

# USER MANUAL

01/02/2025

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This guide is directed to the user as it explains how to use the MSEGAT platform ,The features shown to the user may appear and disappear according to the permissions he has

## 1. Introduction

MSEGAT.COM is platform to facilitate the process of communication between you and your target customers by providing them with basic and professional tools, which pave the way for sending all types of SMS messages to the target groups in a safe and secure environment with more satisfactory results within record time and at the lowest possible cost.


## 2. How to create an account

Go to the home page through the following link:

<https://web.msegat.com/auth/register>


The screenshot shows the MSEGAT website's home page. At the top, there is a navigation bar with the MSEGAT logo on the left and links for 'Products', 'Pricing', 'API', and 'Help' in the center. On the right side of the navigation bar, there are 'Log In', 'Sign Up', and 'Language' options. The main content area features a large heading 'Send SMS Messages' followed by a paragraph describing the platform's capabilities. A 'Try Msegat >' button is prominently displayed and highlighted with a red border. Below this, there is a 'Success Partners' section with logos for several partner companies: 'مدرستي', 'malath', 'Care', 'تأميني', and 'tamo'.

Enter the required information then log in to the account:


عربي

---

**Create an account**

<b>Email*</b>	<b>Mobile Number*</b>
<b>Entity Name ( Registered in the commercial registry ) *</b>	<b>Authority Letter Type*</b>
	▼
<b>How many messages are expected to be used?*</b>	<b>Username*</b>
▼	
<b>Password*</b>	
<span style="float: right; border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">👁</span>	
<input type="checkbox"/> <b>Agree to <a href="#">MSEGAT Anti-spam Policy &amp; Terms of Use</a></b>	
<div style="border: 1px solid #ccc; padding: 5px; display: inline-block;"> <input type="checkbox"/> I'm not a robot              </div>	
<p>Attention: One of the requirements for activating the service is the existence of a commercial register for private entities, and the authorization letter must be certified by the Chamber of Commerce.</p>	
<div style="border: 1px solid #ccc; border-radius: 15px; padding: 10px 20px; display: inline-block; background-color: #4a4a8a; color: white; font-weight: bold;">                 Create My Account             </div>	
<p>Already a member ? <a href="#">Login here</a></p>	

### 3. Main page

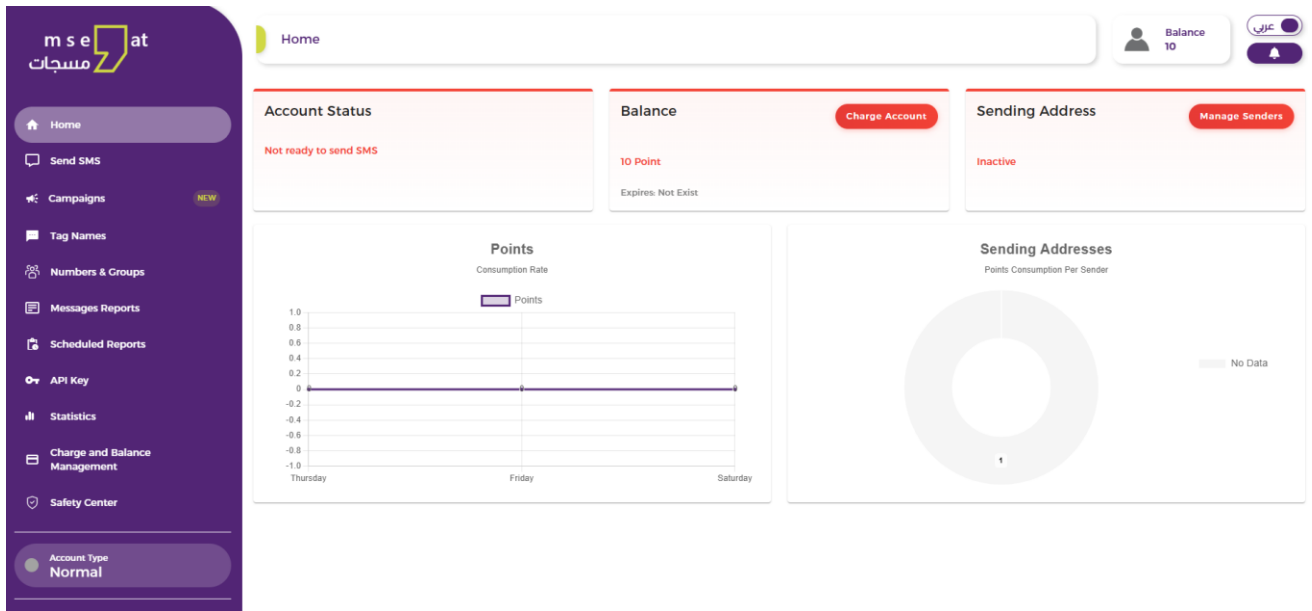


figure: Main page

When you subscribe and log in, the main page will appear, allowing you to view key account details, such as:

- Account Status

Indicates the account's readiness for sending:

- If the status is **red**, the account is not ready for sending.
- If the status is **green**, the account is ready for sending.

- Balance

You can recharge your balance in two ways:

- Through the main page by clicking the "Recharge Account" button.
- Through the "Balance" menu.

- Sending Address Status

It indicates the readiness of your sending addresses:

- If the sending address is **red**, one or more addresses are not ready for sending.
- If the sending address is **green**, all addresses are ready for sending.

- Points Consumption Rate

Displays a graph showing the rate of points consumption over the last three days.

- . Sending Rate by Address

Displays a graph showing the rate of points consumption for each sending address in the account over the last three days.

#### 4. Balance

You can view your current balance from the balance icon.

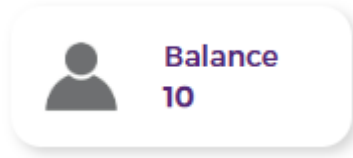


figure: Balance

You can modify the account settings by clicking on the account icon (balance), and the following options appear:

- Account Information
- Charge Account
- Sign Out

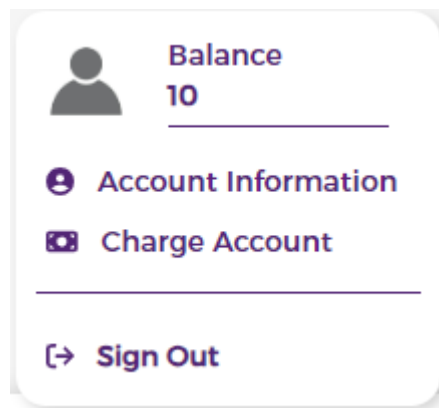


figure: Balance

## 5. Account Information

You can modify your account information or add new information.

Account information is divided into:

- **Basic Information:** Password ,Authority Letter Type and its number , Sector ,Email, Client Name ,Mobile Number ,Country , City , District , Street, Building Number Postal code ,Additional Address ,Another ID ,VAT registration number Gender
- **Default Settings:** Default Language, Activate subscription to the mailing list , Notification when the balance decrease , When the balance is less than , Send a notification to mobile No , Send the notification to Email , Receive a verification code to enter the account on an additional mobile number ,Add a fixed IP to send the message via API
- **Advanced Settings:** Favorite Number, Prevent repeat transmission, Default Sending Address, Activate international messages  
Activate international messages for  
(Russia,Uzbekistan,Yemen,Afghanistan,Tajikistan, Bangladesh,Syria,Libya,Sri Lanka,Indonesia,Kenya,  
Algeria,Pakistan,Azerbaijan,Kyrgyz Republic,Nigeria ,Iraq,Ethiopia,South Africa,Sudan,Norway,Somalia, Ethiopia,Uganda)

figure: Balance Account Information - Basic Information

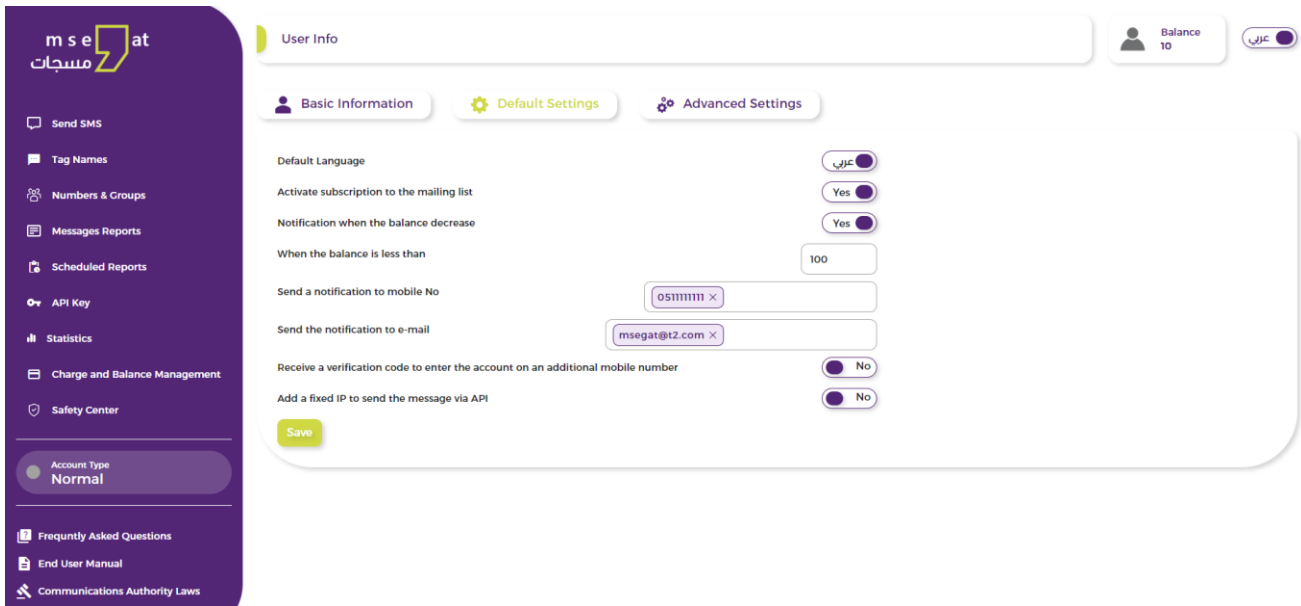


figure: Balance Account Information - Default Settings

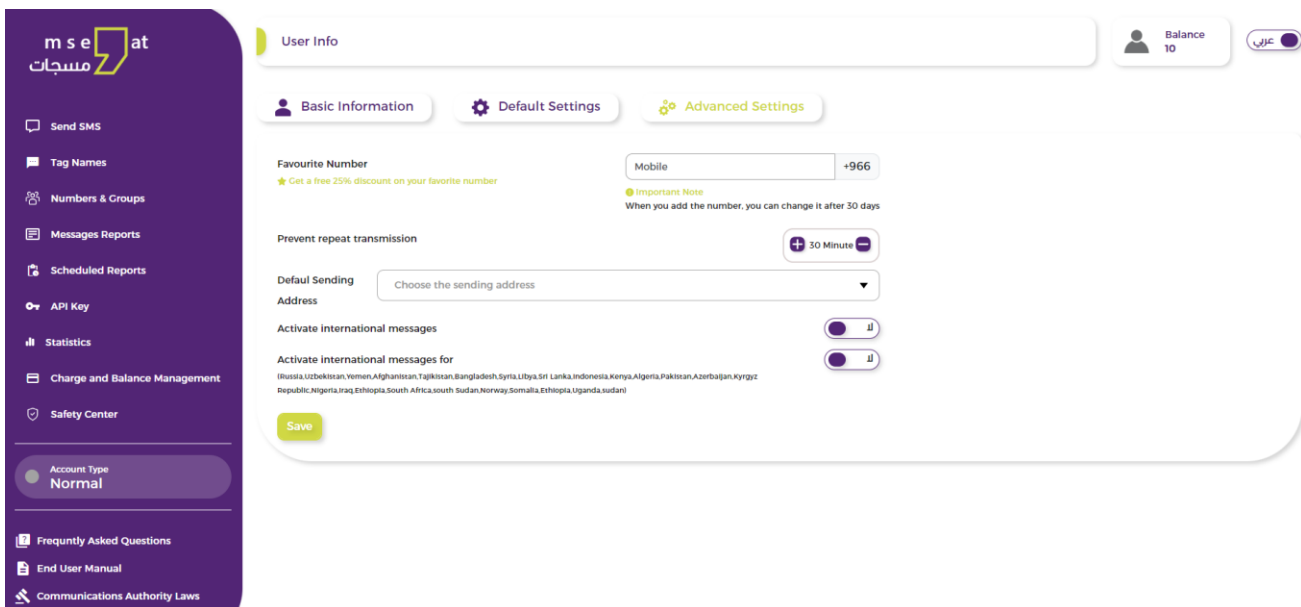


figure: Balance Account Information - Advanced Settings



## 6. charge Account

Account information must be complete to be able to charge and use the account.

By clicking on the balance icon and selecting (charge account)

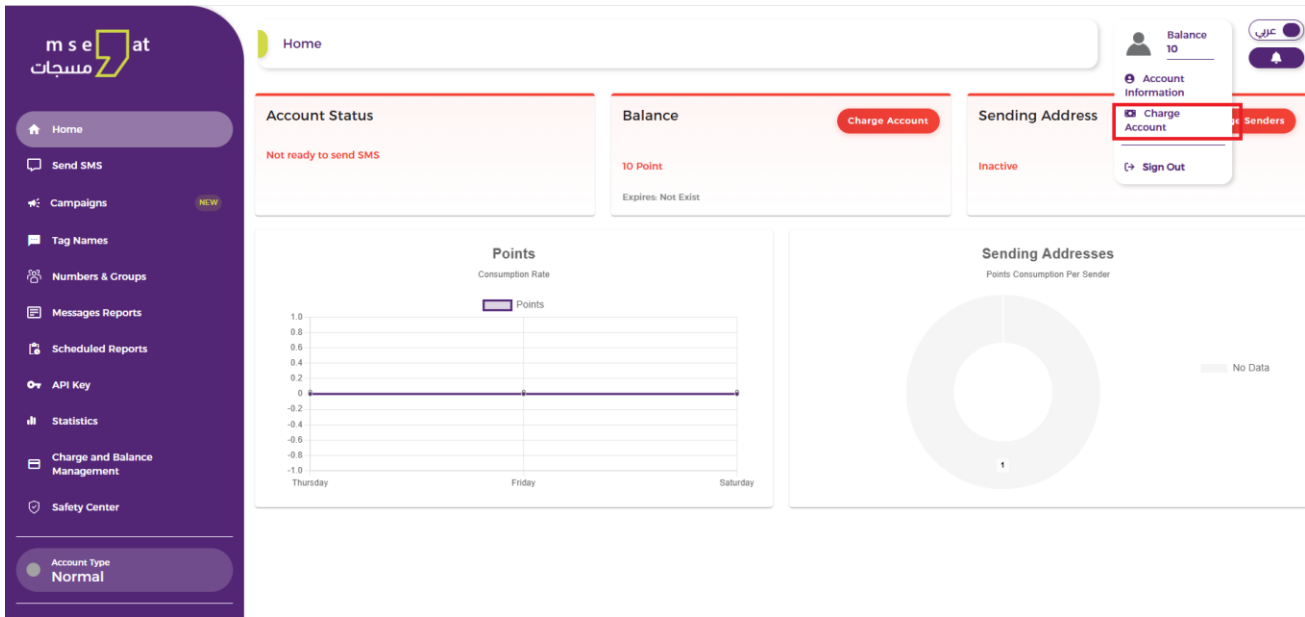


figure: main page

### charge Account

This service allows the possibility of purchasing a license to activate a Tagname, as well as the purchasing of any package to charge the account.

Follow the following steps:

- Click on "Charge Account"
- Choose "Packages"
- Choose the desired package
- Agree to the terms and conditions
- Choose a payment method
- Next

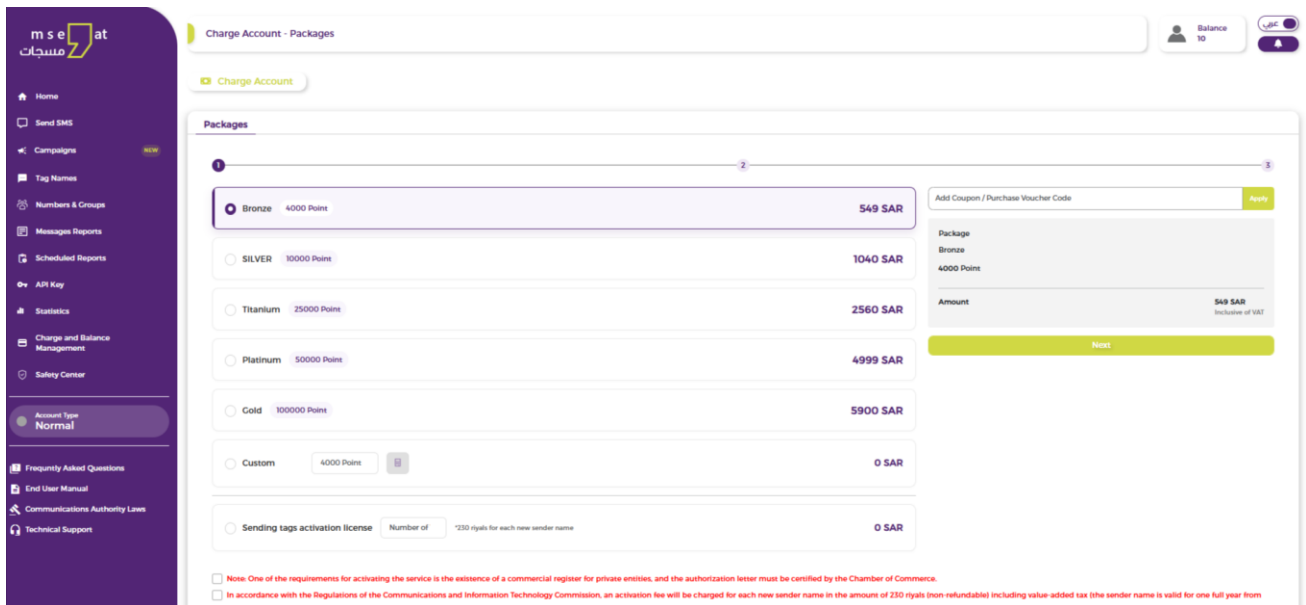


figure: (choose the package) - charge Account

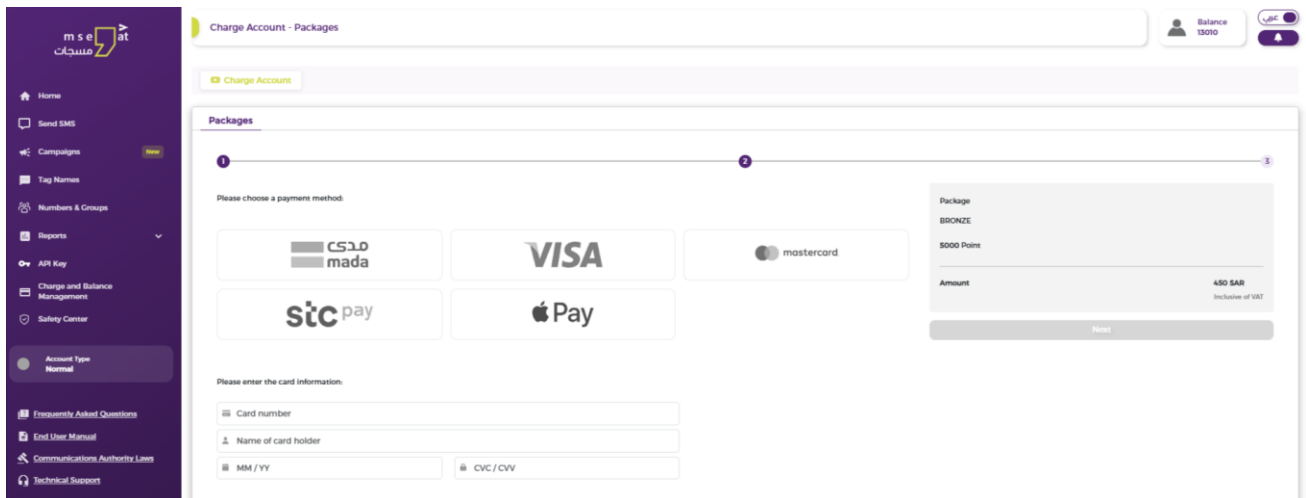


figure: (payment Option) charge Account

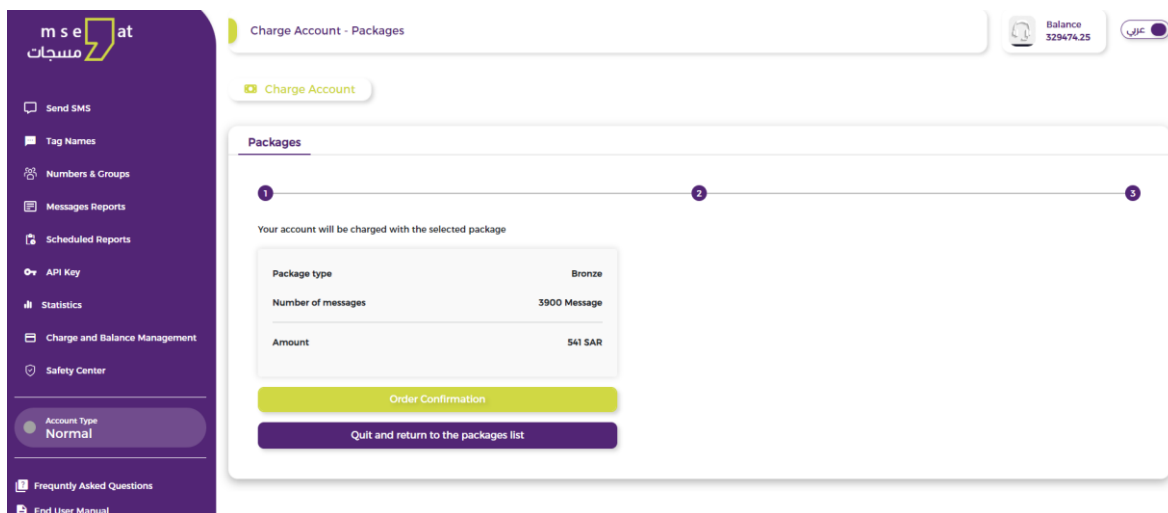


figure: (Confirm Order) charge Account

Enter the verification code to confirm the purchase

VISA

CSB  
mada

للتحقق من عملية الشراء

تم ارسال رمز التحقق الى جوالكم المنتهى ب \*\*\*\*\*  
للتأكد الدفع إلى Msegat بمبلغ SAR 549.00 باستخدام بطاقة  
\*\*\*\*\*

Verification Code

ارسال

طلب كلمة سر جديدة

[Terms of Use](#) | [?Need help](#)

You will get the balance in your Msegat account instantly

## 7. Campaigns

This service allows you to send campaign and view message reports within a time frame of up to 6 months from the date of sending, provided that the campaign includes more than one number.

Select a Search Criterion:

You can search using one of the following fields: Sending address, Start Date and End Date (both dates must be specified), sending time, channel ..

- You can also view the details of each campaign through the "Details" button.
- Additionally, you can resend any campaign using the "Resend" button.

Sending address	Message Text	Numbers Count	Total Sent	Cost	Channel	Sending Time	Procedures
MSEGAT.COM	msegat	4,000	4,000	4000.00	WEB	25-01-2025 05:21:07	[Details] [Resend]
9898	Msegat	1,000	1,000	1000.00	WEB	25-01-2025 05:16:10	[Details] [Resend]

figure: Campaigns

## 8. send SMS

The platform provides SMS sending service and contains the following options:

- Send SMS
- Ready Templates

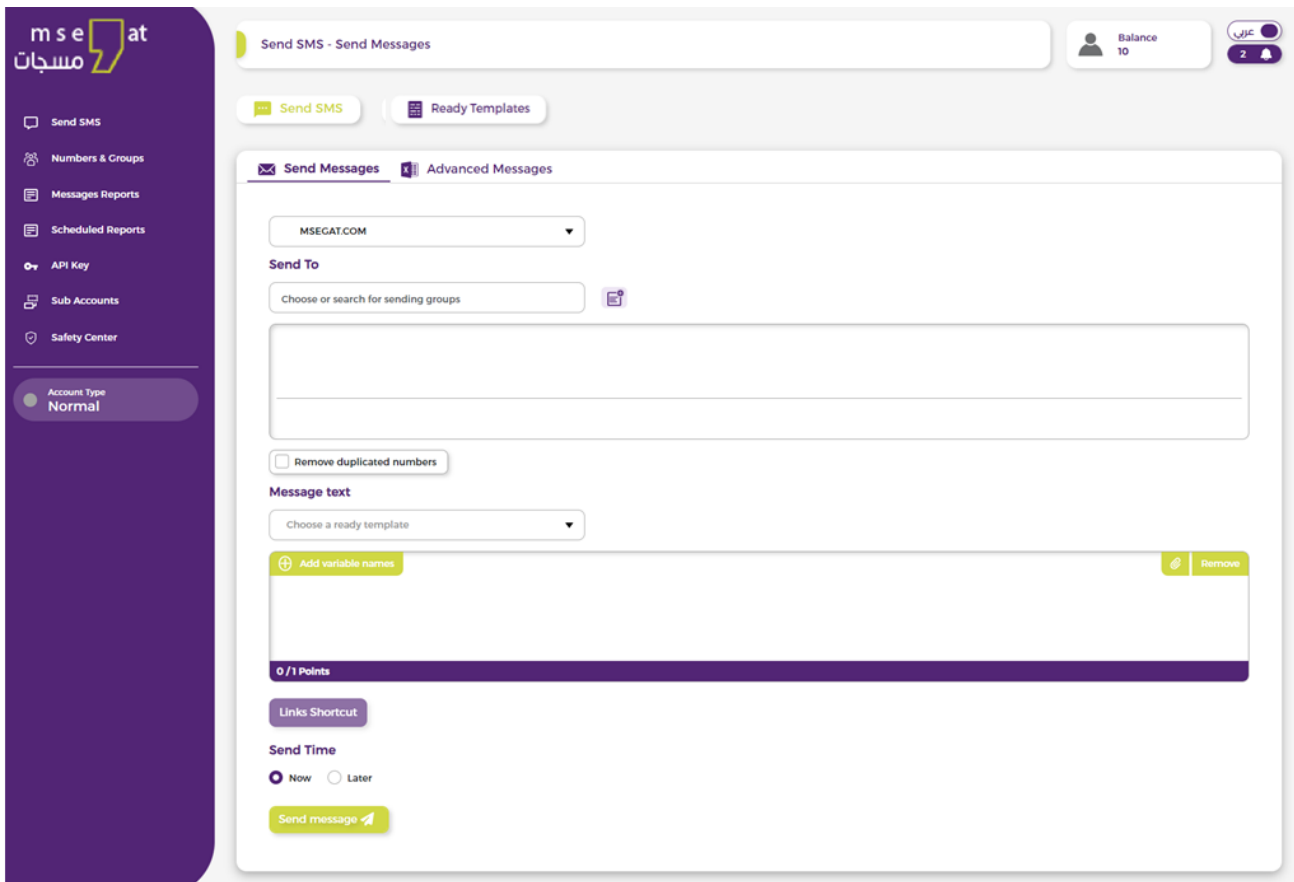


figure: send SMS

### 8.1 Send messages

The service allows the creation of text messages and sending them to predefined numbers or a group of users by entering the username that was registered in the group list. To do so, follow these steps:

- Click on "Send Messages" and then choose "Send Messages"
- Fill in the fields for creating text messages, which are as follows:
  - Choose the sending address to use
  - Enter groups or numbers or upload an Excel file
  - Repeated numbers can also be filtered when sending the message
  - Enter the message text or choose a ready-made template from the previously added templates
  - You can also include an attachment in the text of the message in the format (pdf, jpg, jpeg, png, gif, xls,xlsx, doc, zip, rar).
  - Links can also be shortened by adding a link - Link Shorteners
  - Determine the sending time (now - later)
  - Click on Send message

## 6.2 Advanced messages

This service allows sending variable text messages to numbers stored in an Excel file, and the message is personalized for each recipient of the message.

Follow the following steps:

- Click on "Send Messages" then choose "Advanced Messages"
- Fill in the fields for creating the text message, which are as follows:
- Choose the sending address to use
- Upload the numbers file
- Choose the column number
- Add variables in the message text by clicking on "Insert Column" at the desired variable in the number file
- Enter the message text or choose a ready-made template from the previously added templates
- You can also include an attachment in the text of the message in the format (pdf, jpg, jpeg, png, gif, xls, xlsx, doc, zip, rar).
- Links can also be shortened by adding a link - Link Shorteners
- Determine the sending time (now - later)

The screenshot shows the 'Send SMS - Advanced Messages' interface. On the left is a purple sidebar with navigation options: Send SMS, Numbers & Groups, Messages Reports, Scheduled Reports, API Key, Sub Accounts, and Safety Center. Below the sidebar, the account type is set to 'Normal'. The main content area has a header with 'Send SMS - Advanced Messages', a balance indicator of 10, and a language selector for Arabic. Below the header are buttons for 'Send SMS' and 'Ready Templates'. The 'Advanced Messages' section is active, showing a dropdown for the sender address (MSEGAT.COM), a 'Send To' section with an 'Add excel file' button and a 'Remove duplicated numbers' checkbox, and a 'Message text' section with a 'Choose a ready template' dropdown and a large text input area with a 'Remove' button. At the bottom, there is a 'Links Shortcut' button, a 'Send Time' section with radio buttons for 'Now' (selected) and 'Later', and a 'Send message' button.

figure: Send SMS- Advanced messages

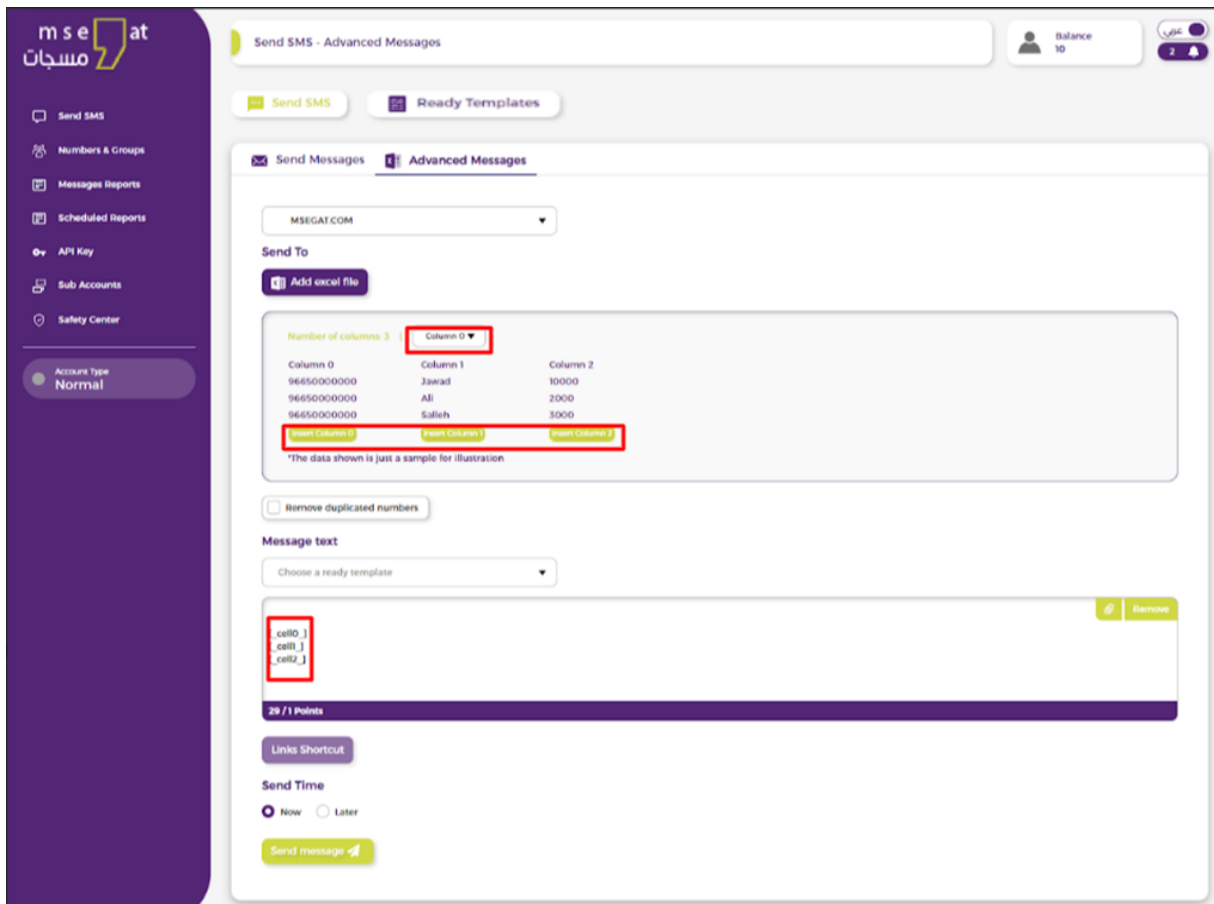


figure: Send SMS- Advanced messages

## 8.2 Ready Templates

You can add and modify templates to be added when sending a text message in msegat.com

- **Add a new template:** Enter the template title and text, then save
- **Edit Template:** Update, delete, or share an existing template

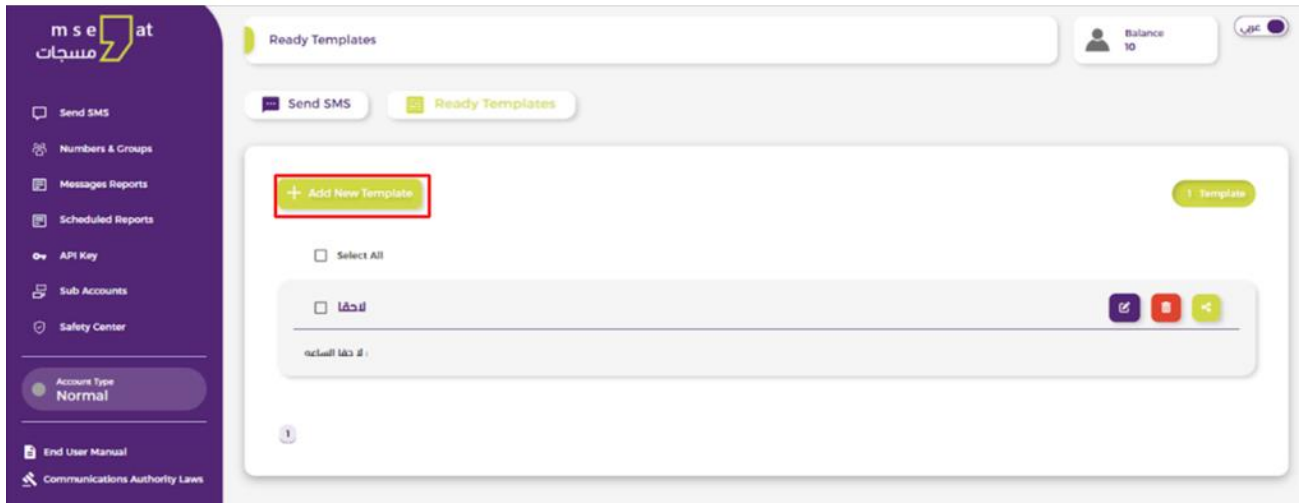


figure: send SMS -Ready Template

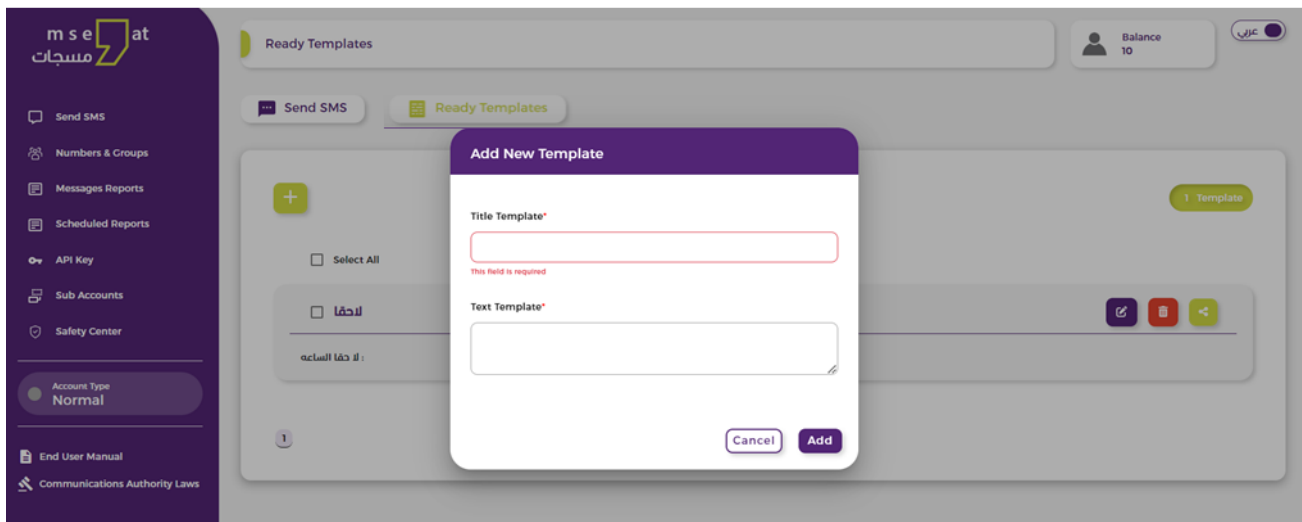


figure: send SMS -Ready Template (add new Template )

To modify a template, you must select the template that needs to be modified





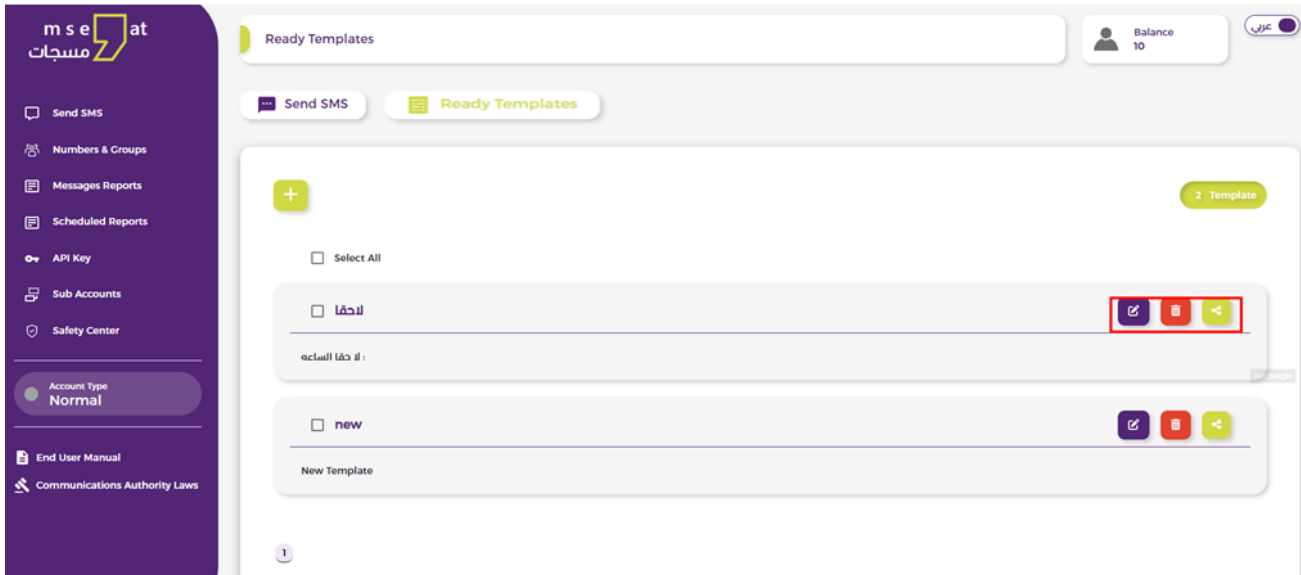


figure: send SMS -Ready Template (Edit -delete - share Template )

### 9. Tag name

This page allows you to add and update Tag names for use in sending messages. As a user, the Tag names page allows you to add, update, renew, and view all of your sending addresses.

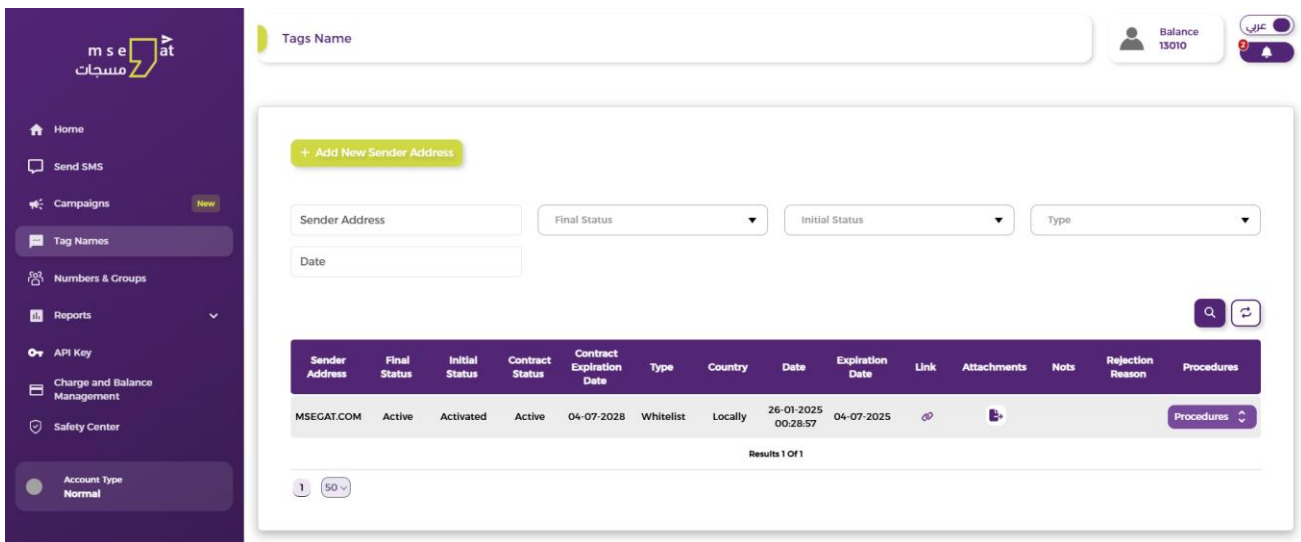


figure: - Tag name

You can view comprehensive information about the Tag name , including:

- **Final Status:** Indicates the final status of the shipping address, either (Active or not active).

- **Initial Status:** Shows the initial stage of the Tag name, including all stages of the request until reaching the final status.
- **Contract Status:** Indicates all stages of the contract progress for activating the shipping address, from the initial stages until reaching the final status.
- **Contract Expiration Date:** Refers to the expiration date of the contract, which is 4 years after its activation.
- **Type:** Indicates the type, either (Whitelist or Promotional).
- **Country:** Indicates whether the country is (Local or International).
- **Date:** Shows the date when the shipping address request was submitted.
- **Expiration Date:** Indicates the date when the shipping address expires.
- **Link:** For adding or viewing the official website of the entity.
- **Attachments:** Are subject to the following conditions:
  1. **When adding the request:** Attachments are used to display documents related to the shipping address.
  2. **When the initial status of the Tag name is "Draft":** Attachments are used to attach required documents and submit the request.
- **Notes:** Appears if there are any notes.
- **Rejection Reason:** Appears if a rejection reason has been specified.

- Add new Tag name

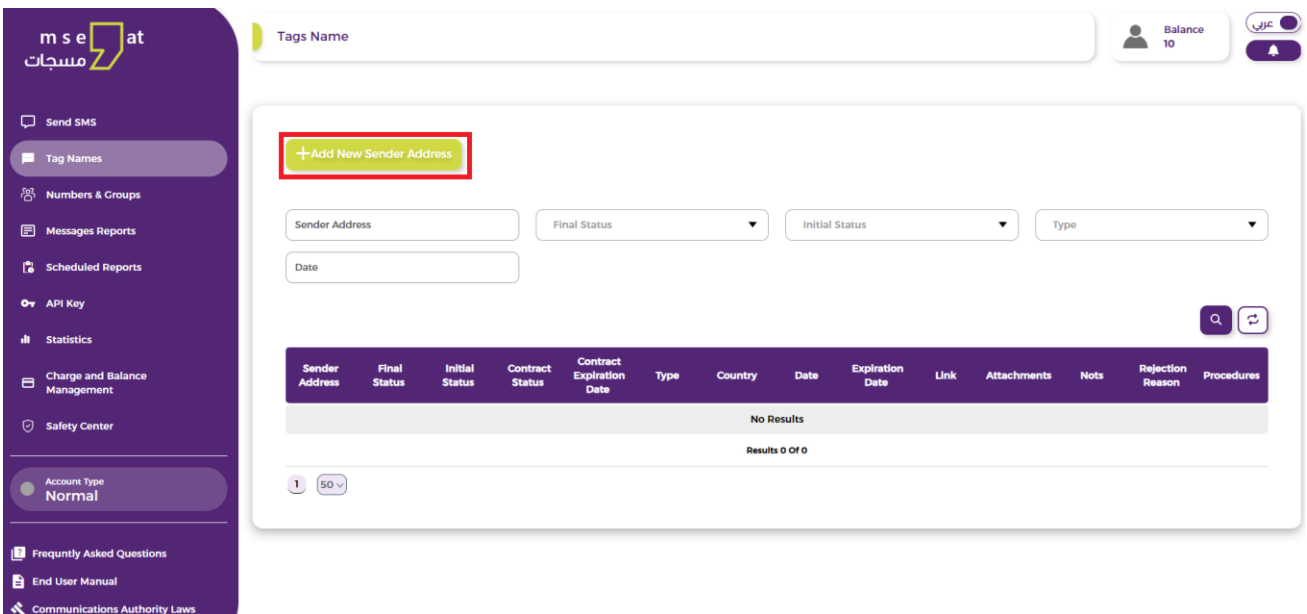


figure: - Tag name

- select between (Saudi sender address(local) -International sender address)

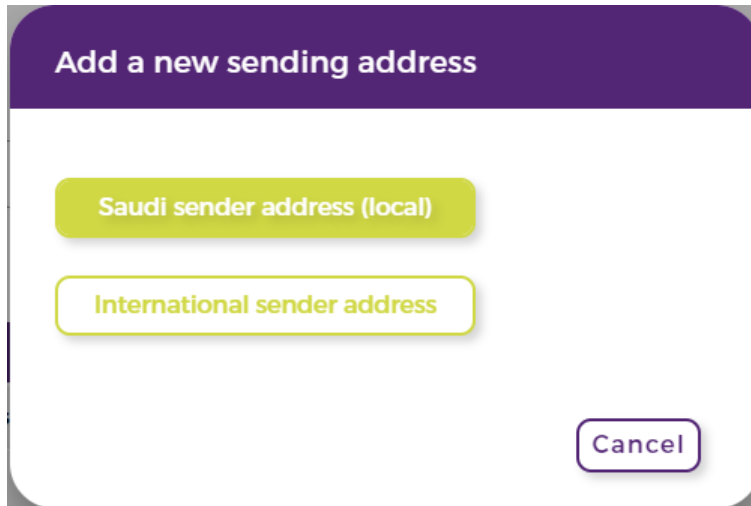


figure: Send SMS- Tag name (add new Tag name)

Fill in the required data, considering the notes shown at the bottom of the page:

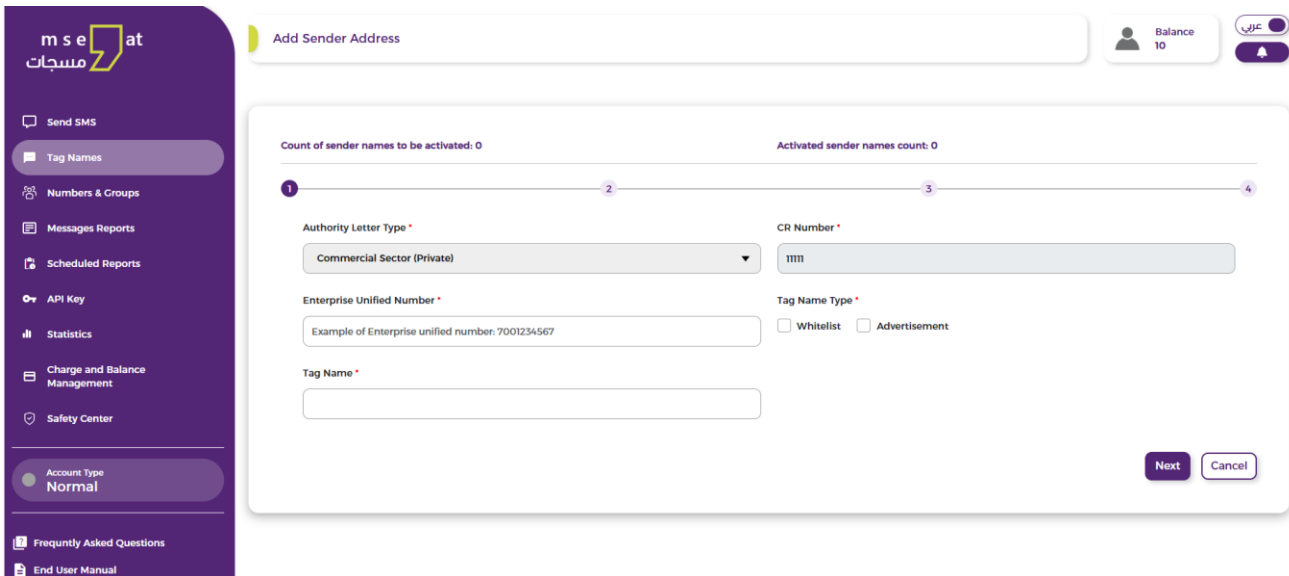


figure: Send SMS- Tag name(add new Tag name)

Account Type: Normal

Balance: 238.6

Language: عربي

Count of sender names to be activated: 9

Activated sender names count: 2

1 2 3 4

Entity Name ( registered in the commercial registry ) \*

مستجات

Authorized name ( registered in the commercial registry ) \*

Mobile Number for authorized ( registered in the commercial registry ) \*

Enterprise website

Buttons: Previous, Next, Cancel

figure: Send SMS- Tag name(add new Tag name)

Account Type: Normal

Balance: 10

Language: عربي

Count of sender names to be activated: 3

Activated sender names count: 1

1 2 3 4

Authorized Name To Use \*

Authorized Person ID \*

Authorized Person Job Name \*

Authorized Mobile To Use \*

Authorized Email To Use \*

Phone

Transfer

Fax

Acknowledge reading The notes

Buttons: Previous, Next, Cancel

figure: Send SMS- Tag name(add new Tag name)

The screenshot displays the 'Add Sender Address' form. At the top, it shows the user's profile with a balance of 23 and a language selector set to Arabic. The form progress bar indicates that 2 out of 9 sender names have been activated. The four steps are: 1. Contract proof form (with a 'Download the form' link), 2. Signed and Stamped Authorization Letter (with a 'Download the letter' link), 3. Commercial Register / Ministry of Human Resources and Social Development license, and 4. Proof Of Ownership. Each step includes a file upload area with a 3MB limit. A 'Previous' button is located at the bottom left, and 'Save as draft', 'Add', and 'Cancel' buttons are at the bottom right. The left sidebar contains navigation options like 'Send SMS', 'Tag Names', 'Numbers & Groups', 'Messages Reports', 'Scheduled Reports', 'API Key', 'Sub Accounts', 'Statistics', 'Charge and Balance Management', 'Safety Center', 'Account Type Normal', 'Frequently Asked Questions', and 'End User Manual'.

figure: Send SMS- Tag name(add new Tag name)

- When you reach the fourth stage, you can save the application and return to it later by clicking on “Save as Draft” to upload the completed documents later.
- You can also complete the application by clicking on “Add” to add the application successfully.
- Signed and Stamped Authorization Letter must be printed, the seal and signature must be placed, the letter must be authenticated by the Chamber of Commerce, make sure that the name of the sender required in the letter matches the name of the sender required in the Add the Tagname field and re-upload it.
- A copy of the commercial register must be uploaded
- The contract proof form must be printed, stamped and signed, and uploaded again

You can follow up on the status of the order through Tagname page, and activation may take from 3 to 7 working days, you will be notified by text message

For more details, you can also:

- Request a different type of Tag name

You can request another type of Tag name by clicking on "Procedures," then selecting either "Advertising Request" or "Whitelist Request" based on the current Tag name type.

- If you click on "Procedures" for a Tag name of type "Whitelist," the "Advertising Request" option will be available.

- And if you click on "Procedures" for a Tag name of type "Advertising," the "Whitelist Request" option will be available.

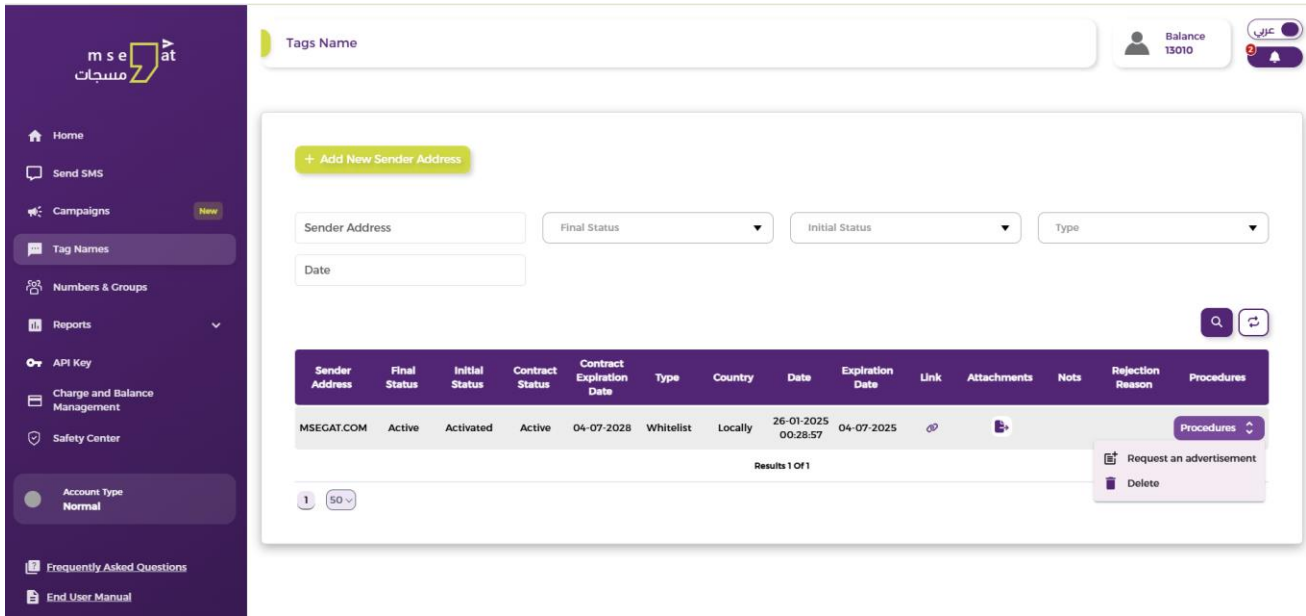


figure: Send SMS- Request Advertisement

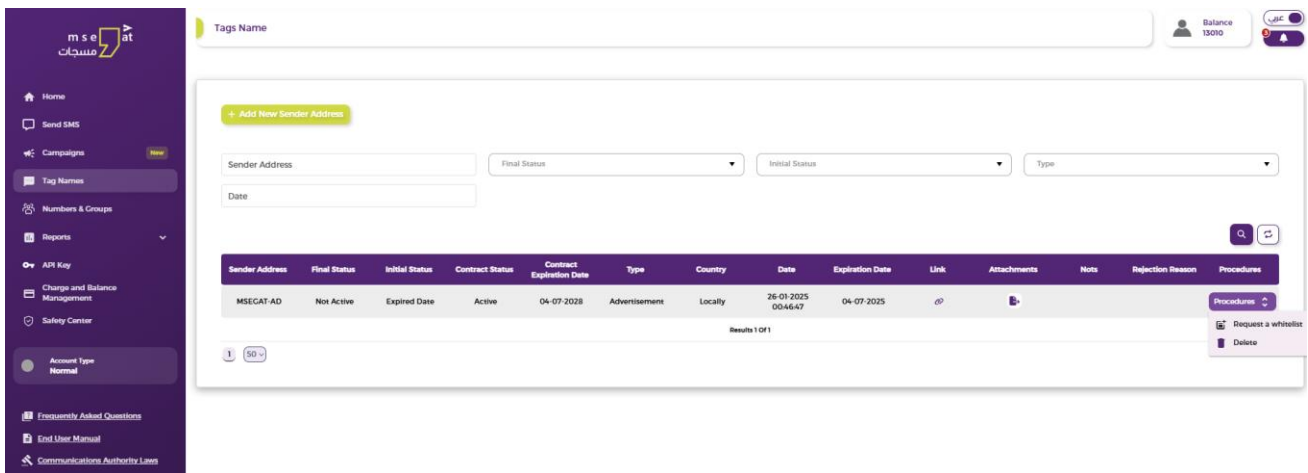


figure: Send SMS- Request whitelist

**Renewal Tag name :**

The "Renew Tag name " button will appear in the following cases:

- One month before the Tag name expiration date.
- When the Tag name has expired.

You can easily renew the Tag name by clicking on "Procedures ," then selecting "Renew Sender ." A pop-up window will appear with the Tag name information, and you can renew it by clicking "Send."

**Note:** You must purchase a license and subscribe to one of the Packages in order to add a new Tag name or renew the Tag name.

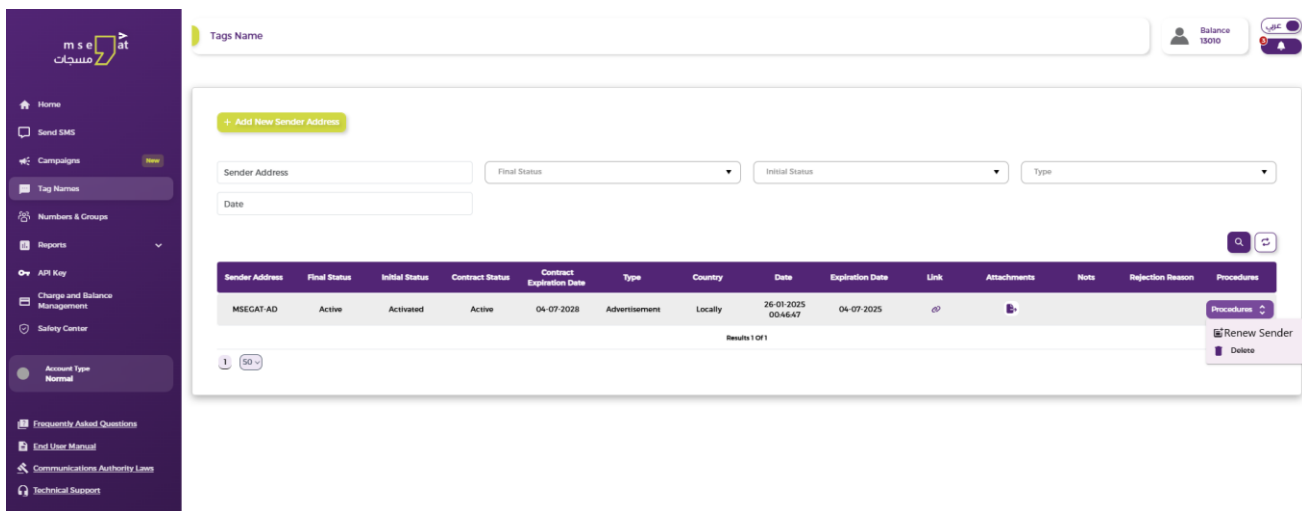


figure:Send SMS- Renew Sender

figure: Send SMS- Renew Sender

If you do not have a Sending tags activation license to renew the sender , when you click "Send," the system will direct you to the recharge account page. Please complete the steps to purchase the Sending tags activation license for renewal.

figure: Send SMS- buy tags activation license for renewal.



## Renewal of Contract Proof Form

The "Renew Contract Proof Form" button will appear in the following cases:

- If there is no contract.
- One month before the contract expiration date.
- When the contract has expired.

You can easily renew the contract and upload the contract proof letter by clicking on "Procedures," then selecting "Renew Contract." A pop-up page will appear allowing you to upload the contract proof form.

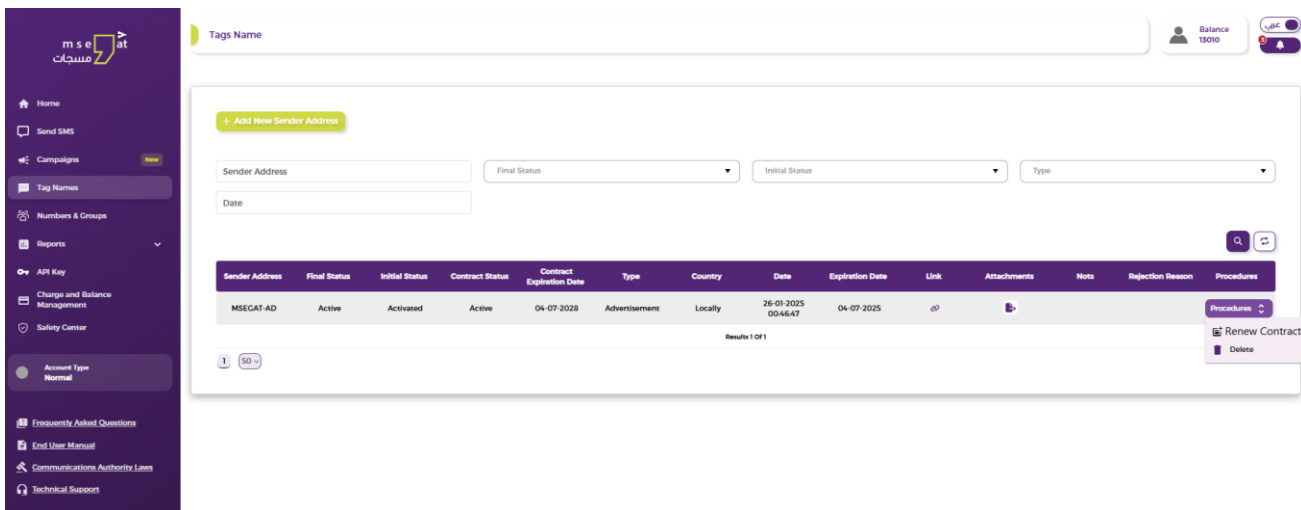


figure:Send SMS- Renew The contract

You can obtain a copy of the contract proof by clicking the download button, then printing the document, signing it, and stamping it with the official seal, before re-uploading it in the contract proof form section.

figure: Send SMS- Renew The contract

## 10. numbers and groups

It contains the following options:

View groups - Browse numbers - Add and import numbers - Export numbers

The service allows you to view the groups registered in the system. Follow these steps:

Click on "Numbers and Groups"

On the Numbers and Groups page, you can do the following actions:

- Add a new group
- Delete a group
- Editing a group
- Adding and modifying numbers within the group
- Review the numbers for each group
- Copy a group
- Merge group
- Filter results

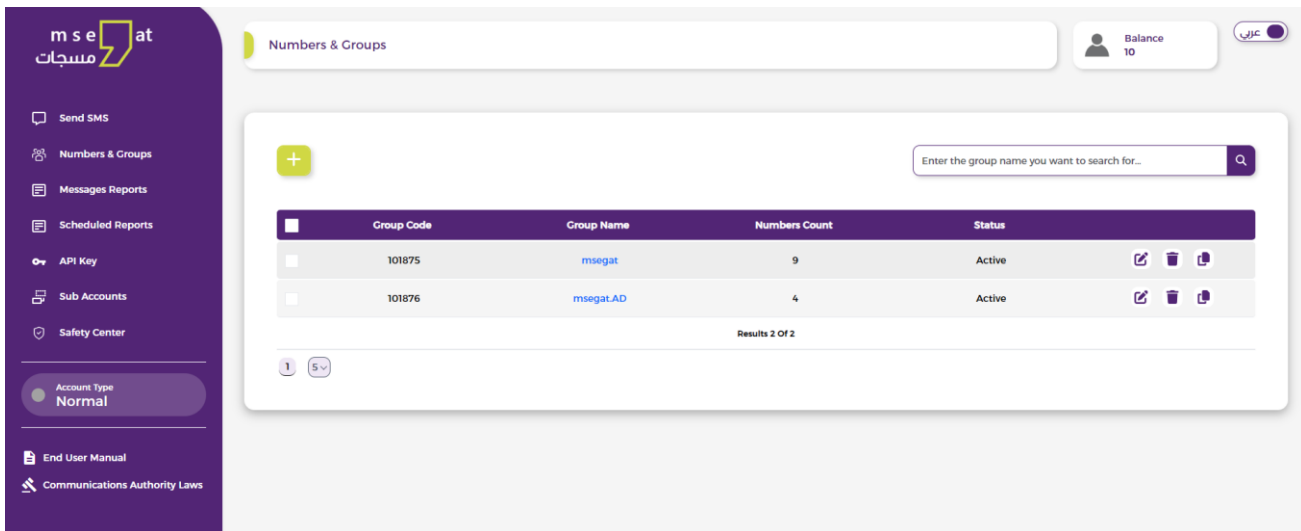


figure: numbers and groups

### Add a group

The service allows adding numbers from (Excel file - text document - manual entry). Follow these steps:

Click on "Numbers and Groups"

Choose "Add group"

Choose how to raise numbers

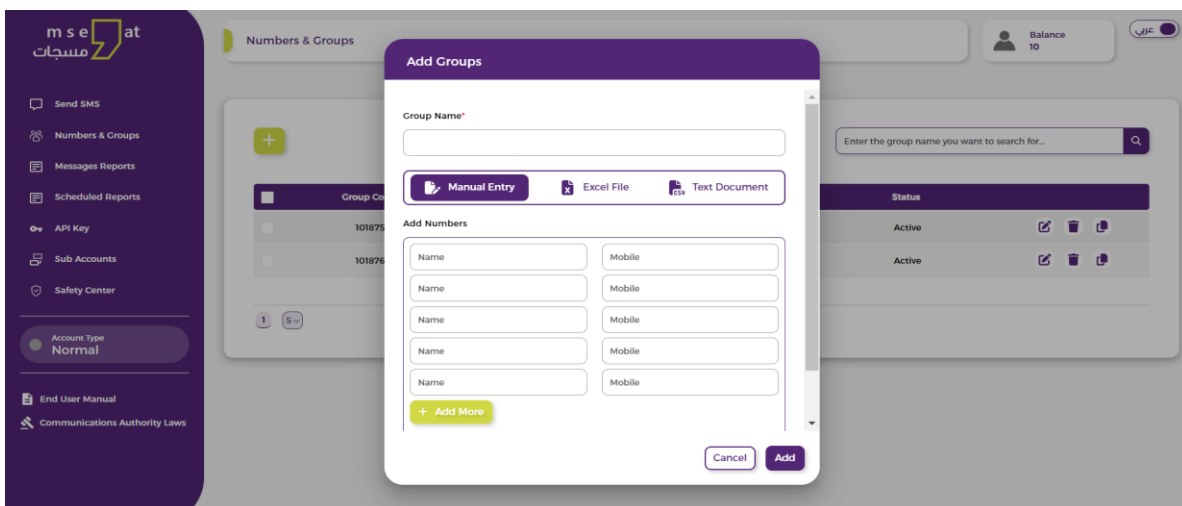


figure: .numbers and groups Upload numbers. Manual entry

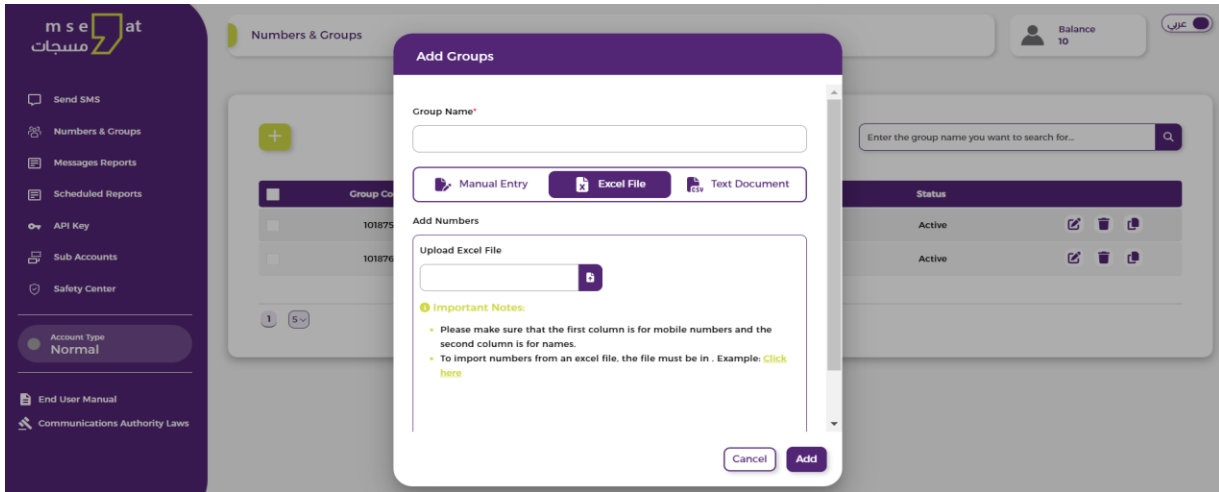


figure: .numbers and groups Upload numbers. Excel File

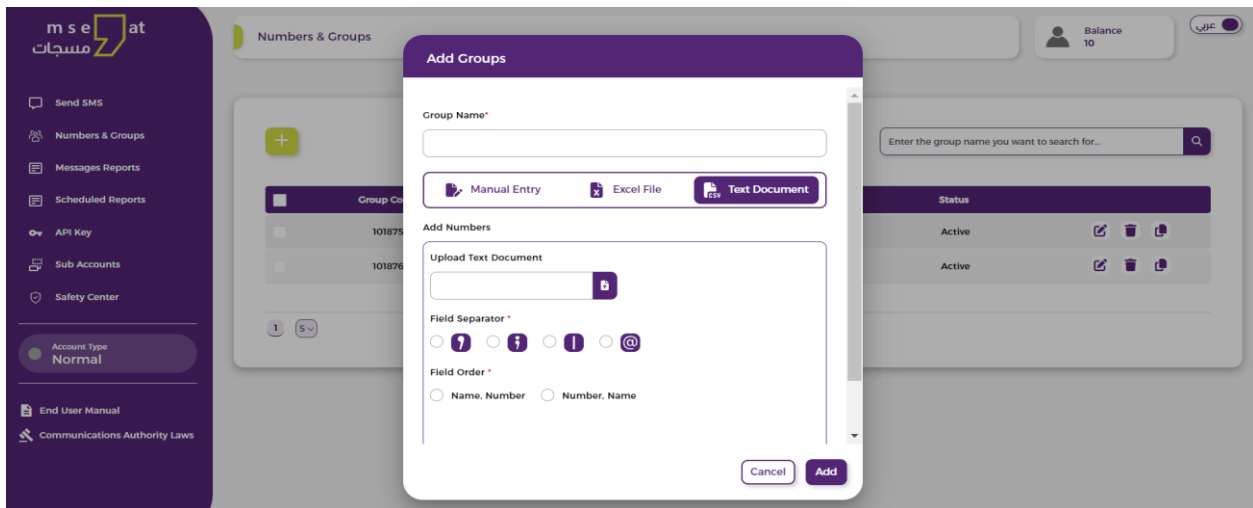


figure: .numbers and groups Upload numbers. Text document

### 10.1 Adding numbers within a group

The service allows you to view the numbers of all groups added to the system. Follow the following steps:

Click on “Numbers and Groups”

Choose a group and enter it



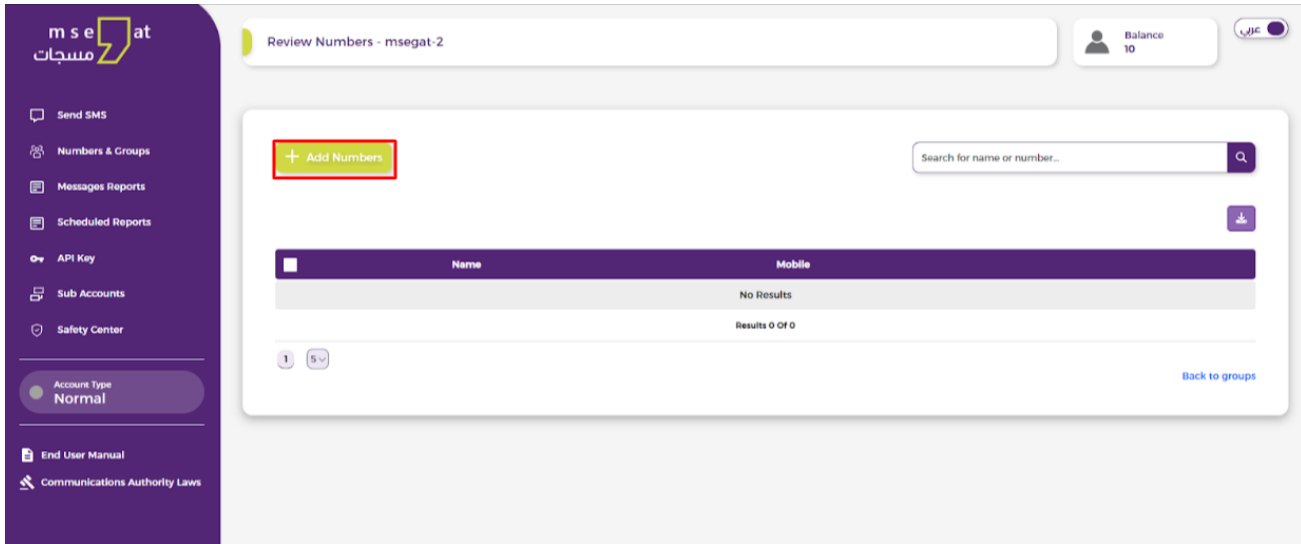


figure: .numbers and groups -add numbers

## 10.2 Export numbers

Numbers can be exported to the selected group, by following the following:

Click on “Numbers and Groups”

Choose a group and enter it

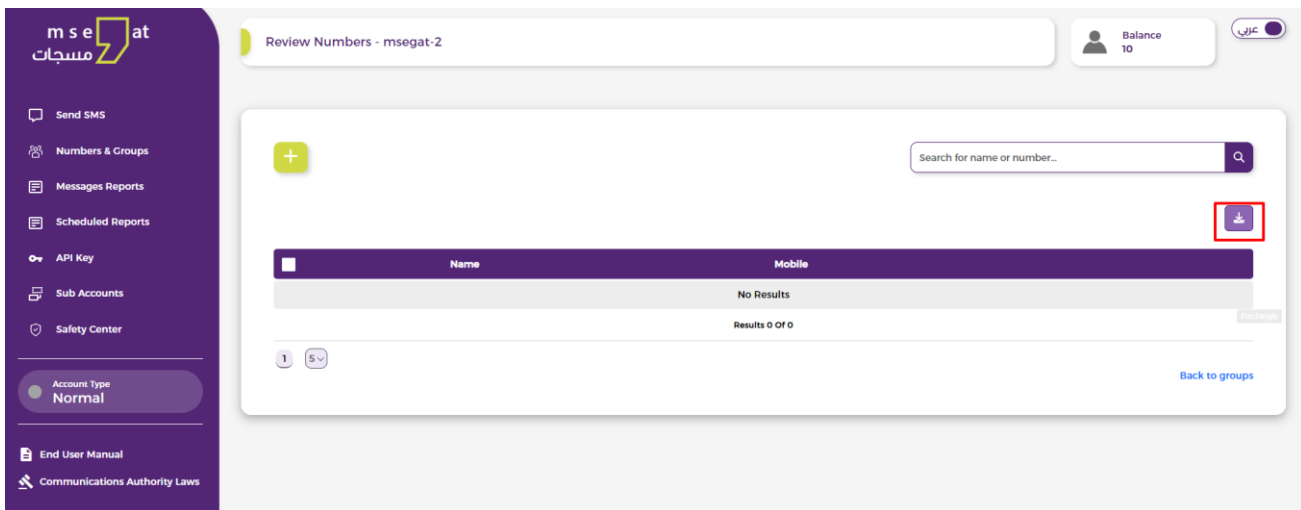


figure: Exporting numbers

## 11. Messages Report

It contains the following options:

- Report messages sent
- Report scheduled messages (not sent)
- Archive

### 11.1 Report of sent messages

This service allows displaying message reports over a specific period. in the Following steps:

Click on "Message Reports"

Click on "Report messages sent"

This service allows you to view all the history of outgoing messages for the past three days. Follow these steps:

Sending address	Message Text	Number Of Numbers	Cost	Channel	Transmission time	Details
Msegat-AD	خدمة العملاء متوفرة... <a href="#">Read More</a>	5	5.00	WEB	13-04-2024 15:41:28	<a href="#">Details</a>
Msegat.com	خدمة الارسال الدولي	4003	4003.00	WEB	13-04-2024 15:40:36	<a href="#">Details</a>
Msegat-AD	عروض اخر السنة	2	2.00	WEB	13-04-2024 15:40:05	<a href="#">Details</a>
Msegat-AD	شكرا للاختيارك مستجات	3	3.00	WEB	13-04-2024 15:39:27	<a href="#">Details</a>

figure: Messages Report - Report messages sent

- Click "Export"

This service allows you to generate a report on messages sent for a specific period. Follow these steps:

- Start Date - End Date to specify the start date and end date
- Export by choosing Excel or CSV
- The report will be displayed in scheduled reports - SMS Report

- Click on "Details"
- "Details" allows you to look at the details of messages
- Such as a Message Example and the number of numbers (Sent Count - Sent - Received - Not Sent Count- undelivered Count)
- Also (Mobile - Required transmission time - Required time - Received time - Cost - Status)
- Message status (sent, not sent, delivered, undelivered, Queue)

The screenshot displays the 'Report messages sent' details page. At the top, there's a navigation bar with the MSEGAT logo and a balance indicator (Balance 6141). Below this, there are tabs for 'Report messages sent', 'Report scheduled messages (Not Sent)', and 'Archive'. The main content area features a summary table for 'Report messages sent' and a detailed table for 'Numbers'.

Message Example	Number Of Numbers	Sent Count	Sent	Received	Not Sent Count	undelivered Count
خدمة التعارض متوفرة على الموقع	5	5	5	0	0	0

Mobile	Required transmission time	Required time	Received time	Cost	Status	Details
9665000C	13-04-2024 15:41:28	13-04-2024 15:40:57	13-04-2024 15:40:57	1.00	Sent	
9665000L	13-04-2024 15:41:28	13-04-2024 15:40:57	13-04-2024 15:40:57	1.00	Sent	
96650000	13-04-2024 15:41:28	13-04-2024 15:40:57	13-04-2024 15:40:57	1.00	Sent	
966501234	13-04-2024 15:41:28	13-04-2024 15:40:57	13-04-2024 15:40:57	1.00	Sent	
966501234	13-04-2024 15:41:28	13-04-2024 15:40:57	13-04-2024 15:40:57	1.00	Sent	

figure: Messages Report - Report messages sent Details

## 11.2 Report scheduled messages (not sent)

This service allows viewing all scheduled messages at a specific time. Follow these steps:

Follow the following steps:

- Click on "Message Reports"
- Select "Report scheduled messages (not sent)"

You can also search for a specific message using one of the search fields:

- Search by message field
- Start Date - End Date So specify the start date and end date

- Click on "Delete"

This service allows you to delete a scheduled message before sending it

- Click "Export"

This service allows you to generate a report on Scheduled messages for a specific period for a specific period. Follow these steps:

- Start Date - End Date to specify the start date and end date
- Export by choosing Excel or CSV
- The report will be displayed in scheduled reports - SMS Report

The screenshot displays the 'Message Report - Report scheduled messages (Not Sent)' interface. On the left is a purple sidebar with navigation options: Send SMS, Numbers & Groups, Messages Reports (highlighted), Scheduled Reports, API Key, Safety Center, Account Type (Normal), End User Manual, Communications Authority Laws, and Technical Support. The main content area has a header with the title and a balance indicator (6141). Below the header are tabs for 'Report messages sent', 'Report scheduled messages (Not Sent)', and 'Archive'. A search bar and a date range filter (13/04/2024 - 30/04/2024) are present. An 'Export' button is visible. The table below lists four messages:

Sending address	Message Text	Number Of Numbers	Cost	Channel	Transmission time
Msegat-AD	نشر لك نوبك تقبل ا <a href="#">Read More</a>	0	0	WEB	2024-04-27T16:00:47
Msegat-AD	عززي لديك شفته من م <a href="#">Read More</a>	0	0	WEB	2024-04-23T15:59:10
Msegat-AD	عروض اذر السنه	0	0	WEB	2024-04-22T21:49:10
Msegat-AD	تذكر بعود الاجتماع ا <a href="#">Read More</a>	0	0	WEB	2024-04-21T16:01:45

Results 4 Of 4

figure: Messages Report - Report scheduled messages (Not Sent)

### 11.3 Archive

This service provides all reports for sent messages and archived messages.

- Click on "Message Reports"
- Click on "Archive"

Choose one of the search fields:

- you can Search by message , start date - end date, specify the start date and end date, sending time, channel, status.



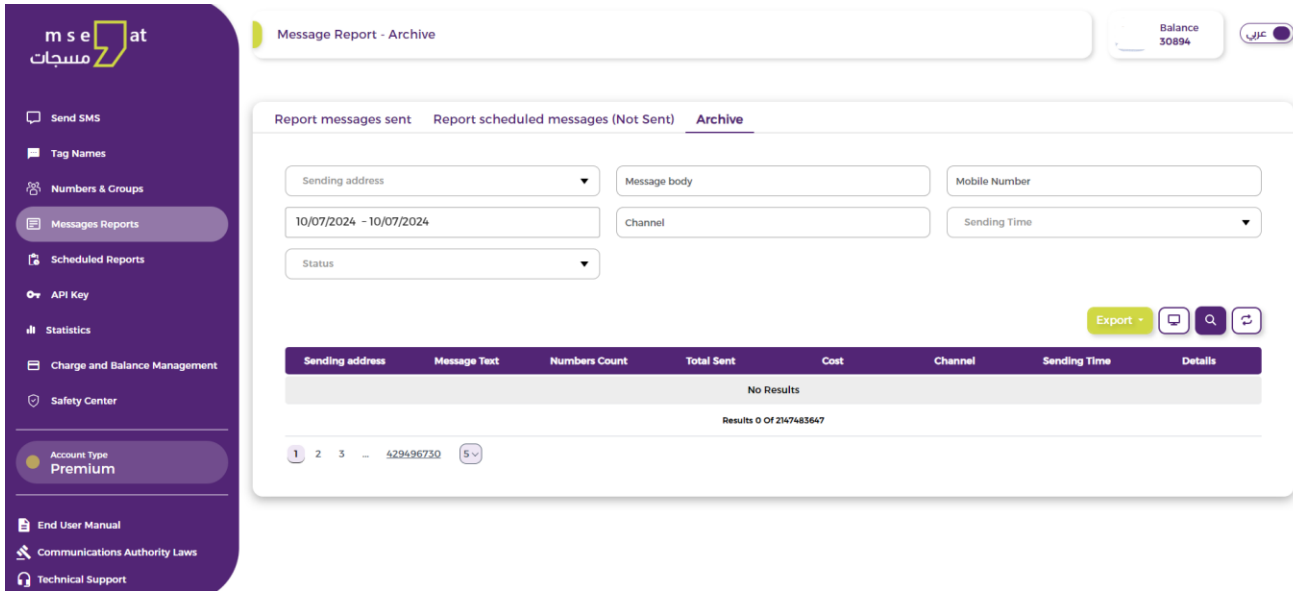


figure: Messages Report -Archive

- Click "Export"

This service allows you to generate a report on Scheduled messages for a specific period for a specific period. Follow these steps:

- Please choose the time **Start Date - End Date** so that you specify the start date and end date
- Click on Export to choose between two options (Export via email or Excel)
- The report will be displayed at scheduled reports page - SMS Report

## 12. Scheduled reports

The Scheduled Reports service allows viewing and downloading reports created by the subscriber

It contains the following options:

### 12.1 SMS Reports

- It allows viewing the reports of sent messages that have been exported from the [Scheduled Reports](#) pages (Sent Messages Report, Scheduled Messages Report (Not Sent), Archive)
- It allows viewing reports of sent messages and the specified period by placing the cursor on the filters Start Date - End Date
- The status of the report (completed, pending, Running) and the type of report ( subaccounts SMS Report , message reports, message details reports)

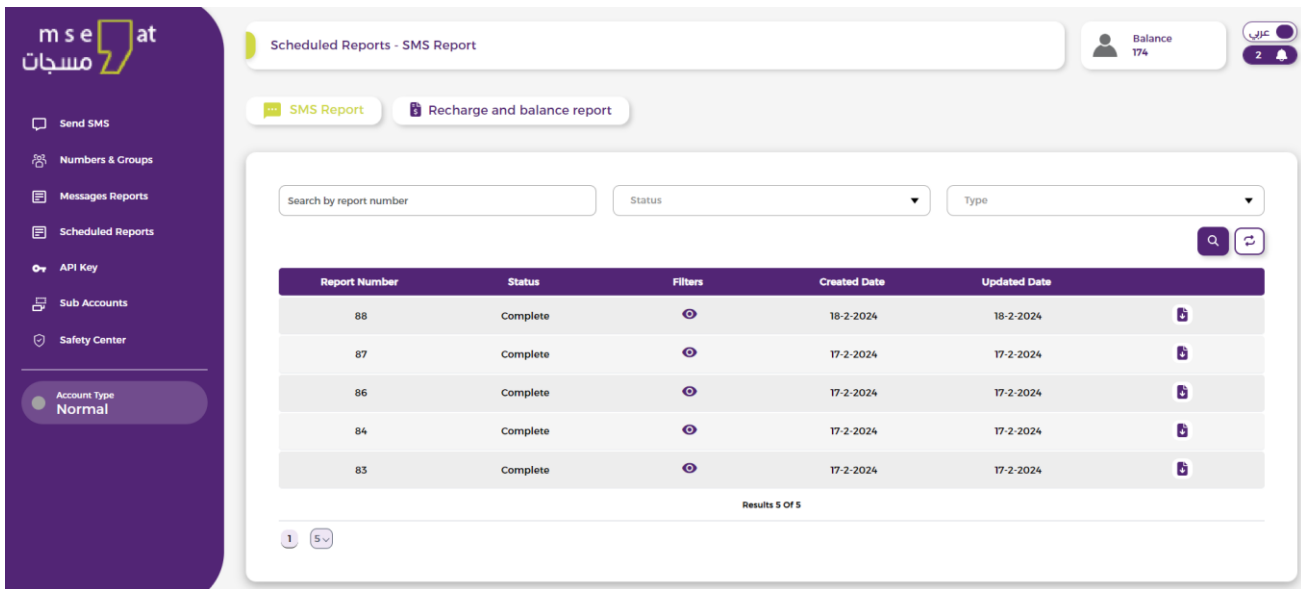


figure: Scheduled Reports - SMS Report

## 12.2 Recharge and balance report

- It allows viewing the charge and Balance Management Reports that has been exported from the pages Charge Requests Management, Balance Movements Management)
- It allows displaying the shipping reports and balance reports. by specified period, by placing the cursor on the filters Start Date - End Date, Report status (completed, pending, running ), Report type ( subaccounts SMS Report , message reports, message details reports)

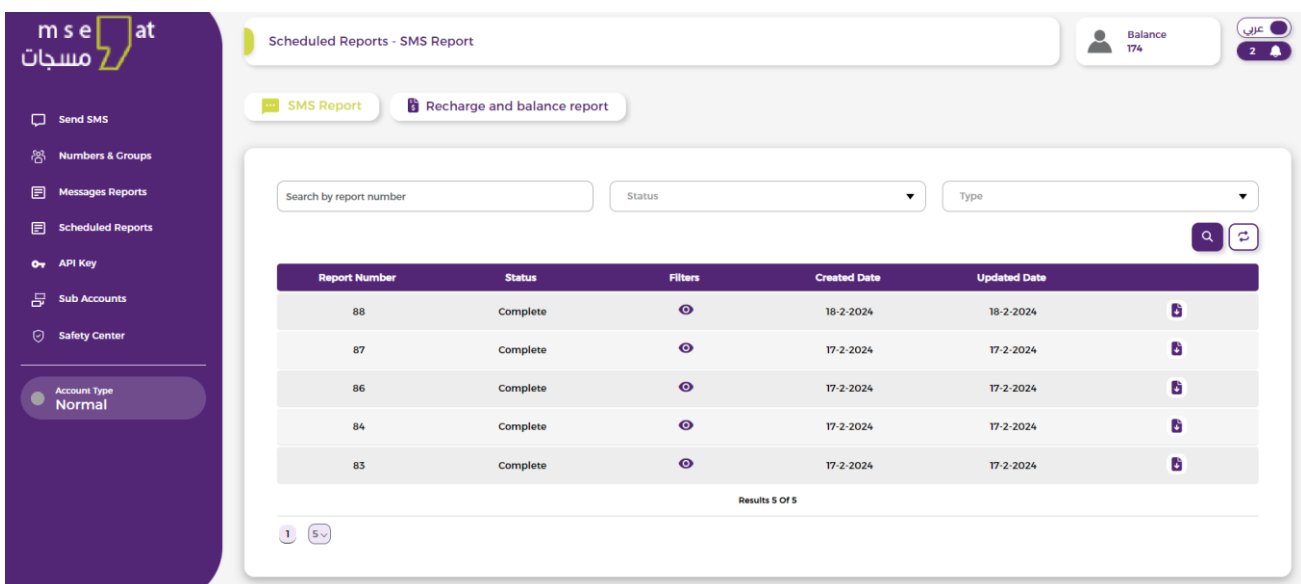


figure: Scheduled Reports - Recharge and balance report

### 12.3 Statistics Report

- It allows viewing the exported Statistics Report from the pages (Username, Sending Address, Closing Balance) and the specified period by placing the cursor on the filters for Start Date - End Date, Report Status (Completed, Pending, In Progress), and Report Type (Username, Sending address, Closing Balance)."

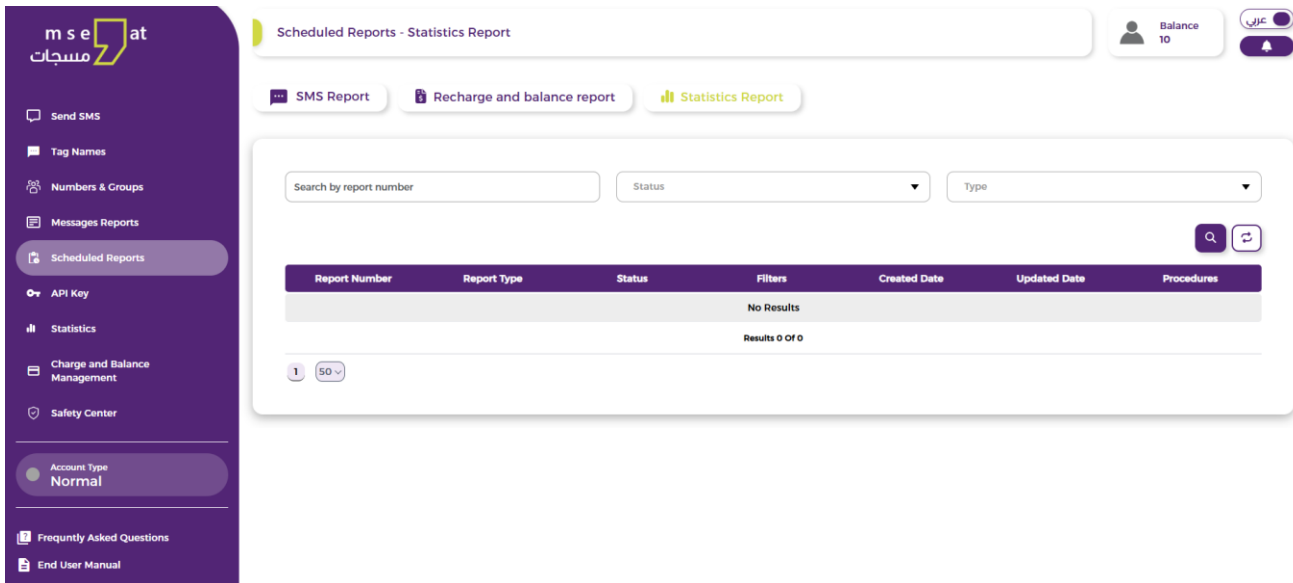


figure: Scheduled Reports - Statistics Report

## 13. Charge and Balance Management

It allows viewing all the charged orders placed by the user. You can search for specific shipping orders using one of the search fields This service allows you to search for (charge Request Management - Balance Movement Management). Follow these steps:

### 13.1 Charge Request Management

- Select "**charge Request Management**"

You can search for specific shipping requests in one of the search fields:

- status
- operation Type
- Start Date - End Date

Click "Export"

This service allows you to generate a report on shipping requests for a specific period. Follow these steps:

- Start Date - End Date So specify the start date and end date
- Export by choosing Excel or CSV
- The report will be displayed in scheduled reports- Recharge and balance report

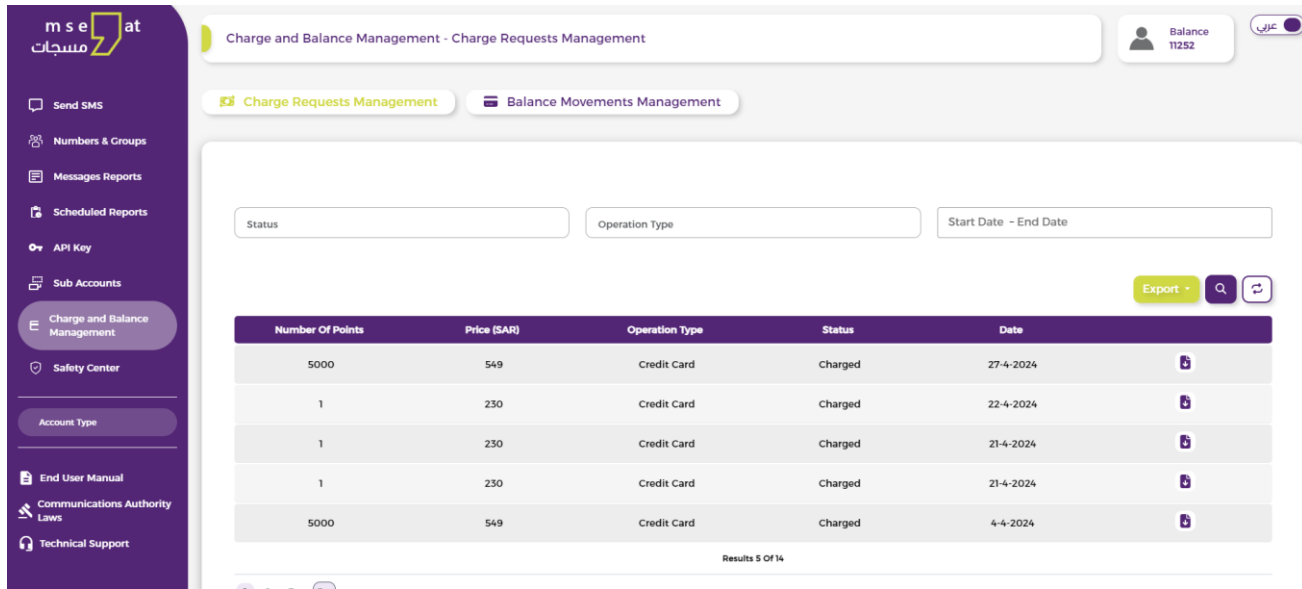


figure: Report - Charge Request management

13.2 Balance movement management

This service allows you to follow the balance movements "And view the following types of transactions through ( Account Top-up ,Credit Transfer ,Refund ,Credit Expiry , Add Credit , Deduct Credit) that occur on the account. Follow the following steps:

- Click on "Charge and Balance Management"
- Click on "Balance movement management"

You can search for specific movements in one of the search fields:

- from
- to
- Operation type
- Start Date - End Date

Click "Export"

This service allows you to generate a report on shipping requests for a specific period. Follow these steps:

- Start Date - End Date So specify the start date and end date
- Export by choosing Excel or CSV
- The report will be displayed in scheduled reports -Recharge and balance report

## 14. Statistics

This service allows you to view account statistics, number of messages and cost of messages during a specific period There are 3 types of statistics

### 14.1 Username

Allows you to run a statistic using the username to get accurate results for the number of messages and cost of messages

- If you want to search more than the last three days, select a specific period then the search icon will be disabled ,please so you export the report click the export button and export the report

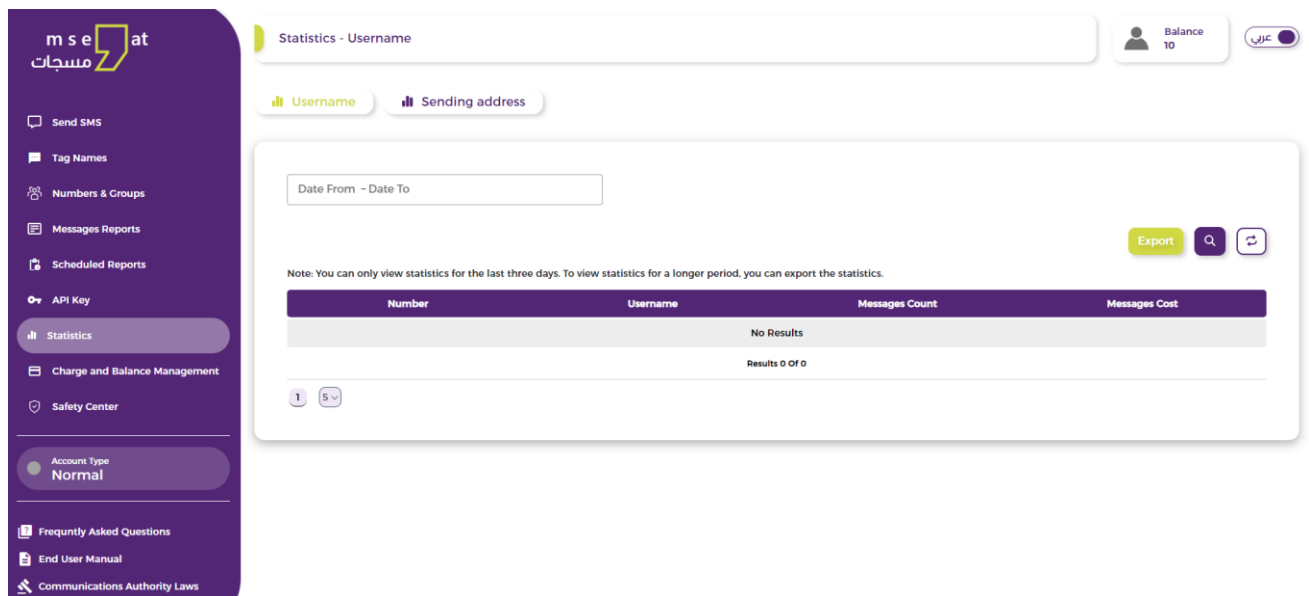


figure: Statistics - Username

### 14.2 Sending Address

Allows you to run a statistic using the username to get accurate results for the number of messages and cost of messages

- If you want to search more than the last three days, select a specific period then the search icon will be disabled ,please so you export the report click the export button and export the report

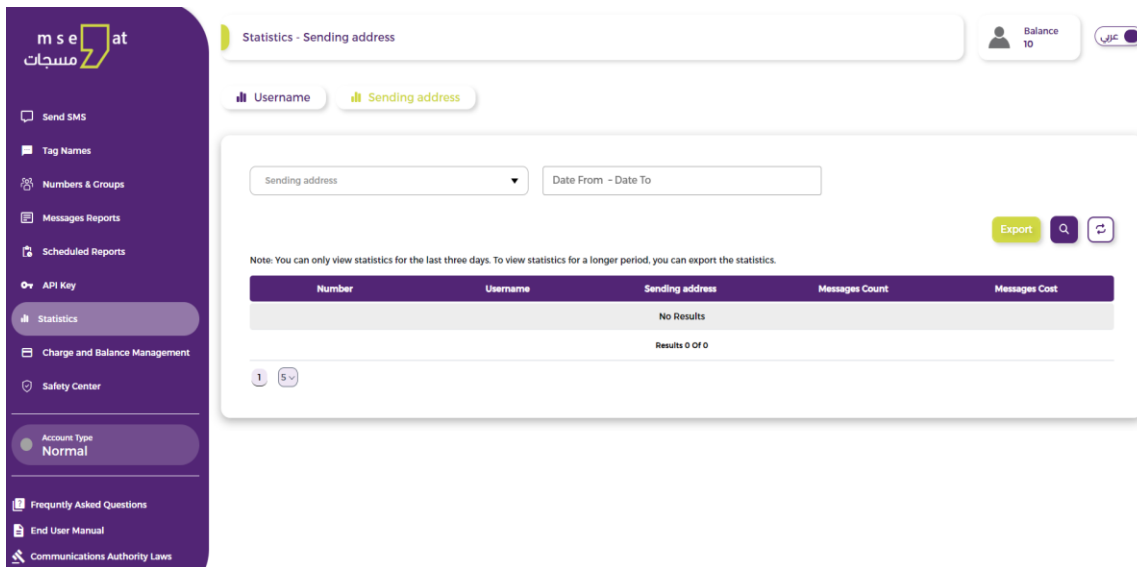
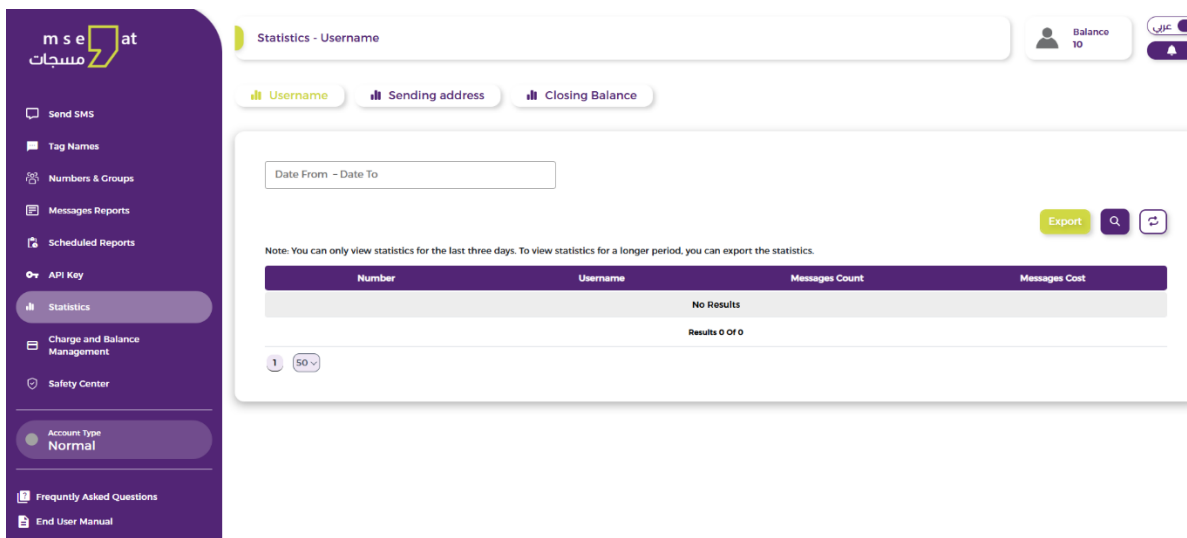


figure: Statistics - sending address

### 14.3 Closing Balance

To view the closing balances at the end of each day, as a user, you can search and review the closing balance of your account by selecting a specific period (from... to...) to obtain accurate results that display the balance for each day within the specified period that was searched.

figure:



Statistics - closing balance

### 15. API key

to create API key Follow the following steps:

- Click on "API key "
- Create a new key and copy the key

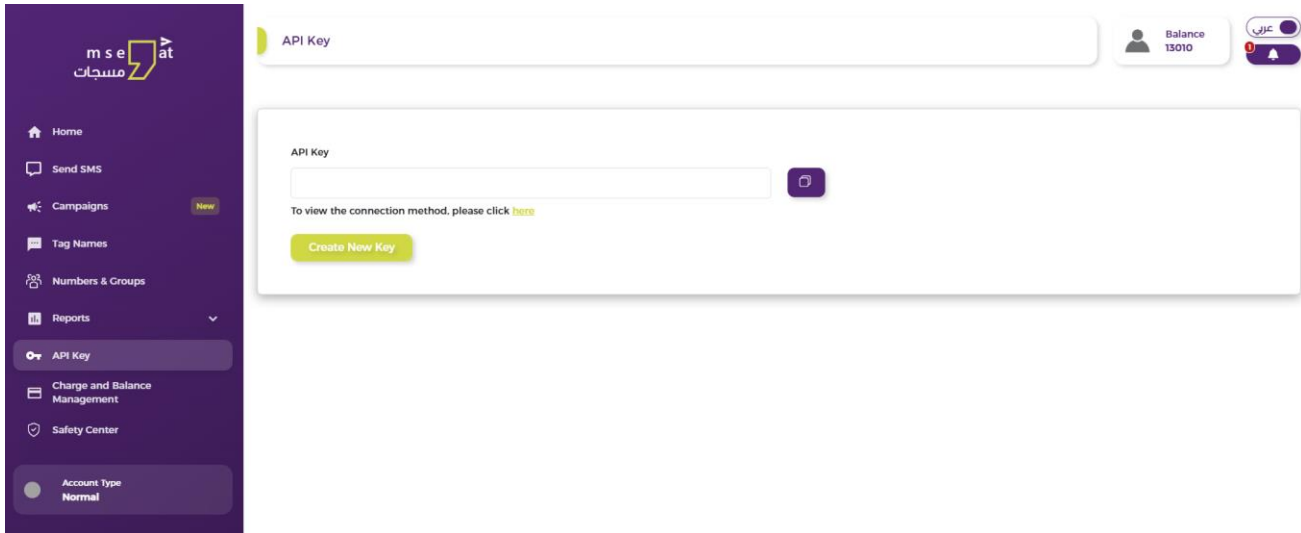


figure: API key

### 16. Sub Accounts

platform provides the service of adding sub-accounts to main account - distributor and Reseller only

It contains the following options:

- Sub Account
- Tag names

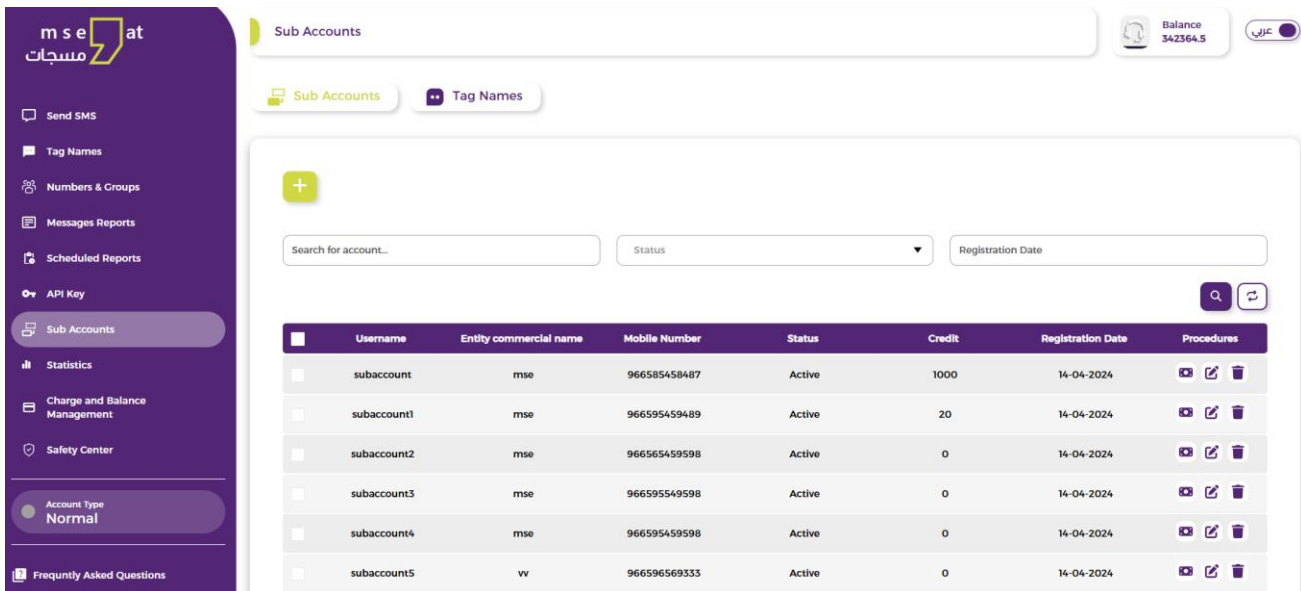


figure: Sub Account

### 16.1 Sub accounts

The user has the following options:

- Add new Sub- account
- recharge Sub-account
- Modification of sub-account information
- Delete sub-account

#### Add a new Sub- account

Enable the distributor and Reseller to add a new account

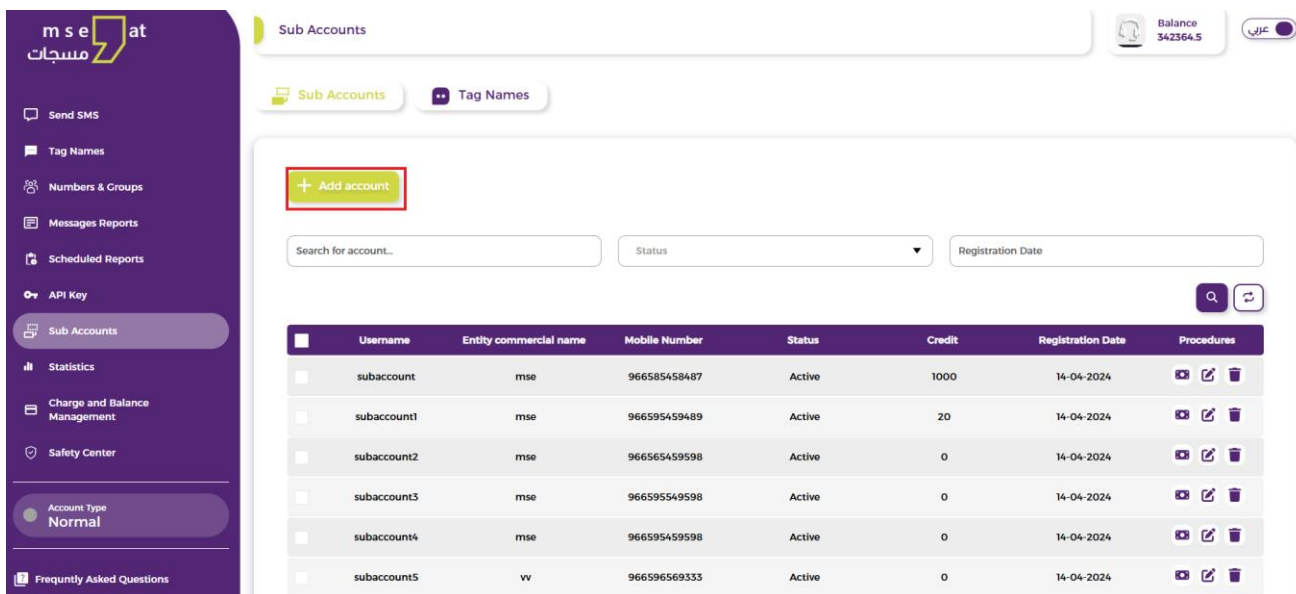


figure: Sub Account - add account

#### Add sub Account

When you click Add Account, enter account information to add sub- account successfully

Username, Entity commercial name, mobile number, email, country, city, account status, password, prevent repeat sending, preferred language



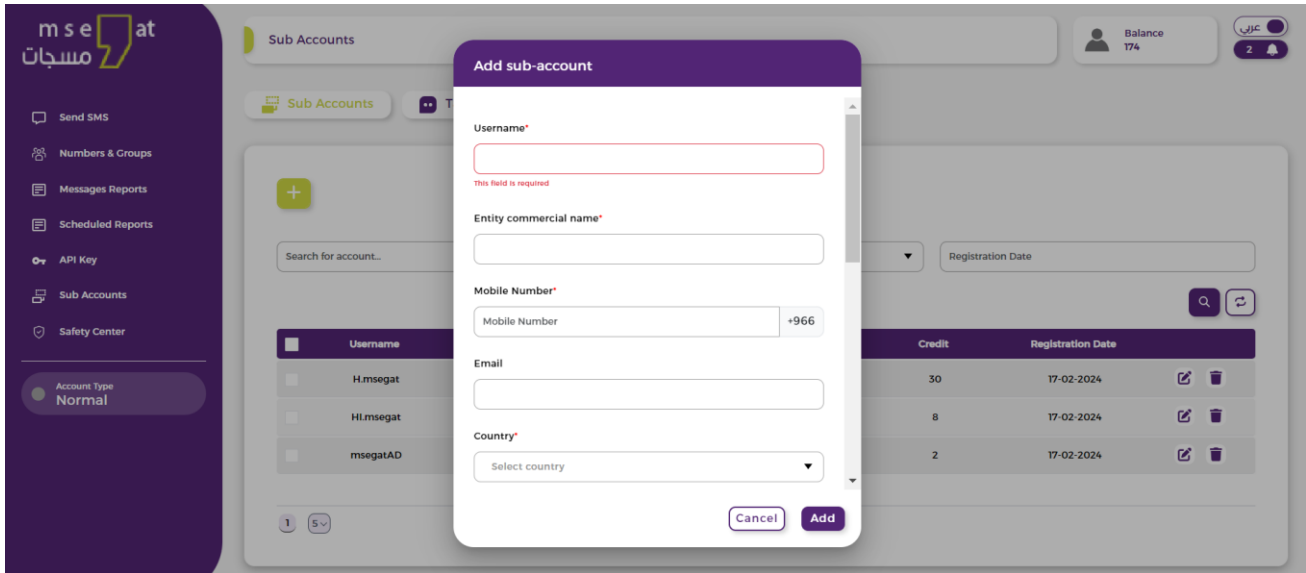


figure: Sub Account - add account

### Add/Deduct Balance

You can easily top up or deduct the balance of a sub-account by clicking on the **“Add/Deduct Balance”** option. Once clicked, you will see the details of your current balance and the balance of the linked sub-account. You can also enter the number of points you wish to add to or deduct from the sub-account as needed.

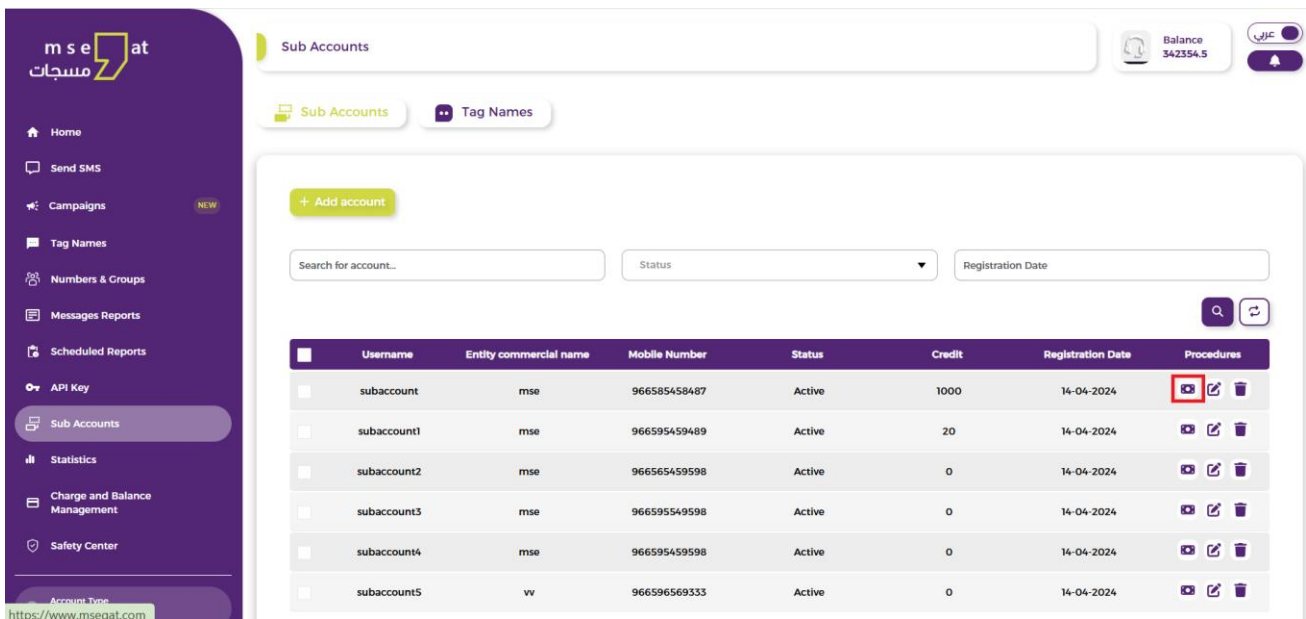


figure: Sub Account - Add / Deduct Balance

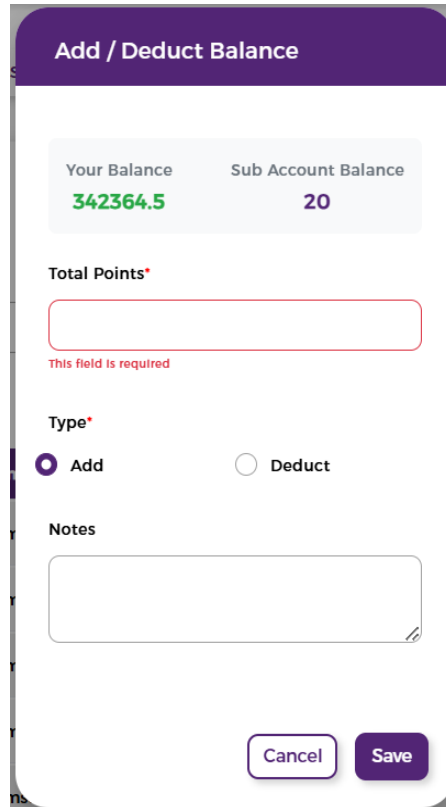


figure: Sub Account - Add / Deduct Balance

### 16.2 Tag name

The platform allows us to set up a sending address for each of the sub-accounts

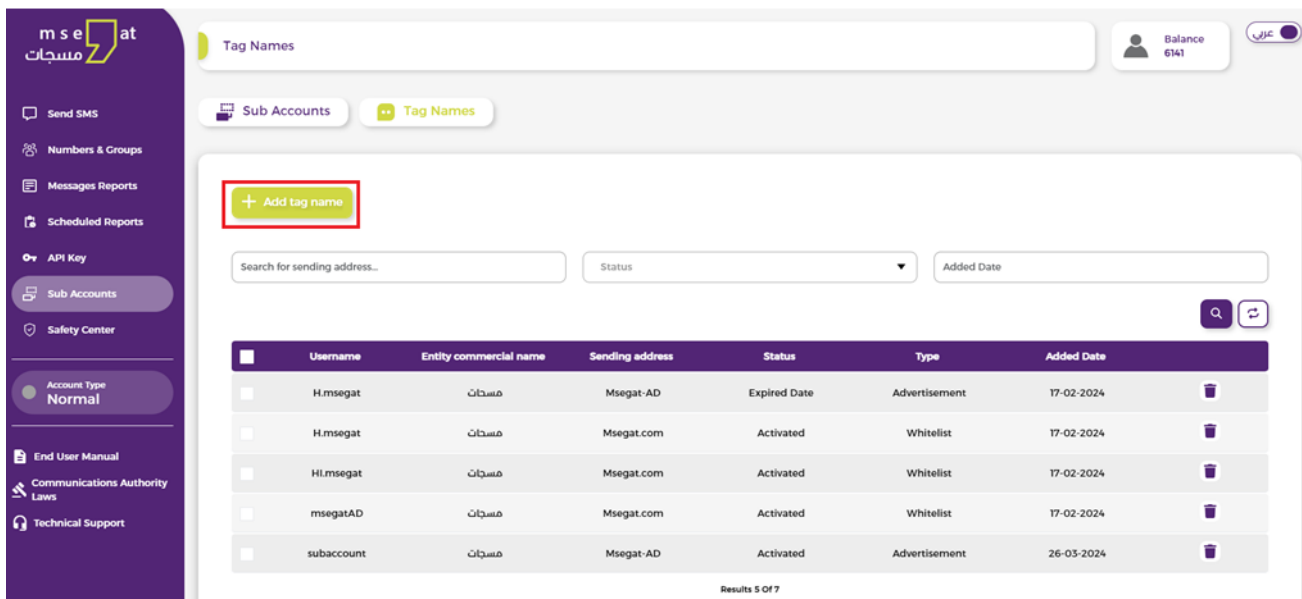


figure: Sub Account – Tag Names

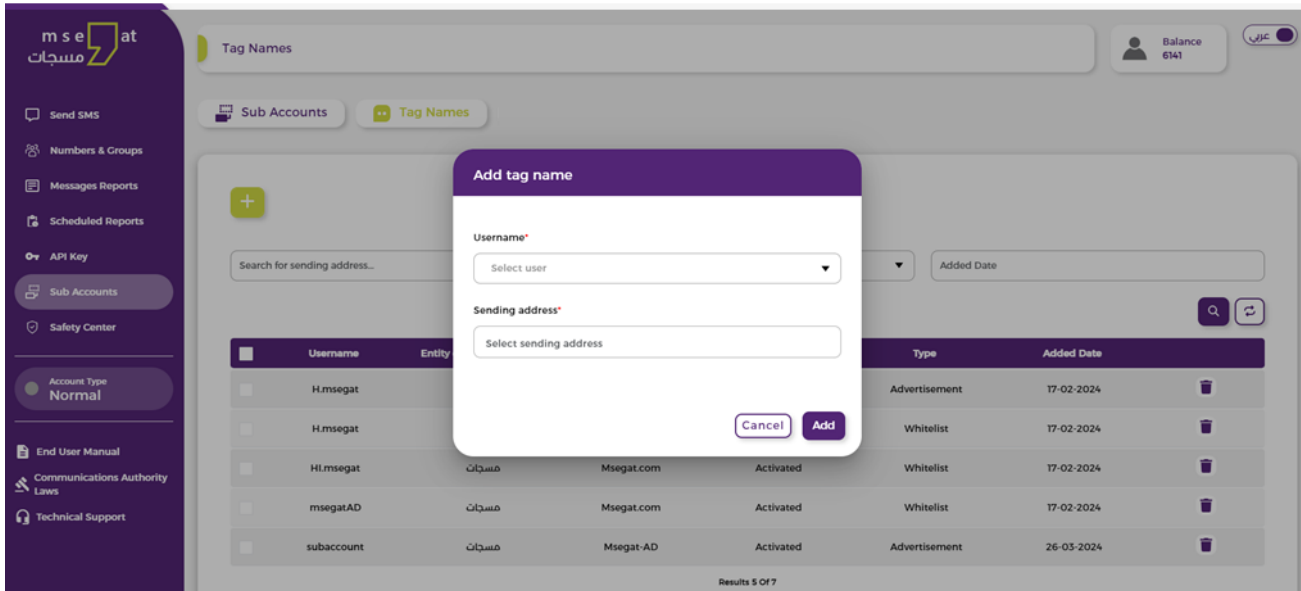


figure: Sub Account - Add Tag Names

### 17. Upgrade to the Premium

You can upgrade your account to Premium to unlock additional features, including:

- Priority delivery of notification and verification messages.
- Automatic routing to all operators for off-network sending at the same cost.

This can be done through the following method:

1. click on the "account type".
2. Click "Activate" on the Premium option to upgrade the account

To revert the account to a regular account, follow the same process.

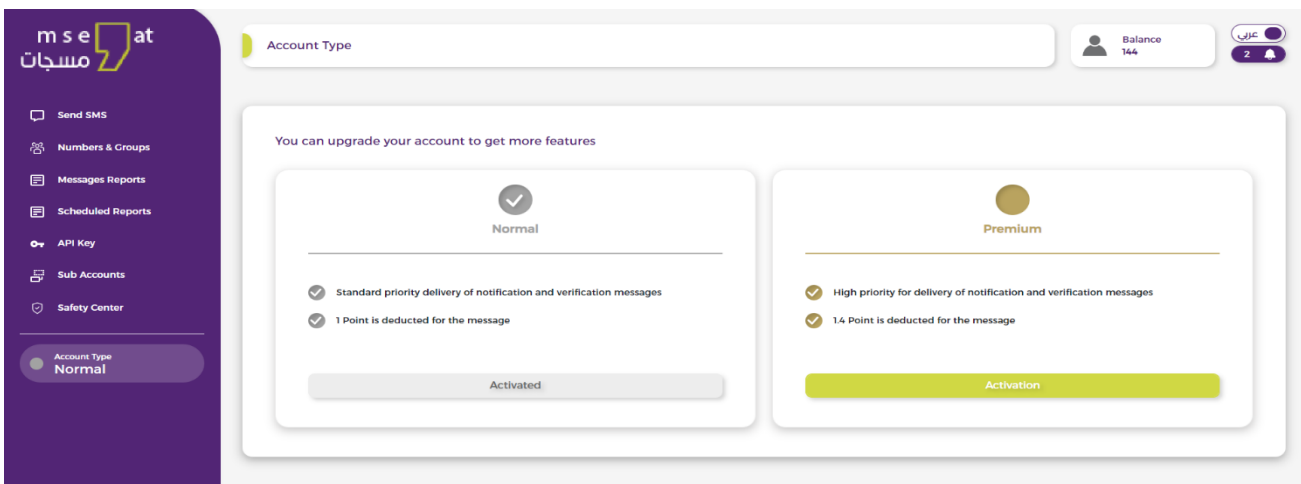


figure: Account Type

### 18. Safety Center

The safety Center enables you to add custom SMS to a single tag name to be sent through Postman

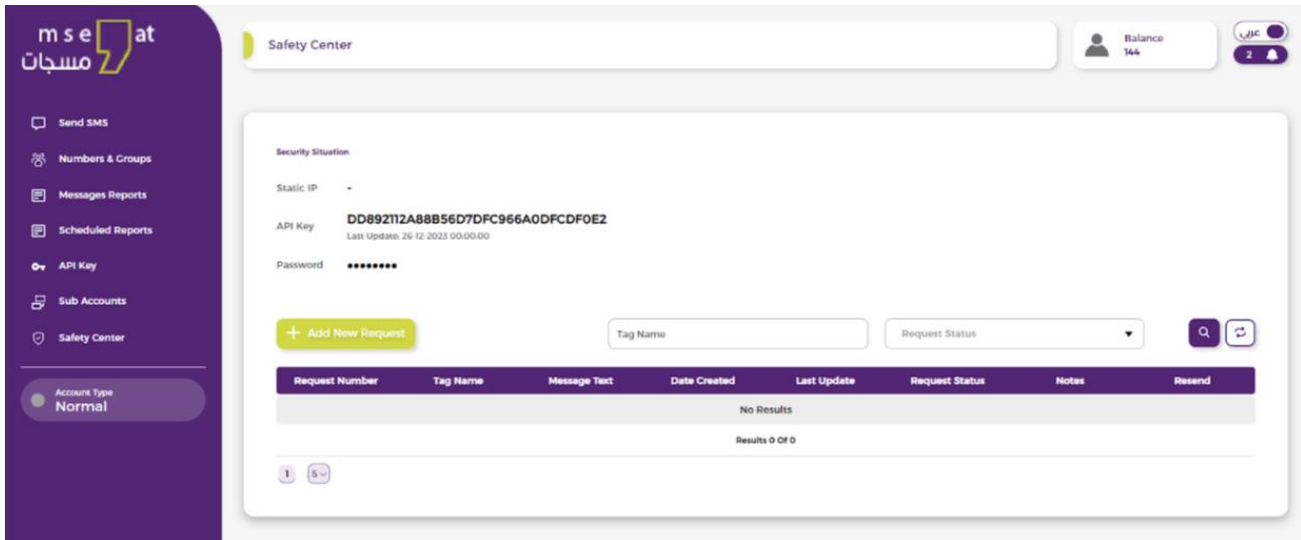


figure: safety center

#### Add a new request

Add a custom Tag name to the message body

After the request is successfully added, the status of the request will be under processing until it is accepted

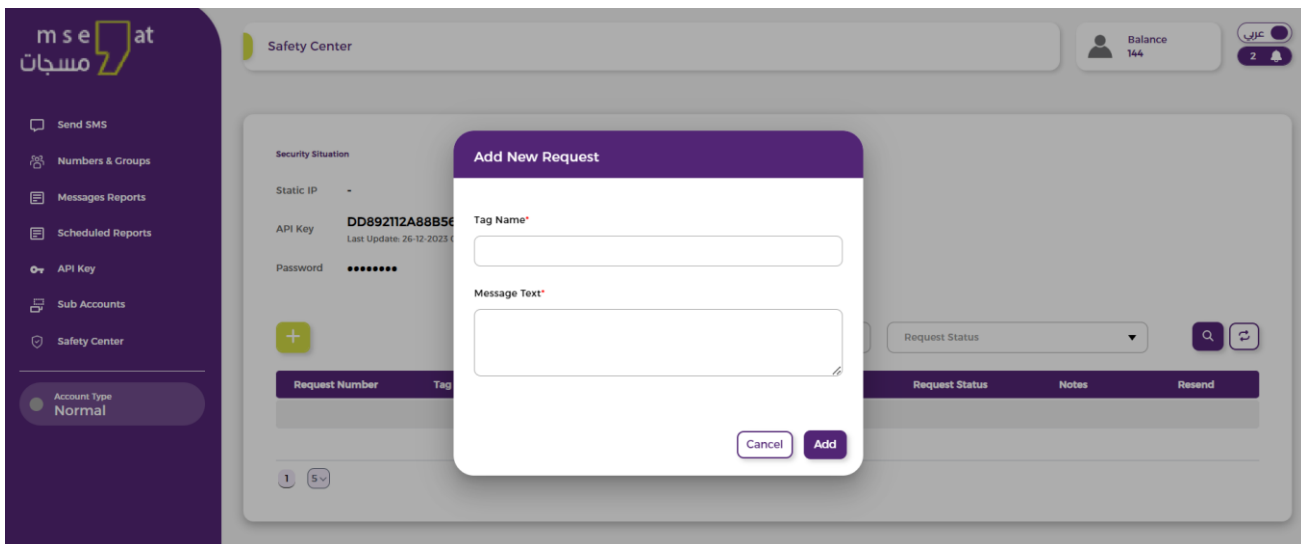


figure: safety center Add new request

### 19. Change the language

The system supports Arabic and English, you can choose the language in the following way:

- On the main bar, click on the language icon
- Select the Language

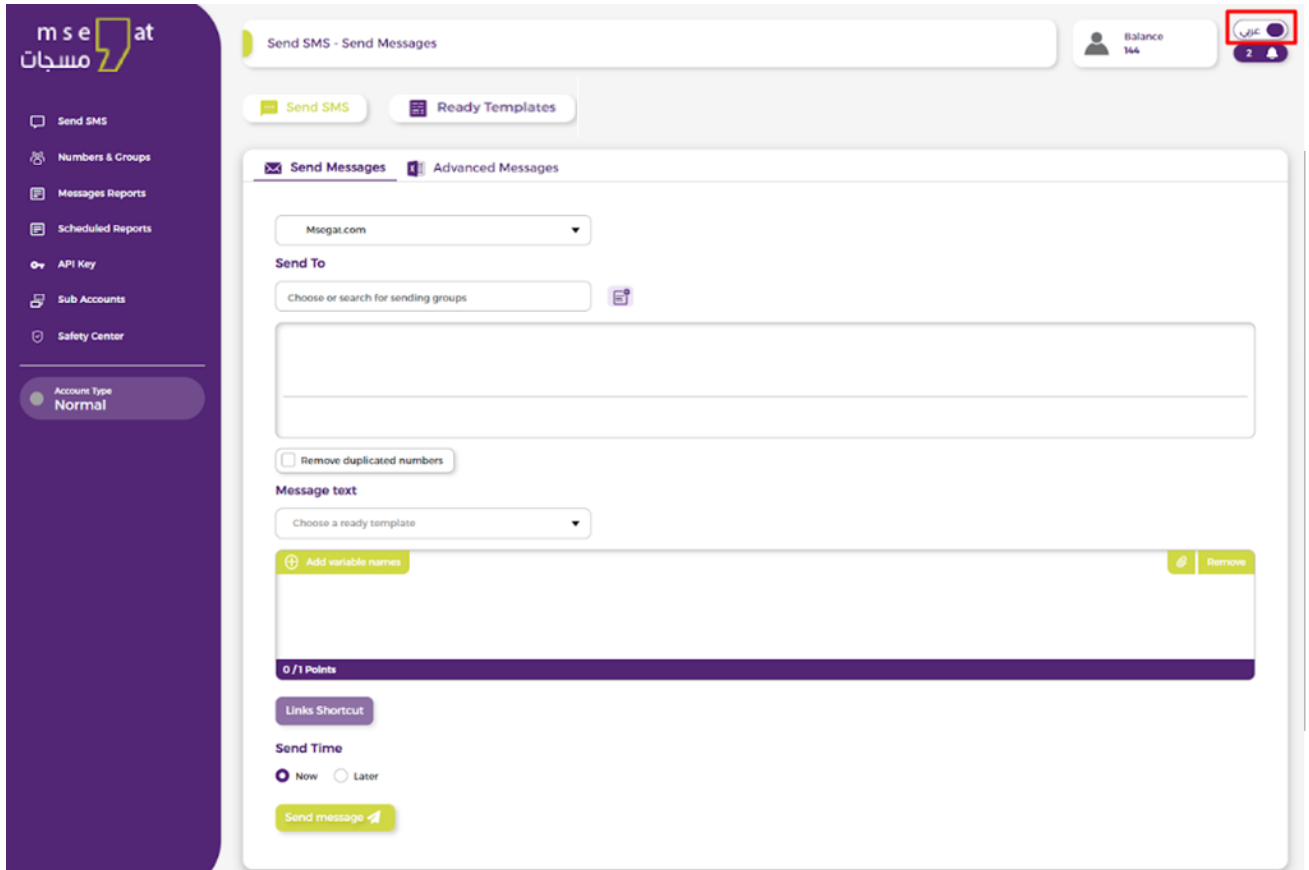


figure: Change the language

## 20. Technical Support

provides support and customer service

Help Center - Technical Support

Balance 10

عربي

Let's talk together

For technical support, we are happy to contact you

We are also happy to send your inquiry directly and we will contact you via email as soon as possible.

\*Official working hours are from Sunday to Thursday from 09:00 am to 06:00 pm\*

Username\* subscriber

Mobile Number\* 966

Email\* @.com

Support Type\*

Inquiry\*

Message\*

Send

figure: Contact technical support

- Choose the Support type required of the drop-down list:

Help Center - Technical Support

Balance 10

عربي

Let's talk together

For technical support, we are happy to contact you

We are also happy to send your inquiry directly and we will contact you via email as soon as possible.

\*Official working hours are from Sunday to Thursday from 09:00 am to 06:00 pm\*

Username\* subscriber

Mobile Number\* 966

Email\* @.com

Support Type\*

Inquiry\*

Message\*

Send

- Select the required Inquiry:

The screenshot shows the 'Help Center - Technical Support' page. The 'Support Type' dropdown is set to 'After Subscription Support'. The 'Inquiry' dropdown menu is open, showing options: 'Add sub-account', 'Get Invoice', 'More about SMS service', 'Get quotation', 'Bank Transfer payment', and 'Subscription'. The 'Send' button is visible at the bottom right.

figure: After Subscription Support Services

The screenshot shows the 'Help Center - Technical Support' page. The 'Support Type' dropdown is set to 'Inquiry'. The 'Inquiry' dropdown menu is open, showing options: 'How to send SMS', 'SMS cost', 'SMS free trail', 'Deactivate international SMS', and 'API integration'. The 'Send' button is visible at the bottom right.

figure: Inquiry Services

The screenshot shows the 'Help Center - Technical Support' page. The 'Support Type' dropdown is set to 'Inquiry'. The 'Inquiry' dropdown menu is open, showing options: 'How to send SMS', 'SMS cost', 'SMS free trail', 'Deactivate international SMS', and 'API integration'. The 'Send' button is visible at the bottom right.

figure: Technical Support Services

## 21. Frequently Asked Questions

FAQs aims to make it easy for users to find answers without the need for external assistance.

F&Q include a set of tabs, which are (Subscription, Account, Sender Name, Messages, Payment and Balance, Technical Support, Sales)

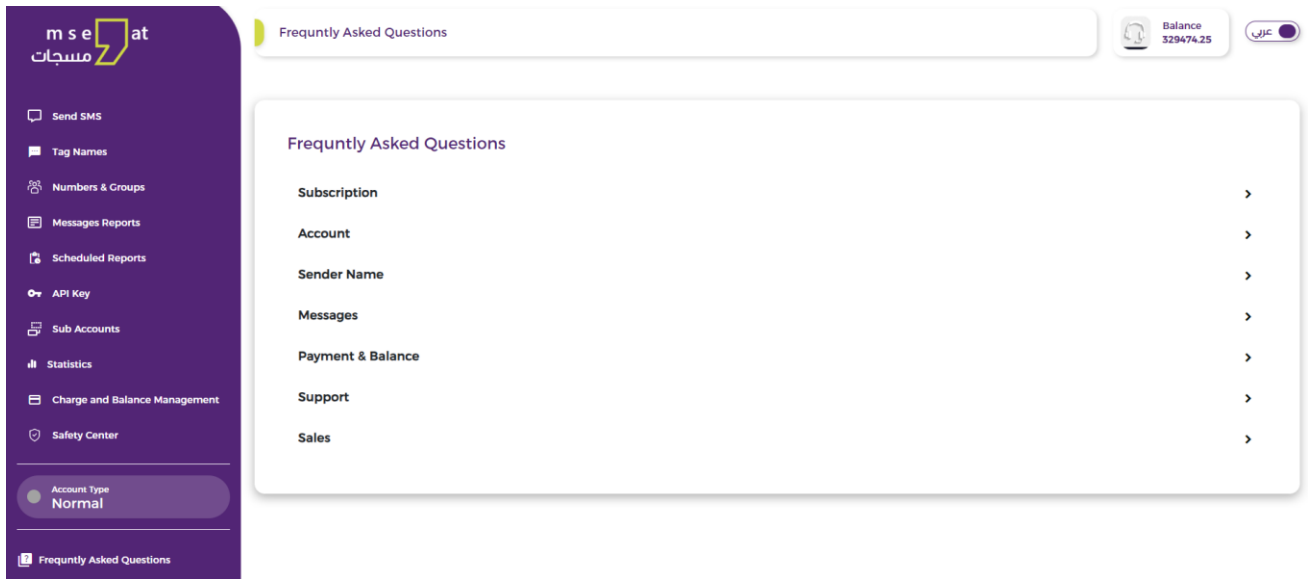


figure: Frequently Asked Questions