

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:

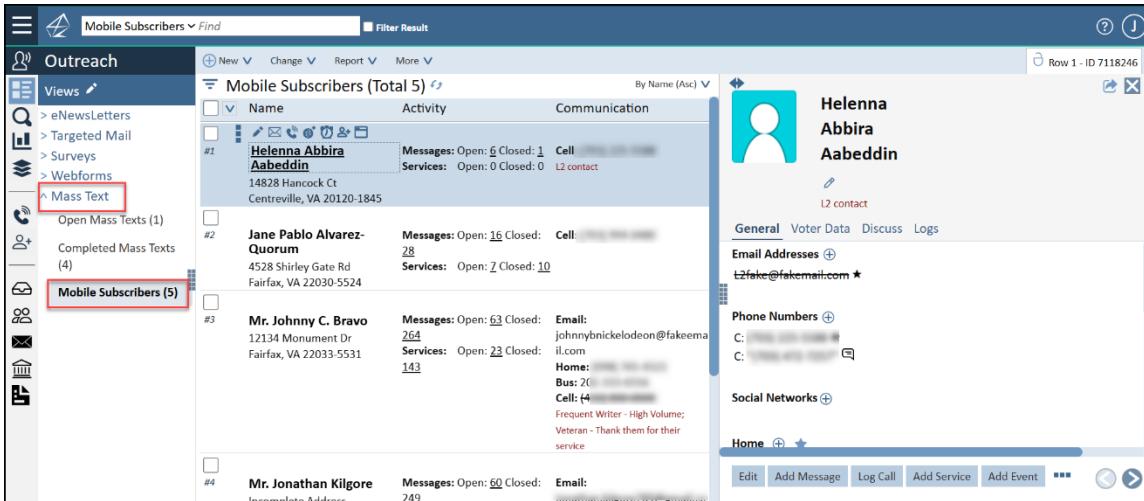
[Sending Mass Texts](#)

[Reports on Completed Mass Texts](#)

Note: To text constituents from IQ, your Office must first have a shared account with our partners at [Twilio](#). 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** in the Views section.
3. Click on **Mobile Subscribers**.

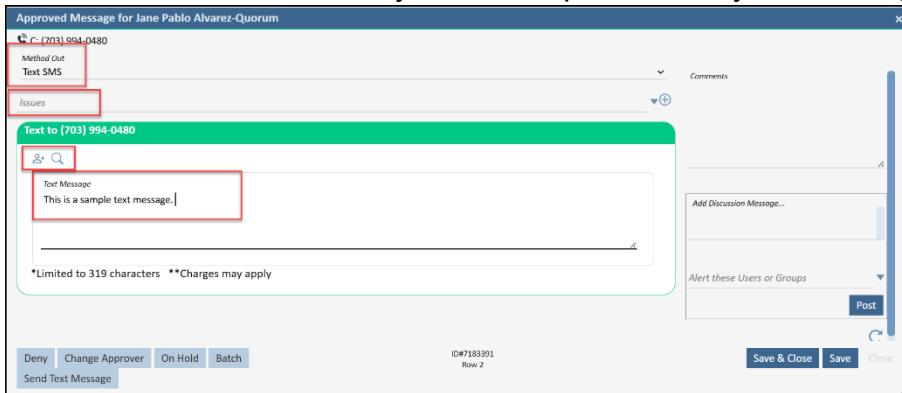


The screenshot shows the IQ5 Outreach application interface. On the left, a sidebar menu is open with the 'Outreach' tab selected. Under 'Views', the 'Mass Text' option is highlighted with a red box. Under 'Mobile Subscribers', the number '5' is shown, also highlighted with a red box. The main content area displays a list of 'Mobile Subscribers (Total 5)'. The first item in the list is 'Helenna Abbira Aabeddin', with a detailed view pane on the right showing her contact information, including a profile picture, email (l2fake@fakemail.com), phone numbers, and social networks. The contact is marked as an 'L2 contact'. At the bottom of the list, there are buttons for 'Edit', 'Add Message', 'Log Call', 'Add Service', 'Add Event', and a 'More' menu.

Note: To add a Contact as a mobile subscriber, you must click **edit** on their contact record → **Communications** → **add a phone #** → **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.

6. Add an issue code and type out your text. Sender identification is crucial. Each message must clearly identify you as the sender, except in follow up messages within an ongoing conversation. For example, you may wish to begin your Mass text with, "Hi, this is Rep. Quorum." You can also add a webform or survey to a text message by clicking the  button. The  icon allows you to add quick text to your message.



Approved Message for Jane Pablo Alvarez-Quorum

C: (703) 994-0480

Method Out
Text SMS

Issues

Text to (703) 994-0480

Text Message
This is a sample text message.

*Limited to 319 characters **Charges may apply

Comments

Add Discussion Message...

Alert these Users or Groups

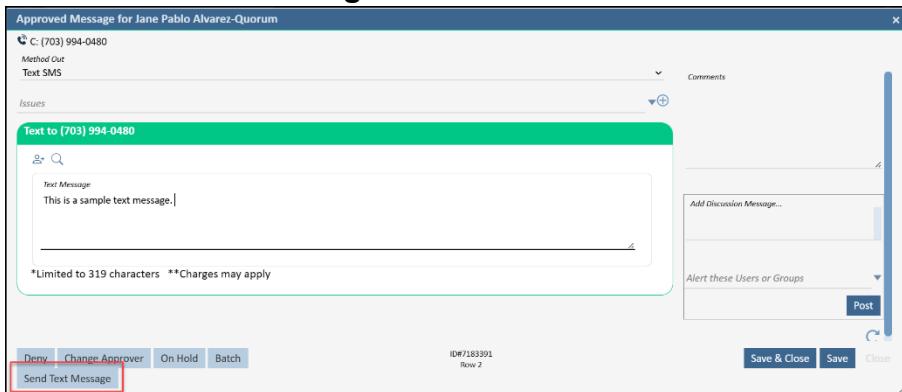
Post

Deny Change Approver On Hold Batch

ID#7183391 Row 2

Save & Close Save Close

7. Click **Send Text Message**.



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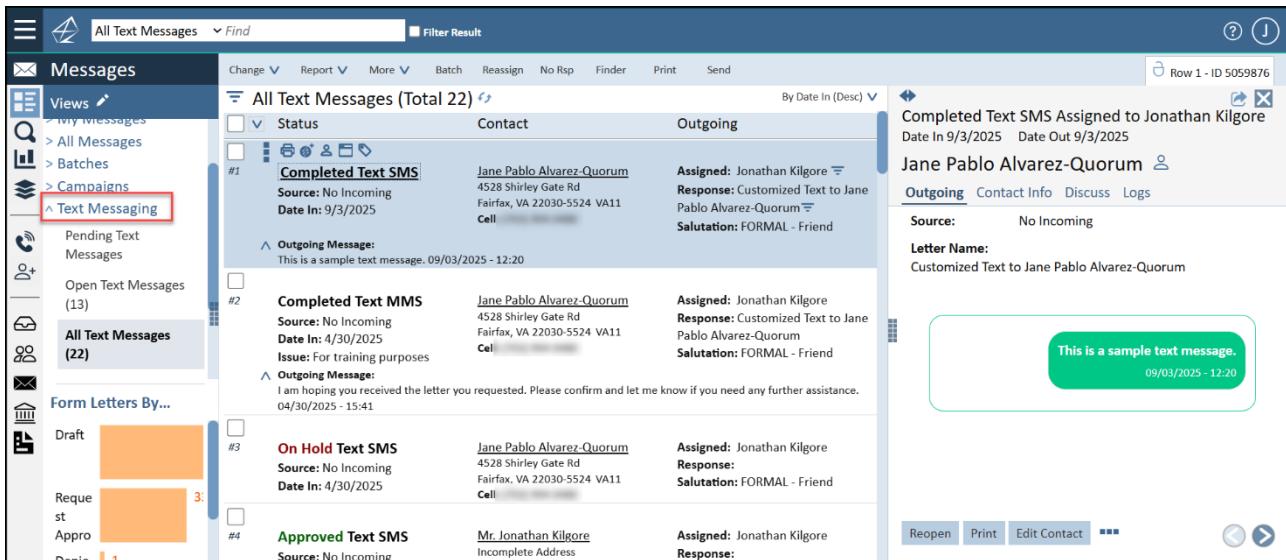
Post

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Save & Close Save Close

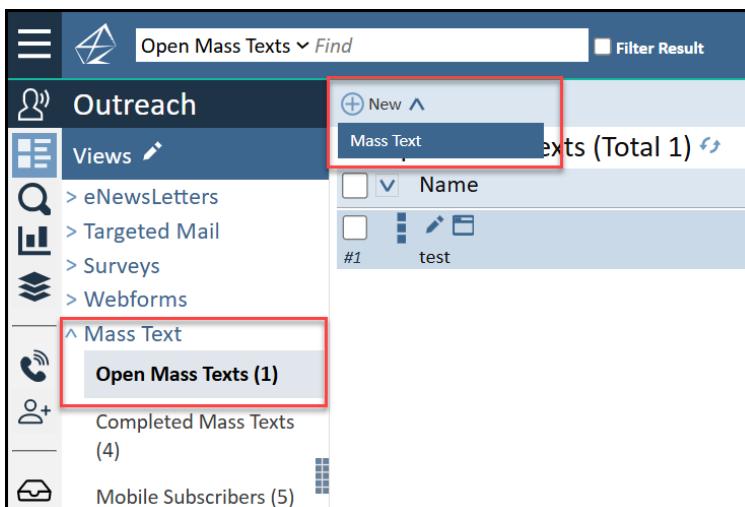
8. After the text is sent, if the constituent responds, you can reply back in the **Messages Application** under the **Text Messaging** view.



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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**



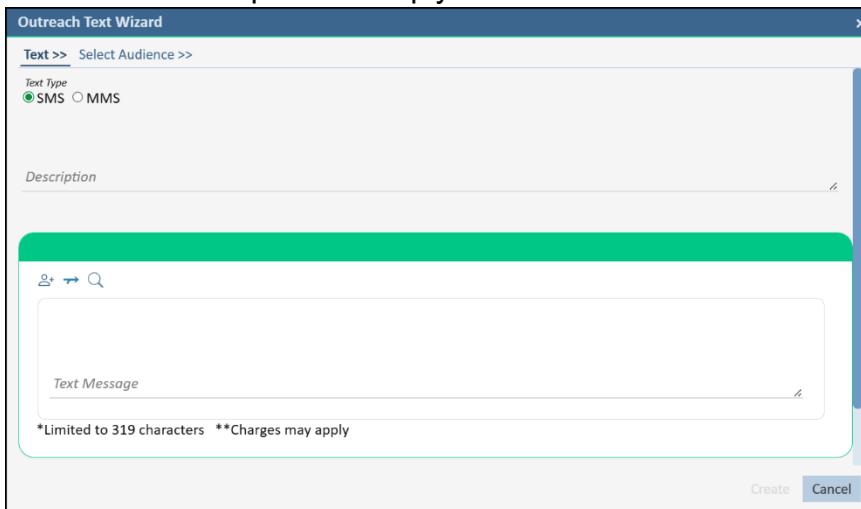
5. Follow the **Outreach Text Wizard** by first choosing your **Text Type**.
 - a. **SMS**: For Texts limited to 319 characters with no images.
 - b. **MMS**: For texts up to 1600 characters with one image allowed.
6. Type out a **Description** of the Mass Text.
7. Type out your text. Sender identification is crucial. Each message must clearly identify you as the sender, except in follow up messages within an ongoing conversation. For example,

you may wish to begin your Mass text with, "Hi, this is Rep. Quorum." You can add a survey or webform to the text. You can also insert merge codes.

8. Ensure compliant opt-out language is included in your initial message to individuals.

Do not use one word opt-out instructions (i.e. STOP=end"). Instead, use spaces ("Reply STOP to end").

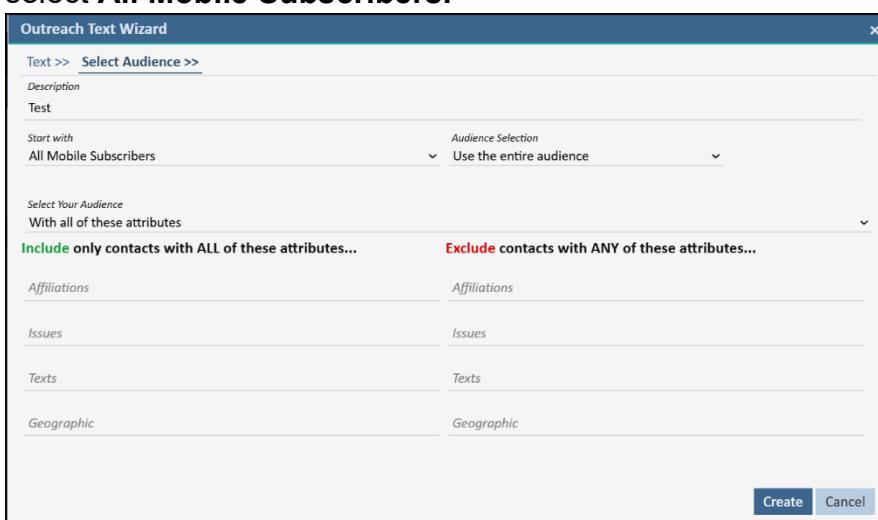
- Reply STOP To End** is the best practice for opt out language.
- STOP to opt out & Reply STOP to Unsubscribe also work.



The screenshot shows the 'Outreach Text Wizard' window. The 'Text' tab is selected. Under 'Text Type', 'SMS' is chosen. A 'Description' field is empty. The main area is a 'Text Message' input field with a green border. Below it, a note says '*Limited to 319 characters **Charges may apply'. At the bottom are 'Create' and 'Cancel' buttons.

9. Click on **Select Audience**.

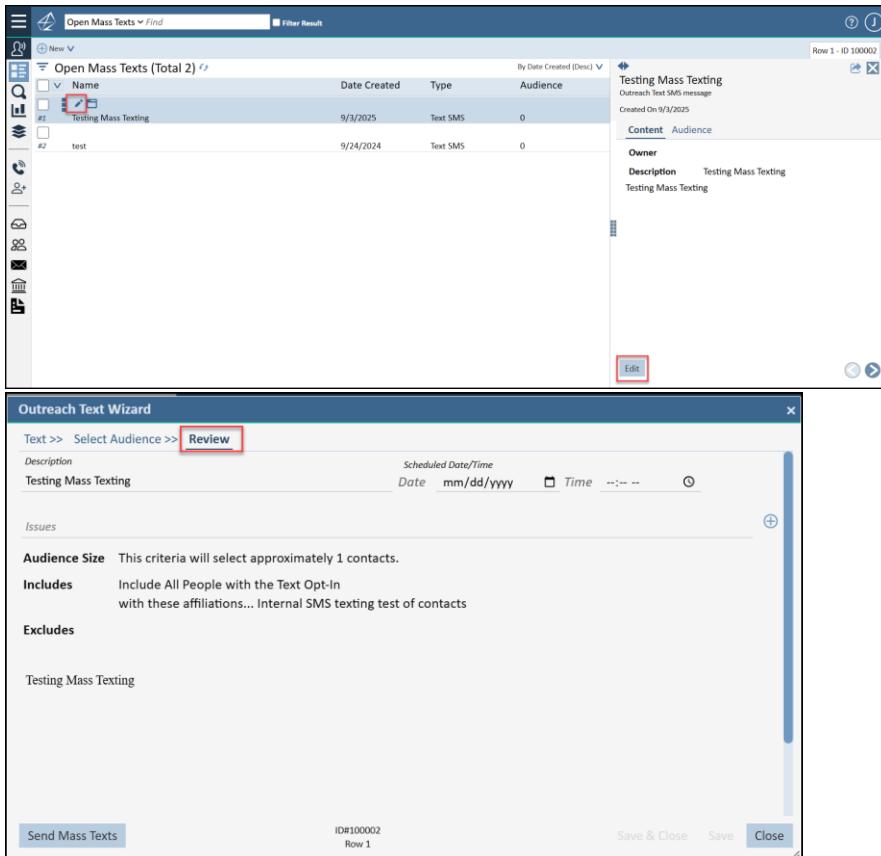
10. Use the fields to choose who the Mass Text will be sent to. By default, **Start With** will select **All Mobile Subscribers**.



The screenshot shows the 'Outreach Text Wizard' window with the 'Select Audience' tab selected. Under 'Start with', 'All Mobile Subscribers' is selected. Under 'Audience Selection', 'Use the entire audience' is selected. There are sections for 'Select Your Audience' (with 'Include only contacts with ALL of these attributes...' and 'Exclude contacts with ANY of these attributes...'), 'Affiliations', 'Issues', 'Texts', and 'Geographic'. At the bottom are 'Create' and 'Cancel' buttons.

11. Click on **Create**.

12. The New Mass Text has been created. Click on **Edit → Review** for your newly created Mass Text.



The screenshot shows the Intranet Quorum interface with the 'Open Mass Texts' list on the left and the 'Outreach Text Wizard' dialog box on the right.

Open Mass Texts (Total 2)

Name	Date Created	Type	Audience
Testing Mass Texting	9/3/2025	Text SMS	0
test	9/24/2024	Text SMS	0

Outreach Text Wizard

Text >> Select Audience >> **Review**

Description: Testing Mass Texting

Scheduled Date/Time: Date mm/dd/yyyy Time --:--

Issues:

- Audience Size:** This criteria will select approximately 1 contacts.
- Includes:** Include All People with the Text Opt-In with these affiliations... Internal SMS texting test of contacts
- Excludes:** Testing Mass Texting

Buttons: Send Mass Texts, ID#100002 Row 1, Save & Close, Save, Close

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

Outreach Text Wizard

Text >> Select Audience >> **Review**

Description
Testing Mass Texting

Scheduled Date/Time
Date mm/dd/yyyy Time --:-- 

BUD-Budget and Economy X

Issues

Audience Size This criteria will select approximately 1 contacts.

Includes Include All People with the Text Opt-in with these affiliations... Internal SMS texting test of contacts

Excludes

Testing Mass Texting

Send Mass Texts 

ID#100002 Row 1

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.

Completed Mass Texts (Total 4)

Mass text v.1
Outreach Text SMS message to 4 contacts.
Created On 5/22/2024
Status - Completed Text SMS

Content	Audience	Report	Logs
May 22, 2024		SMS Outreach	

Results

 2	 2	 0	 0	 0
---	---	---	---	---

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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