

## Clarity Quick Tips – SMS/MMS Messaging

### Using Clarity's SMS/MMS Messaging is as Easy as 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 [clarityvoice.com](http://clarityvoice.com), to the login page:



2. Enter your **Extension@domain** (e.g., 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**.



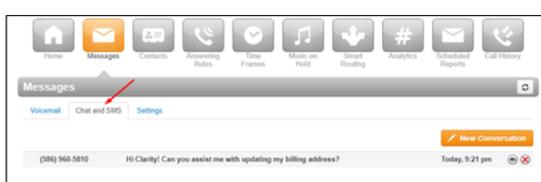
3. Once logged in, click on the **Messages** tab. If you have new voicemails/chats/texts, then a **red circle** with the number of new messages will appear.



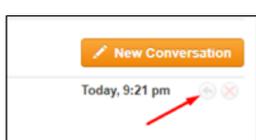
NOTE: depending on your permission level, your screen may look different and you may need to click your name/extension in the top right corner to access your messages. Click on the name/extension, then select **messages**



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



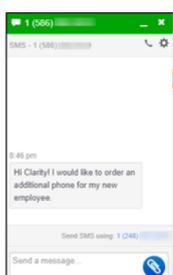
5. Click the **Reply** icon to reply to an existing message in the Portal:



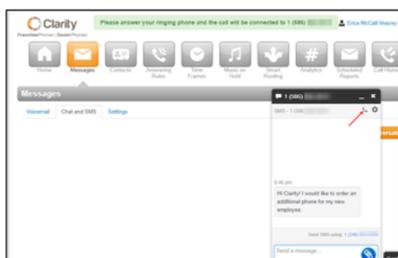
6. A new window will appear, and you can **type your reply**:



7. While logged into the portal if a customer sends you a text or picture message you will receive an **audible and visual pop-up** of the message:



8. If needed, you also can call the customer from the response box by clicking the phone icon



9. To create a new message, click on **New Conversation**. In the new popup window, type the 10-digit number of the person you wish to send a text, then hit enter. NOTE: you may enter up to 10 phone numbers, to create a Group SMS.



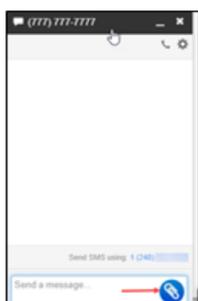
After entering the 10-digit phone numbers, click **Start** to begin the conversation



10. You will now be presented with a box allowing you to send a message to your customer. To send a plain text message begin typing in the area shown below.



11. To send a picture message (**MMS**) instead, click on the paperclip icon to begin searching for an image from your computer to attach. NOTE: supported images are .jpg, .png, and .gif files. Images must be less than 1MB in size.



DOWNLOADABLE VERSION

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!

zendesk chat  
Chat with us Clarity  
Type your message here