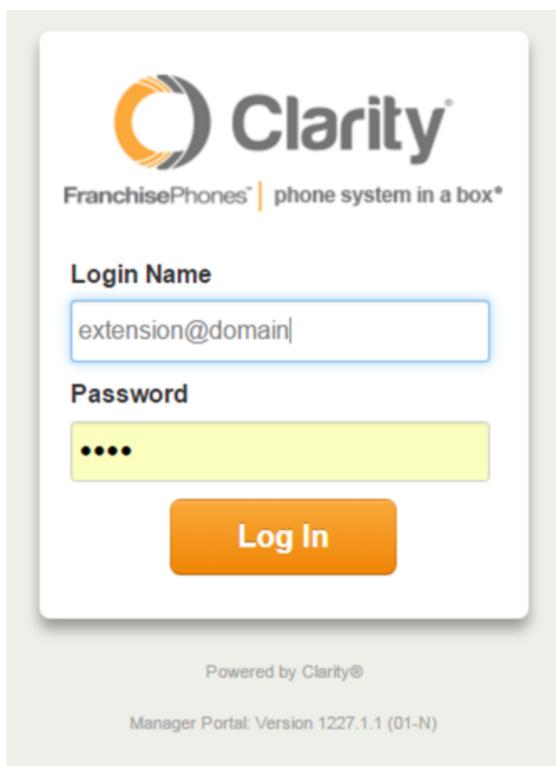


Setting Up Your SMS/MMS Messaging is as Easy 1, 2, 3

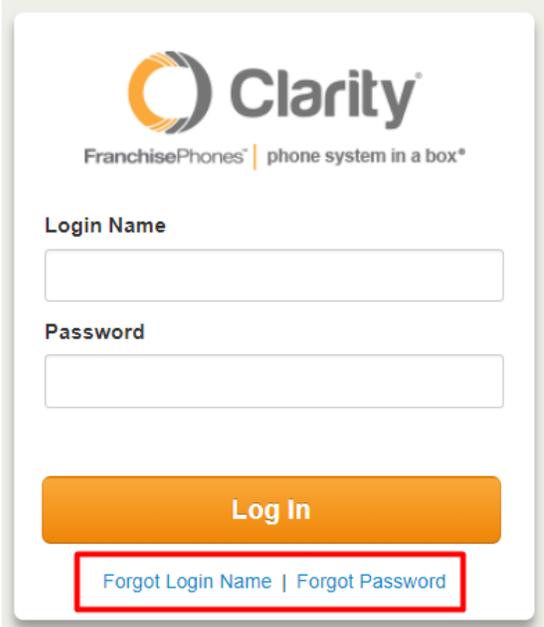
***NOTE:** This feature is NOT available on the Business Basics plan. To inquire about upgrading your plan, please contact your Dedicated Account Manager at **800.786.6160**.

1. Navigate to **portal.clarityvoice.com**, you should see the login page:

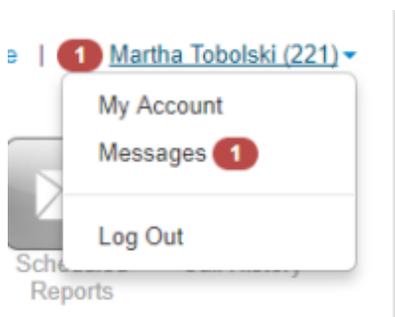


The screenshot shows the Clarity Manager Portal login page. At the top left is the Clarity logo, consisting of a stylized orange and grey circle followed by the word "Clarity". Below the logo is the text "FranchisePhones | phone system in a box". The main form area contains two input fields: "Login Name" with a blue border and a light blue background, containing the placeholder text "extension@domain"; and "Password" with a yellow background and four black dots. Below these fields is an orange "Log In" button. At the bottom of the page, it says "Powered by Clarity©" and "Manager Portal: Version 1227.1.1 (01-N)".

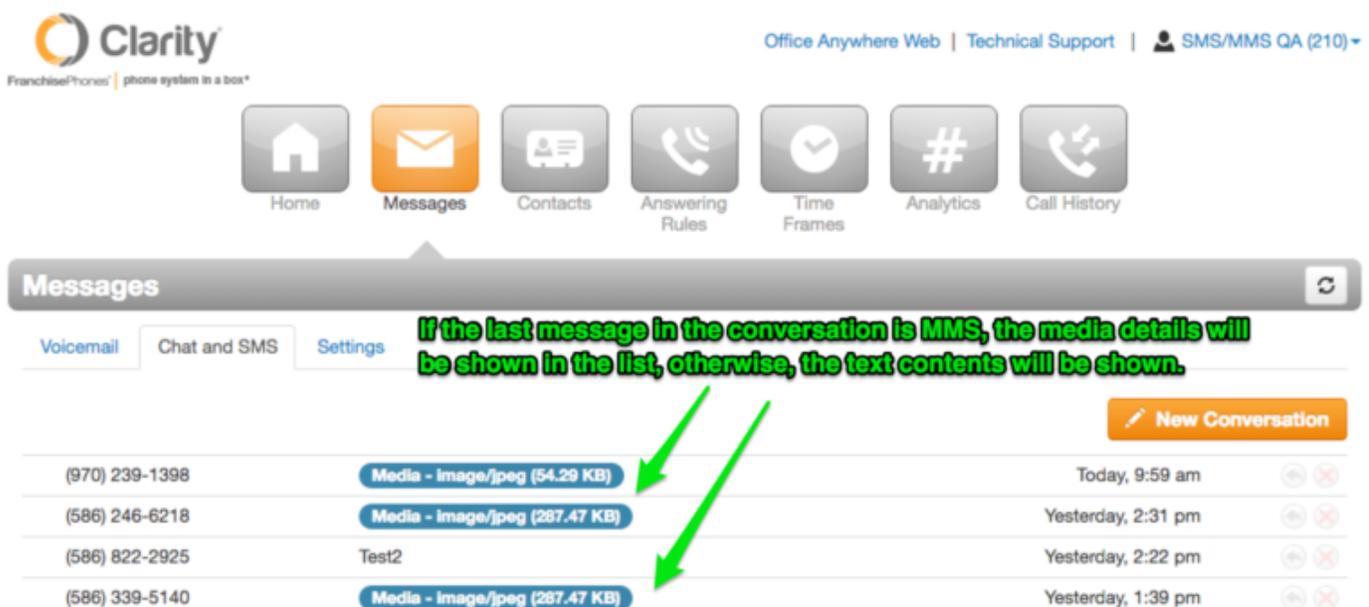
2. Enter your **Extension** and **Domain**, for example, 200@handyman, along with your password. If you don't know your password, click **Forgot Password** to have a password reset email sent to you. **Click Login**.



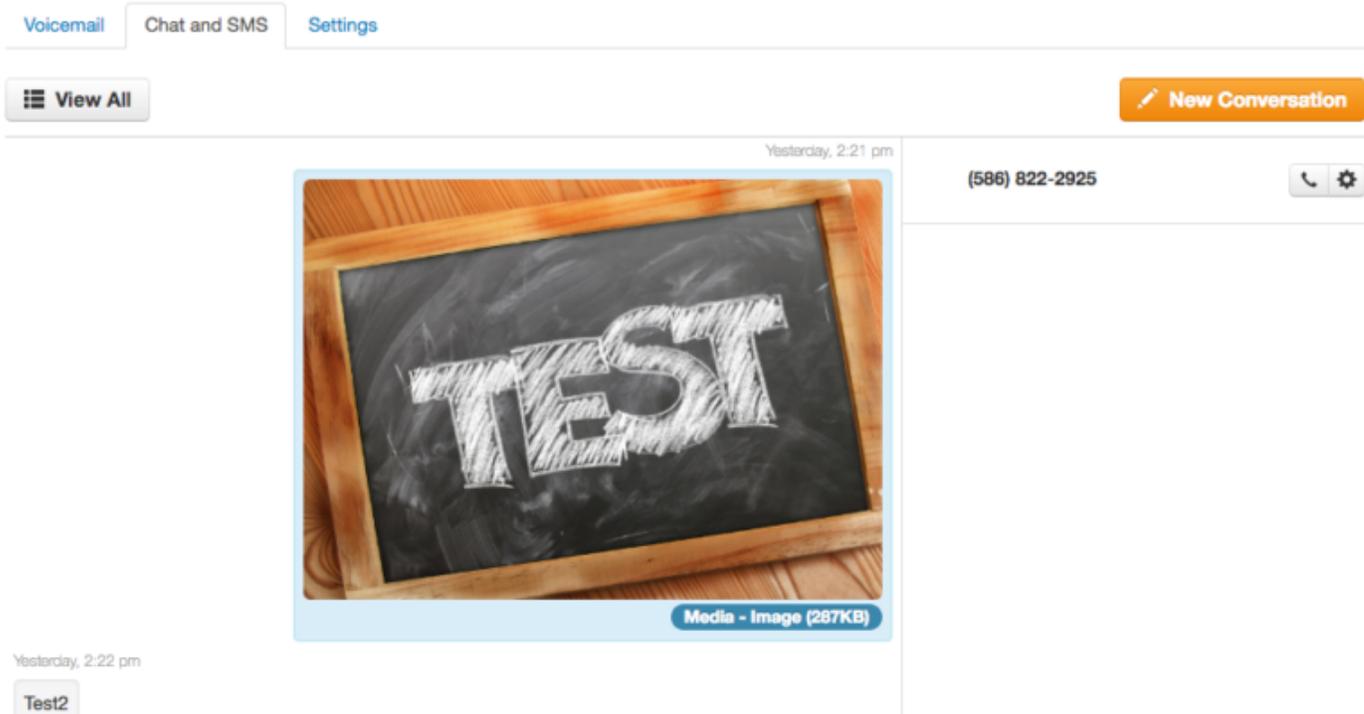
3. The main landing page has several tabs. In the top right corner a **red circle** with the number of new messages (includes SMS Messages, Voicemails and Portal Chat) will appear next to your login.



4. Click the **Messages** icon on the menu bar, then click the **Chat and SMS** tab to view your conversations.



5. Click one of the conversations to **view the full conversation** and MMS image.

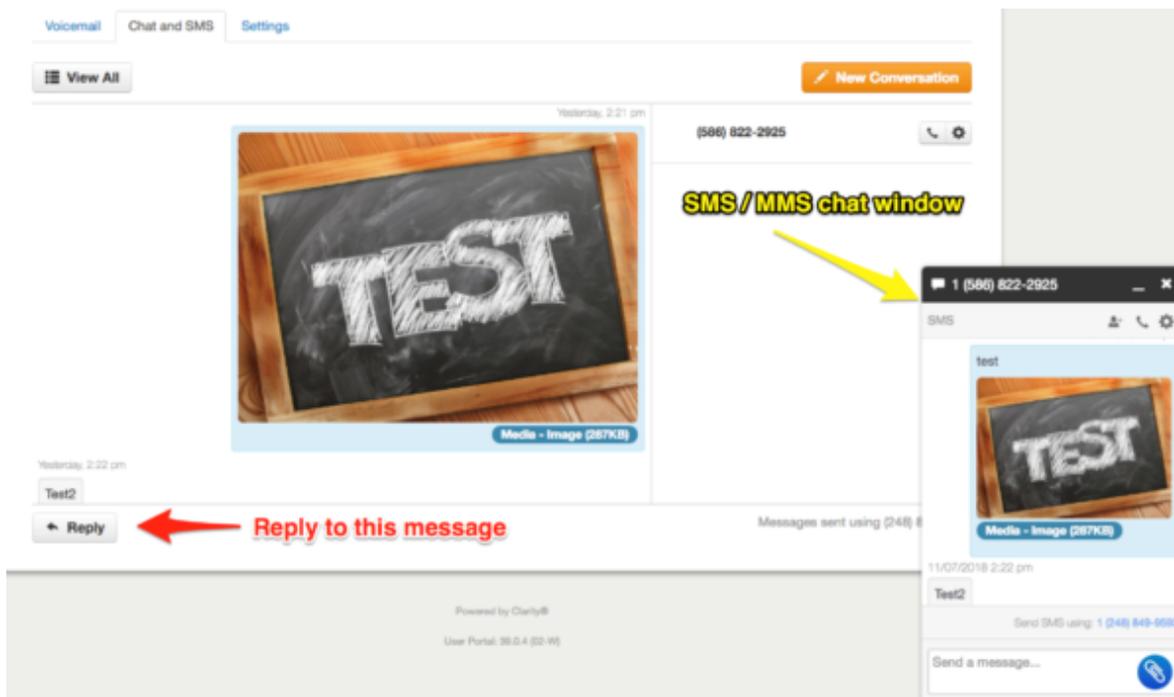


- Clicking on the image will open a larger version of the image in a Lightbox which will also allow for more actions.



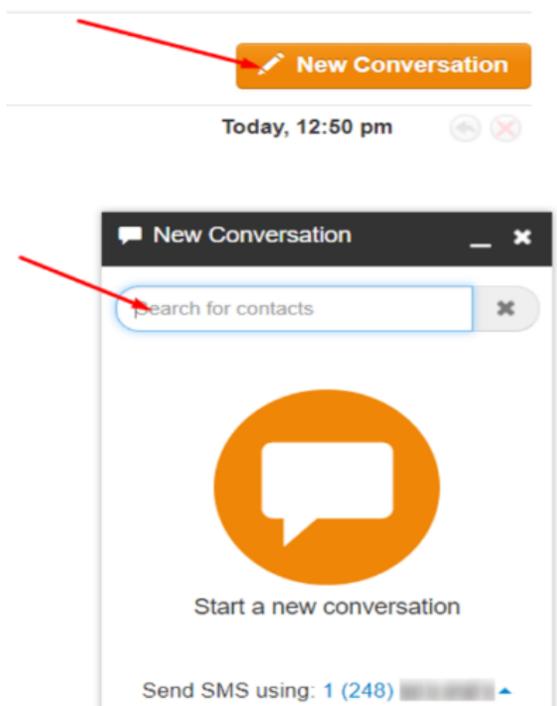
6. To reply to an incoming text message.

- Hover over the message and click the **Reply** icon at the far right. Or, if the conversation is already open, click the **Reply** button at the bottom left corner.

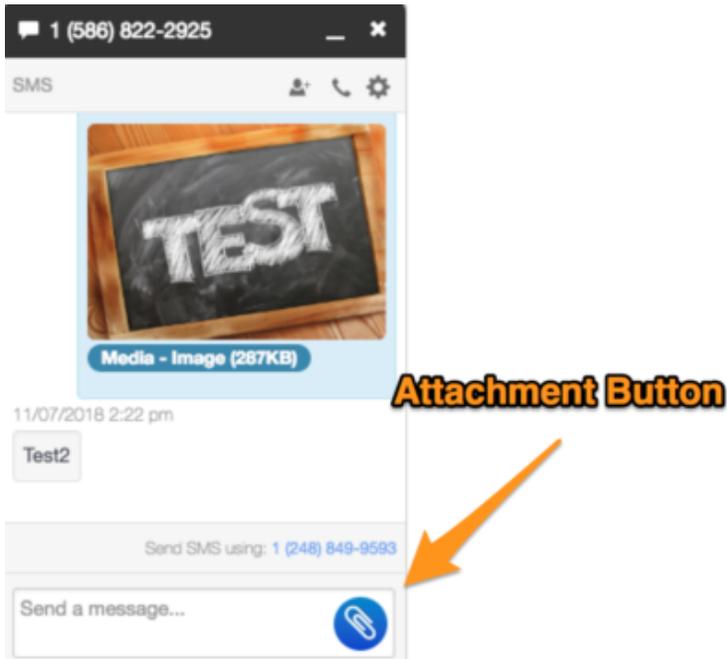


7. To send an SMS/MMS message.

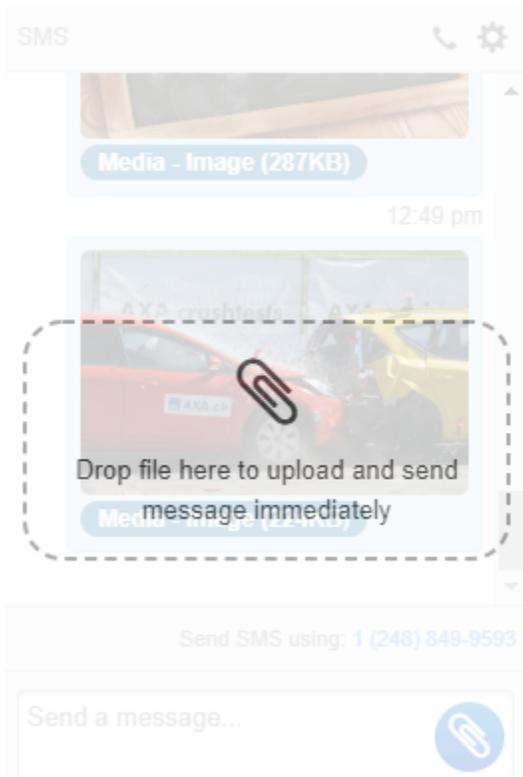
- To send a text message to a customer, click on **New Conversation**. In the new pop-up window, type the 10-digit number of the person you wish to send a text.



- There are two different ways to ways to send an image:
 - The first is by clicking the **Attachment/Paperclip** icon, then select the file to send from your computer (.jpg,. png. or .gif format).



- OR the second method for uploading a file is to **drag and drop**. Drag an image over the MMS chat window, and you should see the drop target displayed. Then, just drop the file into the chat box.



- The image should begin loading by displaying a loading bar  and a message stating the media was sent successfully 

If you have any additional questions or require additional assistance, please contact Support at 800.676.3995. We are available 8 AM to 9 PM EST, Monday through Friday. Or, feel free to contact us on our support page at: <https://clarityvoice.com/support/>

[CLICK HERE FOR MORE CLARITY QUICK TIPS!](#)