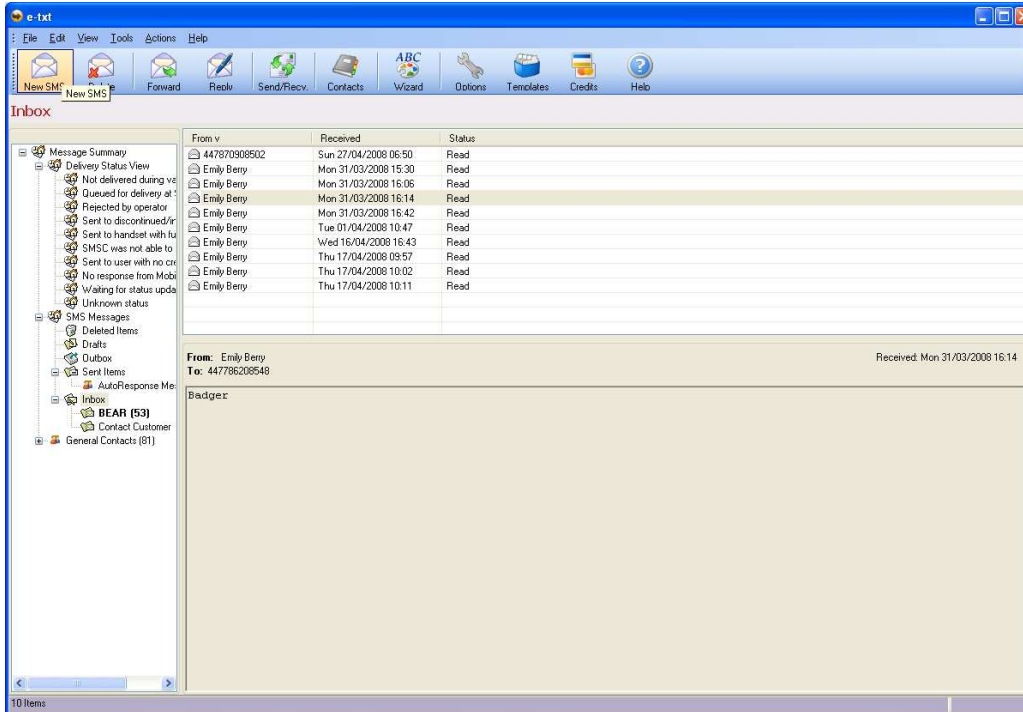
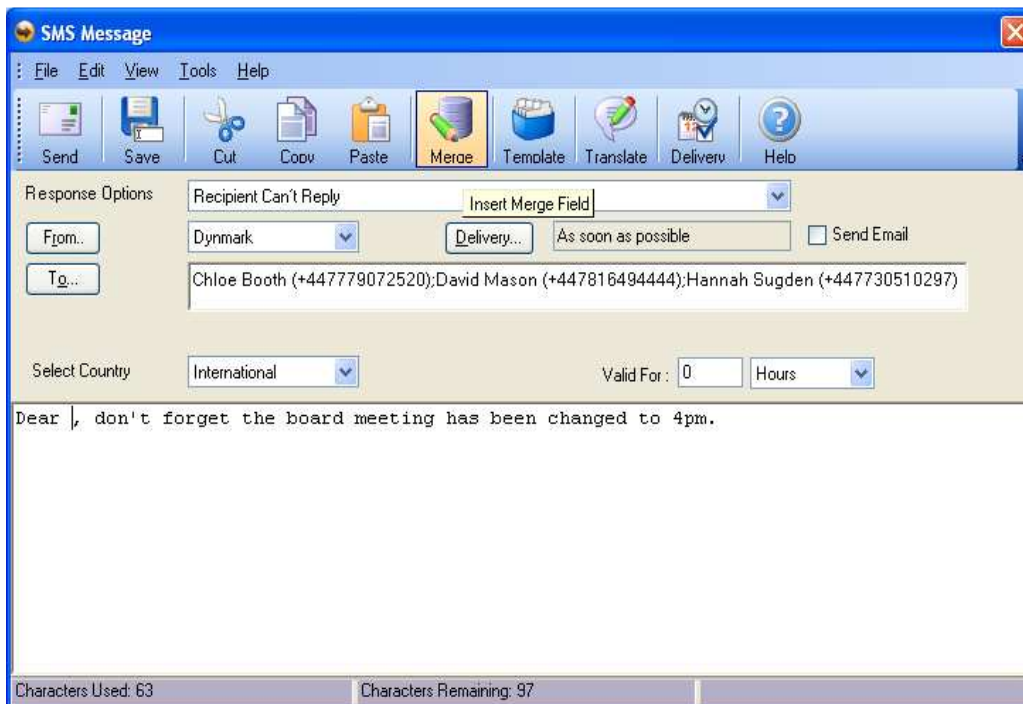


How to Personalise a Message Using Merge Fields

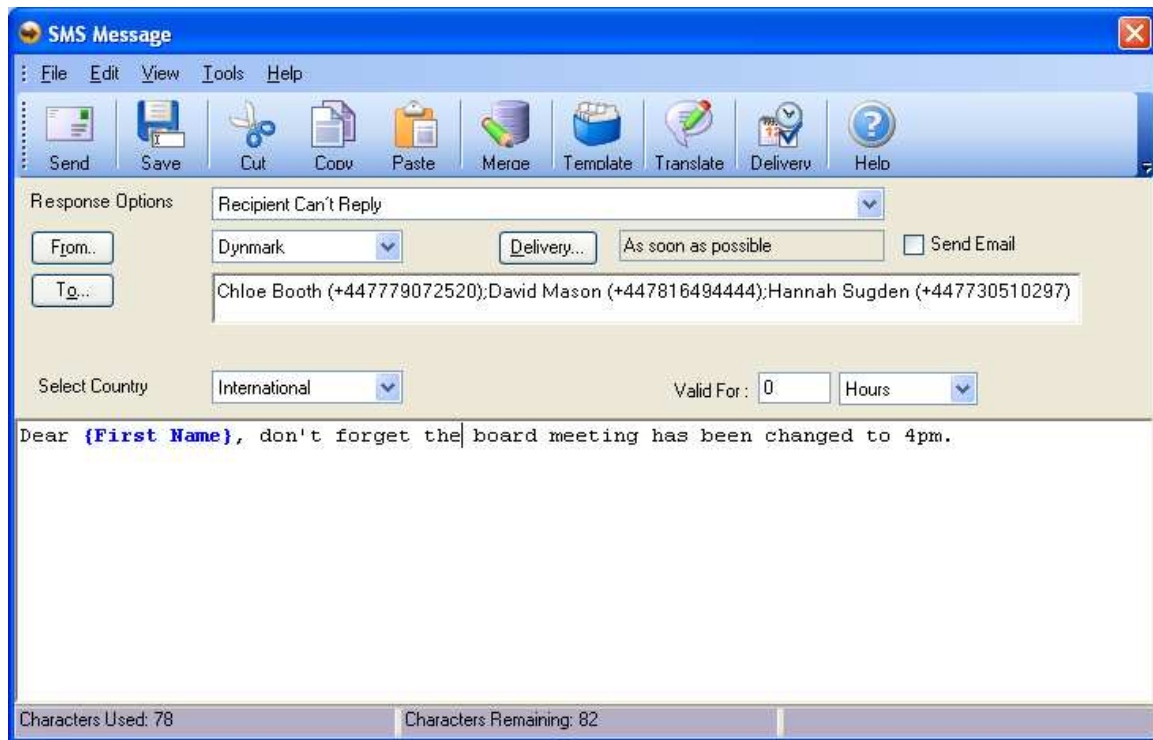
1. Click on **New SMS** to open a new SMS Message window.



2. Choose your recipients by clicking **To** and then choosing from the list.

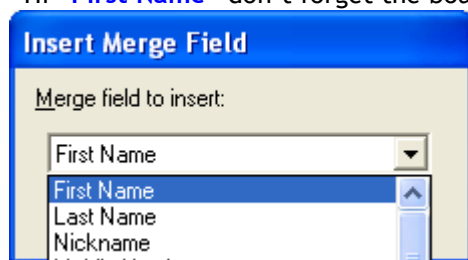


3. Start writing your message and each time you wish to enter information specific to that contact, ensure your cursor is at the point where the Merge Field data is to be inserted, and click on the **Merge Field** icon. Select one of the 11 Data Fields, which correspond to the data entry fields in each Contact Record.



4. For example if you would like to send a personalised meeting reminder to staff, and you have entered contact details for each, you can type:

“Hi” **First Name** “don’t forget the board meeting has been changed to 4pm.”



TIP: Remember to allow enough characters for the merge fields. A long name, for example could take the character count over the 160 limit which would cost you more credits than you intended.

5. When you click **Send**, this message is sent to the Dynmark Messaging Platform (DMP) along with the necessary data to personalise each message. At the DMP a personalised version of the message is sent to each recipient.