

**USER GUIDE**

# SMS Client

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

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**Real World Technology Solutions**

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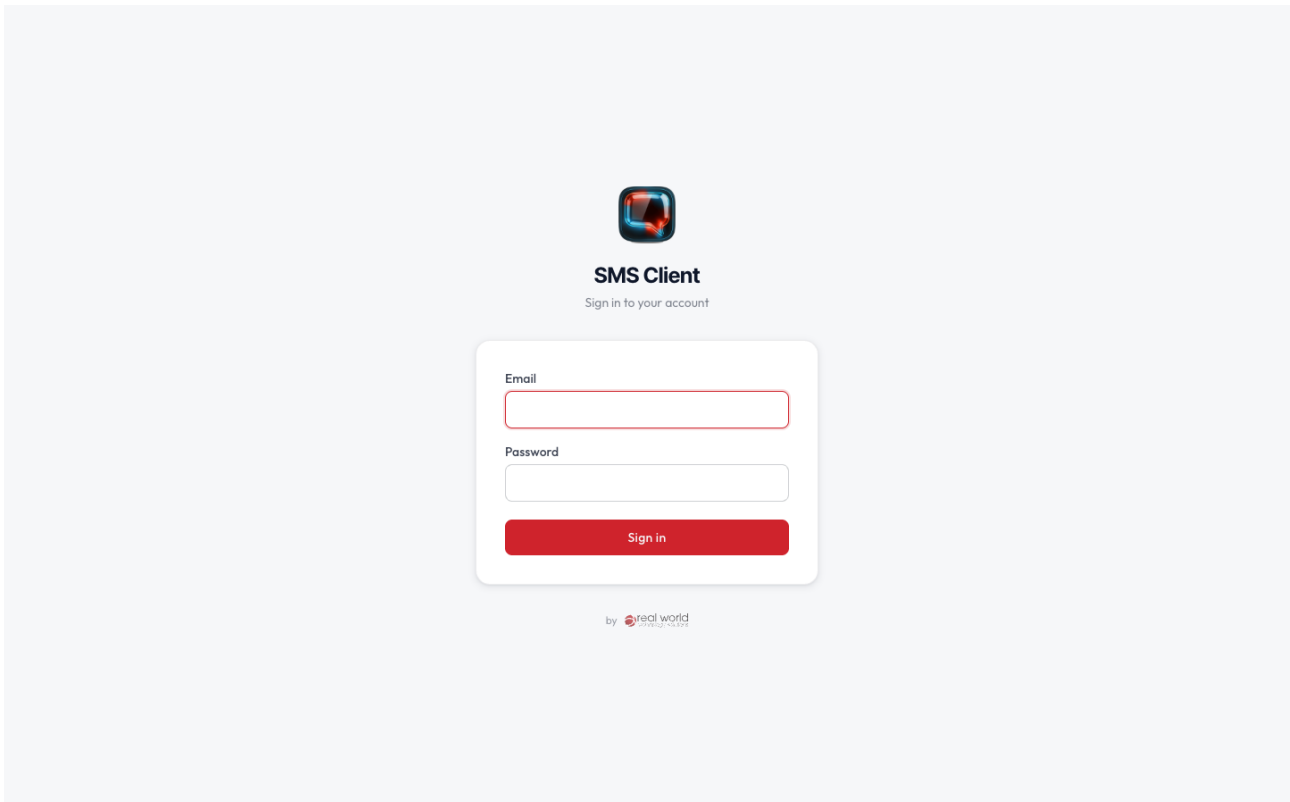
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## Signing In

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



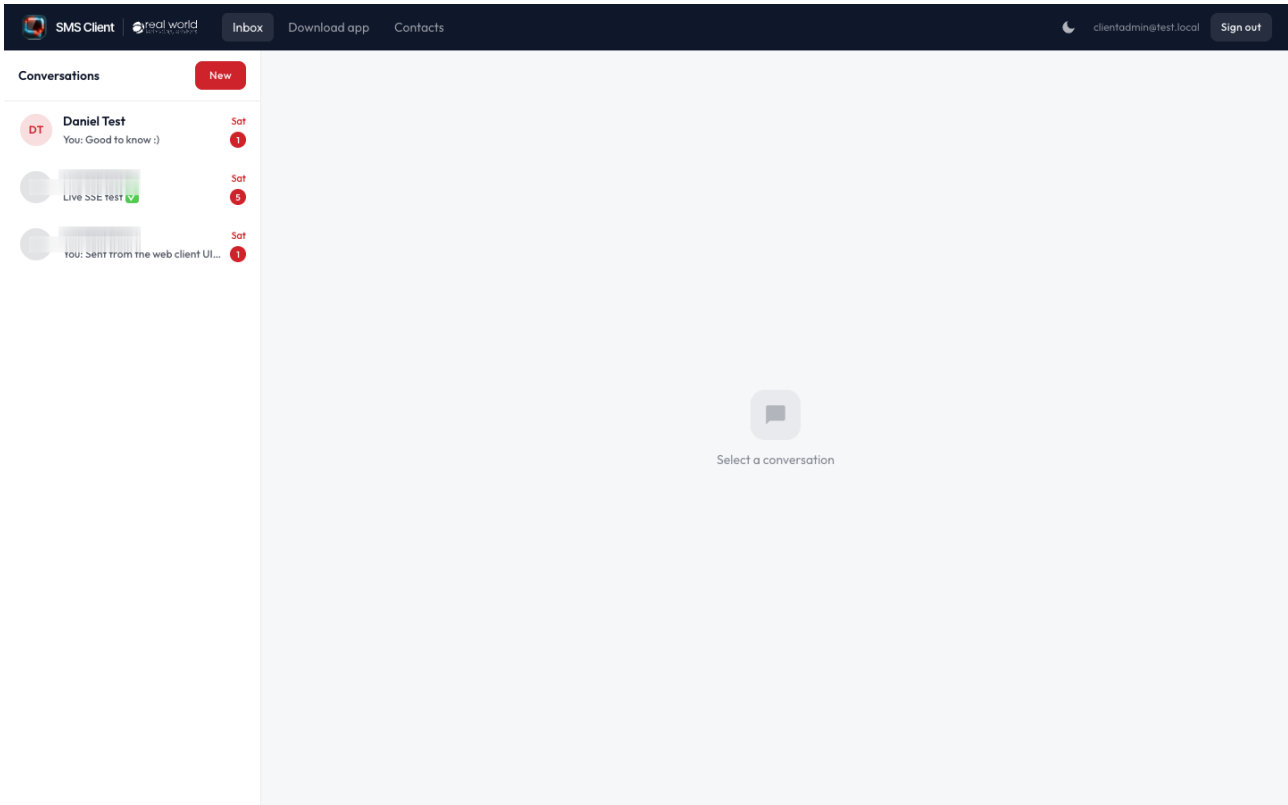
1. Type your email address in the **Email** field.
2. Type your password in the **Password** field.
3. Click **Sign in**.

### If sign-in doesn't work

- Double-check your email address for typos.
- Make sure Caps Lock is off when typing your password.
- If you still can't get in, contact your administrator — they can reset your password or check that your account is active.

## Inbox Overview

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

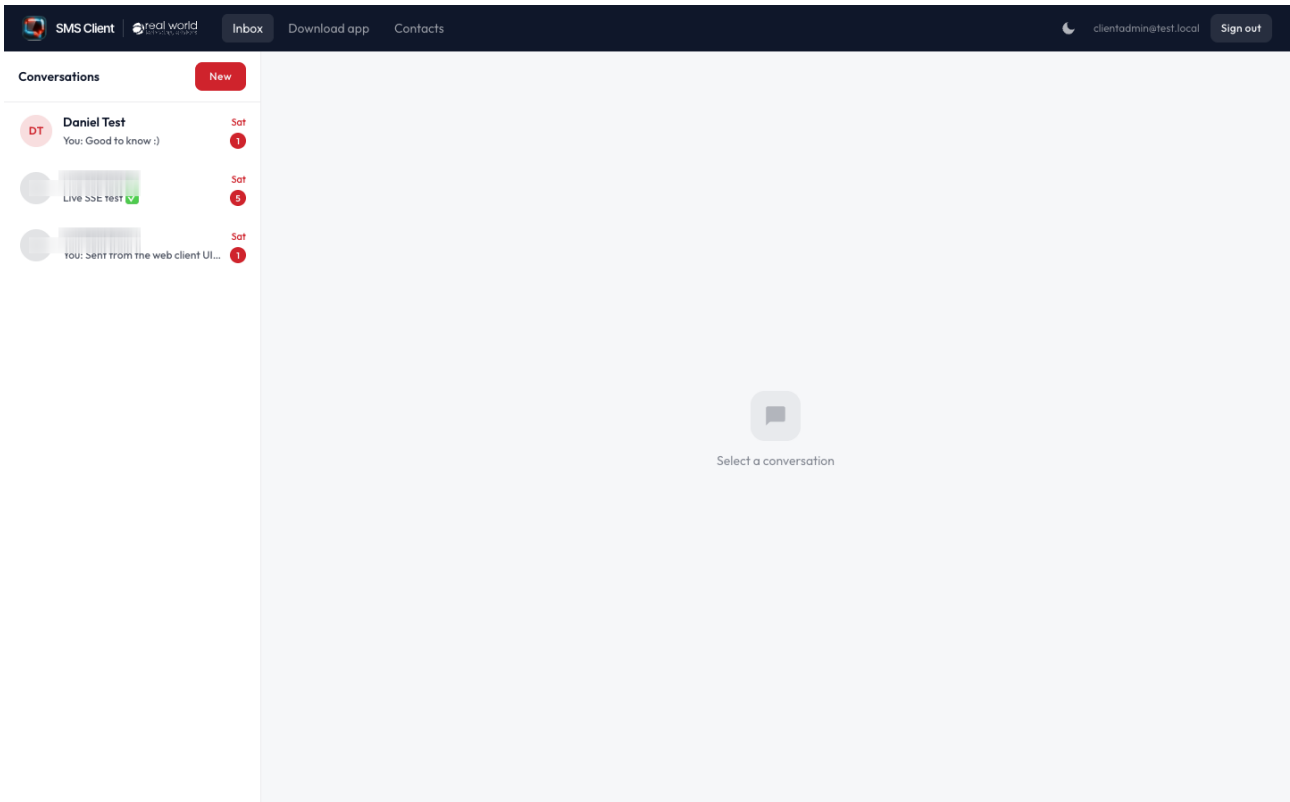


### The layout

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

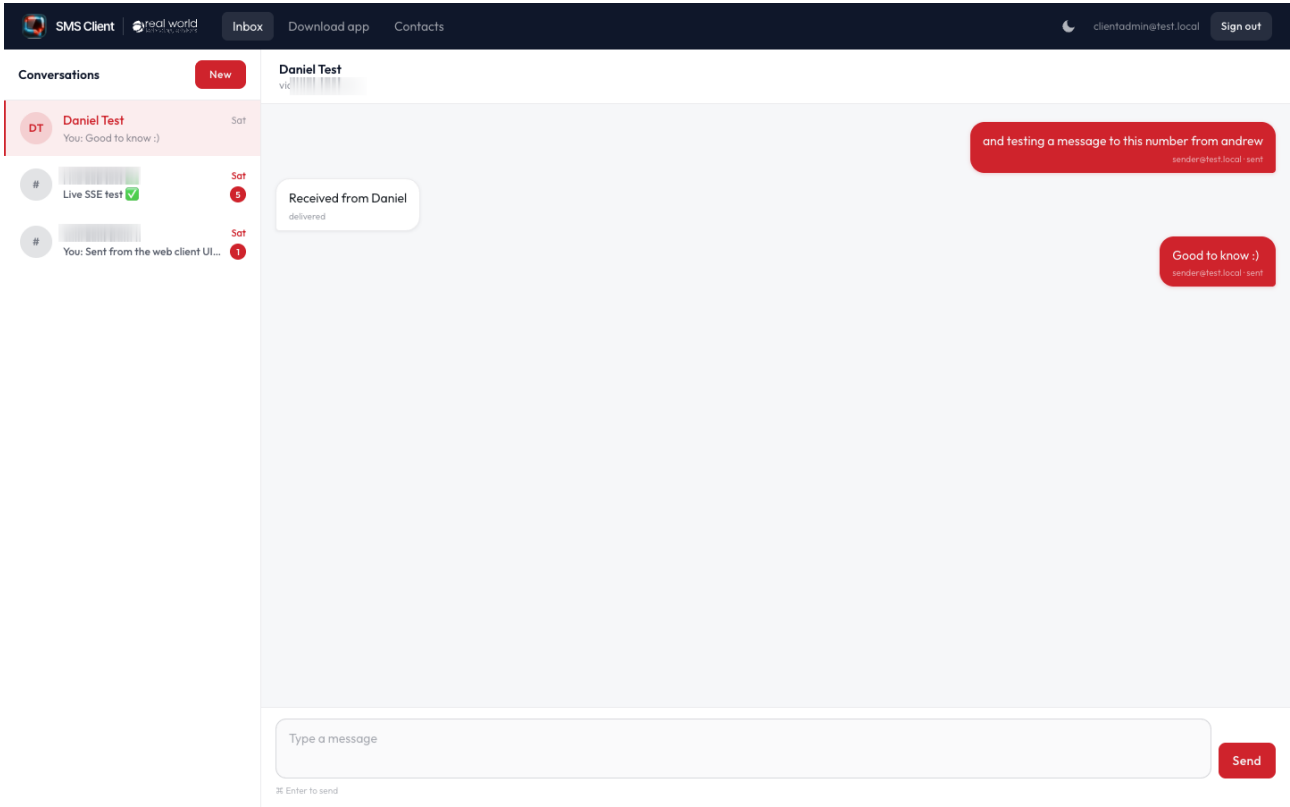
Click the moon icon in the top-right corner of the header to switch between light and dark mode. See Themes and mobile use for more detail.

## 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.



### What you'll see

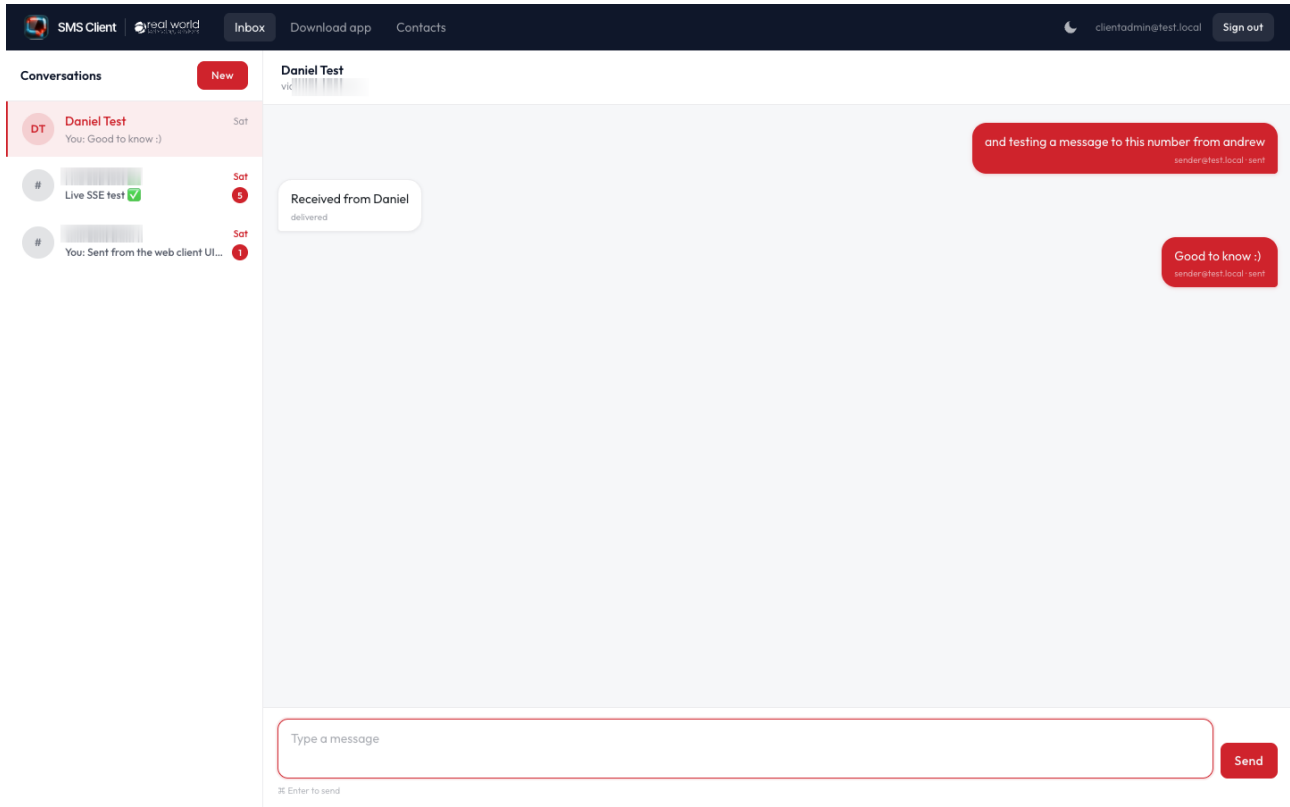
- The contact's name (or number) and the sending number appear at the top of the message area.
- **Their messages** appear on the left in white bubbles.
- **Your messages** appear on the right in red bubbles, with a "sent" label underneath.
- Messages are shown oldest at the top, newest at the bottom.

### 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.



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.

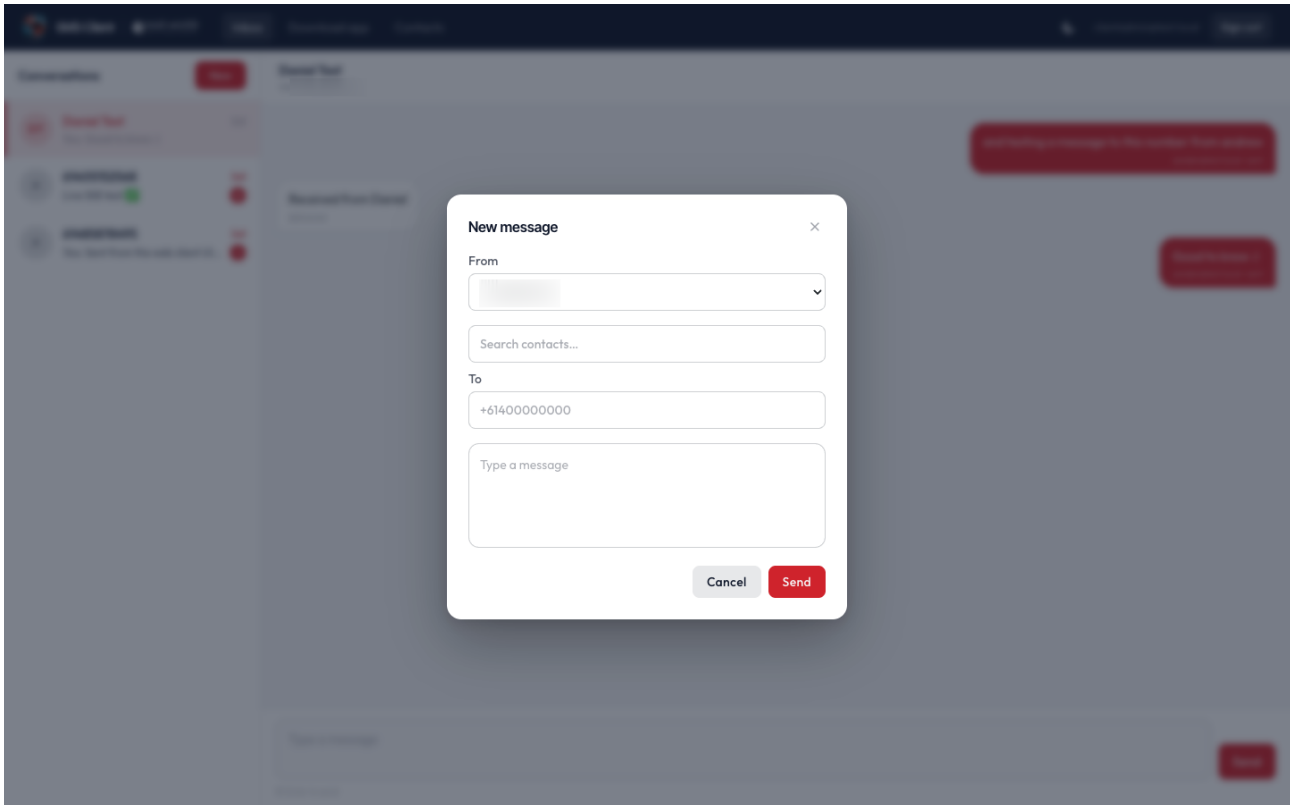
Your message will appear immediately in the conversation as a red bubble on the right.

## Starting a New Message

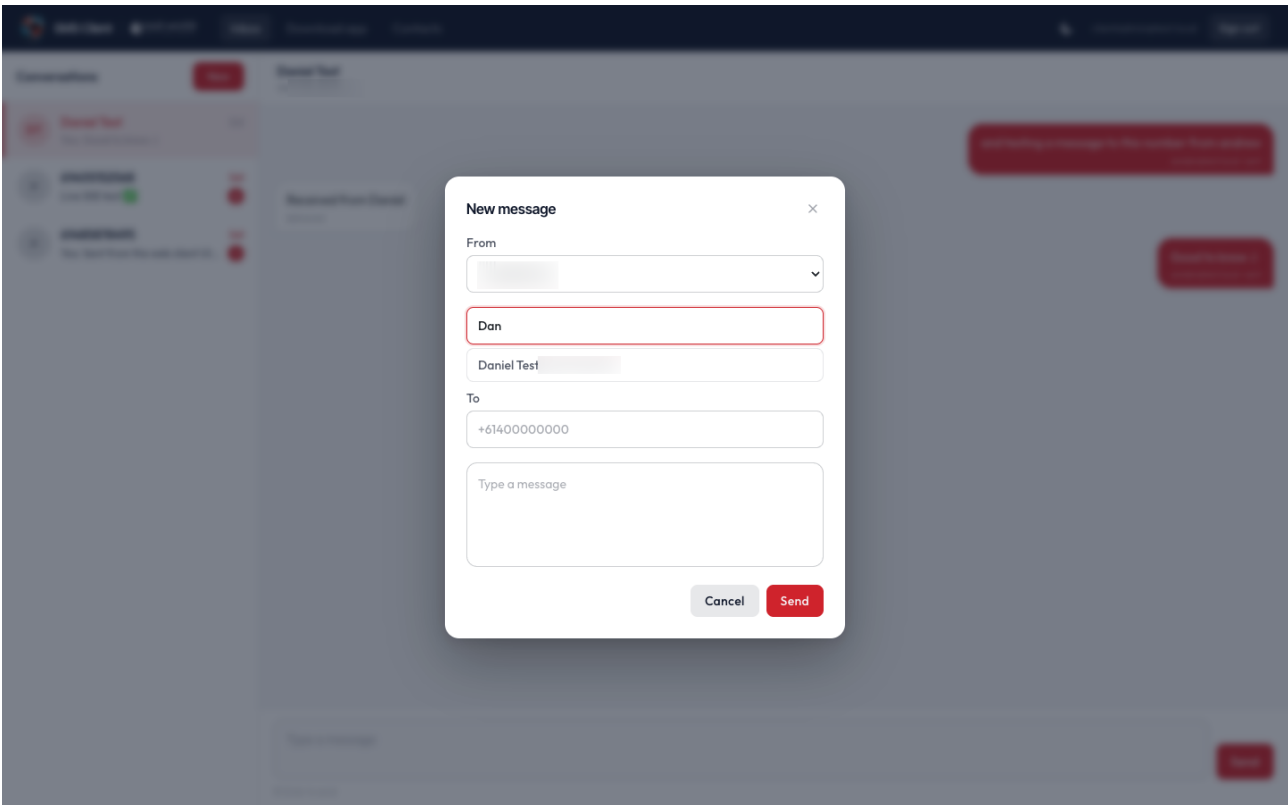
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To start a brand-new conversation with someone, use the **New** button.

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



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.



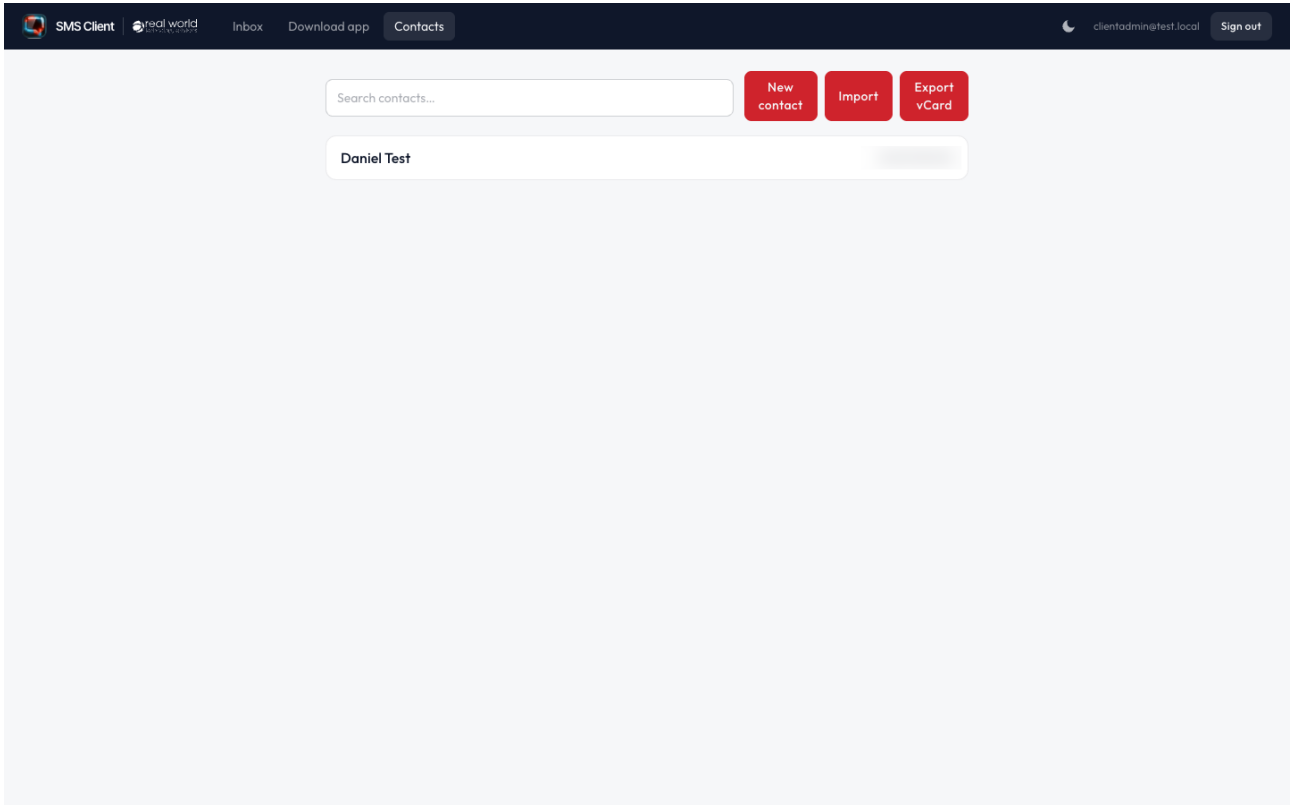
4. If the person isn't in your contacts, type their phone number directly into the **To** field.
5. Type your message in the **Type a message** box.
6. Click **Send**.

The conversation will open in the main panel straight away.

## Managing Contacts

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

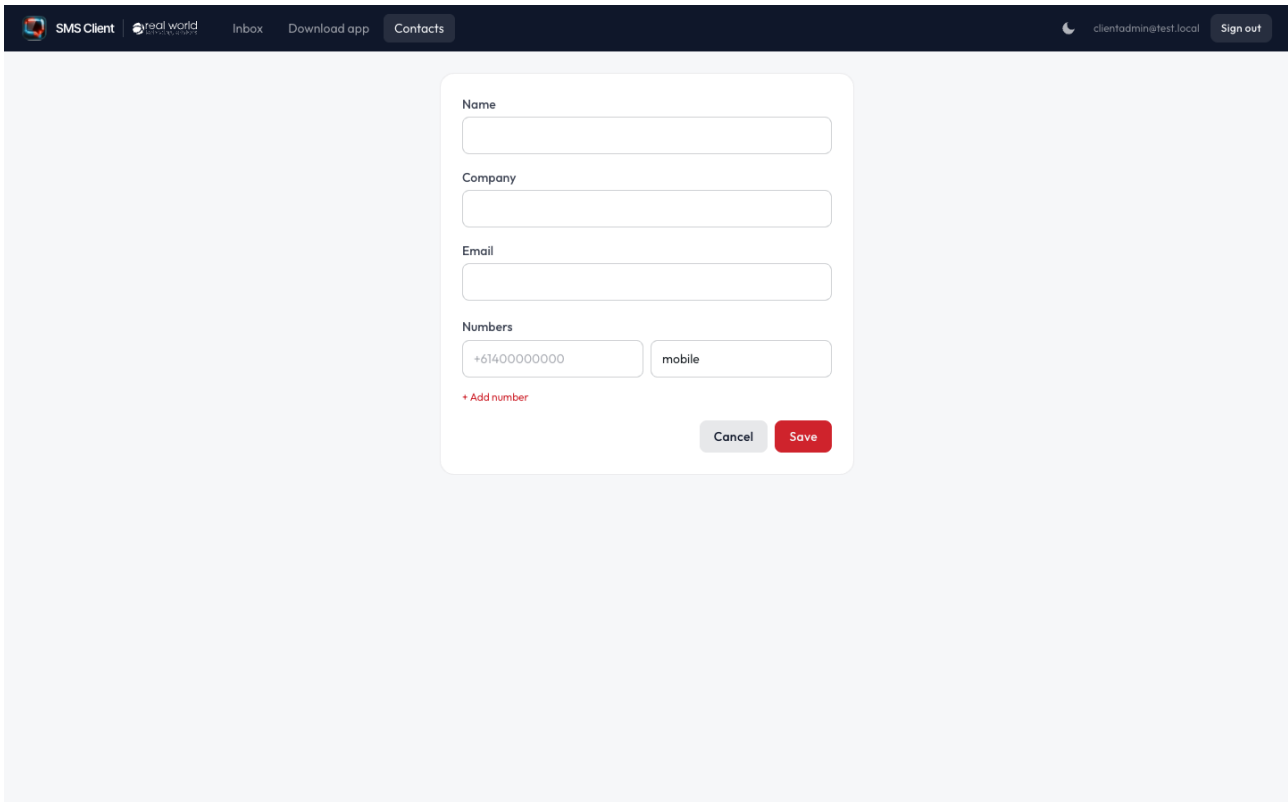


### Finding a contact

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

### Adding a new contact

1. Click **New contact**.



The screenshot shows a web application interface for 'SMS Client' by 'real world technology solutions'. The top navigation bar includes 'Inbox', 'Download app', and 'Contacts' buttons. On the right, there is a user profile 'clientadmin@test.local' and a 'Sign out' button. The main content area displays a contact form with the following fields:

- Name**: A text input field.
- Company**: A text input field.
- Email**: A text input field.
- Numbers**: A section containing a text input with the value '+61400000000' and a dropdown menu with 'mobile' selected. Below this is a red link '+ Add number'.

At the bottom of the form are two buttons: 'Cancel' and 'Save'.

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**.

### 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

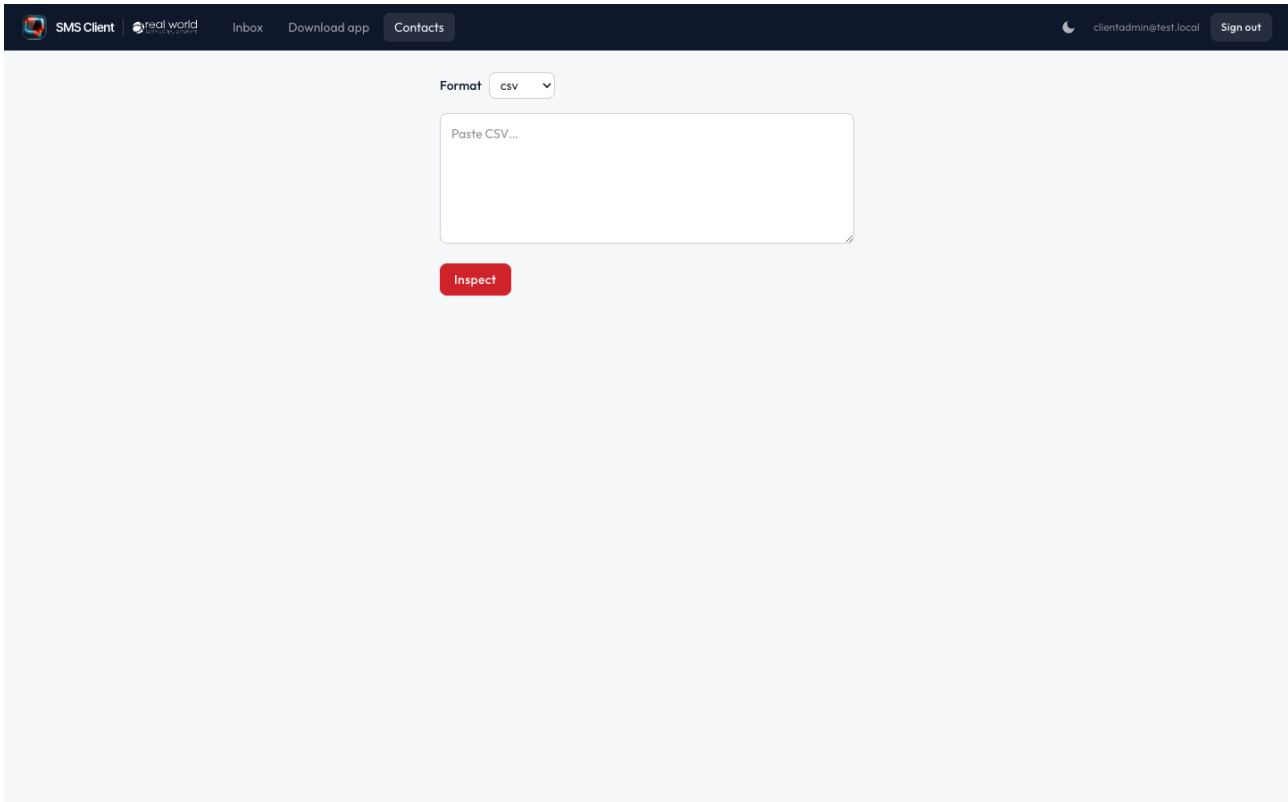
Open the contact, then click **Delete**. Confirm when prompted.

## Importing Contacts

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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**.



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

SMS Client real world Inbox Download app Contacts clientadmin@test.local Sign out

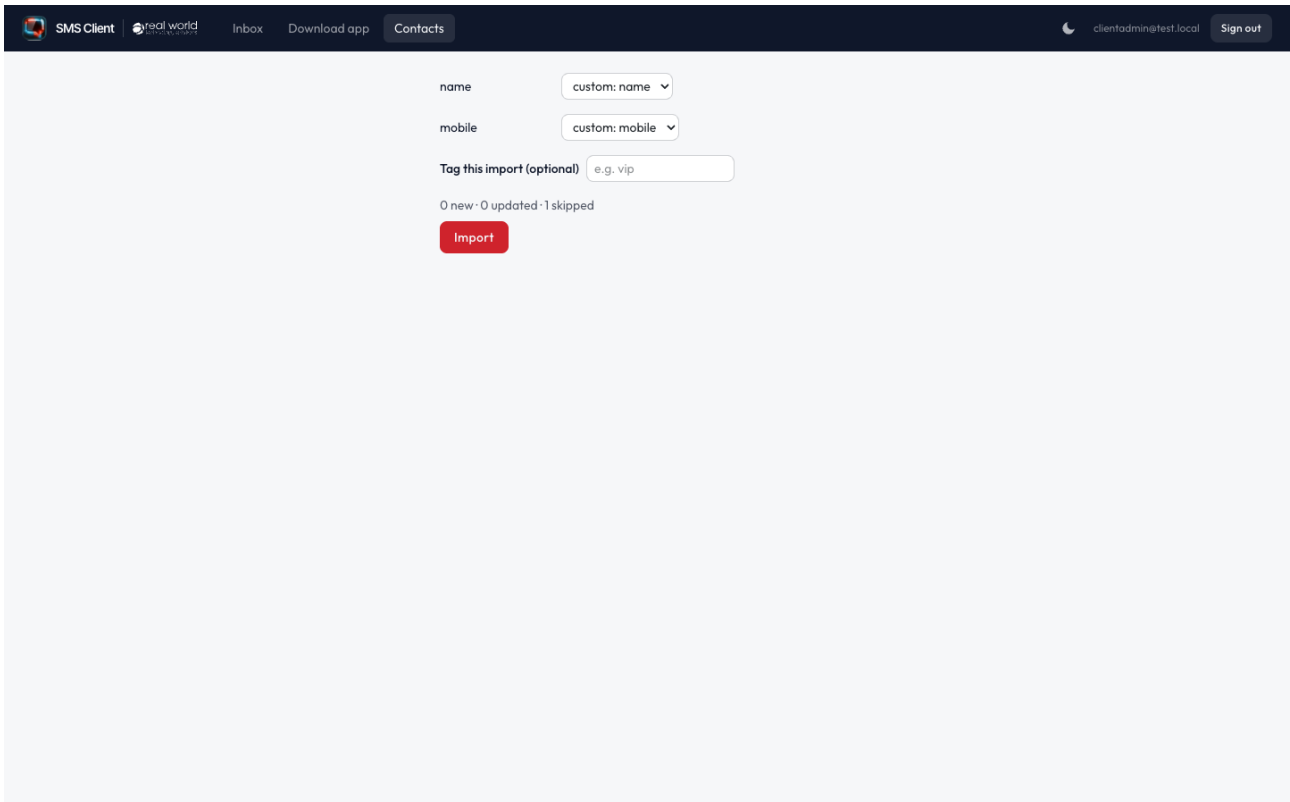
name custom: name

mobile custom: mobile

Tag this import (optional) e.g. vip

Preview

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.
9. Click **Import** to finish.

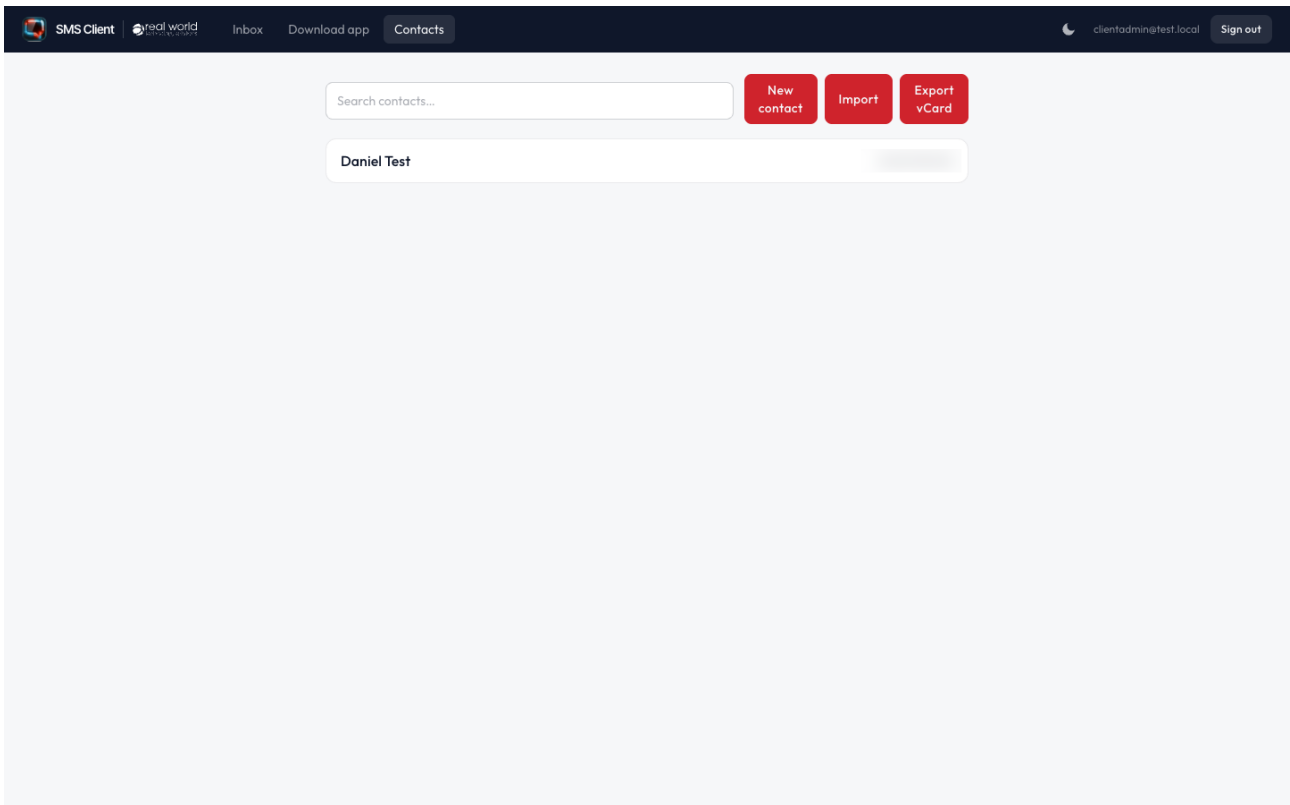
Your contacts will appear in the **Contacts** list straight away.

## Exporting Contacts

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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.



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

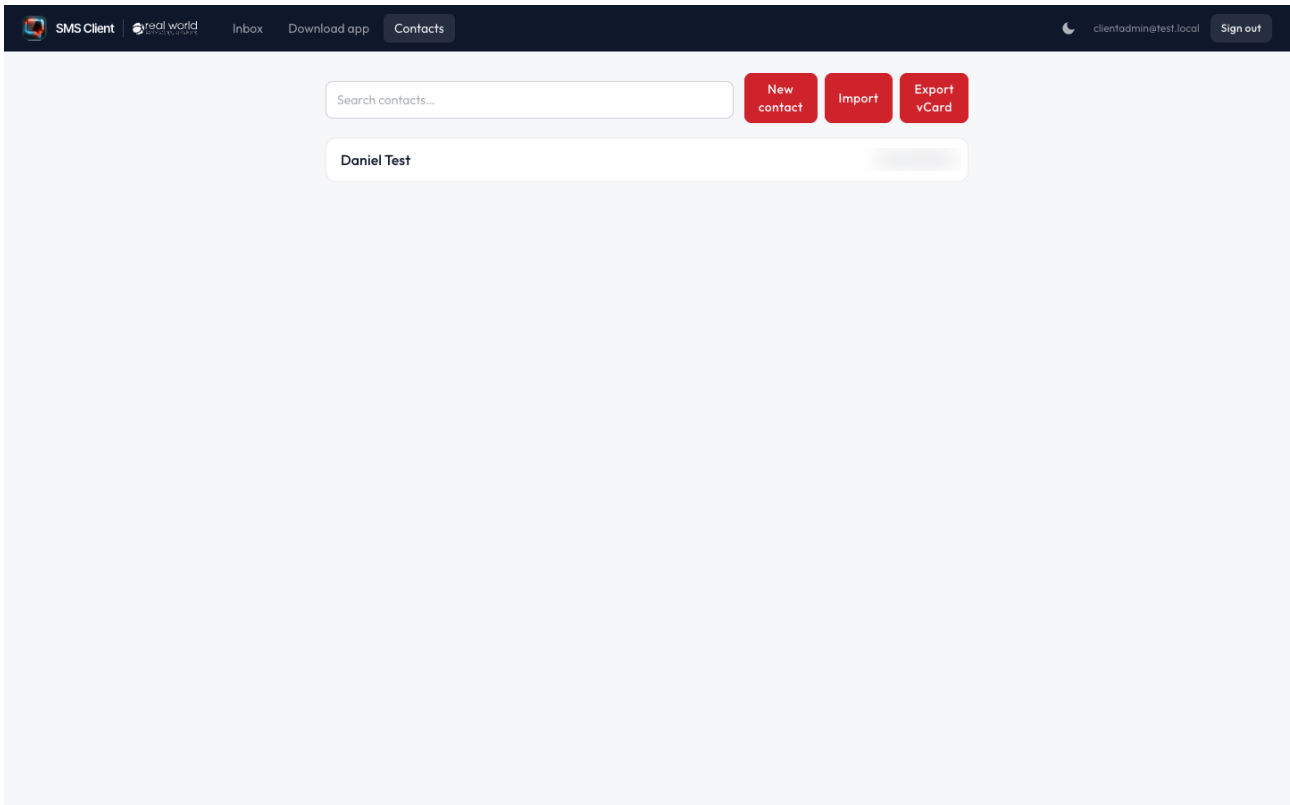
You can then open or import that file into your phone's contacts app, or into another contacts tool.

## Themes and Mobile Use

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### 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.



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.

**Conversations**

**New**

-  **Daniel Test** Sat  
You: Good to know :)
-  **LIVE S&E TEST** ✓ Sat **5**
-  **You: Sent from the web client UI** ✓ Sat **1**



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.

 **Inbox** Download Contacts  **Sign out**

< **Daniel Test**  
via 

and testing a message to this  
number from andrew  
sender@test.local · sent

Received from Daniel  
delivered

Good to know :)  
sender@test.local · sent

Type a message

Send

⌘ Enter to send



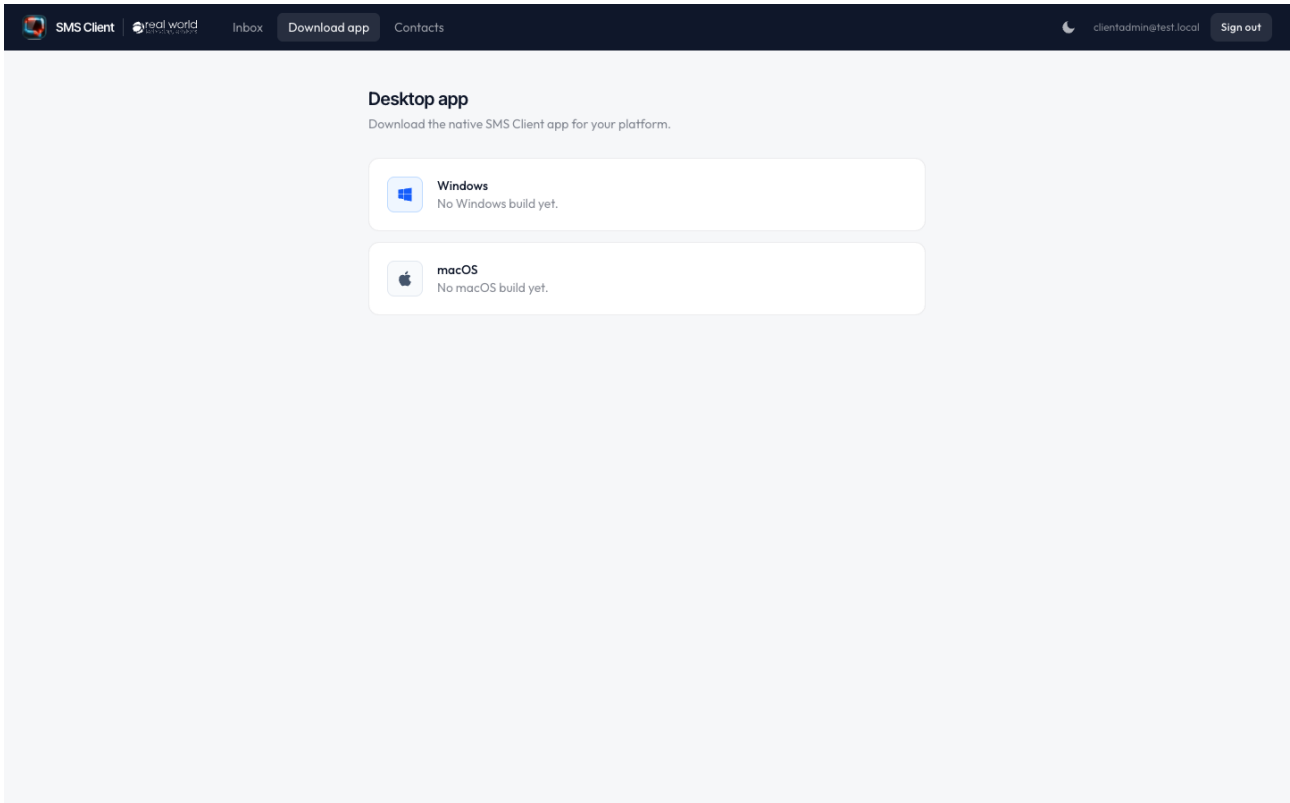
Replying works the same way — tap the **Type a message** box at the bottom and press **Send**.

## Desktop App

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A native desktop app is available for Windows and macOS. It gives you the same experience as the web version but runs as its own app on your computer.

1. Click **Download app** in the navigation bar.



2. Find your platform — **Windows** or **macOS** — and click to download.

**Note:** Desktop app builds may not be available yet. If you see “No Windows build yet” or “No macOS build yet”, check back later or use the web version in your browser in the meantime. Contact your administrator if you need to know when a desktop release will be ready.