



**Most Reliable and instant BulkSMS Service in Nigeria**

# **-Instruction Manual-**

Last reviewed – 28/07/2013

## **Introduction**

If you are looking for the place to help disseminate information to your numerous customers, association members, friends and families at very cheap cost, then you are at the right place.

CloudSMS offers you the opportunity to send SMS to your customers' mobiles easily.

This manual will see you through the various features of CloudSMS.

For help and further enquiries, please visit:

[http://www.cloudsms.com.ng/help\\_center.php](http://www.cloudsms.com.ng/help_center.php) – CloudSMSHelp Center

Email: [info@cloudsms.com.ng](mailto:info@cloudsms.com.ng)

Or call:

**08179092255(EMTS)**

08052257405(GLO)

08024664141(Airtel)

08067282598(MTN)

220AF6EB(BB PIN)

**oyeji(2go)**

Thank You.

## Getting Started

In order to make use of CloudSMS features, you must ensure that your device is connected to the internet. This will enable you access all the features of CloudSMS.

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## Registration

The first step in using all any of the CloudSMSServices is to [register](#). You will need to [sign up](#) with CloudSMS and create a personal account for yourself or your company.

This is done simply by entering the following below required details and clicking Submit

### Register for CloudSMS account

First name:

Last name:

Email:

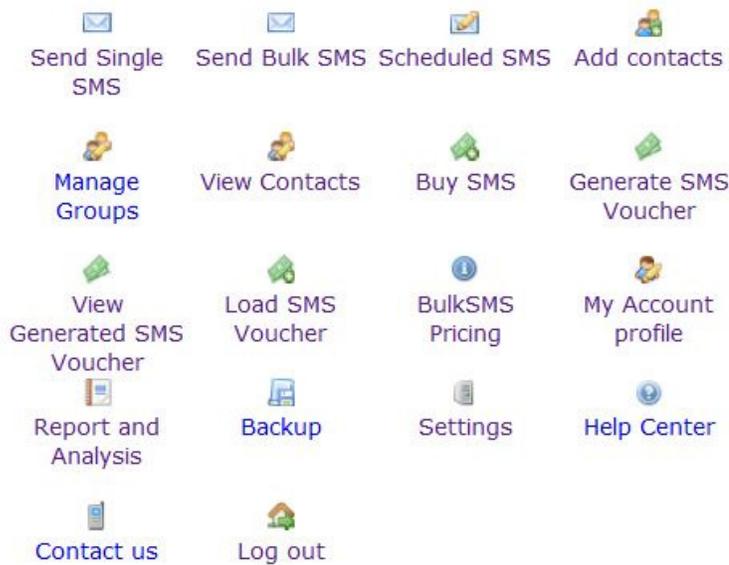
Phone No:

Password:

Confirm password:

3+2=:

or [Log in](#)



*Fig 1.1 – User Home Page*

## User Home Page

After registration, your account with CloudSMS is created and you have your personalized home page.

The home page displays the various actions which you can perform on the CloudSMS platform.

SMS

**Sending Single SMS** - You can send single SMS to a contact or up to 20 contacts at once by entering their numbers in the text area provided.

**Destination:** [Text Area] → "The number where the message is to be sent. Multiple numbers can also be inserted but each number **must be on a new line**."  
*put one number per line eg  
08052939042  
08033284068*

**Sender ID:** [Text Field] → "The name which you want to appear in your customers' device as the Sender. Could be your school/church name, company name etc."  
*your company, association, school, church name, etc*

**Message Type:** [Text ▼] → Click the drop down button to select type of message. Either "text sms" or "flash sms"

**Message:** [Text Area] → Message to be sent.  
**1000 more characters available. (Note: 1 SMS = 160 characters)**

**Send later?**  Yes  No  
Year ▼ Month ▼ Day ▼ Time ▼ → If you'll like the message to be sent at a later time. Select "Yes" and indicate date and time to be sent.

**Send** → After you have typed the sender ID, message and the recipients, you click here to send instantly

Fig 1.2 - Sending Single SMS

After providing the necessary details, click “Send”, and you’re good to go.

**Sending Bulk SMS:** This process enables you to upload a text file containing a list of all the mobile numbers to whom you wish to send SMS to. Your numbers must be in a .txt file (typed with a text editor e.g. notepad) and each of the numbers must be on a new line i.e. one number per line or separated by a comma. You can put as many numbers as you want to send SMS to, no limit to this unlike the Send single SMS platform.

**Destination:**   *seperate*  
*the numbers by new line e.g*  
08052939042  
08033284068  
08174450824

**Send to Group:** *Check all the group that you want to send the SMS to*  
 **None**  **All**

“Select a specific group of contacts (you must have created this before) which you want to send your message to or you select ALL to send to all your contacts. In case your contacts are not grouped, you DON’T select anything.”

Fig 1.3 – Sending Bulk SMS

**Send Without Internet Connection** – With this platform, you can now send SMS to all your contacts using your mobile phone. Note that you do not need to have internet access on your device to send message. All you need to have is sufficient balance to send message to just a number and the message will be delivered to all your BulkSMS contacts instantly set. Just type the message you want to send to your contacts and send to 2348147679490.

Note that it is important to use your mobile number which you registered with us to send the message as this will be used in identifying your account and also using your Default Sender ID as the sender to the recipients.

**NB:** A unit of SMS will be deducted from your account as transaction charges.

Note that it is important to use your mobile number which you registered with us to send the message as this will be used in identifying your account and also using your Default Sender ID as the sender to the recipients.

**Load your BulkSMS Account without Internet Connection** – Similar to Send without Internet Connection, you can also load your BulkSMS account offline using a CloudSMS voucher. All you need to do is send a message to this number 2348147679490 in this format:

“Load xxxxxxxxxxx”.

CloudSMS voucher pin. Note that the quotes should not be included in the text and that a unit will be deducted from your account as transaction charges.

**Draft:** This stores all the messages which have not been sent. These messages are to be sent at a later time which is indicated by the user. At the specific time, the messages are sent and sent messages are removed from draft.

**Sent Items:** This comprises of a list of all messages that has been sent using CloudSMS Platform to your contacts. This can be used for accounting purposes.

**Scheduled Jobs:** You can now edit your scheduled messages to suit your preferences in the future. Should in case a need to edit a scheduled message arise, you can easily edit it without having to type in a whole new message.

### Scheduled Jobs

**Sender ID:**

**Message:**

Happy Birthday to you  
Damilare. CloudSMS |  
Most Reliable and  
Instant BulkSMS  
service.

Characters  
Message(s)

(Note:1 SMS = 160 characters)  
SMS to be sent **30 Jun 2013 03:30**

**Re-Schedule?**  Yes  No  
Year  Month  Day  Time

*"An existing scheduled message can be updated and changes will be reflected immediately. Dates can be changed and content can also be changed but message size cannot exceed initial or former message size. "*

ID	Sender ID	Message	Future Time	Action
<input type="checkbox"/>	Prof. Damilare	Happy Birthday to you Damilare. CloudSMS   Most Re...	30 Jun 2013 03:30	Edit

### Phonebook

Just like the phonebook on mobile devices. You can have a personalized phonebook to store all your contacts for easy retrieval and use. The actions which can be done are given below.

**Add contact:** Add a new contact to your contacts list. You can add multiple contacts by clicking on "Click to add contacts" button several times.

**Add Group:** Add a new group to group your contacts. E.g. A group "Family" can be created to store family members.

**Add single contacts**

**Add contacts**

To which group ▾  
Click to add contacts  
Save Contacts

Click repeatedly to add more contacts then “Save Contacts” to save added contacts

**Group**

**Create new group**

Click to add new group  
Save Groups

Click repeatedly to add more groups and “Save” to save added groups

**Add list to group**

Add  Browse...  
to  
Select a group ▾  
 Numbers separated by new line?  
 Numbers separated by comma?  
Add list

Upload a file containing numbers to add to a particular group. Note that numbers must be separated with a new line

*Fig 1.4 – Adding contacts and groups*

**View Contact:** View a list of all contacts in your phonebook.

**View Group:**View all groups of contacts in your phonebook., here you can edit and add more contacts to your existing or newly created groups,



*Fig 1.5 – View Contacts and Groups*

*Fig 1.3 – View Contacts and Groups*

Adding new numbers to your New Groups or existing groups. Under [View Contacts](#), simply just click on the Group Link, add the new contacts each separated by a new line and then click on update changes as indicated below

**Akin's numbers**

2348052257405  
2348179092255

Add new contacts here

Hide

(to find a number press CTRL+F)

Update changes

Click here to save the numbers to the group

### Manage Contacts and Groups

**Merge Group** – Add all contacts in group A to group B. Afterwards group A becomes empty and all entries in group A are now in group B.

**Rename Group** – Change the name of a particular group. E.g. Group “Close Friends” renamed to group “School Friends”.

**Manage Contacts and Groups**

[View contacts and groups](#)  
[Remove contacts](#)

**Group actions**

**Merge 2 groups together**

Add all contacts in  
None ▾ to None ▾  
*please note that the first list will afterwards become empty*

Merge

**Rename Group**

Rename  
None ▾ to

Rename

**Remove Group**

None ▾ Remove

Cannot be undone!!!

## Payment

### Buy SMS -

To purchase SMS units, go to the [buy SMS link](#), enter the number of units you want to buy and you will immediately be shown the amount to be paid. Likewise if you have an amount which you will like to pay, enter the amount and you'll instantly receive the SMS units your amount is worth. After that, walk into any of the banks listed below and pay into CloudSMS account as indicated.

Account Name (for all banks in Nigeria): **CloudWare Technologies**

The banks which are currently in use are:

First Bank Plc (Nigeria) –**2022295972**

Access Bank Plc (Nigeria) –**0058996663**

Enterprise Bank (Nigeria) –**1200999819**

Fidelity Bank PLC (Nigeria) – **4010770879**

Stanbic IBTC bank PLC – **0005353760**

Guaranty Trust Bank Plc(Nigeria). – **0118393086**

Ecobank (Republic du Benin) – **0030831122851101**

For payment in other African Countries and further enquiries,

Please visit [http://cloudsms.com.ng/contact\\_us.php](http://cloudsms.com.ng/contact_us.php)

After payment, would be credited as soon as we are able to confirm your payment, if your account is not credited immediately, you can send your deposit slip number and your account will be credited appropriately

### Buying CloudSMS SMS Unit and Paying Online Instantly

You can now buy SMS online and Pay online instantly without having to visit the bank to pay, its easy and instant below are the steps

#### Step 1

Click on [Buy SMS](#), enter the amount of unit or Naira worth of SMS you want to buy, then you click on Buy

Buy More SMS

YOU CAN NOW PAY SECURELY ONLINE & GET CREDITTED INSTANTLY!!



I want to buy  Units of SMS

Buy

#### Step 2

After Ordering(Clicking on Buy), your invoice is automatically generated, on the page containing your invoice, at the top you see a Pay Online Button, Click on it you will be taken to Secure Place to make the payment for the Unit you ordered

Welcome Akinmade Akintoye

You have **19.666666667 SMS Units** and **0 Naira Worth SMS Voucher**

**Click PAY to pay Online securely and Get Credited Instantly!!!**

Pay Online Now!& Get Credited Instantly



An invoice of your order has been sent to your mail

**Buy More SMS**

✔ Congratulations your order of 20 has been placed!!  
You may proceed to Bank payment of your order

**Step 3**

Review your order and Click on [PactPay](#) and Click on pay



For Secure Online Payments & Offline POS

**Order Summary**

Product ID: **001**  
Product Description: 20 CloudSMS BulkSMS Units  
Merchart Order ID: **526**  
Currency: Naira  
Amount to be paid: **30**  
Your Email Address: **akinmade.akintoye@ieee.org**  
Time of Purchase: Sunday 28th of July 2013 07:42:26 PM  
Transaction Reference: 2451f5661280a1b4  
Transaction Status: **Pending**

Pay

Your IP is: **41.206.12.5**

Ensure you have the below Secure Validation



You will be redirected to CloudWare technologies Payment processing Partner  
Select your Card Type and Proceed (Accept terms and Click on Make Payment) with the payment

**Step 1 of 4:**

**Customer Email:** cloudsms@pactpay.com

Transaction details will be sent to this email and a Profile will be maintained for you on our MyBluePay CustomerPortal

**Review your Order**

<b>Order Details [2451f5661280a1b4]</b>		<b>CLOUDWARE TECHNOLOGIES 08052257405 1 Prince Abdulsalam Close Akobo Ibadan,Oyo</b>
		Amount (NGN)
S/N	ITEM	
1	20 CloudSMS BulksMS Units	30.00
		<b>TOTAL: NGN 30.00</b>
<b>Transaction Reference [2013072819434827T] Please Use This Transaction Reference In All Correspondence Concerning This Transaction</b>		

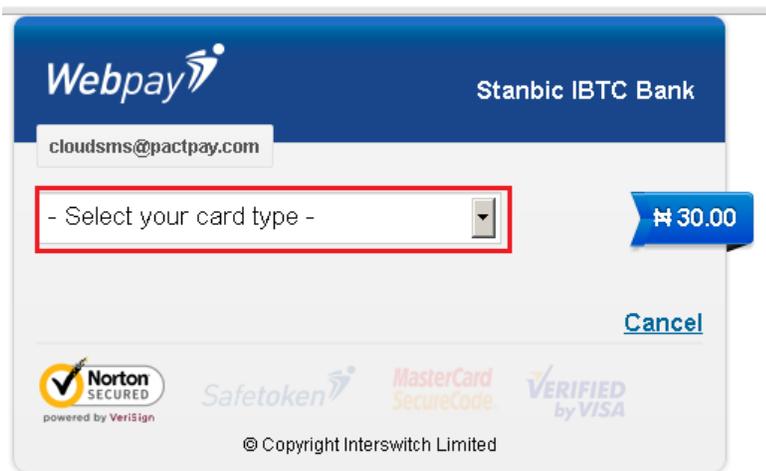
**Step 2 of 4:**

**Select your Payment Option**

[Click on an image]



If you have selected Master card/ Verve you will be taken to the below platform where you select your ATM card type



After you have selected your Card Type, you Enter all the required Information as below and click pay. (Then you wait some seconds for the transaction to process)

Webpay Stanbic IBTC Bank

cloudsms@pactpay.com

MasterCard™ Naira Debit ₦ 30.00

CARD NUMBER  
530383 606091090 Enter ATM card no

EXPIRY DATE  
Jun 2016 CVV2  
... last 3 digit at back of your card

CARD PIN  
....

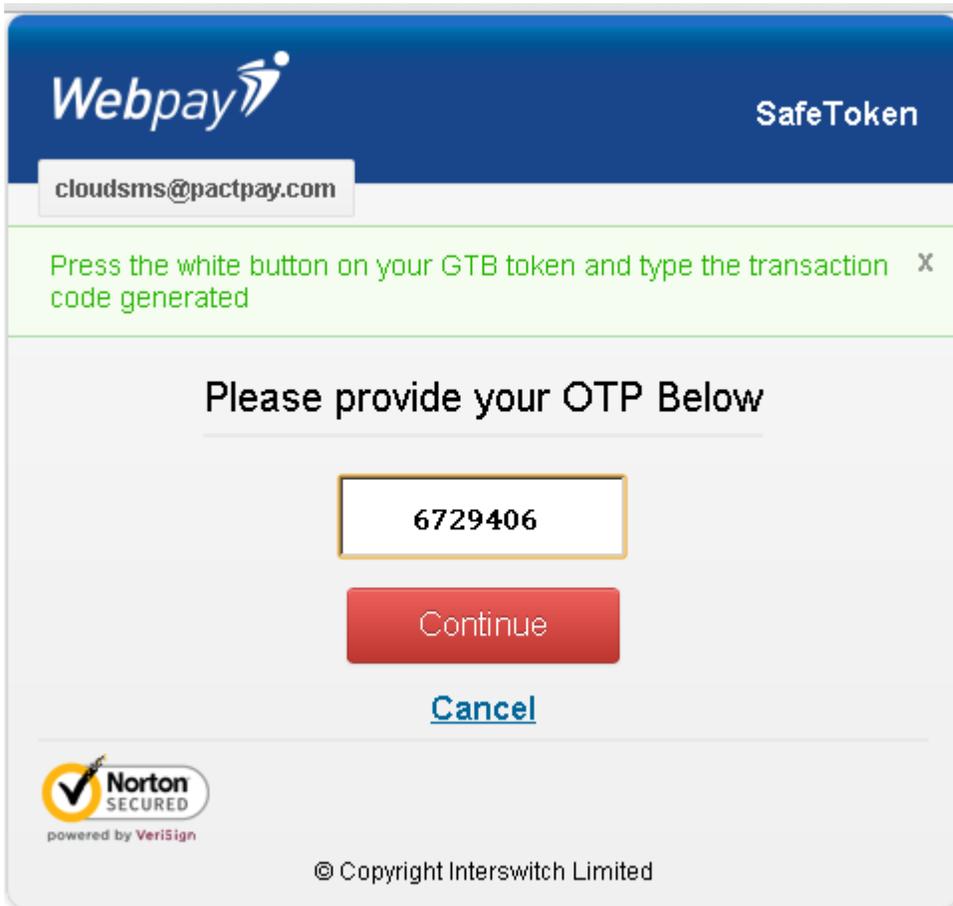
3 2 9  
7 4 6  
5 0 1  
Clr 8 Del

By clicking Pay, I have agreed to this service's Terms and Conditions

Pay Click Pay Cancel

Norton SECURED Safetoken MasterCard SecureCode VERIFIED by VISA

For some ATM Cards, you may be required to enter a code from your token as shown below simple enter the token code and click continue, for some bank ATM you may not be required



After you will be redirected automatically to PactPay's Secure Website Where you will briefly see the details of your transaction,

Upon success/failure of your transaction, you will be redirected back to CloudSMS Website with the details of your transaction, if it's Successful, corresponding units to the amount you paid will be added to your account if your transaction is failed you will also be informed as below

Welcome Akinmade Akintoye

You have 19.666666667 SMS Units and 0 Naira Worth SMS Voucher

A copy of the transaction details have been sent to your email  
Thank you for choosing CloudSMS

✔ Order of 16.666666667 Units(25.000000) has been fulfilled to [akinmade.akintoye@ieee.org](mailto:akinmade.akintoye@ieee.org) Using Secure Online Payment

Your Previous Balance is: 19.666666667

Your New Balance is: 36.3333333337

Number of SMS Units Added: 16.666666667

Thank you for Choosing CloudSMS

If you have questions regarding paying online, please write to [support@cloudsms.com.ng](mailto:support@cloudsms.com.ng) or [info@cloudsms.com.ng](mailto:info@cloudsms.com.ng) or CALL US

**CloudSMS Recharge Cards:** CloudSMS Recharge cards: Hooray, CloudSMS BulkSMS service now provides an alternative to going to bank to make payments. You can now purchase CloudSMS recharge cards from our client and dealers all over the world. You can view a list of nearby dealers by following this link:

[List of Voucher Dealers](#) or typing this

[http://cloudsms.com.ng/bulksms\\_voucher\\_dealers\\_nigeria.php](http://cloudsms.com.ng/bulksms_voucher_dealers_nigeria.php)

in your browser, this directs you to a page where you can find all dealers and select the dealer nearest to you.

**Loading CloudSMS Recharge Card:** To load your recharge card, follow the procedures listed below:

#### Steps to Recharging your Account using Recharge Vouchers

1. Purchase the recharge voucher of your preferred value from [an Authorized Dealer](#)
2. Login into your [CloudSMS Account](#)
3. Click on the Load Voucher Link and Enter the voucher Pin number
4. Click on Load Voucher
5. Enjoy your newly added Units and Tell your Friends about CloudSMS

**Voucher Dealer:** Being [a CloudSMS Dealer](#) comes with many advantages, apart from the fact that it is an avenue to make money, below are some of the benefit you will enjoy from the dealership program(not limited to the below)

- Make More Money(compared to Telco Recharge Voucher Profit)
- Get the opportunity to advertise your business to the whole world, we will help you advertise your Business on our websites for the duration of time you are in the dealership program
- We will teach you how to use ICT to further your business
- Subsidized/free entry to CloudWare Technologies Premium Events in Nigeria and Overseas

#### Commission for Dealers

To become a dealer, Read the Terms and Conditions

As a CloudSMS Dealer, you are entitled to the below commission structure

Default commission is 10% of Sales made by you.

On Dealing a total of between 50,000 - 100,000 Per Month, you Get a Deal of 13% on all sales made by you in the following Month On Dealing a total of between 100,001+ Per Month, you get a Deal of 16% on all sales made by you in the following Month

For more information, [contact us](#)

#### Generate SMS Vouchers

For people who are interested in reselling vouchers for CloudSMS, all you need to do is have sufficient SMS units in your account.

Please note you cannot generate SMS voucher more than the units you have in your possession!

Generate  Voucher of  Naira AT  /SMS

Enter the number of ticket/vouchers you will like to generate

The worth of each ticket/voucher e. g #100, #200.

Enter the number of tickets you'll like to generate, enter the worth of each ticket and the rate of each SMS. Click on "generate" and the tickets/voucher will be generated and the cost deducted from your CloudSMS balance.

### View SMS Vouchers

After generating the vouchers, you can view the vouchers generated and see that they are in order of preference.

### Load SMS Vouchers

You can purchase SMS vouchers from any reseller and load it into your CloudSMS account just like loading airtime on your phone.

### Share your units

This provides you with the ability to share your SMS units with a friend or relative and use it for his/her own purpose. The friend or relative should also have a CloudSMS account so as to load the

**Share Units with Others**

Using this feature, you can share SMS Units with other users, credit will be transferred from your remaining SMS Units to the other person's CloudSMS Account

Email address of the Person you want to share your units with?

Amount to send  
 Amount of BulkSMS units to be sent

Email address of receiver. Must conform to email address used for CloudSMS Platform

shared units.

**SMS Pricing:** Considerable prices are being charged to suit your demands.

### SMS Pricing

SMS Volume	Price/SMS
1 - 4,999	1.5 Naira/SMS
5,000 - 50,000	1.5 Naira/SMS
50,001 - 100,000	1.5 Naira/SMS
100,000 above	1.3 Naira/SMS
1,000,000 above	<a href="#">Contact Us</a>

### Developers

This is open to software developers or programmers that will need their softwares or applications to send messages to their users occasionally. The developers can integrate CloudSMS service into their developments and reach out to their customers on the go.

### Request ID

A UserID is required for the use of this service. Whenever you are using our HTTP API, it is this UserID that you will use alongside your account's password.

Follow this [link](#) to obtain an ID

The link to be integrated into their development:

<http://developers.cloudsms.com.ng/api.php?userid=XXXX&password=YYYYY&type=Y&destination=QQQQQQQQ&sender=RRRR&message=SSSSSSS<&url=K&url=K>

Parameters are explained below:

**userid:** Your Developer Userid, can be gotten from Developer section of your [CloudSMS account](#)

**password:** Password of your CloudSMS Account

**type:** Indicates the type of message.

Values for type:

Type of Message	Corresponding Code to be entered in API LINK
Plain Text (GSM 3.38 Character encoding)	0
Flash Message (GSM 3.38 Character encoding)	1
Unicode	2
Reserved	3
WAP Push	4
Plain Text(ISO-8859-1 Character encoding)	5
Unicode Flash	6
Flash Message (ISO-8859-1 Character encoding)	7

**Destination:** Mobile Number to which to Send message to ( must strictly be in the 234XXXXXXXXXX format

**sender:** The sender name/number

Max Length of 18 if only Numeric  
Max Length of 11 if Alpha numeric  
If you wish plus ('+') should be prefixed  
the cell phone, please prefix the plus sign to your (note the plus sign should be URL encoded).  
Additional restrict enforced by the SMSC.

**Message:** The message to send (Can be used for 'long' messages, that is, messages 160 characters for plain text, 140 for flash and 280 for messages we will be counting as one characters for Unicode, as the rest of the characters will be used by the system for packing extra information for re-assembling the message on the cell phone.  
In case of WAP Push (type = 4), this is the text that would appear in the latter case, to send non-English characters in the encode them (using UTF-8 character). Spaces and symbols can also be included in your message. If your message is going to contain much symbols, it is advisable to URL-encode the message so as to avoid confusion.  
**url:** If sending a WAP Push message (type=4), this holds the link that you wish to other type of message, no value needs to be supplied for this  
Just like "message" field, this field should (even for sending non- ASCII domain names).

**Error Codes:**

**101 :** Success, message successfully submitted to CloudSMS gateway  
receive the response 101  
**102:** Invalid URL, One of the required URL was not provided, Message will be sent though, if the destination and message field is present.  
**103:** Invalid Userid or password, either your userid is incorrect or you don't have a CloudSMS account yet, visit [www.cloudsms.com.ng](http://www.cloudsms.com.ng) to open your account if you don't have one.  
**104:** Invalid value in "type" field  
will get response like 104|101,  
**105:** Invalid message,  
**106:** Invalid Destination  
**107:** Invalid Sender(source)  
**109:** Insufficient sms unit, the message will not be sent, you will need to  
**110:** Compulsory Field not Provided, Message not sent because either one of message, destination, sender, field wasn't provided.  
**111:** Internal Error

For more information on the HTTP API Please download the [specification documentation](#)

## Admin

**My Account Profile** - Here you can view your personal account and make modifications as you wish.

**Back Up** – Repair and backup your data.

**Report and Analysis:** Export Data about your SMS traffic on CloudSMS's Platform

**Settings:** Check and manage your preferred settings.

**Logout:** Sign-out of CloudSMS. One you are logged out, you'll need to re-login to access any of the personalized pages.

## Help

Our always reliable and efficient customer service personnel are ever ready to attend to your complains in the case of any. Please feel free to reach us.

**Help Center:**For complains, observations and further enquiries, please visit our help center

[http://cloudsms.com.ng/help\\_center.php](http://cloudsms.com.ng/help_center.php)

**Submit Ticket:**Submit tickets outlining your complaints if you have any.

**Contact Us:**For further enquiries, you can reach us through the following means.

**Email -** [support@cloudsms.com.ng](mailto:support@cloudsms.com.ng)  
[sales@cloudsms.com.ng](mailto:sales@cloudsms.com.ng)  
[info@cloudsms.com.ng](mailto:info@cloudsms.com.ng)

**Call -**

08052257405(GLO)  
08024664141(Airtel)  
08067282598(MTN)  
220AF6EB(BB PIN)  
oyeji (2go)