

## How to set up Auto-Response Messages to Keywords

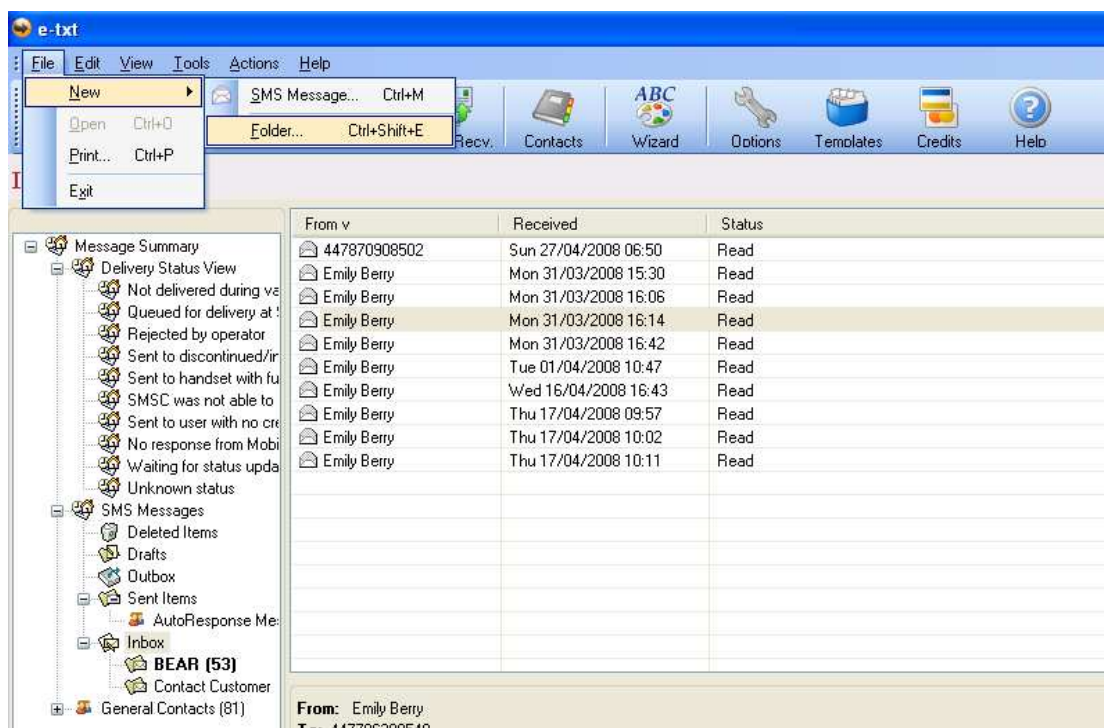
Whether you use a dedicated number or are exploring the benefits of replies to your texts, rules can add hugely to the power of e-txt™. You can automatically send a standard message to anyone who replies to your text, or responds to a promotion on a flyer.

1. After opening e-txt™, set up a folder to receive all the messages for a particular promotion. For example, a florist's promotional flyers may say:

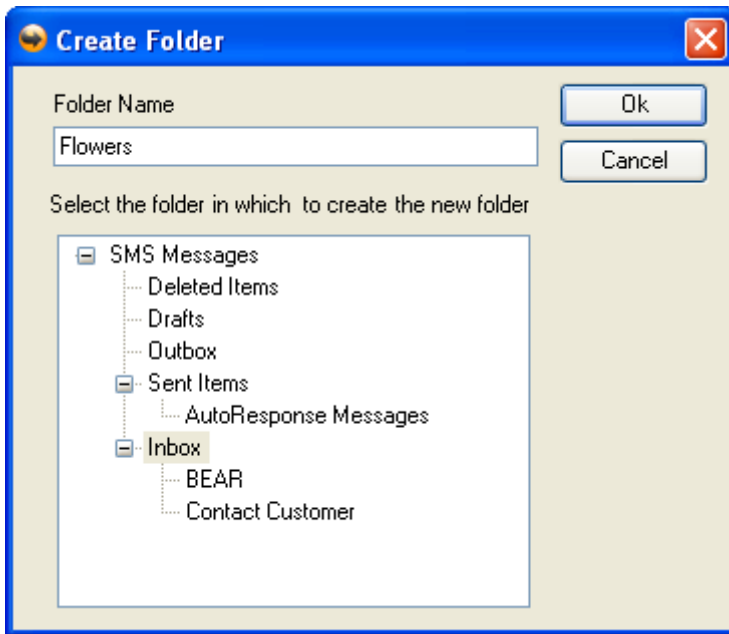
Text "Flowers" for a half price delivery of Red roses to your loved one on Valentines Day.'

It would be appropriate to name your new folder 'Flowers'.

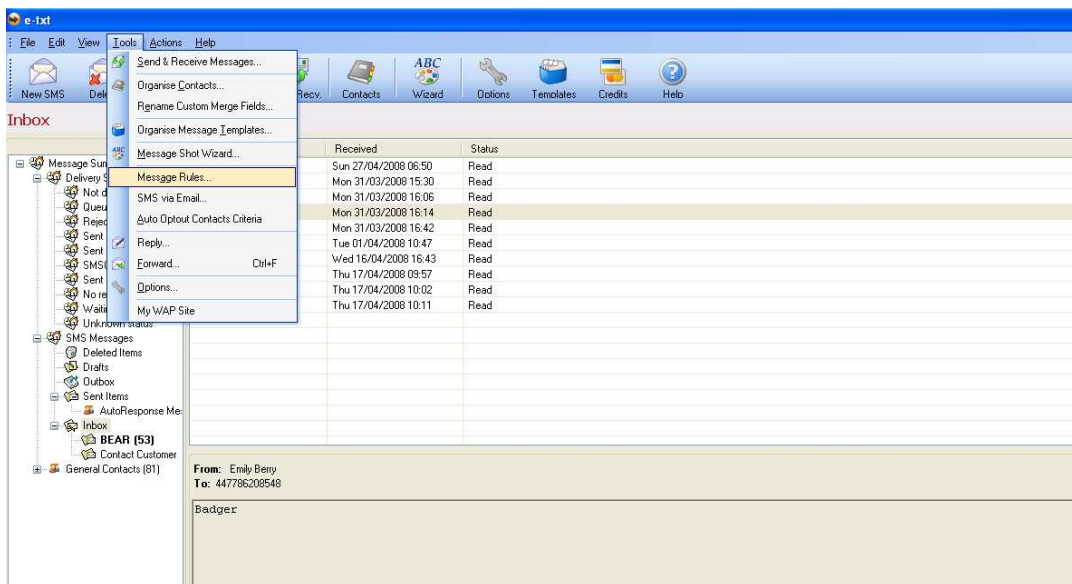
2. To do this, select **Inbox** and go to **File->New -> Folder** as shown here:



3. Then in the box shown below, create a subset of Inbox called 'Flowers':



4. Next, go to **Tools->Message Rules**

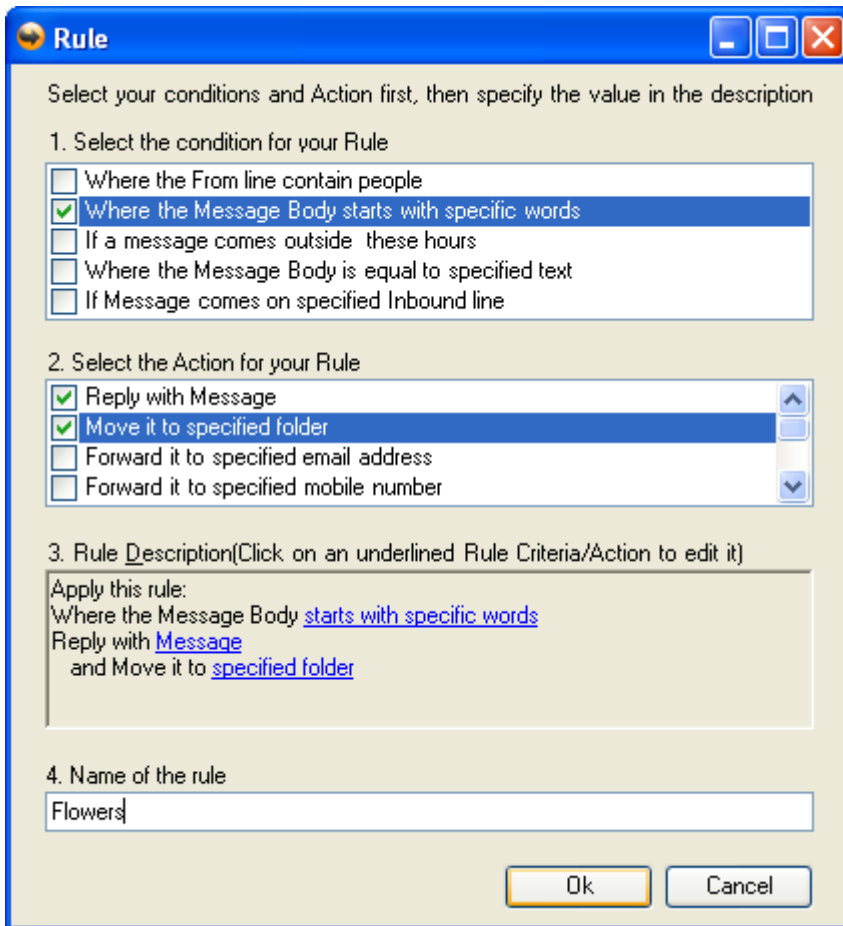


5. You will see this box. Choose **New** to create a new Rule:

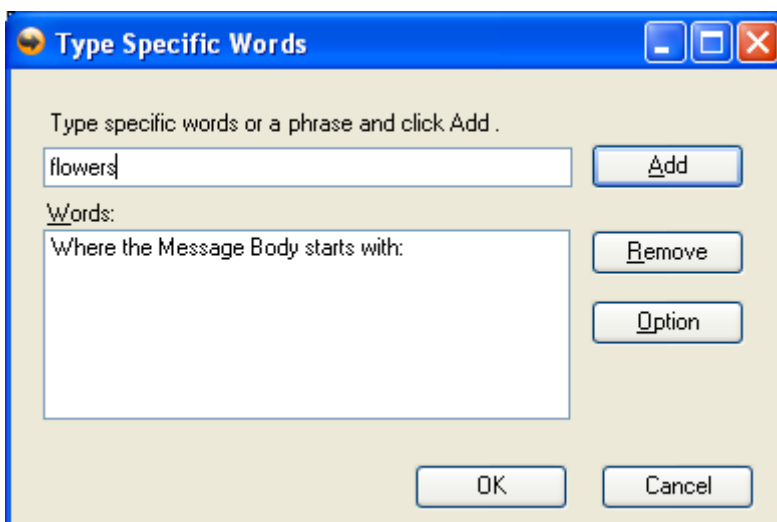


6. In the first box below, tick **Where the Message Body starts with specific words**. This means each message will be checked as it arrives to see if it matches your promotion keyword.

7. In the second box below, tick **Reply with message** and **Move it to Specified folder** (to move the message to the folder that you created above).

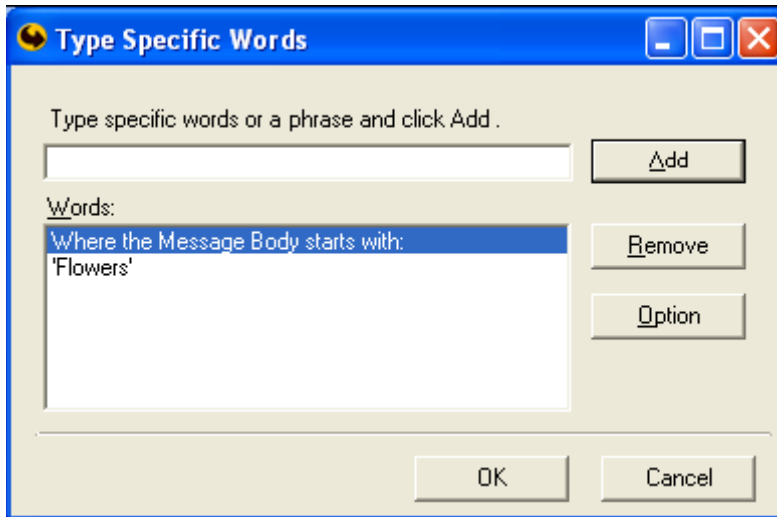


8. a) In the third box Click on '[starts with specific words](#)' and enter the promotional word, 'Flowers', in the box headed **Type Specific Words**, then click **Add**.



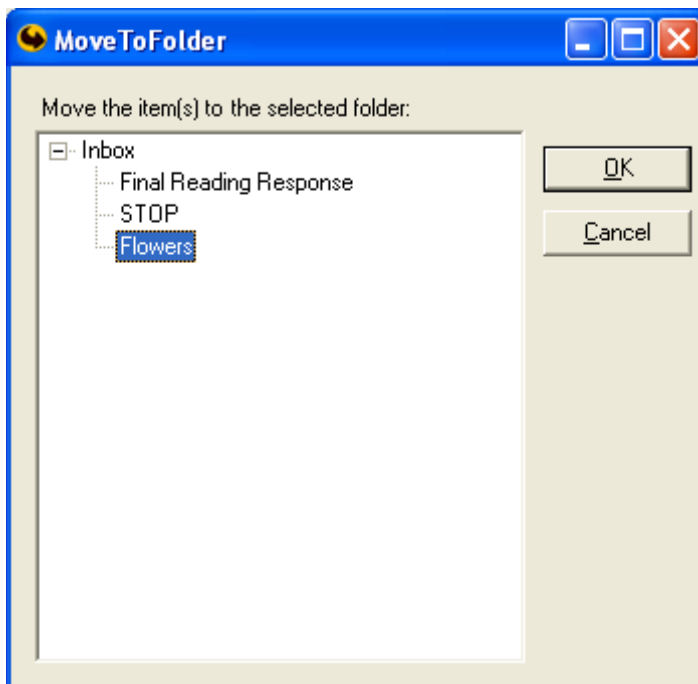
Replies are NOT case sensitive, so 'flowers' or 'FLOWERS' will both work.

b) Click **Add** and you will see your promotion name is added to the **Words** list.



c) Click **OK** to close the box

9. Click on '[specified folder](#)', highlight the Flowers folder, and click **OK**



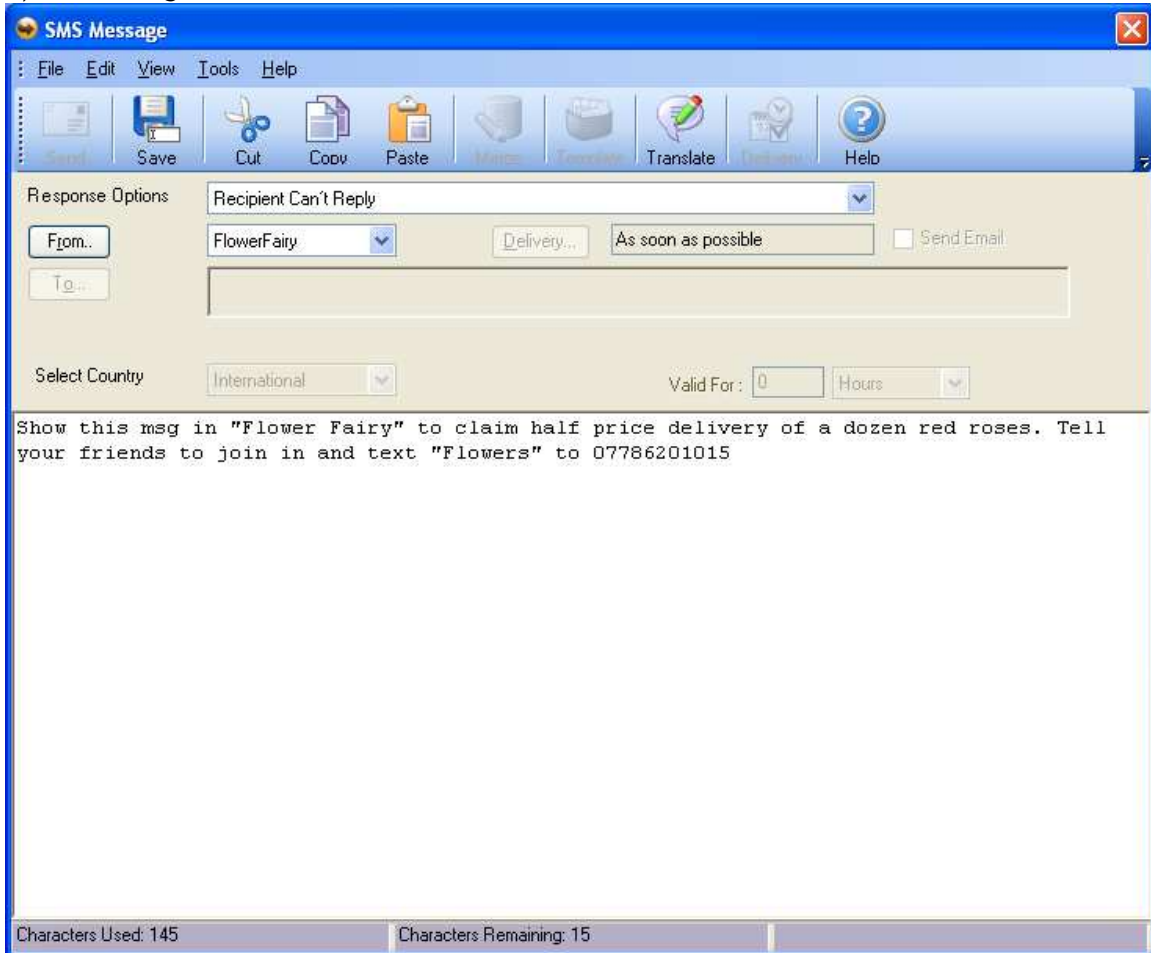
The reason for forwarding it to the 'Flowers' Promotion folder of the inbox is to easily tell who has responded. A running total of responses can be seen by looking at the bottom left corner of e-txt, and a total of the number of unread messages in brackets, next to Flowers.

10. a) Click on '[Message](#)', and type your message in what looks like a standard message sending box:

**Note:**

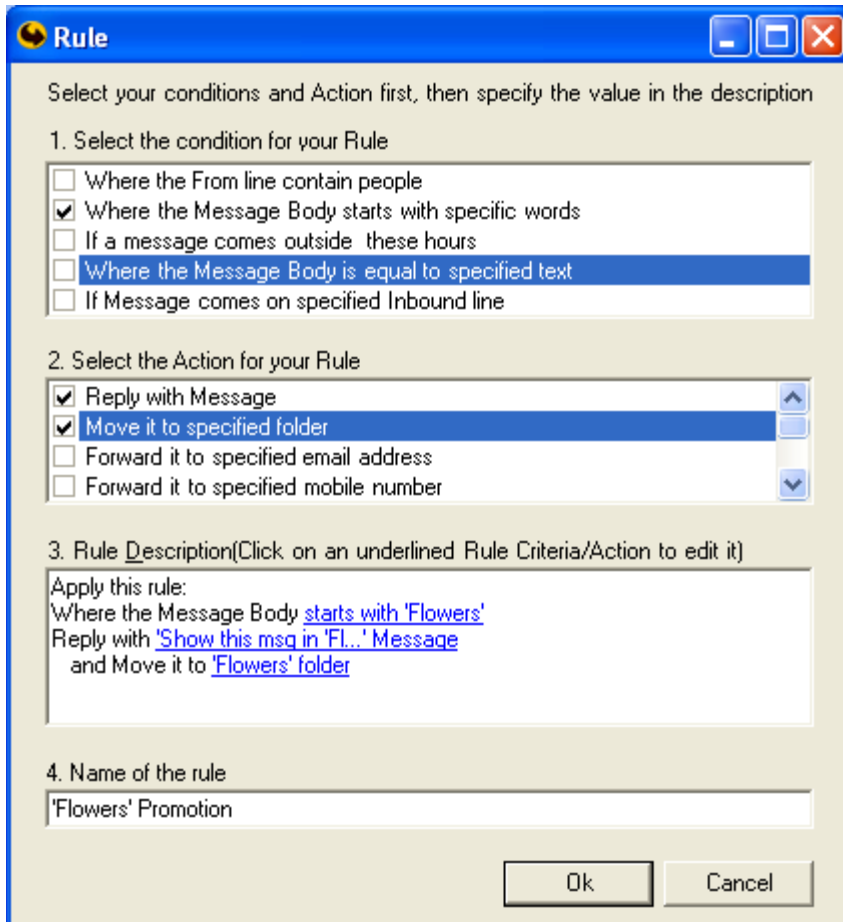
- It is important to keep the message under the **SMS limit of 160 characters** so that you don't send more than one message with each reply.
- The Response option of "Recipient Can't Reply" and the sender ID "FlowerFairy" has been selected below. (To see how to change the sender ID to your companies name see, "How to set the sender ID of a text message")
- Recipients see the incoming text from your sender ID 'FlowerFairy', meaning you can immediately recognise text tickets (shown on phones) that have been sent directly from you - as opposed to tickets that have been forwarded by your recipient to a friend of theirs.

b) The message box will then look like this:



c) When complete, click the **Save** icon in the top left corner of the window.

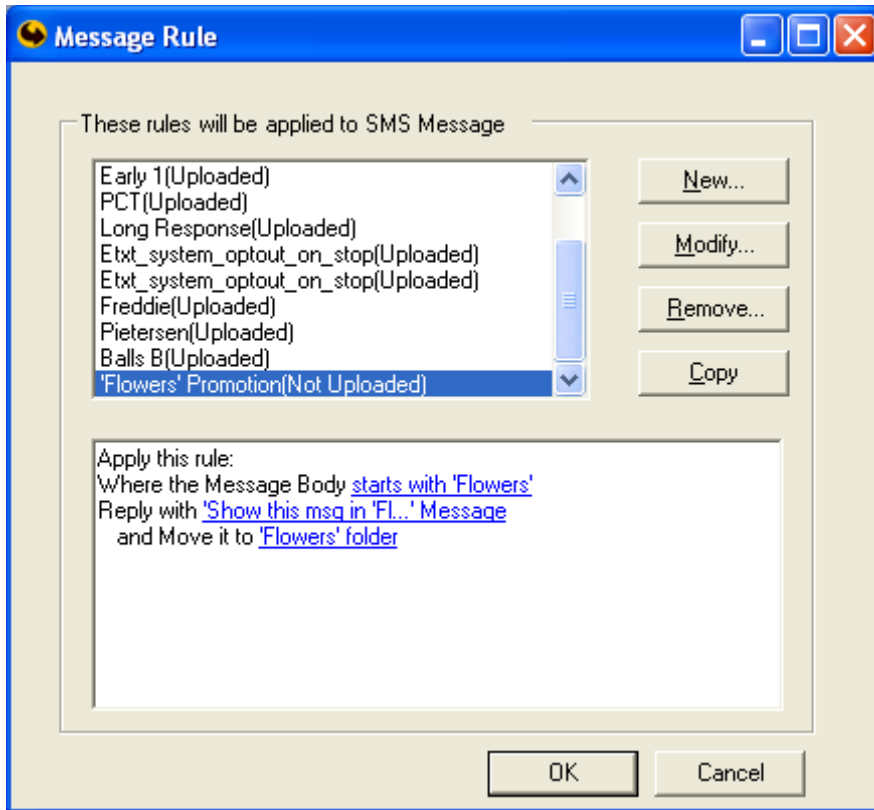
13. In the fourth box of the Rule window create a name for your rule such as 'Flowers' Promotion.'



The Rule Description box now contains a summary of the details you have entered for each part of the Rule.

14. Click **OK** to save the Rule.

You will now see a list of the Rules you have created. The 'Flowers' Rule is highlighted below:



Note that it is not yet 'Uploaded'. This means it has not been uploaded to our server so will NOT be active. The Rule is only uploaded when you click OK to this Rules window.

Once uploaded, the rule will work whether your computer is on or not.