Sending SMS Text Messages in IQ5

Market: House, Senate

Description: These instructions teach users how to send individual and mass texts from IQ.

Click the link below to be brought to the following topic:

Sending Mass Texts

Reports on Completed Mass Texts

Note: To text constituents from IQ, your Office must first have a shared account with our partners at <u>Twilio</u>. Afterwards, contact your IQ Consultant to facilitate the one-time account setup and integration.

Sending an individual text

- 1. Navigate to the **Outreach** application.
- 2. Click on Mass Text.
- 3. Click on Mobile Subscribers.

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© _† ⊗	Mass Texts Sent (1) Mobile Subscribers (150)	Image: With State S	Messages: Open: <u>11</u> Closed: <u>8</u> Services: Open: <u>1</u> Closed: <u>6</u>	Email: fakemail@fakemail.net Home: (222) 333-4455 Cell: (123) 456-7890 Elected official; Newsletter	May 19, 1981 Intro to 104 4/17/23 Elected official; Newslett Subscriber General Discuss Logs	er
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Ŷ@ (■ 4		Ms. Catalina Baylor 908 Northfield Ct Harrisonburg, VA 22802-4831	Messages: Open: 0 Closed: 5 Services: Open: 0 Closed: 5	Email: catalina.baylor@fakemail.com Cell: (123) 456-7890	All Open Closed Recent Messages 19 11 8 0 Outreach 12 5 7 0	Home 💮 🛫 30 Maryland Ave 🖉 III Rockville, Maryland 20850 MD08 Monteomery
		Capt. Toph Befong	Messages: Open: 0 Closed: 0	Email:	Edit Add Message Add Service	

Note: To add a Contact as a mobile subscriber, you must click **edit** on their contact record \rightarrow **Communications** \rightarrow **add a phone** # \rightarrow **check the Text Optin box**.

- 4. Click on Add Message.
- 5. Set Outgoing Method as either Text SMS or MMS.
 - a. SMS: For Texts limited to 319 characters with no images.
 - b. MMS: For texts up to 1600 characters with one image allowed.

Page 1 of 6 Leidos proprietary 2025. This information may not be used, reproduced, disclosed, or exported without the written approval of Leidos. 6. Add an issue code and type out your text. You can also add a webform or survey to a text message by clicking the [▲] button.

Approved Message for	×
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Toot to [202] 672-8851 2: This is a sample message. You can also add a survey or webform to a text message.	Add Discussion Message
*Umited to 319 characters **Charges may apply	Alert these Users or Groups Post
On Hold Batch Send Text Message	Save & Close Save Close

7. Click Send Text Message.

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On Hold Batch Send Text Message		Save & Close Save Close

8. After the text is sent, if the constituent responds, you can reply back in the **Messages** Application under the **Text Messaging** view.



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Sending Mass Texts

- **1.** Navigate to the **Outreach** application.
- 2. Click on Mass Text.
- 3. Click on Open Mass Texts.
- 4. Click on +New → Mass Text

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5. Follow the Outreach Text Wizard by first choosing your Text Type.a. SMS: For Texts limited to 319 characters with no images.

- b. **MMS:** For texts up to 1600 characters with one image allowed.
- 6. Type out a **Description** of the Mass Text.
- **7.** Type out your text. You can add a survey or webform to the text. You can also insert merge codes.

Outreach Text Wizard		>
Text >> Select Audience >> Review		
Text Type SMS O MMS Description		
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Text Message test		
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*Limited to 319 characters **Charges may apply		
		Close

- 8. Click on Select Audience.
- **9.** Use the fields to choose who the Mass Text will be sent to. By default, **Start With** will select **All Mobile Subscribers.**

Outreach Text Wizard	×
Text >> Select Audience >> Review	
Description	
test	
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Select Your Audience	~
Add contacts with ANY of these attributes	Exclude contacts with ANY of these attributes
Affiliations	Affiliations
Issues	Issues
Texts	Texts
Geographic	Geographic
	Save & Close Save Close

- 10. Click on Review.
- **11.** Choose a date and time under **Scheduled Date/Time** to schedule when your Mass Text should be sent.

a. *Note: Leaving these fields blank will default to sending the Mass Text immediately.

- **12.** Click into the **Issues** dropdown to tag the Mass Text with the appropriate Issue(s) it concerns.
- **13.** Click **Send Mass Texts**.



Outreach Text Wizard		×
Text >> Select Audience >> Review		
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Send Mass Texts	Save & Close Save	Close

Reports on Completed Mass Texts

- 1. Navigate to the **Outreach** application.
- 2. Click on Mass Text.
- 3. Click on Completed Mass Texts.
- 4. Select a record and open the detail window. Click the Report tab.

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5. The Report tab displays counts for Total Sent, Delivered, Undelivered, Received and Opt Outs, along with bar graphs for Outgoing and Incoming Messages with percentages for Delivery Status, Messages with errors, Messages Received and Opt-out Rate.

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