



# GRAPEVINE INTERACTIVE

## MultiMessage User Manual



## Table of Contents

<b>MultiMessage User Manual</b> .....	<b>1</b>
<b>1 Introduction</b> .....	<b>5</b>
1.1 Problem Reporting .....	5
<b>2 Roles and Permissions</b> .....	<b>5</b>
2.1 Subscriber/User/Administrator .....	5
<b>3 Getting Started</b> .....	<b>6</b>
3.1 Session Time Out.....	6
3.2 Logging In.....	6
3.3 MultiMessage Main Menu Screen .....	7
3.4 Editing Your Account and Login Information .....	7
3.5 Message tariffs .....	8
3.6 Exiting MultiMessage .....	8
<b>4 Sending a Message</b> .....	<b>8</b>
4.1 Select Recipients.....	8
4.2 Compose Your Message.....	8
4.3 Select Default Delivery Channels.....	10
4.4 Select Channels per Recipient.....	10
4.5 Preview Your Message .....	10
4.6 Message Options .....	12
4.6.1 Attach a File.....	12
4.6.2 Send message at specified time.....	12
4.6.3 Mark message as URGENT .....	12
4.6.4 Save messages to My Drafts.....	12
4.6.5 Request a YES/NO response (email and Text-2-speech (voice) only).....	12
4.7 Preview and Send .....	12
4.8 Message sent Successfully .....	13
4.9 Track Your Message .....	13
More Tracking Details .....	14
<b>5 Your Groups</b> .....	<b>15</b>
5.1 Creating A New Private Group .....	15
5.2 Modifying A Group.....	16
5.3 Deleting A Group.....	17
5.4 Search For A Contact.....	17
<b>6 Changing your Profile</b> .....	<b>19</b>
<b>7 Edit Your Password</b> .....	<b>20</b>
7.1 Edit Your Personal Information .....	20
7.2 Edit Your Contact Information .....	21
<b>8 Your Inbox</b> .....	<b>22</b>
8.1 New Messages.....	22
8.2 Your Messages .....	23
8.3 Search for A Message.....	23
8.4 Deleting a Message.....	23
<b>9 Your Outbox</b> .....	<b>24</b>
9.1 Recently Sent Messages.....	24
9.2 Sorting Messages.....	25
9.3 Opening a New Message .....	25

9.4 Message Attachments.....	25
9.5 View Other Sent Messages.....	25
9.6 Search for A Message.....	26
9.7 Deleting A Message.....	26
<b>10 Draft Messages .....</b>	<b>26</b>
10.1 Open A Draft Message.....	27
10.2 Deleting A Draft Message .....	27
10.3 Search For A Draft Message.....	27
<b>11 View Address Book .....</b>	<b>28</b>
<b>12 View Tariffs.....</b>	<b>28</b>
<b>13 Contact Us.....</b>	<b>29</b>
13.1 For more information:.....	29
13.2 For support.....	29

### List Of Figures

Figure 1: Logging In.....	6
Figure 2: Main Menu Screen .....	7
Figure 4: Send a New Message .....	9
Figure 5: Select channel per Recipient .....	10
Figure 6: Preview your Message.....	11
Figure 7: Success – Message has been Sent .....	13
Figure 8: Track the Message.....	13
Figure 9: Your Groups .....	15
Figure 10: Create a new private group .....	15
Figure 11: Modifying your group .....	16
Figure 12: Deleting a group .....	17
Figure 13: Your Profile.....	19
Figure 14: Edit your Password.....	20
Figure 15: Edit Your Personal Info.....	20
Figure 16: Your Inbox.....	22
Figure 17: Your Outbox .....	24
Figure 18: Your Drafts .....	26
Figure 19: View Your Address Book .....	28

# 1 Introduction

The Grapevine MultiMessage Service enables users to send messages via email, fax, voice or SMS to staff, partners or customers via a Web browser.

This document is aimed at Users of the MultiMessage Service who are not Administrators. The document describes in detail how to send and track messages, how to change your profile, how to manage groups and how to view your address book and tariffs.

## 1.1 Problem Reporting

System problems should also be reported to Grapevine Customer Care on 082-16400 or send an email to [support@vine.co.za](mailto:support@vine.co.za).

# 2 Roles and Permissions

There are 3 user roles in MultiMessage:

- Affiliate administrator (“super user”)
- User (person using the application)
- Subscriber (contact/person in address-book)

## 2.1 Subscriber/User/Administrator

“Subscriber” is the name given to a person in the MultiMessage address book. Most subscribers simply receive messages from MultiMessage users.

A subscriber who has been given a MultiMessage username and password (and can therefore log in to the system) is also a “user”.

A subscriber who is a user and has been given special permission (e.g. to maintain the address books and create new users) is also an “administrator”.

## 3 Getting Started

URL to access the system: [www.multimessage.co.za](http://www.multimessage.co.za)

### 3.1 Session Time Out

You will automatically be logged out of MultiMessage if you have not used the system for 20 minutes. Should you attempt to access a page after 20 minutes of inactivity, you will automatically be redirected to the login page in order to re-login.

### 3.2 Logging In

Figure 1: Logging In

Once you have created your account, you can log in to the system.

This section of the screen on the left-hand side dealing with '**RETURNING USER**' lets you log in to the system, send a quick message, or request the system to remember your password.

To login to MultiMessage, enter your username and password and click on '**LOGIN**'.

The system can remember your password for you; just check the box on the screen '**remember my password**'. In case you do forget it, click on 'send me my password, I've forgotten it' and the system will email you your password details.

Sending a quick message lets you login using your username and password and then takes you directly to the Message Send Screen as shown in section 4.

After logging in, the main menu page opens, listing all the functions available on the MultiMessage service.

### 3.3 MultiMessage Main Menu Screen



Figure 2: Main Menu Screen

You can perform 2 main types of functionality from this screen:

- various administrative/management functions dealing with:
  - your groups
  - your profile
  - your inbox
  - your outbox
  - draft messages
  - viewing address books
  - viewing tariffs
- send message.

### 3.4 Editing Your Account and Login Information

You can change your account profile and login information on MultiMessage at any time. To change this information you need to do the following:

1. Login to MultiMessage
2. From the main menu page click, **'Your Profile'**
3. From **'Your Profile'** you can edit:
  - a. Your password
  - b. Your personal information
  - c. Your contact information

To find out more see section 5.

### 3.5 Message tariffs

Each time you send a message on MultiMessage the cost of the message is deducted from the affiliate's account balance. MultiMessage allows your administrator to set a maximum monthly limit for your affiliate, as well as a threshold value, so that you can be notified when your budget is almost depleted.

When you send a message on MultiMessage the cost of the message for each channel is determined by the number of recipients per channel and the rate per channel i.e. no. Of recipients x rate = cost per channel.

### 3.6 Exiting MultiMessage

You can exit MultiMessage at any time by simply clicking the log off button at the top right corner of the screen. When logging off you will automatically be redirected Back to the login screen, and a notification will be displayed informing you that you have logged off successfully.

## 4 Sending a Message

To send a message click on the "Send A Message" button from any page on The MultiMessage system. MultiMessage turns the text that you type in the Subject and Body fields into phone, pager, fax, SMS, voice-mail or e-mail messages. All the tasks needed for sending a message are shown on one screen, as shown in Figure 4.

### 4.1 Select Recipients

1. Select the people to whom you would like to send the message. You can send the message to groups and/or individual recipients.
2. If you want to send your message to a group of people, select the group from the list shown under the heading '**Groups**'.
3. If you want to send to individuals, there are 2 ways of selecting the recipients:
  - you can enter one or more cell numbers, using , or ; or : as the separator
  - you can select the individuals from the list shown underneath the heading 'Individuals'

**NB: The cellular numbers that you enter MUST start with the country codes e.g. 27xxxxxxx for South Africa, 44xxxxxxx for UK. Do not enter the 0 (zero) that cell numbers normally start with, e.g. 270xxxxxxx is INVALID.**

### 4.2 Compose Your Message

Type a subject for your message in the '**Subject**' field. The subject will appear as the subject line in e-mail messages and faxes. You must type something in this field, even if you are only selecting recorded messages, because it is used for tracking your message.

Type your message in the '**Body**' field.

Note: Please remember that SMS messages can only consist of a maximum of 160 characters and voice mail messages should be as short as possible.

Tip: If you can't finish composing your message right now, click the Save Draft icon to save your work so you can return to it later.

You are able to personalise your message by selecting the appropriate items from the drop down list box under '**Personalisation Tags**'. For example, the system will include the recipients' title (Mr, Mrs, Ms) or first name, or whichever items you require. Please read the

help instructions by clicking on (What's This?) underneath the 'Personalisation Tags' heading, if you need any further help with this option.

**MultiMessage**

HOME YOUR GROUPS YOUR PROFILE INBOX OUTBOX DRAFTS

**SEND NEW MESSAGE**  
Compose Your Message NEXT STEP

SEND TO: mobile no:  (Separate mobile numbers by , or ; or : ) OR

**SELECT RECIPIENTS**

**Groups** REFRESH SELECT ALL DESELECT ALL

< Previous None I A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Next >

Grapes - all  Grapes - GMS Discussion Group  Grapes - management team  
 Grapes - Sales  Grapes - technograpes  MultiMessage Developers  
 test2000

**Individuals** REFRESH SELECT ALL DESELECT ALL

< Previous None I A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Next >

Allemann, Gary  Arendse, Lenoray  Bavasah, Sohrab  
 Bondesio, Catherine  Bosch, David  Camara, Carlos  
 Campbell, Rob  Court, Cliff  Crouch, Dave  
 de Villiers, Robin  Hickman, Phillipa  Human, Celeste  
 Hutchinson, Neil  Karusseit, Carl  Leibbrandt, Richard  
 Michalopoulos, Stavros  Mousley, Robin  Orton, Nick

**TYPE MESSAGE**

Subject:

Body:

Personalisation Tags (What's this?)  
 -SELECT-  Characters

**SELECT DEFAULT DELIVERY CHANNELS**

KEY: Home (H) | Office (O) | Cell (C)

Email All	SMS All	Fax All	Voice All
H <input type="checkbox"/> O <input type="checkbox"/>	C <input type="checkbox"/>	H <input type="checkbox"/> O <input type="checkbox"/>	C <input type="checkbox"/>

Select delivery channel per recipient: SELECT CHANNELS OR PREVIEW OR SEND NOW

WARNING: Do not click more than once as this may result in duplicate messages!

**MESSAGE OPTIONS**

Click on to attach files. To un-attach a file from the message, tick appropriate attachments and click

**Attached Files**

No attachments

Send at: 20 Aug 2003 Time: 17:15  
Time zone: Africa/Johannesburg

Mark message as **Urgent!** (email only)  Save message to my drafts.

Ask each recipient for a Yes/No response (applies to email and voice only)

Your Email Address   
This e-mail address will be used as your return address for outgoing e-mail.

Select delivery channel per recipient: SELECT CHANNELS OR PREVIEW OR SEND NOW

WARNING: Do not click more than once as this may result in duplicate messages!

Figure 4: Send a New Message

### 4.3 Select Default Delivery Channels

If you have selected more than one recipient and you want to send the message to all of them using the same channel, select your choice of channel listed underneath **SELECT DEFAULT DELIVERY CHANNELS**.

### 4.4 Select Channels per Recipient

If you have selected more than one recipient and you want to send the message via different channels, click on the **SELECT CHANNELS** button.

MultiMessage

HOME YOUR GROUPS YOUR PROFILE INBOX OUTBOX DRAFTS

SEND NEW MESSAGE  
Select Delivery Methods

BACK NEXT STEP

1. Compose message & delivery options 2. Individual channel selection 3. Preview & send

CANCEL MSG SAVE DRAFT

SEND TO INDIVIDUAL RECIPIENTS - Select individual channels per recipient

< Previous None 1 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Next >

KEY: Home (H) | Office (O) | Cell (C)

Recipient Name	Email	SMS	Fax	Voice
Mobile, +27822438393	H <input type="checkbox"/> O <input type="checkbox"/>	C <input checked="" type="checkbox"/>	H <input type="checkbox"/> O <input type="checkbox"/>	C <input type="checkbox"/>

RESET GO BACK PREVIEW OR SEND NOW

WARNING: Do not click more than once as this may result in duplicate messages!

Figure 5: Select channel per Recipient

All available options are enabled and you can select to send the message to one or more channels for each recipient. These recipients can either be individuals or part of a group. At this stage, you reset all the options and re-enter your selections, go back to the previous screen without any channels selected, preview the message or decide to **'SEND NOW'**.

MultiMessage transforms the text you type in the Compose Message form to spoken words for phone messages you send. For other delivery methods - fax, e-mail, SMS – MultiMessage formats your message so the specified device can receive it.

### 4.5 Preview Your Message

Once you have selected the recipient(s), typed your message and selected the channel(s) to be used, you have the option to preview the message – see Figure 6: Preview your Message below.

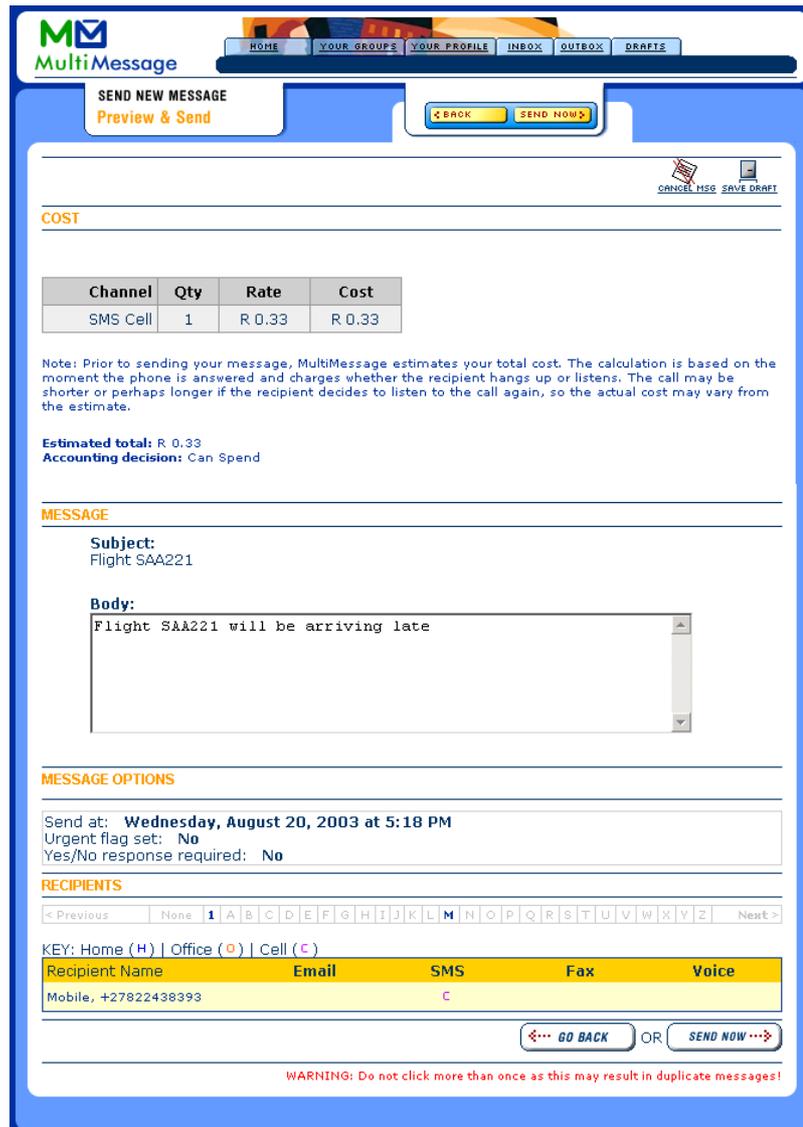


Figure 6: Preview your Message

This screen lets you go back and amend any of the details, or if you are happy with the message, you can click on the **'SEND NOW'** button.

If you want to make use of the additional message options, click on the **'GO BACK'** button. You will be returned to the main send screen as shown in Figure 4.

1. Cost

The Corporate Messenger gives you a cost breakdown per channel per message as well as the total cost of the message

2. Message Preview

Check that your message subject and body are correct

3. Recipients

Make sure you have selected the correct recipients for your message

4. Click on the **'Send Now'** button to send your message.

## 4.6 Message Options

### 4.6.1 Attach a File

To attach a file to your e-mail messages, do the following:

- Click the attachment icon to open the attachment window.
- Click on the '**Browse**' button to select the file you want to attach to your message
- Click the '**Upload Files**' button. You should now see the file listed in the '**Attached Files**' section (**Attachment size should not exceed 500kb. When you save your file, please ensure that the file name contains no spaces**).
- Close the file attachment window
- Deselect the box to un-attach a file from the message
- Click the trash icon next to a file name to delete the file from the attachment list

### 4.6.2 Send message at specified time

You can either send your message right away or choose the date and time to send your message. You can schedule message delivery at an approximate time up to 11 months in the future

### 4.6.3 Mark message as URGENT

Mark a message as urgent (e-mail only).

### 4.6.4 Save messages to My Drafts

Save the message as a draft. This will allow you to reuse the message.

### 4.6.5 Request a YES/NO response (email and Text-2-speech (voice) only).

Ask recipients of SMS and e-mail messages to give a YES or NO response to a question.

At the end of your message, ask recipients to give a YES or NO response to a question. For example, you could ask, "Monday's meeting is postponed to Wednesday at 10:30 A.M. Can you attend this meeting?"

You can supply an alternate e-mail address. This e-mail address will be used as your return address for outgoing e-mail messages

## 4.7 Preview and Send

Now that you have selected your recipients, typed your message, selected the channels and used any of the other options required, you have the option to '**SELECT CHANNELS**' (you may want to change your mind since selecting the channels earlier on), to '**PREVIEW**' your message (as explained in section 4.5) or to '**SEND NOW**'.

## 4.8 Message sent Successfully

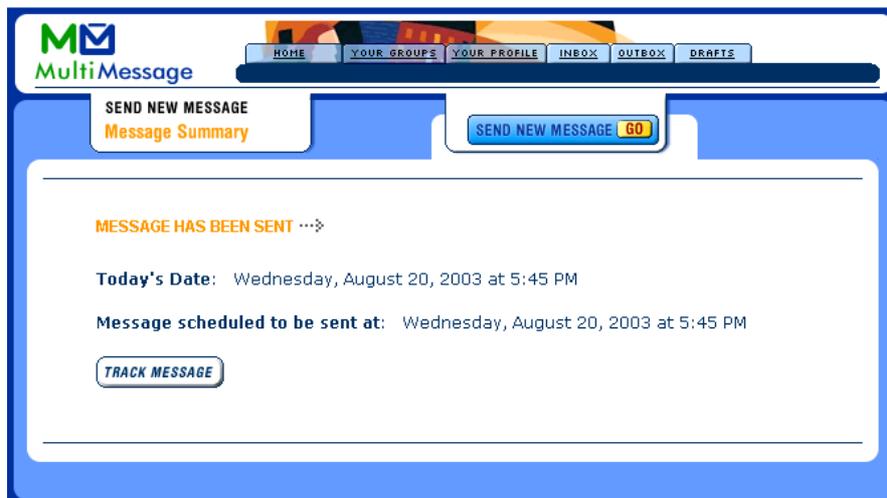


Figure 7: Success – Message has been Sent

The system will send this confirmation of the date and time that your message was sent. If you click on the '**TRACK MESSAGE**' button, you will see details as shown in Figure 8: Track the Message.

## 4.9 Track Your Message

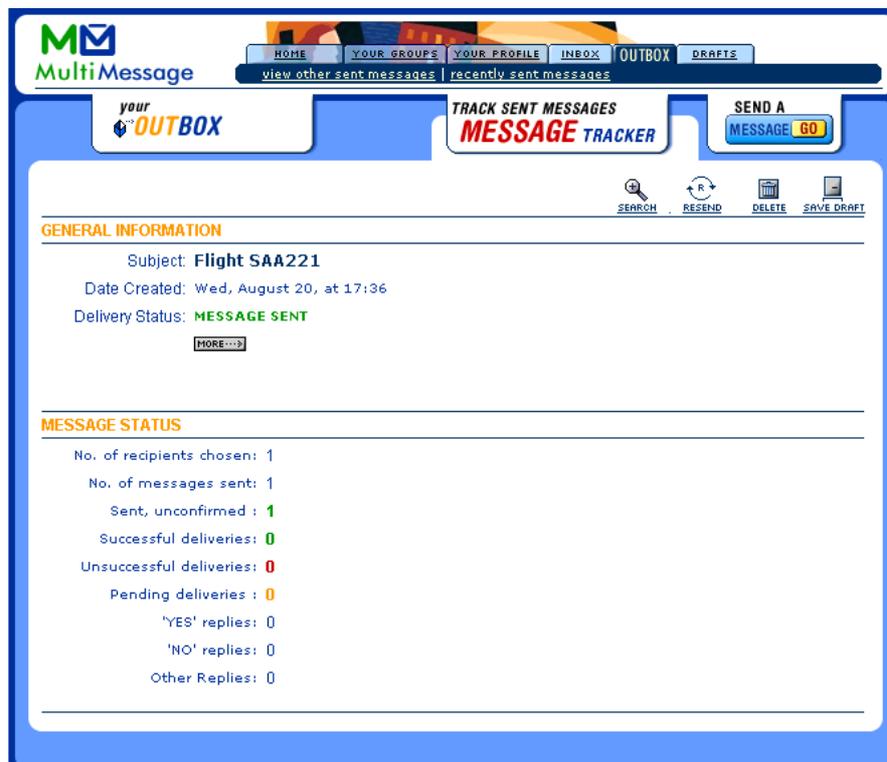


Figure 8: Track the Message

## More Tracking Details

The screenshot displays the MultiMessage web interface. At the top, there is a navigation bar with tabs for HOME, YOUR GROUPS, YOUR PROFILE, INBOX, OUTBOX, and DRAFTS. Below the navigation bar, there are buttons for 'view other sent messages' and 'recently sent messages'. The main content area is titled 'MESSAGE SUMMARY' and includes a 'SEND A MESSAGE GO' button. Below this, there are icons for SEARCH, EXCEL REPORT, RESEND, DELETE, and SAVE DRAFT. The message content is displayed in a text box: 'Flight SAA221 will be arriving late.' Below the message content, there is a section for 'GENERAL INFORMATION' with details: Date Created: Wed, August 20, at 17:36; Scheduled for: Wed, August 20, at 17:45; Delivery Status: MESSAGE SENT. Below this is a section for 'MESSAGE STATISTICS' showing: No. of recipients chosen: 1; No. of messages sent: 1; Sent, unconfirmed: 1; Successful deliveries: 0; Unsuccessful deliveries: 0; Pending deliveries: 0; 'YES' replies: 0; 'NO' replies: 0; Other Replies: 0. At the bottom, there is a section for 'RECIPIENTS CHOSEN TO RECEIVE THIS MESSAGE' with a 'VIEW ALL' link. Below this is a table with columns: Recipient Name, Delivery Address, Delivery Method, Status, Reply, Result, and No Of Attempts. The table contains one row of data: Mobile, +27822438393; +27822438393; SMS Cell; Unknown; No Reply; and 1.

**MESSAGE**

Flight SAA221

Flight SAA221 will be arriving late.

**GENERAL INFORMATION**

Date Created: Wed, August 20, at 17:36  
 Scheduled for: Wed, August 20, at 17:45  
 Delivery Status: **MESSAGE SENT**

**MESSAGE STATISTICS**

No. of recipients chosen: 1  
 No. of messages sent: 1  
 Sent, unconfirmed : **1**  
 Successful deliveries: **0**  
 Unsuccessful deliveries: **0**  
 Pending deliveries : **0**  
 'YES' replies: 0  
 'NO' replies: 0  
 Other Replies: 0

**RECIPIENTS CHOSEN TO RECEIVE THIS MESSAGE** [VIEW ALL](#)

Recipient Name	Delivery Address	Delivery Method	Status	Reply	Result	No Of Attempts
Mobile, +27822438393	+27822438393	SMS Cell	Unknown	No Reply		1

If you clicked on the '**MORE**' button on the previous screen, you will be able to see all the details of the message that you are tracking.

These 2 screens also let you track other sent message and recently sent messages.

## 5 Your Groups

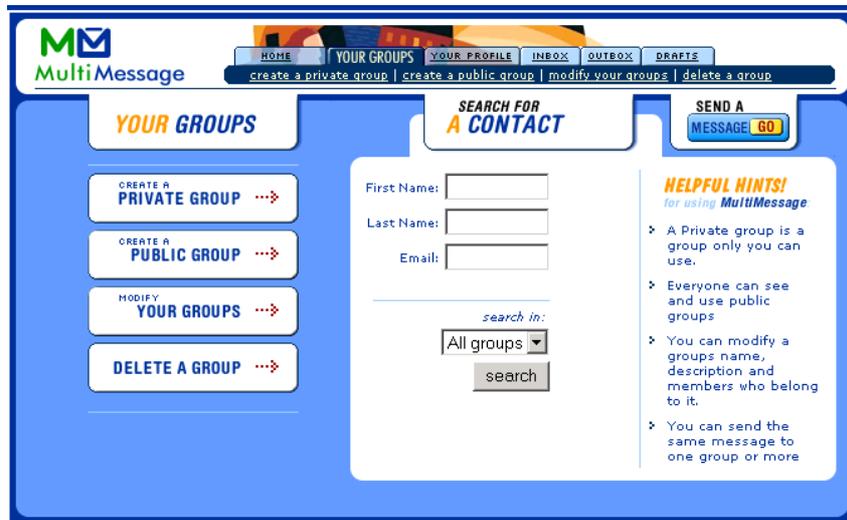


Figure 9: Your Groups

There are two classifications for groups on MultiMessage. A group can either be public or private.

Public groups can be seen and used by all subscribers, but can only be modified by the person who created the group.

Private groups can only be seen and used by the person who created the group - they are not accessible by other subscribers.

### 5.1 Creating A New Private Group

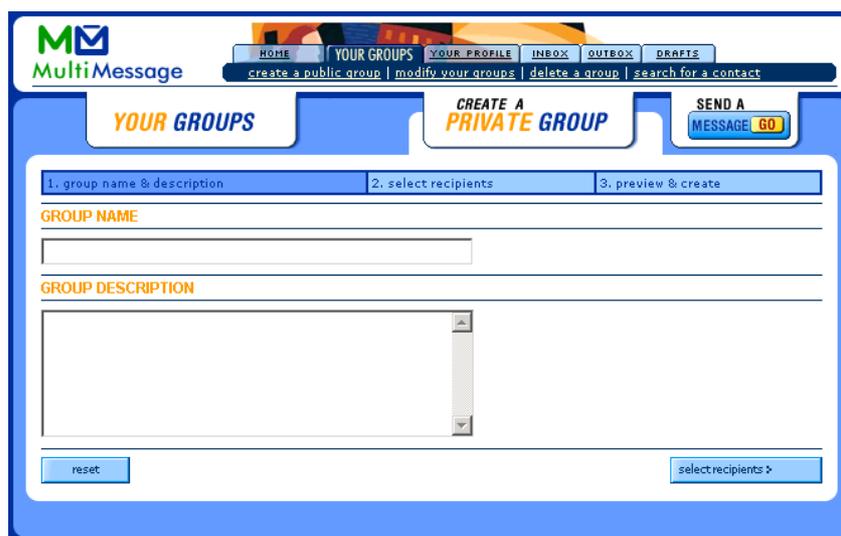


Figure 10: Create a new private group

To create a new private group on MultiMessage, do the following:

From the **'Your Groups'** page click **'Create A Private Group'**.

To create a new public group on MultiMessage, do the following:

From the **'Your Groups'** page click **'Create A Public Group'**

From here on, the steps for creating a private or a public group are the same, and only defined once, as shown below:

1. Enter The group name in the text box supplied
2. Enter a description for your new group in the text supplied
3. Click **'select recipients'**. Select the recipients that you want included in your group. You are able to add more people to the list of individuals available for inclusion in a list.
4. Click Preview
5. On the preview page that follows make sure you are happy with the name, description members you have chosen then click Create.
6. MultiMessage gives you confirmation that your new group has been created successfully.

## 5.2 Modifying A Group

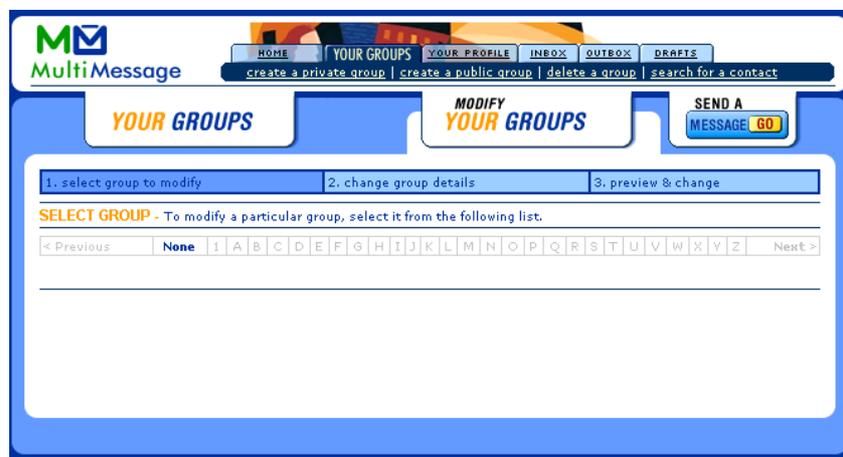


Figure 11: Modifying your group

You can change the details of any group on MultiMessage.

To modify a group on MultiMessage, do the following:

1. From the Your Groups page click Modify Your Groups.
2. On the page that follows, click the group you would like to modify from the list of groups that you have previously created.
3. On the group details page for the selected group you can modify:
  - a. The name of the group

- b. The description of the group
  - c. The group members, from the affiliate subscriber list.
  - d. Select subscribers to add them or deselect subscribers to remove them as members of the group.
4. Click 'Preview'
  5. On the preview page that follows make sure you are happy with the modifications you have made, then click Modify.
  6. MultiMessage gives you confirmation that the group has been modified successfully.

### 5.3 Deleting A Group

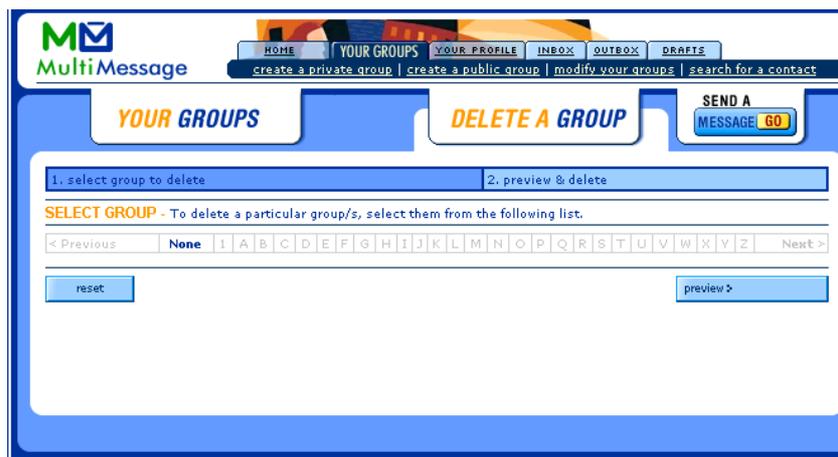


Figure 12: Deleting a group

You can easily delete one or more groups you have created on MultiMessage

To delete a group or groups on MultiMessage do the following:

1. From the '**Your Groups**' page click '**Delete A Group**'.
2. On the page that follows, select the group or groups you would like to delete from the list of groups you have previously created.
3. Once you have selected the groups you would like to delete click Preview
4. On the preview page that follows, make sure that the group or groups you have selected for deletion are correct then click Delete
5. MultiMessage gives you confirmation that the deletion was successful

### 5.4 Search For A Contact

You can search for a subscriber within any group on MultiMessage.

To search for a subscriber within a group do the following:

1. On the Your Groups page under the section which says Search For a Contact, enter the following information:
  - a. The contact's first name and/or
  - b. Surname and/or
  - c. E-mail address
  - d. To search in all your groups select the search all groups option or

- e. To select a specific group to search in, select the group name from the "group" drop-down list

## 2. Click Search

### Search Results

MultiMessage returns following results:

1. The contact's first name & surname
2. The contact's e-mail address
3. All the groups to which the contact belongs

## 6 Changing your Profile

A subscriber's profile on MultiMessage consists of the person's personal, password and contact information. This information is first added to MultiMessage when a subscriber creates an account on MultiMessage or when an affiliate administrative user adds the subscriber to the affiliate as a subscriber. MultiMessage allows you to modify your own profile.

**MultiMessage**

HOME | YOUR GROUPS | **YOUR PROFILE** | INBOX | OUTBOX | DRAFTS

edit your personal info | edit your password | edit your contact info

**your PROFILE**

**STORED INFO** SEND A MESSAGE GO

**USERNAME & PASSWORD**

username:	annette.admin
password:	*****
<input checked="" type="checkbox"/> remember my password	

**PERSONAL INFORMATION**

Title:	Ms
First Name:	Annette (admin)
Lastname:	Robertson
Job Title:	
Company:	
Country:	South Africa
Time Zone:	South Africa

**CONTACT INFORMATION**

**GENERAL**

Cellular:	+27
Pager:	+27
Pager Access:	

**WORK**

Phone:	+27
Ext:	
Fax:	+27
Email:	annette@vine.co.za

**HOME**

Phone:	+27
Fax:	+27
Email:	

**HELPFUL HINTS!**  
for using MultiMessage:

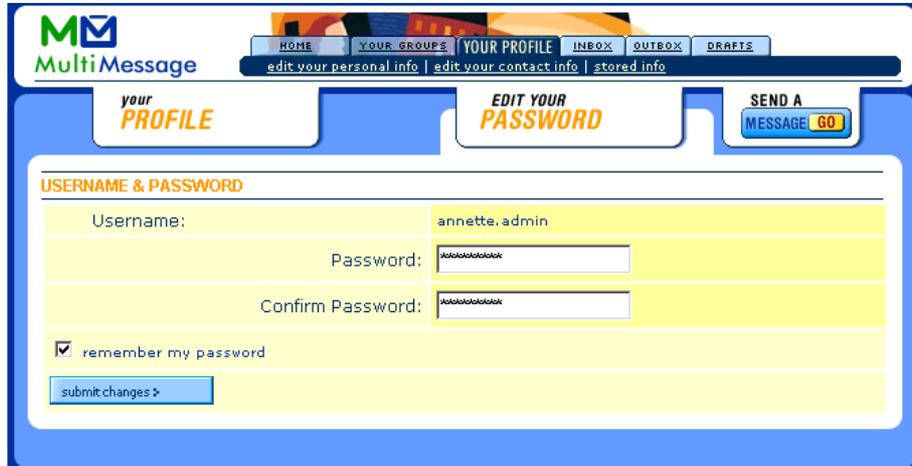
- Make sure your contact info is correct. So you'll receive all your messages from other subscribers.
- Your info is stored securely on our system & is used only so others can message you.
- With Vodacaster you can be reached at any of your points of contact simultaneously.
- Changing you info is easy, simply choose from personal, password & contact info, change info & submit it.
- Click on "remember my password" to speed up your login

Figure 13: Your Profile

## 7 Edit Your Password

To change your username and password, do the following:

From the 'Your Profile' page click 'Edit Your Password'



The screenshot shows the MultiMessage web interface. At the top, there is a navigation bar with links for HOME, YOUR GROUPS, YOUR PROFILE, INBOX, OUTBOX, and DRAFTS. Below this, there are three tabs: 'your PROFILE', 'EDIT YOUR PASSWORD', and 'SEND A MESSAGE GO'. The 'EDIT YOUR PASSWORD' tab is active. The main content area is titled 'USERNAME & PASSWORD' and contains the following fields:

Username:	annette.admin
Password:	<input type="password"/>
Confirm Password:	<input type="password"/>

Below the password fields, there is a checkbox labeled 'remember my password' which is checked. At the bottom of the form is a blue button labeled 'submit changes >'.

Figure 14: Edit your Password

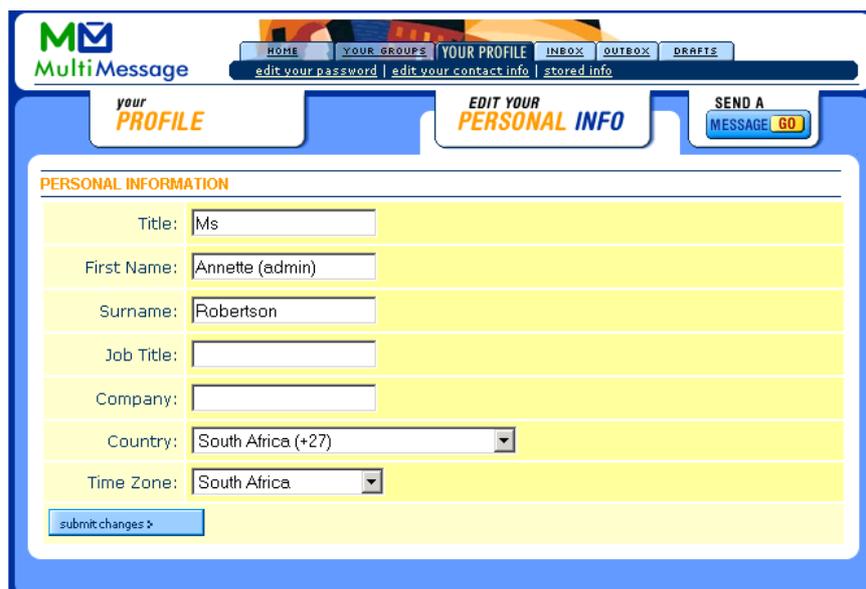
Enter your new username and/or password in the fields provided.

Select or deselect the Remember my password option according to your preference. If you select this option, MultiMessage will automatically populate the username and password fields whenever you login. Click the 'submit changes' button.

MultiMessage gives you confirmation that the changes have been made successfully.

### 7.1 Edit Your Personal Information

From the Your Profile page click Edit Your Personal Info



The screenshot shows the MultiMessage web interface. At the top, there is a navigation bar with links for HOME, YOUR GROUPS, YOUR PROFILE, INBOX, OUTBOX, and DRAFTS. Below this, there are three tabs: 'your PROFILE', 'EDIT YOUR PERSONAL INFO', and 'SEND A MESSAGE GO'. The 'EDIT YOUR PERSONAL INFO' tab is active. The main content area is titled 'PERSONAL INFORMATION' and contains the following fields:

Title:	Ms
First Name:	Annette (admin)
Surname:	Robertson
Job Title:	<input type="text"/>
Company:	<input type="text"/>
Country:	South Africa (+27)
Time Zone:	South Africa

At the bottom of the form is a blue button labeled 'submit changes >'.

Figure 15: Edit Your Personal Info

Enter the new personal information in the fields provided. You can store the following personal information on MultiMessage

- a. Title
- b. First Name
- c. Surname
- d. Job Title
- e. Company
- f. Country

Click '**submit changes**'.

MultiMessage gives you confirmation that the changes have been made successfully

## 7.2 Edit Your Contact Information

***NB! Your contact information is very important to MultiMessage. MultiMessage needs this information in order for you to send and receive messages. Always keep your contact information up-to-date.***

To change your contact information, do the following:

1. From the Your Profile page click Edit Your Contact Info
2. On the page that follows enter your new contact information in the fields provided. You can store the following contact information on MultiMessage:
  - a. General Information
    - Cellular Number
    - Pager Number
    - Pager Access
  - b. Work
    - Phone number
    - Extension
    - Fax Number
    - E-mail Address
  - c. Home
    - Phone Number
    - Fax Number
    - E-mail Address
3. Click Submit Changes
4. MultiMessage gives you confirmation that the changes have been made successfully

## 8 Your Inbox

MultiMessage allows any other subscribers belonging to the same affiliate as you to send you a message via the channel they specify. Whenever a message is sent to you a record of this message will also be sent to your MultiMessage Inbox.

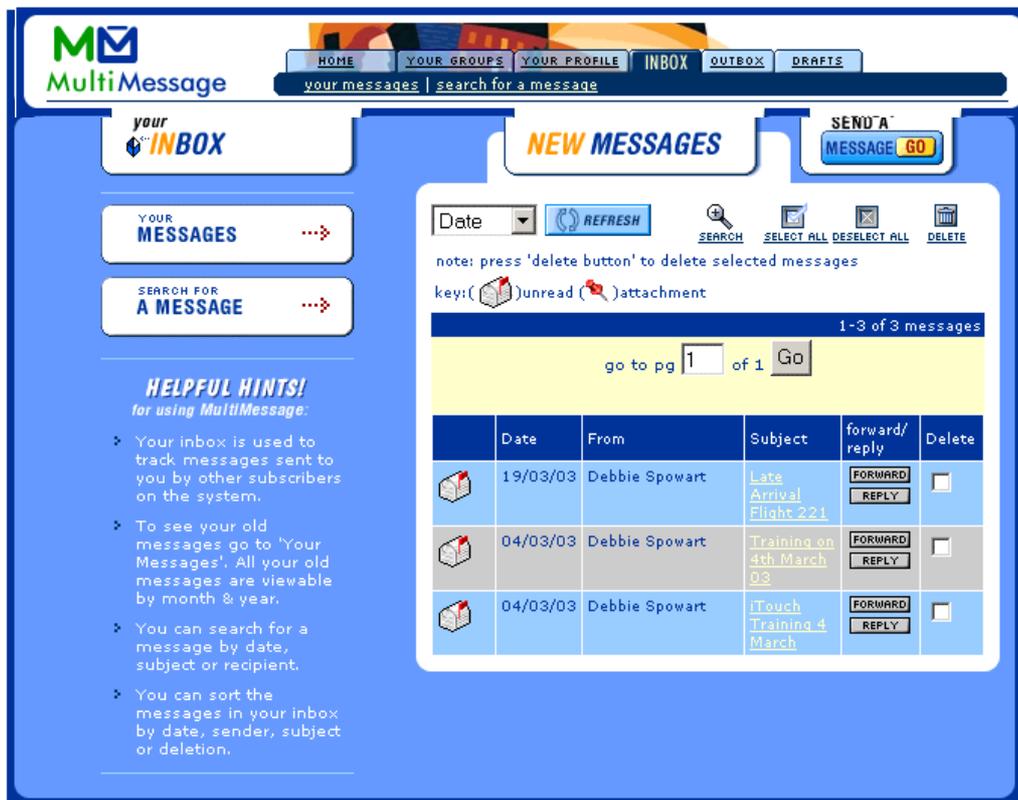


Figure 16: Your Inbox

### 8.1 New Messages

The last ten messages received will appear in your new message inbox. Unopened messages appear with an unread icon in your inbox.

To view your new messages, do the following:

1. From the Main Menu page click Inbox
2. On the Your Inbox page that follows, your latest messages are displayed under the section New Messages. The following information for each message is displayed:
  - a. The date the message was received
  - b. The subject of the message
  - c. Who the message is from
  - d. Whether the message is read or unread
  - e. If the message has an attachment or not (e-mail only)

#### Message Attachments

**Only e-mail messages can have attachments. E-mail messages with an attachment appear in your Inbox with the attachment icon.**

## 8.2 Your Messages

MultiMessage keeps a record of all messages sent to you. A record of each new message is displayed in your Inbox under the section New Messages. Older message records are stored in your Inbox under the section Your Messages

To view your older messages sent to you, do the following:

1. From the Inbox page click Your Messages
2. On the page that follows you can view messages by month and year. To view messages by month and year do the following:
  - a. Select the month from the drop-down box supplied
  - b. Select the year from the drop-down box supplied
  - c. Click View
  - d. MultiMessage returns a list of messages received at the time you have specified
3. Messages are displayed in the result list by date, recipient & subject
4. To open a particular message from the list of results, simply click on the message subject

## 8.3 Search for A Message

You can search for any message received by you from other MultiMessage affiliate subscribers.

To search for a message, do the following:

1. From the Inbox page click Search For A Message
2. On the search page which follows you can search for a message by:
  - a. Subject
  - b. Sender
  - c. Date
3. Select the search option you would like to search by e.g. subject
4. Type the subject of the message in the field provided e.g. "9 o'clock meeting"
5. Click Go, to start the search
6. MultiMessage returns a list of all compatible messages

## 8.4 Deleting a Message

Any message can be deleted.

To delete a message, do the following:

1. Select the deletion checkbox appearing next to the messages you would like to delete
2. Click the Delete icon
3. The selected Messages are deleted from your Inbox

All messages checked for deletion will be deleted. You can also select all messages appearing on your screen for deletion by clicking on the 'select all' button and then clicking the Delete Icon. To deselect selected messages simply click the 'deselect all' button.

## 9 Your Outbox

MultiMessage allows you to send a message to any other subscribers belonging to the same affiliate as you, via any channel you specify. Whenever you send a message, a record of this message will also be sent to your MultiMessage Outbox.

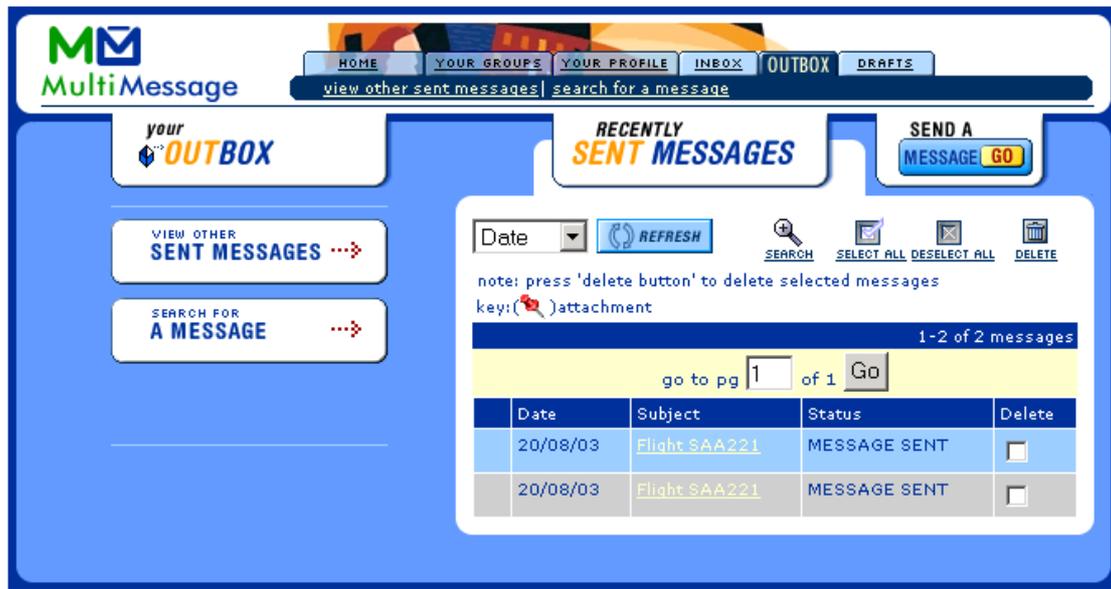


Figure 17: Your Outbox

### 9.1 Recently Sent Messages

The last ten messages sent by you will appear in your Outbox under the section Recently Sent Messages. You can sort your recently sent messages by date, subject and status. The status of the message indicates whether or not the message has been received. Messages sent with attachments will appear with the attachment icon. To open a sent message simple click on the message subject.

To view your recently sent messages, do the following:

1. From the Main Menu page click Outbox
2. On the Your Outbox page that follows, your latest sent messages are displayed under the section Recently Sent Messages
3. The following information for each message is displayed:
  - a. The date the message was sent
  - b. The subject of the message
  - c. The "send" status of the message. The following status exist for a sent message:
    - i. Successful
    - ii. Unsuccessful
    - iii. Pending

## 9.2 Sorting Messages

Messages appearing in your Outbox can be sorted by date, subject or status.

To sort a new message, do the following:

1. Select date, subject or status from the drop-down box
2. Click sort. The messages in your Outbox are automatically sorted in order of the preference you chose.

## 9.3 Opening a New Message

To open a new message, do the following:

1. Click the subject of the message you would like to open.
2. MultiMessage opens the message in a new Message Summary page
3. The Summary page contains the following details under 4 Main sections:
  - a. Message  
Here the subject and body of the message is displayed
  - b. General Information  
Here the date the message was sent and the delivery status are displayed
  - c. Message Statistics (Message Tracking Report) The message statistics displayed are:
    - i. No. Of recipients
    - ii. No. Of Successful deliveries
    - iii. No. Of Unsuccessful deliveries
    - iv. No. Of Pending deliveries
    - v. No. Of "Yes" replies
    - vi. No. Of "No" replies
    - vii. No. Of "Unresponded" replies
    - viii. Recipients chosen to receive this message  
Here a list of recipients chosen to receive the message is displayed

## 9.4 Message Attachments

Only e-mail messages can have attachments. E-mail messages with an attachment appear in your Outbox with the attachment icon

## 9.5 View Other Sent Messages

MultiMessage keeps a record of all messages sent by you. A record of each new message is displayed in your Outbox under the section Recently Sent Messages. Older message records are stored in your Outbox, under the section View Other Sent Messages

To view your older sent messages, do the following:

1. From the Outbox page click View Other Sent Messages
2. On the page that follows you can view messages by month and year. To view messages by month and year do the following: Select the month from the drop-down box supplied
3. Select the year from the drop-down box supplied
4. Click View
5. MultiMessage returns a list of messages sent at the time you have specified  
Messages are displayed in the resultant list by date, subject & status
6. To open a particular message from the list of results, simply click on the message subject

## 9.6 Search for A Message

You can search for any message sent by you to any other MultiMessage affiliate subscribers.

To search for a message, do the following:

1. From the Outbox page click Search For A Message
2. On the search page which follows you can search for a message by:
  - a. Subject
  - b. Recipients
  - c. Date
3. Select what you would like to search by e.g. subject
4. Type the subject of the message in the field provided e.g. "9 o'clock meeting"
5. Click Go, to start the search
6. MultiMessage returns a list of all compatible messages

## 9.7 Deleting A Message

Any message can be deleted.

To delete a message, do the following:

1. Select the deletion checkbox appearing next to the messages you would like to delete
2. Click the Delete icon
3. The selected Messages are deleted from your Outbox

All messages checked for deletion will be deleted. You can also select all messages appearing on your screen, for deletion by clicking on the 'select all' button and then clicking the Delete Icon. To deselect selected messages simple click the 'deselect all' button.

## 10 Draft Messages

You can save any completed or incomplete message as a draft message. Messages can be saved at any step of message sending. All the information for a message will be saved up to the last step that you were on before saving. You can sort draft messages by date, subject or status

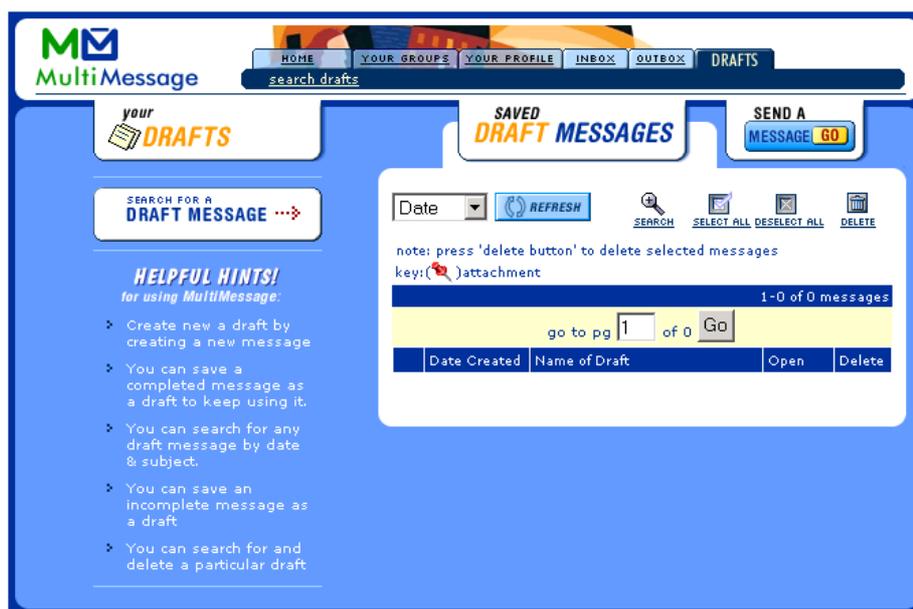


Figure 18: Your Drafts

To save a message as a draft, do the following:

1. Simply click the Save Draft icon
2. The message is immediately saved as a draft

**NOTE: The subject of the message is used to identify the draft message for reuse.**

### **10.1 Open A Draft Message**

If you would like to reuse a message, you may save it as draft and simply reopen the message from your Saved Draft Messages each time you would like to reuse it.

To open a draft message, do the following:

1. From the Main Menu page click Drafts
2. A list of all your draft message will appear on the Drafts page under the section called Saved Draft Messages
3. Click on the open icon of the draft message in order to open it
4. The draft is opened as a new message but with all you previous settings already added i.e. chosen recipients.
5. Send the message as you would a new one

### **10.2 Deleting A Draft Message**

Any message can be deleted.

To delete a message, do the following:

1. Select the deletion checkbox appearing next to the messages you would like to delete
2. Click the Delete icon
3. The selected Messages are deleted from your Outbox

All messages checked for deletion will be deleted. You can also select all messages appearing on your screen, for deletion by clicking on the 'select all' button and then clicking the Delete Icon. To deselect selected messages simple click the 'deselect all' button.

### **10.3 Search For A Draft Message**

You can search for any messages that you saved as a draft. Search for a draft message by subject or date.

To search for a draft message, do the following:

1. From the Drafts page click Search For A Draft Message
2. On the search page which follows you can search for a message by:
  - a. Subject
  - b. Date
3. Select what you would like to search by e.g. subject
4. Type the subject of the message in the field provided e.g. "9 o'clock meeting"
5. Click Go, to start the search
6. MultiMessage returns a list of all compatible messages

## 11 View Address Book

Name	Cell	E-Mail (W)	FAX (W)
Gary Allemann	+27 827889911	gary@vine.co.za	
Lenoray Arendse	+27 833454895	lenoray@vine.co.za	
Sohrab Bavasah	+27 827721748	sohrab.bavasah@vine.co.za	
Catherine Bondesio		catherine@vine.co.za	+27 824123073
David Bosch	+27 826587481	david@vine.co.za	
Carlos Camara	+27 833796511	ccamara@camara.co.za	+27 214652141
Rob Campbell	+27 834440512	rob@vine.co.za	
Cliff Court	+27 824508194	cliff@vine.co.za	
Dave Crouch	+27 828437702	dave@vine.co.za	
Robin de Villiers	+27 721225156	robin@vine.co.za	

Figure 19: View Your Address Book

Click on 'View Address Book' on the MultiMessage Home Page.

This option allows you to view all the members of a group, sorted by first or last name. You are also able to tell the search to start at a particular letter or name and to select the number of entries that you wish to see on a page.

Click on the '**REFRESH**' button.

To create an Excel document, click on the 'EXCEL REPORT' button in the top right-hand corner of the screen.

To print the list, click on the 'PRINT LIST' button. The report will be displayed on your screen and you will then be able to print it on your printer of choice.

## 12 View Tariffs

Click on 'VIEW TARIFFS' on the MultiMessage Home Page.

## 13 Contact Us

### 13.1 For more information:

Contact:

#### **Grapevine Interactive (Pty) Ltd**

Steenberg Office Park  
Silverwood Close  
Tokai  
7945  
South Africa

Phone (local): 082-16400  
Phone (International): +27-821-6400  
Fax (local): (021) 701-3334  
Fax (International): +27-21-702-3334  
Email: [info@vine.co.za](mailto:info@vine.co.za)  
Website: <http://www.grapevineinteractive.com/>

### 13.2 For support

Contact:

Email: [support@vine.co.za](mailto:support@vine.co.za)