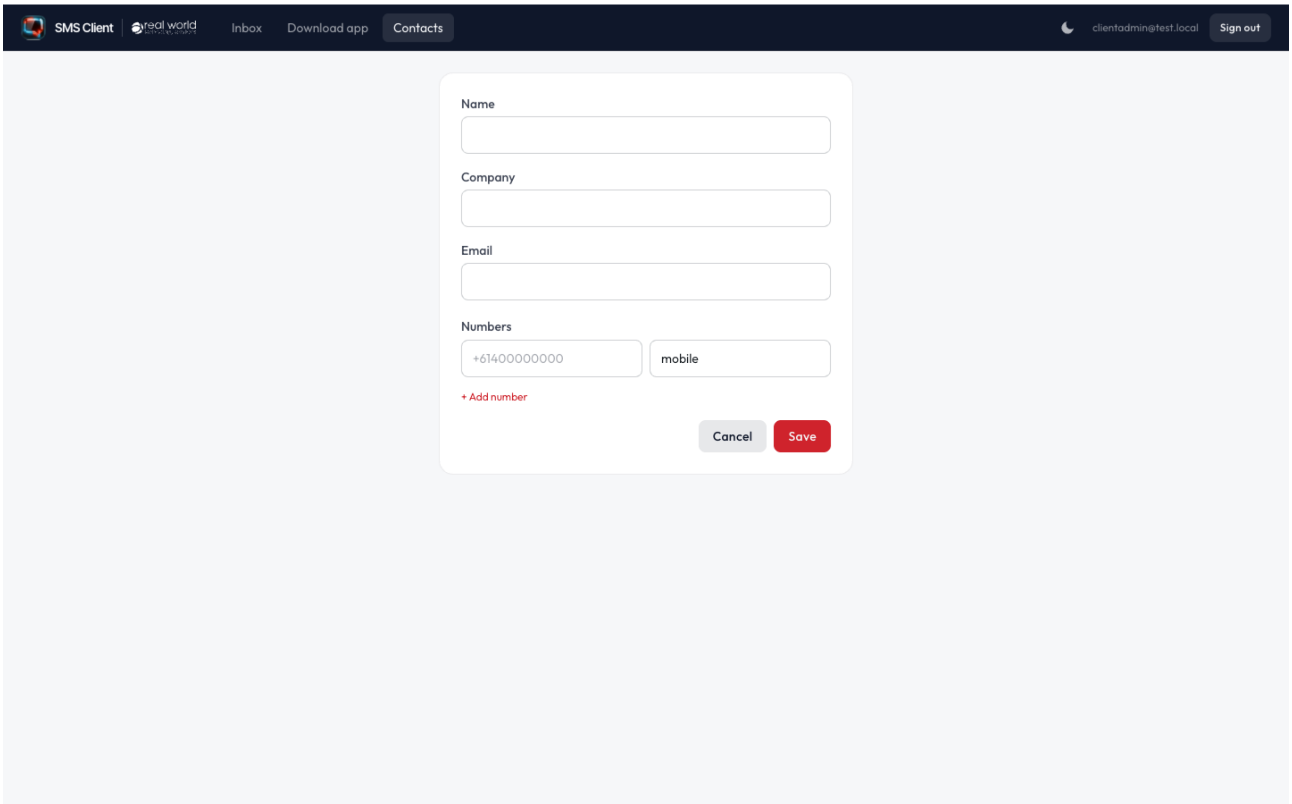

Figure 13: The new contact form showing Name, Company, Email, Numbers fields and a Save button

Editing a contact

Click on the contact in the list. Their details open in the same form. Make your changes, then click **Save**.

Deleting a contact

Open the contact, then click **Delete**. Confirm when prompted.

Organising Contacts into Groups

A group is a named list of contacts you can manage together — for example “VIP customers” or “Tuesday delivery run”. Groups keep your contacts organised and make it quick to reach the same set of people.

Create a group

1. In the left-hand navigation, click **Groups**.
2. Click **New group**.
3. Enter a **Group name** (and an optional description).
4. In the **Members** box, search for a contact and click their name to add them. A tick marks who is in the group; click their name again to remove them.
5. Click **Save**. Your new group appears in the list with its member count.

Edit or delete a group

- Click a group’s name to change its details or membership, then **Save**.
- Click **Delete** next to a group to remove it. The contacts themselves are not deleted — only the grouping.

Next steps

- To add or update the people in your address book, see Managing contacts.

Sending a Broadcast

A broadcast lets you send one message to many recipients at once. Unlike a group chat, each recipient receives their own private 1:1 message — they cannot see who else was included, and any reply they send comes back to you as a normal individual conversation in your inbox.

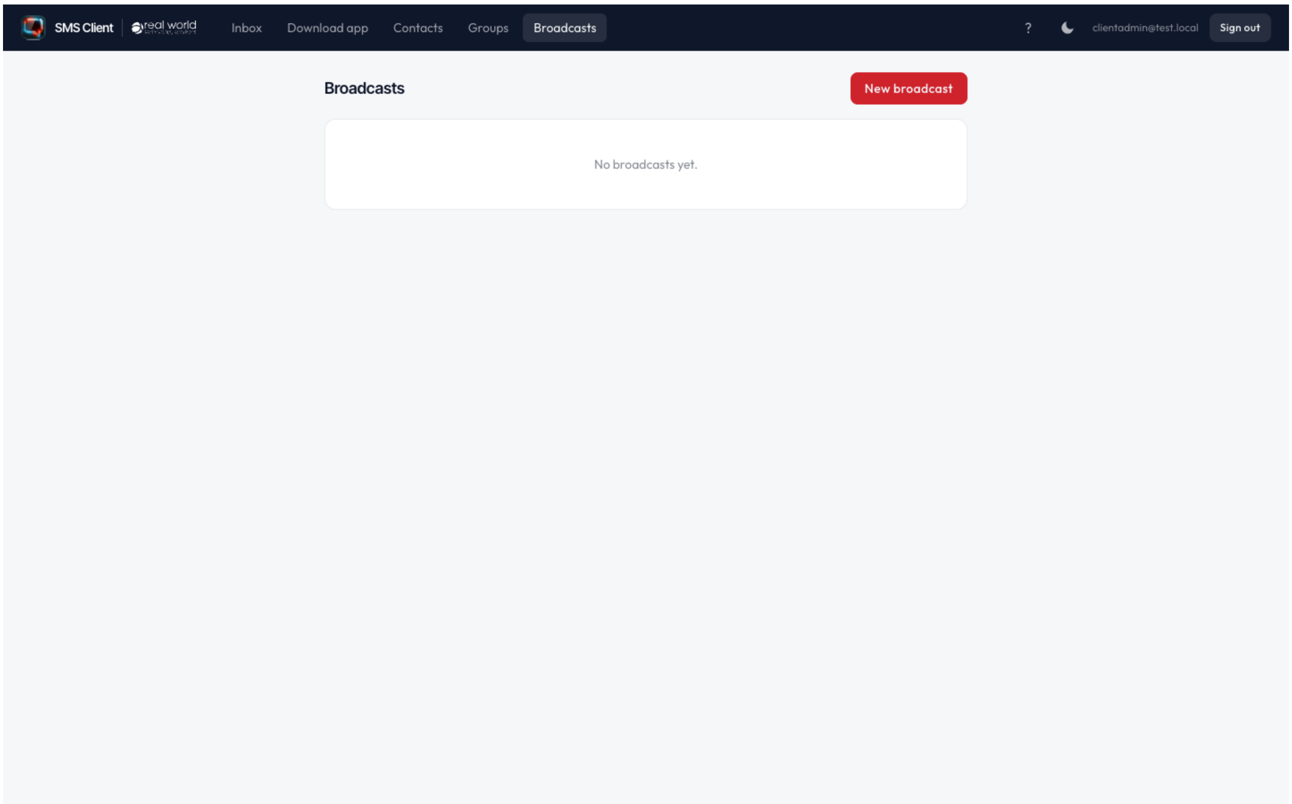

Figure 14: The Broadcasts page with the New broadcast button and the list of previously sent broadcasts

Open the Broadcasts page

Click **Broadcasts** in the left-hand navigation. You will see a list of broadcasts you have sent previously. Click **New broadcast** to open the broadcast composer.

Choose who the message is from

Use the **From** dropdown to select the sender number you want to use. Only numbers your administrator has granted you permission to use will appear here.

Some senders are alphanumeric **sender IDs** — a short text name shown in place of a number. Sender IDs must be registered before they can be used; see the SMS Sender ID Register for how registration works and the obligations that come with it.

Build your audience

You can add recipients in two ways — use one or both together:

- **Groups** — tick one or more of your contact groups. Every member of each selected group will receive the message.
- **Phone numbers** — paste or type phone numbers directly into the text box, one number per line.

The page displays a live **recipient count** as you make changes. Duplicates (for example, a number that appears in two groups) are removed automatically so no one receives the message twice. Any number the system cannot parse is silently ignored and excluded from the count, so double-check the count looks right before continuing.

Write your message

Type your message in the **Message** field. A **segment count** appears below the field: standard SMS messages are limited to 160 characters, and longer messages are split into multiple segments that are billed separately. Keep an eye on the segment count if message cost matters.

THE OPT-OUT FOOTER

Broadcasts can carry a short opt-out footer at the end of the message:

- **Marketing broadcasts** always include the footer — it cannot be turned off, because giving recipients a way to unsubscribe from marketing is a legal requirement.
- **Non-marketing broadcasts** show an **Add opt-out footer** toggle. It starts in the position your administrator has chosen for your organisation, and you can switch it on or off for each broadcast.

When a footer will be included, the composer shows the exact footer text below the message field. Two-way numbers use a reply instruction (for example, "Reply STOP to opt out"); one-way sender IDs use an unsubscribe link instead, because recipients cannot reply to them. The footer counts toward the segment count, so a long message plus the footer may tip into an extra segment.

Send the broadcast

Click **Send**. You will be taken to the broadcast's detail page, which lists each recipient alongside their delivery status. Statuses update in real time as the messages are delivered:

- **Sent** — the message has been accepted by the carrier.
- **Failed** — delivery was not possible for this recipient (for example, the number is invalid or the carrier rejected it).

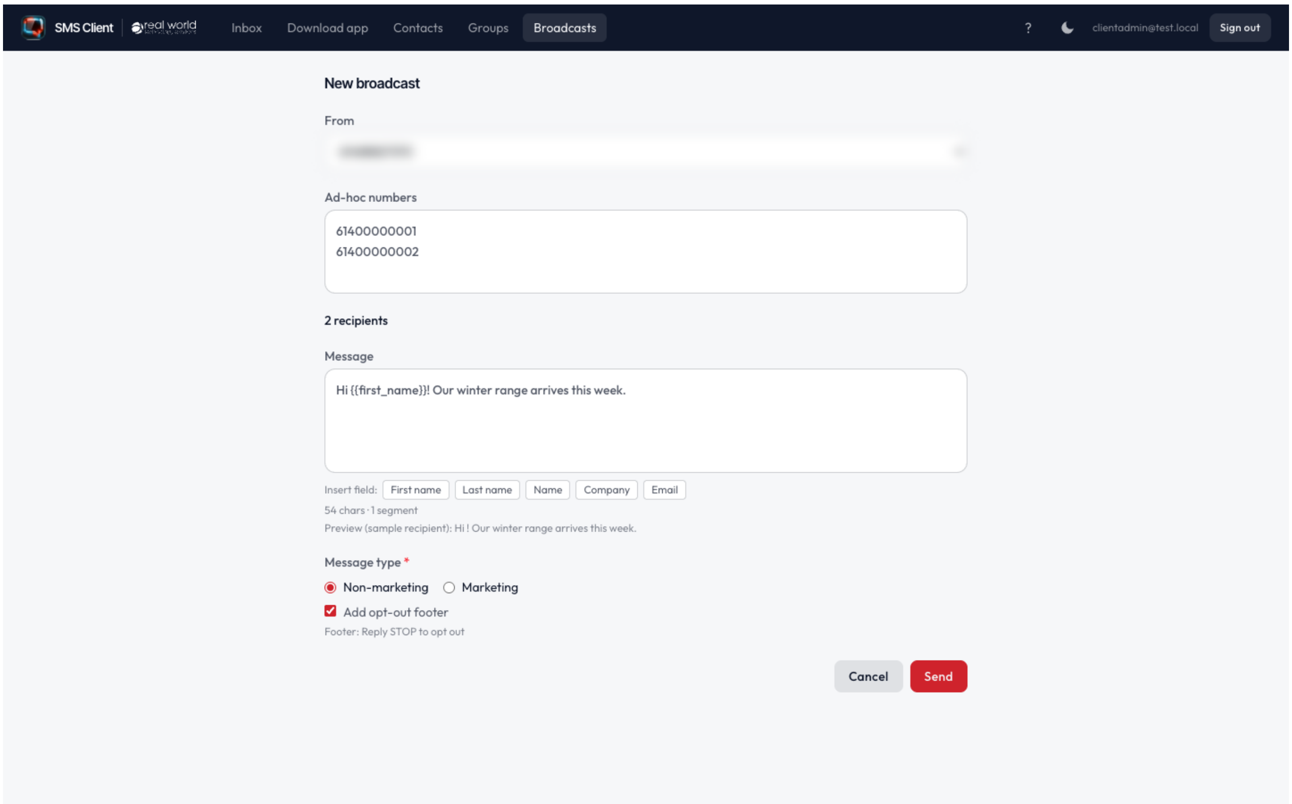

Figure 15: The broadcast composer showing sender, ad-hoc numbers, a personalised message with the insert-field toolbar, the segment count, the Message type choice, and the Add opt-out footer toggle with its footer preview

Before you send — a caution

A broadcast cannot be unsent. Once you click **Send**, messages go out immediately to all recipients. Always review the recipient count and re-read your message before sending.

Next steps

- Organising contacts into groups — set up groups to make building your audience faster next time.

Personalising a Broadcast

Personalisation lets you include each contact's own details in the message body so that every recipient receives a message addressed specifically to them — all sent in one broadcast. Instead of a generic "Hi there", the message can open with the recipient's first name, company, or any other field you have stored.

Inserting a field

While writing your message in the broadcast composer, click the **Insert field** button above the message box. A small menu appears with the available built-in fields:

- **First name** — the contact's first name
- **Last name** — the contact's last name
- **Name** — the contact's display name
- **Company** — the contact's company or organisation name
- **Email** — the contact's email address

Clicking a field from the menu inserts it into your message at the current cursor position as a double-brace token, for example `{{first_name}}`.

You can also type the token directly if you prefer. The supported built-in tokens are:

TOKEN	RESOLVES TO
`{{first_name}}`	Contact's first name
`{{last_name}}`	Contact's last name
`{{display_name}}`	Contact's display name
`{{company}}`	Contact's company
`{{email}}`	Contact's email address

CUSTOM FIELDS

If you have stored custom fields on your contacts, you can reference them with `{{custom.<key>}}`, where `<key>` is the custom field's name exactly as it appears in the contact record. For example, if you have a custom field named `membership_tier`, the token is `{{custom.membership_tier}}`.

Previewing the result

As you type, the **Preview (sample recipient)** line below the message box shows how the final message will look for one of your recipients, with the tokens replaced by that contact's real values. Use this to check that the message reads naturally before sending.

When a field has no value

If a recipient's contact record does not have a value for a token you have used — or if the recipient was added as an ad-hoc phone number rather than a saved contact — the token is replaced with an empty string for that person. The rest of the message is delivered unchanged; no placeholder text or error is inserted. This means the message might read slightly awkwardly for those recipients (for example, "Hi , welcome…"), so it is worth checking whether your audience is likely to have the field populated before relying on it heavily.

Effect on message length and segments

Because each contact's field values differ in length, personalised messages will not all be the same character count. A recipient with a long company name will receive a longer message than one with a short name. This can cause some messages to use more SMS segments than others. The segment count shown in the composer is calculated using the preview contact's data; keep this in mind when estimating cost for large broadcasts.

Next steps

- Sending a Broadcast — the full broadcast workflow, from choosing a sender number to reviewing delivery statuses.
- Organising contacts into groups — ensure your contacts have names and custom fields populated so personalisation works as expected.

Importing Contacts

You can bring in many contacts at once from a spreadsheet or a phone export. The app accepts CSV files — your columns don't need to be in any special order.

1. Go to **Contacts** in the navigation bar.
2. Click **Import**.

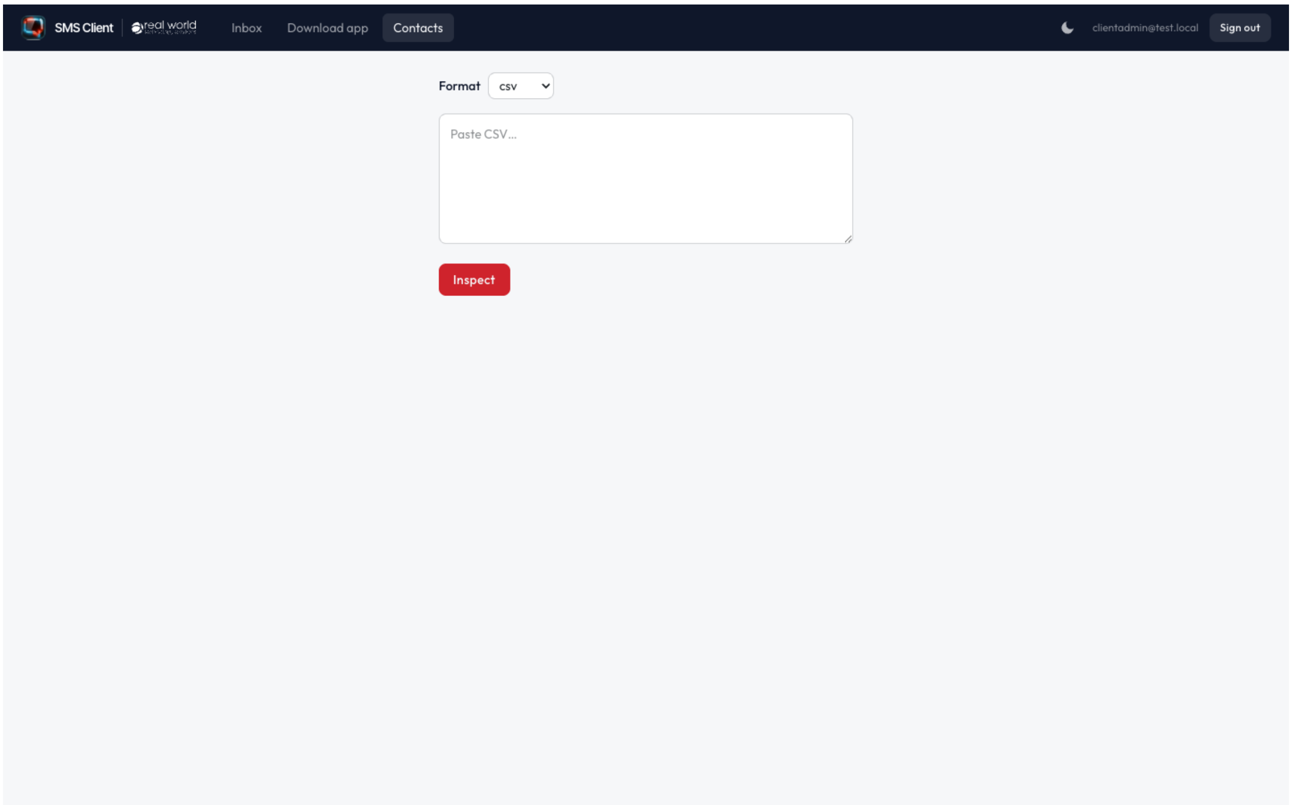

Figure 16: The import screen showing a Format dropdown set to "csv" and a Paste CSV text area with an Inspect button

3. Open your spreadsheet or file, select all the text, copy it, and paste it into the **Paste CSV...** box.
4. Click **Inspect**.

5. The app reads the columns in your file. For each field (name, mobile, etc.), use the dropdown to choose which column from your file matches. If a column is already named correctly, it will be pre-selected.
6. Optionally, add a tag in **Tag this import** to help you identify where these contacts came from (for example, "vip" or "event-2026").
7. Click **Preview**.

8. The app shows a summary: how many contacts are new, how many will be updated, and how many will be skipped (for example, rows missing a phone number). Check this looks right.

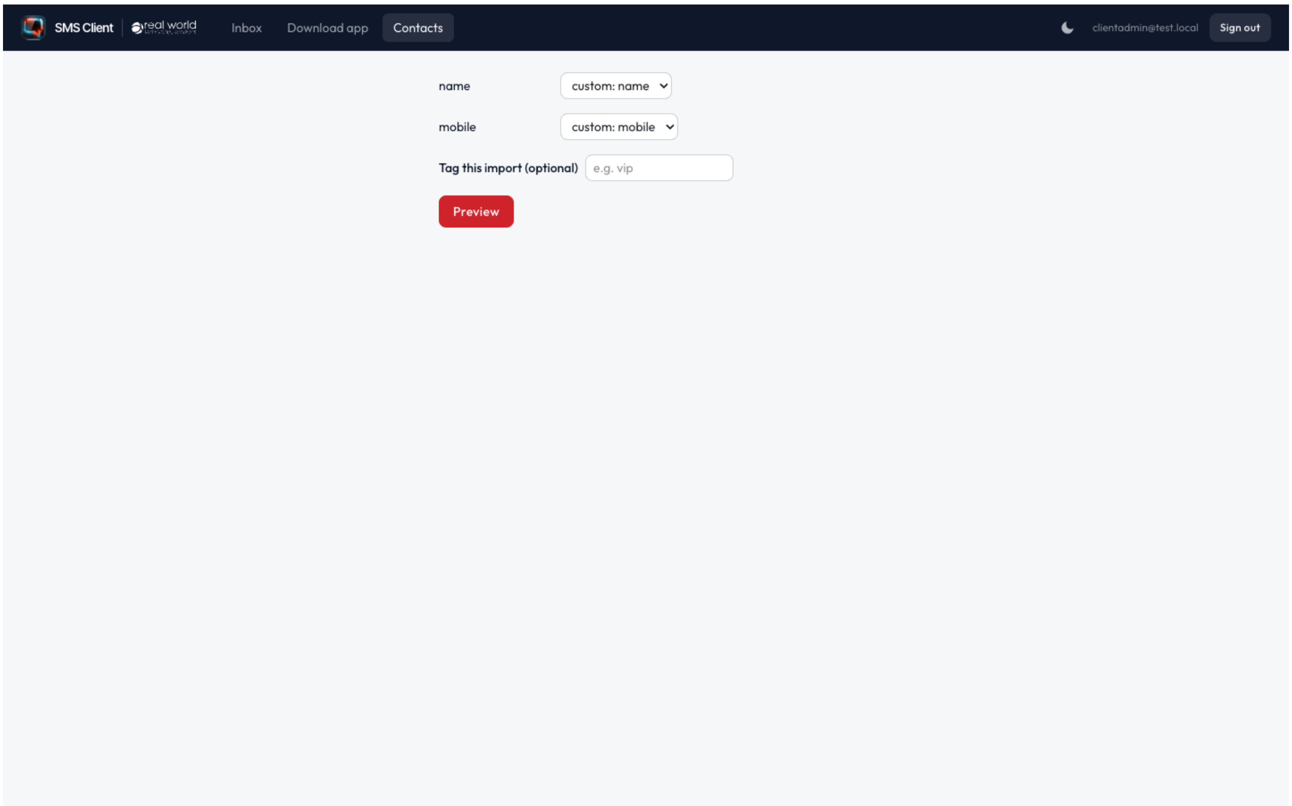

Figure 17: The column-mapping screen showing “name” and “mobile” fields each mapped to a column from the CSV, with a Tag this import field and a Preview button

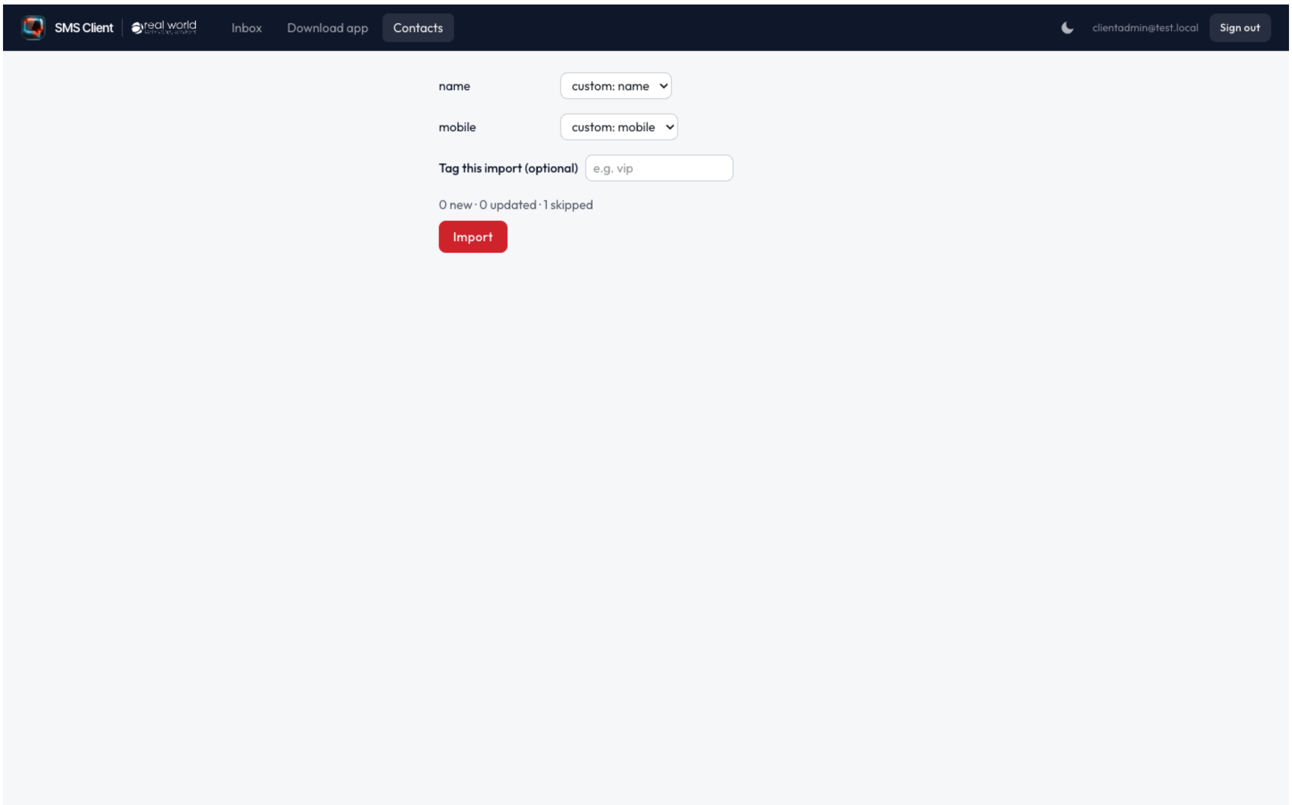

Figure 18: The preview screen showing the import summary “0 new · 0 updated · 1 skipped” with an Import button

9. Click **Import** to finish.

Your contacts will appear in the **Contacts** list straight away.

Exporting Contacts

You can download all your contacts as a vCard file. vCard is a standard format that most phones and address-book apps can import.

1. Go to **Contacts** in the navigation bar.

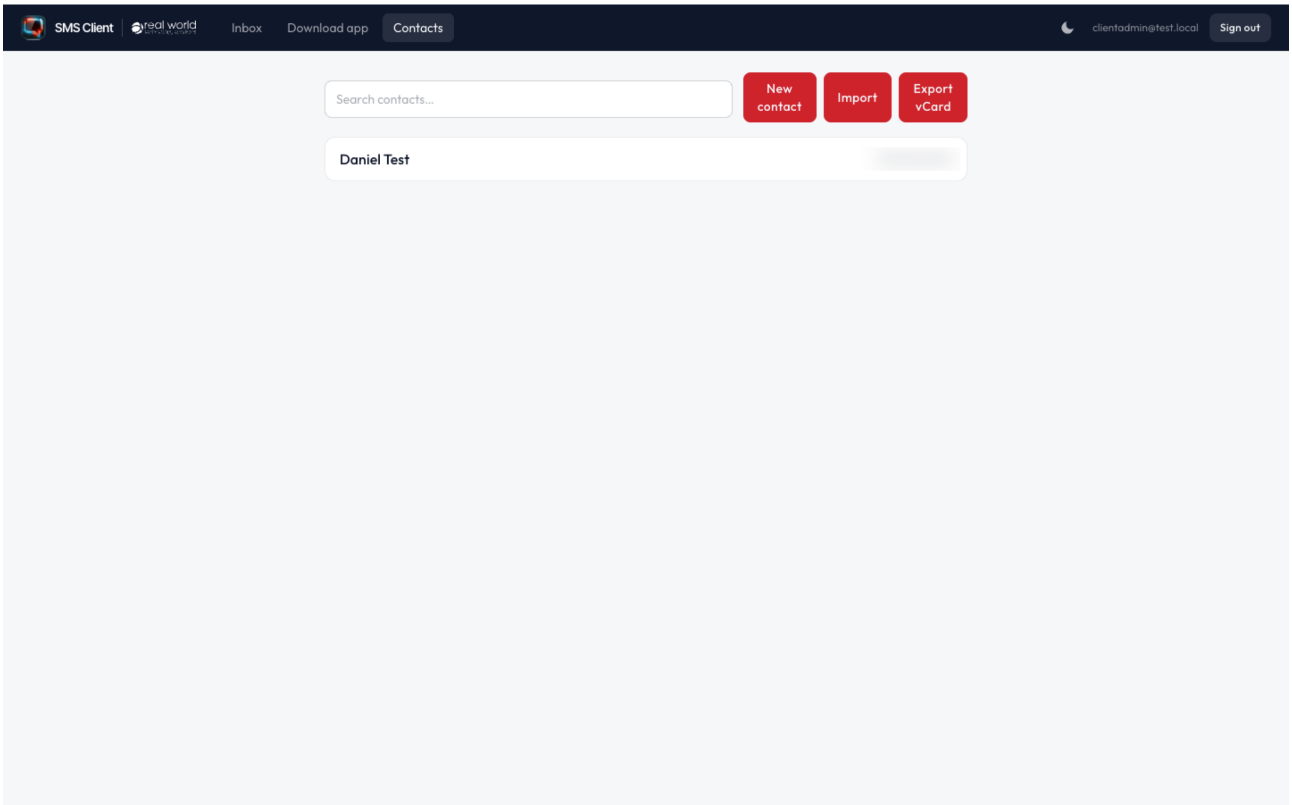

Figure 19: The Contacts page showing the Export vCard button in the top-right area

2. Click **Export vCard**.
3. Your browser will download a `.vcf` file to your computer.

You can then open or import that file into your phone's contacts app, or into another contacts tool.

Themes and Mobile Use

Switching between light and dark mode

Click the moon icon in the top-right corner of the header to toggle between light and dark mode. The icon is always visible in the navigation bar, on any page.

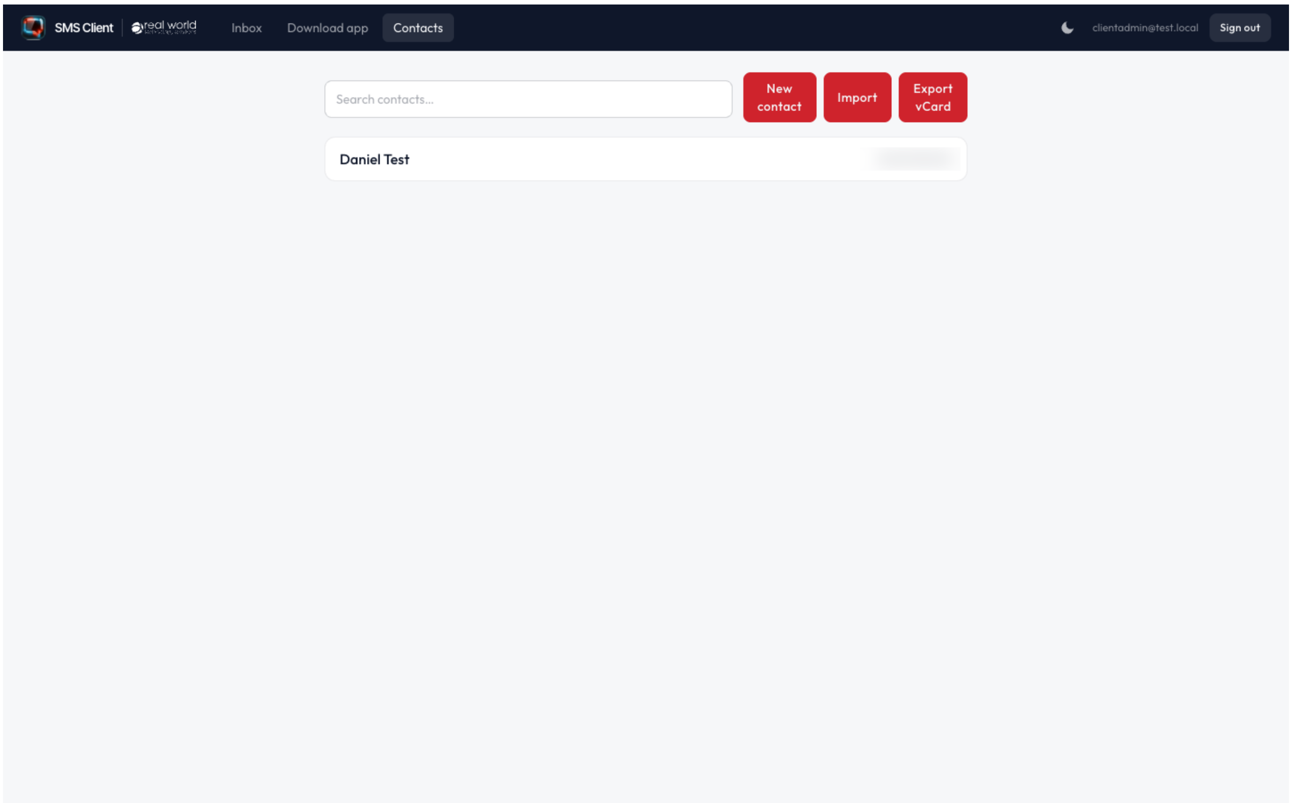

Figure 20: The Contacts page in light mode with the moon icon visible in the header

The app remembers your preference for your next visit.

Using the app on your phone

The app works in your phone's browser — no download or install needed. Open the same address you use on your computer and sign in as normal.

On a phone, the conversation list fills the full screen.

Tap any conversation to open it. The message thread takes over the screen, with a back arrow (**<**) in the top-left corner to return to your conversation list.

Replying works the same way — tap the **Type a message** box at the bottom and press **Send**.

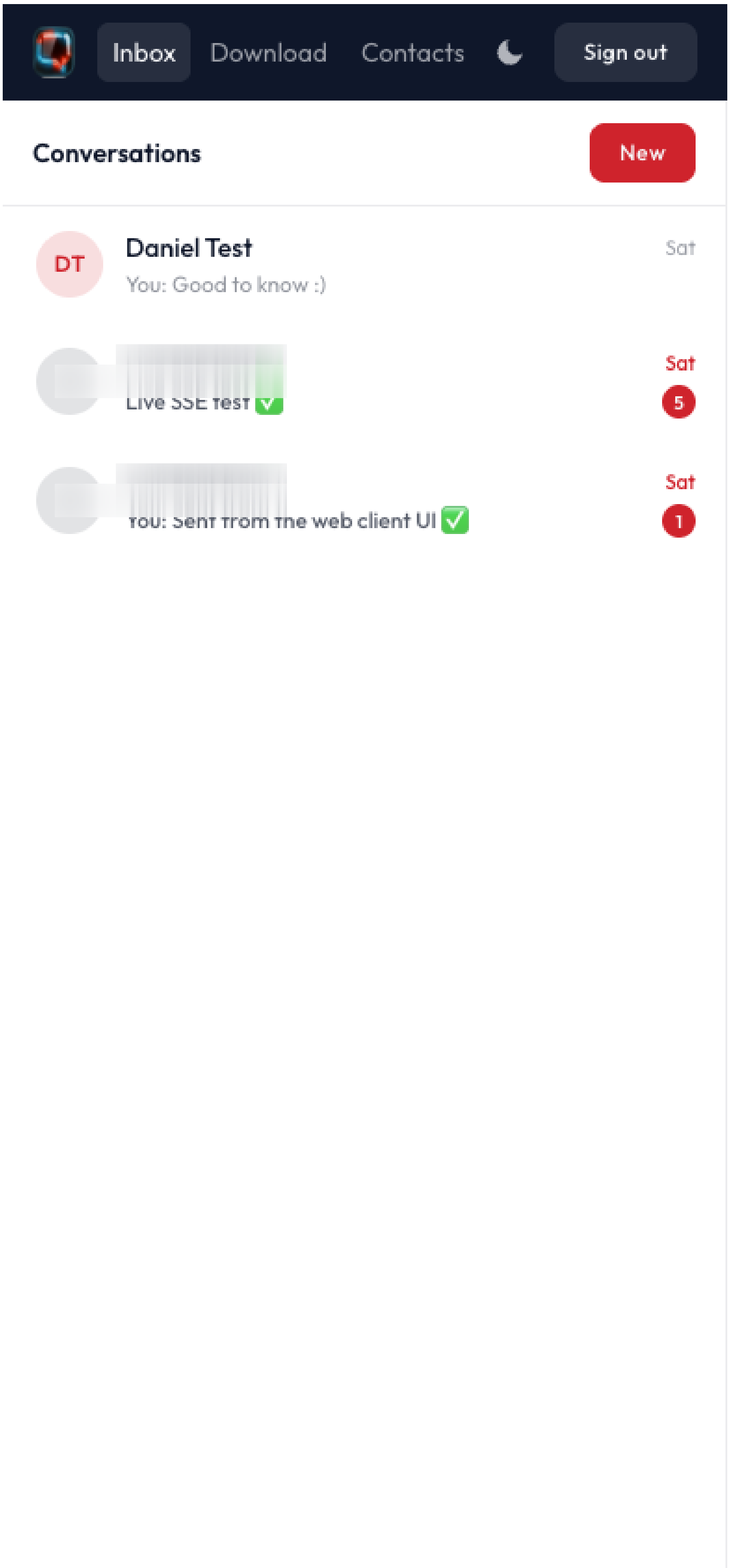

Figure 21: The mobile inbox showing a full-screen conversation list with New button

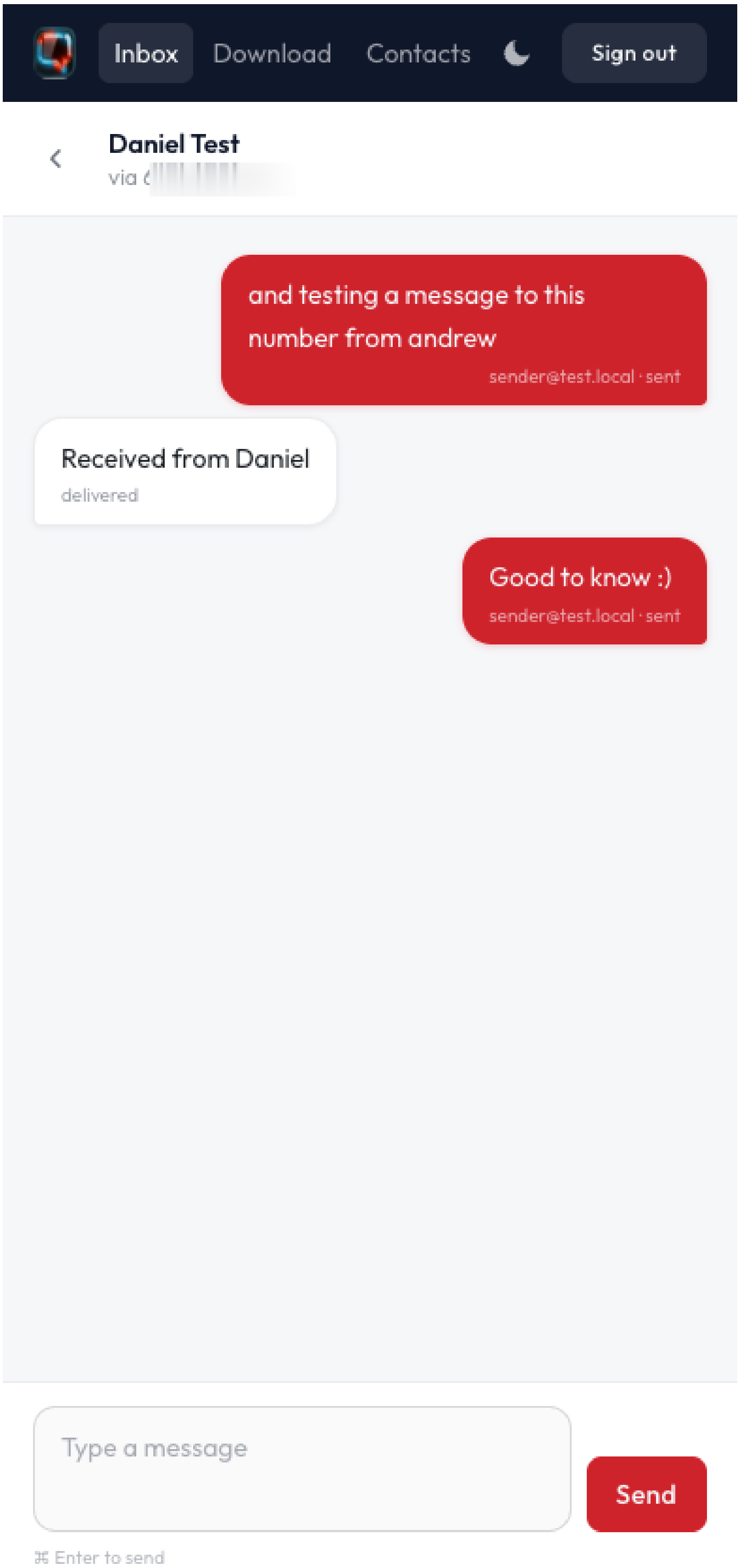

Figure 22: The mobile thread view showing messages and a back arrow to return to the list

Desktop App

A native desktop app is available for **Windows** and **macOS**. It gives you the same experience as the web version, but in its own window with **desktop notifications** when new messages arrive — so you don't need to keep a browser tab open.

Download

1. In the web dashboard, click **Download app** in the navigation bar.

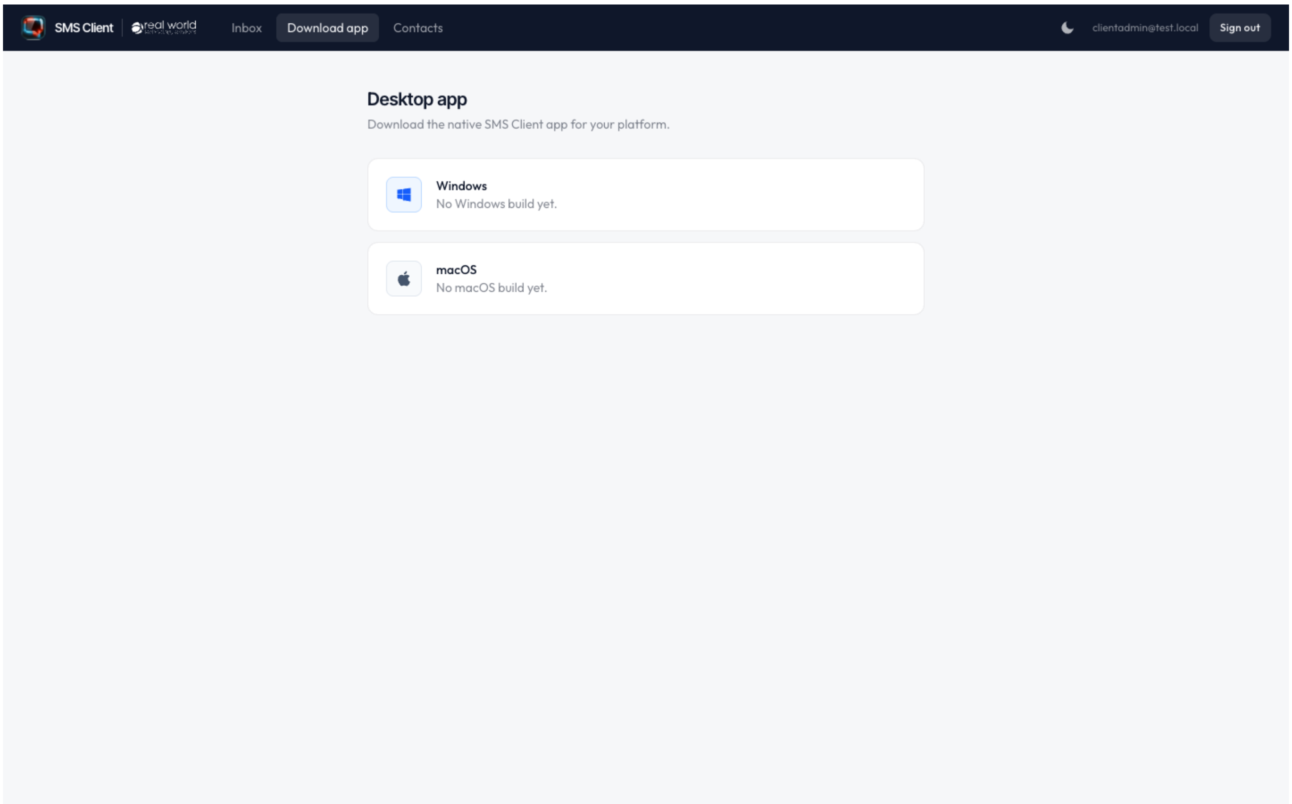

Figure 23: The Download app page showing Windows and macOS options

2. Choose **Windows** or **macOS**. The download shows the version and a SHA-256 checksum so you can confirm you have the official build.

> **Note:** If your platform shows "No build yet", a release hasn't been published for it — keep using the web version in your browser, or ask your administrator when a desktop build will be ready.

Install on macOS

1. Open the downloaded `.dmg` and drag **SMS Client** into your **Applications** folder.

2. Launch it from Applications. macOS confirms it's from an identified developer (Real World Technology Solutions) — click **Open**.

Install on Windows

1. Run the downloaded installer (`…-setup.exe`) and follow the prompts.
2. If Windows shows a SmartScreen prompt, choose **More info → Run anyway** — the installer is signed by Real World Technology Solutions.

First launch

1. Sign in with the **same email and password** you use in the browser. The app already knows which server to use — there's nothing to configure.
2. When asked, **allow notifications** so you're alerted to new incoming messages while the window is in the background.

You stay signed in between launches — your sign-in is stored securely in your operating system's keychain.

Keeping the app up to date

The desktop app keeps itself up to date. When you open it, it quietly checks for a newer version in the background. If one is available it downloads automatically, then shows a small **"A new version is ready"** message with a **Restart now** button. Click it whenever it suits you — your work isn't interrupted, and the update is applied the next time the app restarts. There's nothing to download or re-install by hand.