

voyagernetz

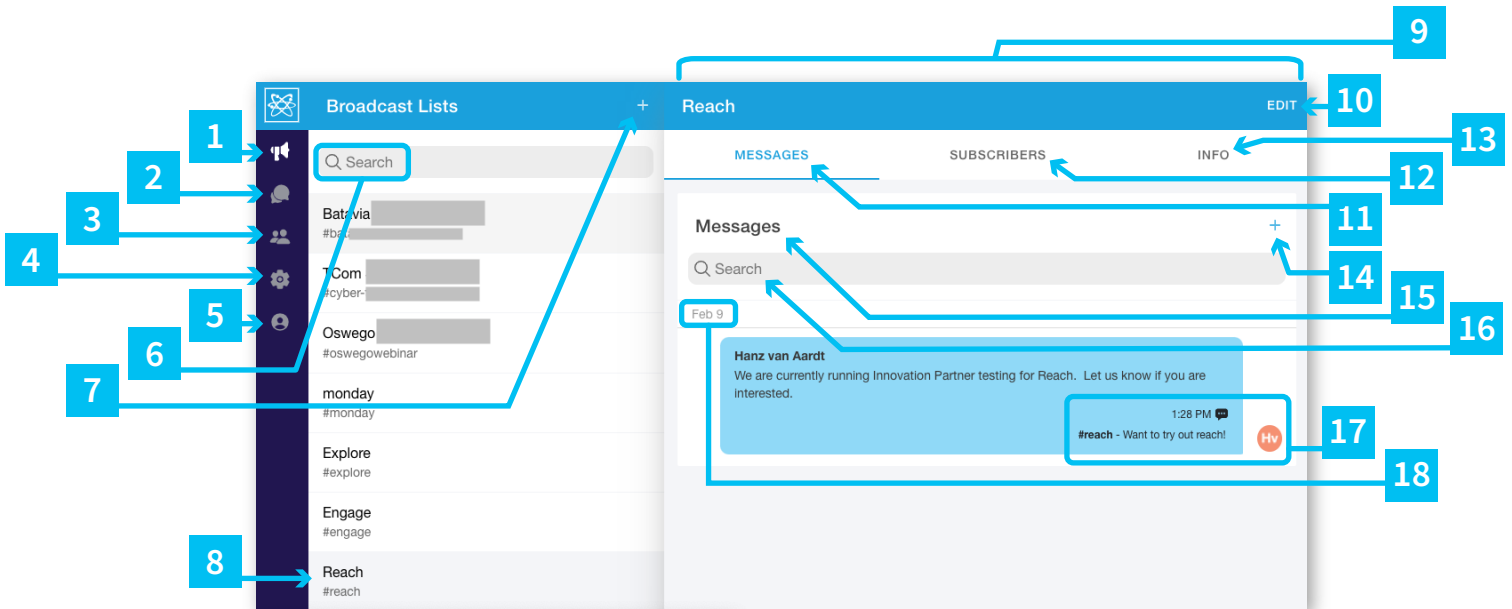


# reach

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Getting Started Manual

# User Interface Content:



1

This icon represents and leads to the **Broadcast Lists** Section, which is the full section you are looking at within this screen. It is the main interface where you can create new broadcast lists, edit existing ones, and send out new broadcast messages. This is where the users will spend the majority of their time. Items 6-18 are in reference to this section.

2

This icon represents the **Inbox** Section, which is the section represented in the second screen displayed (as seen on page X). The Inbox is where response messages are logged, when a subscriber replies to you. If you have VoyagerNetz Engage, this section is a duplication of that information. Items 19-23 are in reference to this section.

3

This icon represents the **Contacts** Section, which is the section represented in the third screen displayed (as seen on page X). This section collects all of the contacts/subscribers that come through your Reach system. Here you can edit their information or see their individual message history. Items 24-29 are in reference to this section.

4

This icon represents the **Admin** Section, which is the section represented in the fourth screen displayed (as seen on page X). This section allows for admin functionality including Settings and managing Users. Items 30-32 are in reference to this section.

5

This icon represents the **Profile** Section, which is the section represented in the fourth screen displayed (as seen on page X). This section allows for basic user functionality. Items 33-36 are in reference to this section.

6

Once you have many lists, it will be easier to search for them using this search bar as opposed to scrolling.

7

If you would like to create a new list select the + in the top right of the Broadcast list section, and this pop up will appear.

Simply follow the prompts and click done in the top right corner to save the list.

Once the list is created you can navigate to its Info section and find all the information you need to add subscribers.

8

Within the Broadcast List section you can see your library of lists. This is an Example of one. You can select a list on the left hand side, to have the window with all of that lists information be displayed on the right (item 9).

9

This is the specific list window for the selected list on the left hand side. If you change the selected list on the left, it will change the window on the right.

10

To edit anything, click the Edit button in the top right corner (it is not suggested that you change the Hashtag or Number). You can also delete the list by selecting Delete Broadcast List at the bottom (this cannot be undone). See image on the next page.

**Purpose:** This is a brief explanation of the list. This will be sent in the greeting message to new followers. This is optional. 25 Character Limit.

**Description:** For Internal Use. This will not be sent to followers.

11

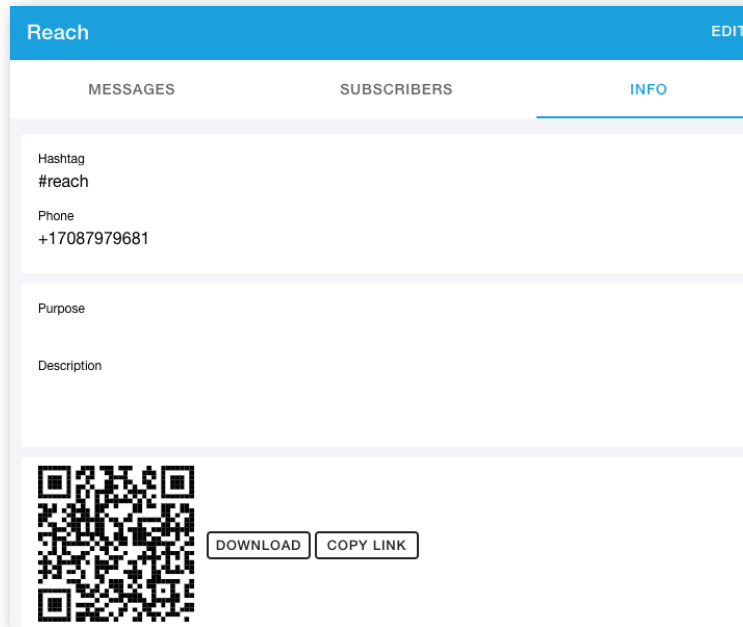
This is the first subsection of a list. **Messages.** Items 14-18 are in reference to this section.

12

This is the second subsection of a list. **Subscribers.** This window is seen in the image below. You can see the list of all subscribers. Inactive means that they were once a subscriber, but have chosen to unfollow this specific list. Active means that they are current subscribers and will receive any message sent. You can use the search bar to find specific subscribers if there are a lot to sort through.

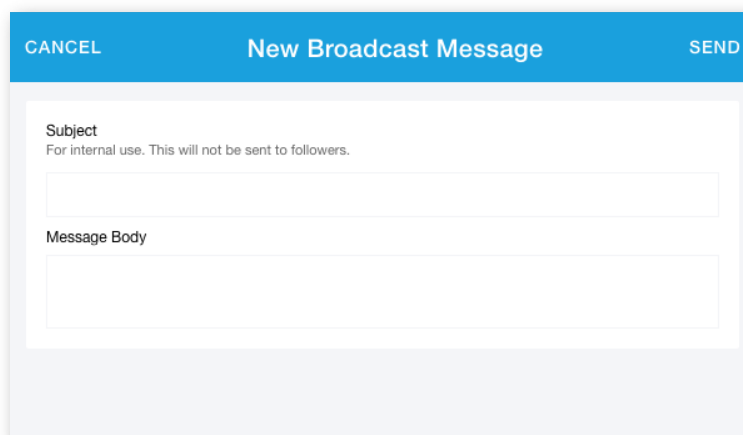
13

This is the third subsection of a list. **Info**. This window is seen in the image below. Here you can see all of the information pertaining to this specific list. Here you can also find the easy access options to help you communicate with potential followers. The users can download the QR code or the link, that will generate an easy to use message, making the process of subscribing to lists very easy.



14

Clicking this + will let you create a new broadcast message for this specific list. Leading to the pop up window below. Because all of the information is already saved within the list, all you have to do is write out an internal subject line, and the message you want to send, and click send, and the message will go out to all active Subscribers. This can be done from your computer or phone app in a matter of seconds.



15

This represents the Messages Section, which is all outbound Communications for this specific list.

16

This is the search bar for the messages within this specific list. If you have dozens of messages it will easier to search for them here by content, or subject, than scrolling.

17

The bottom right corner of every message will give you all of the details you need to know about the message.

1:28: The time sent on the date in the top left corner.

#reach: The list it was sent to

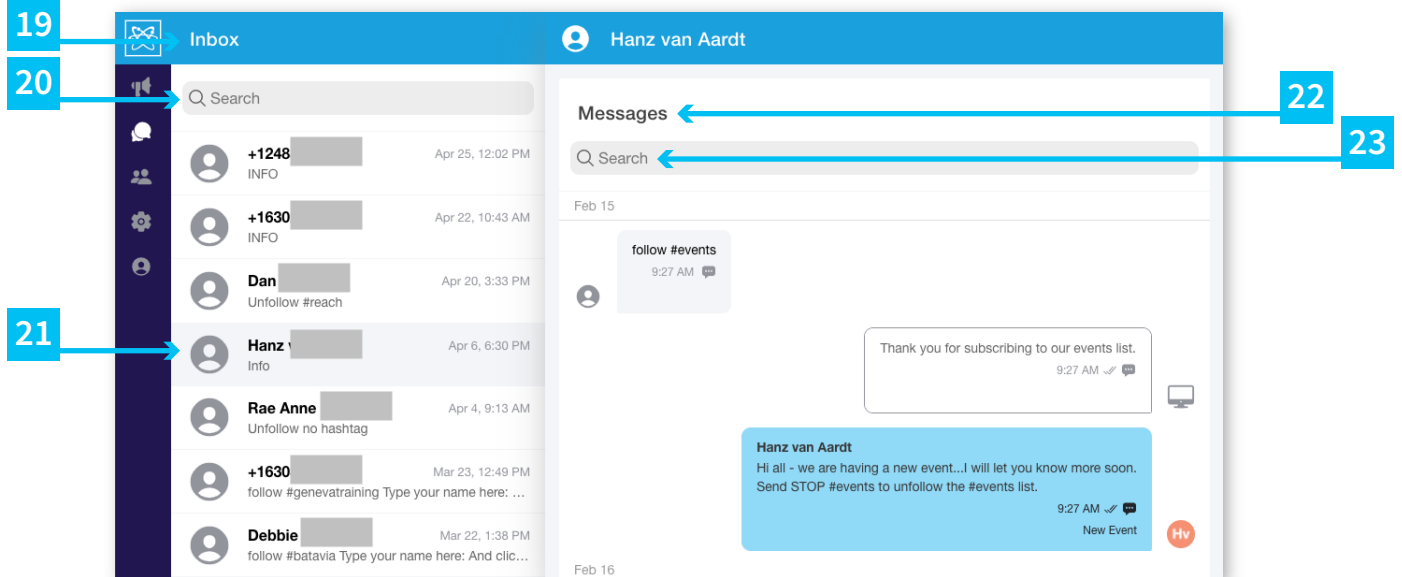
Want to try out reach!: Subject line of the Message

Hv: the Initials of the user that sent it (their full name can be found in the top left corner of the message)

18

Each message will have a date stamp in the top left corner for when it was sent.

## Inbox Section:



19

This is the **Inbox** Section. The Inbox is where response messages are logged, when a subscriber replies to you. If you have VoyagerNetz Engage, this section is a duplication of that information.

20

This is the search bar, where you can search by contact name or number to find a specific conversation.

21

Within the Inbox section you can see your history of conversations. This is an Example of one. You can select a conversation on the left hand side, to have that window be displayed on the right.

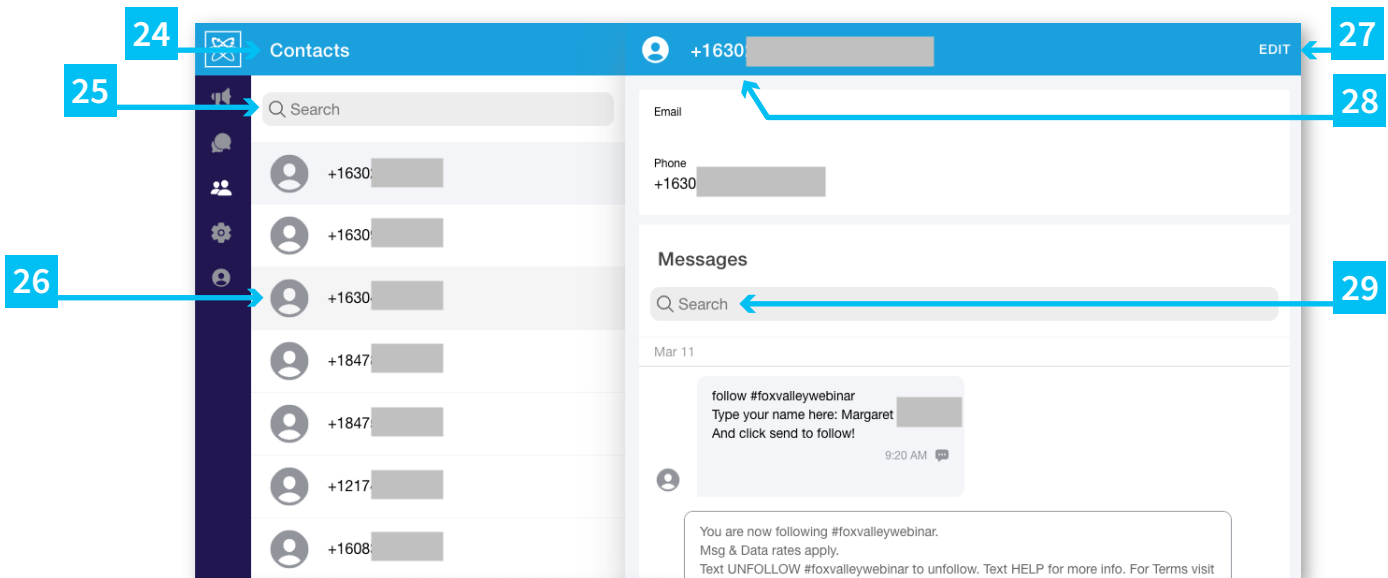
22

This is the messages section for that specific conversation selected on the left. Here you can see the history of messages with this contact. You cannot interact with this section or reply to this contact individually. For more information on that, please talk with us about **VoyagerNetz Engage**, which focuses on 1-on-1 communication.

23

This is the search bar, to search for specific messages by content, inside this specific contact's conversation.

## Contacts Section:



24 This is the **Contacts** Section, which collects all of the contacts/subscribers that come through your Reach system. Here you can edit their information or see their individual message history.

25 This is the search bar, where you can search by contact name or number to find a specific contact.

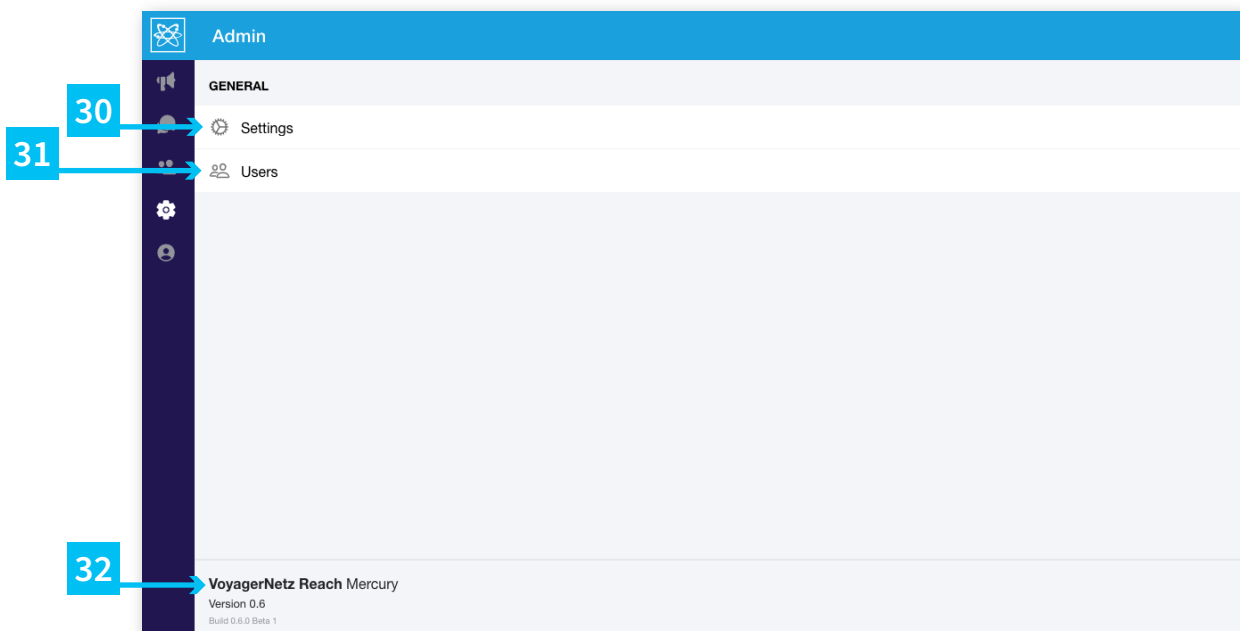
26 Within the Contact section you can see all of your contact. This is an Example of one. You can select a contact on the left hand side, to have that window be displayed on the right.

27 To edit any of this information (specifically to add a name to a number), select the edit button in the top right corner, and follow the prompts.

28 This is the contact section for that specific conversation selected on the left. Here you can see the history of messages with this contact, their name and number. You cannot interact with this section or reply to this contact individually. For more information on that, please talk with us about **VoyagerNetz Engage**, which focuses on 1-on-1 communication.

29 This is the search bar, to search for specific messages by content, inside this specific contact.

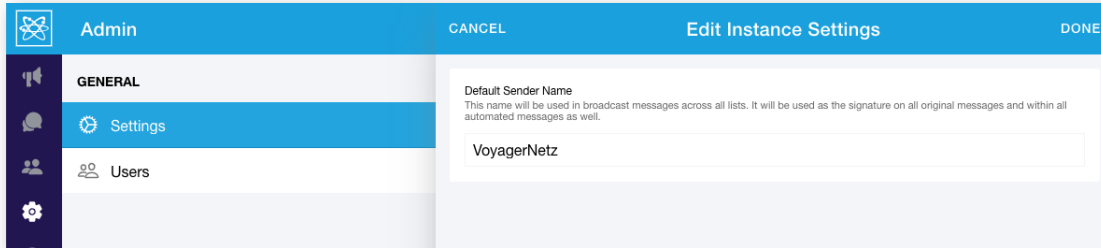
## Contacts Section:





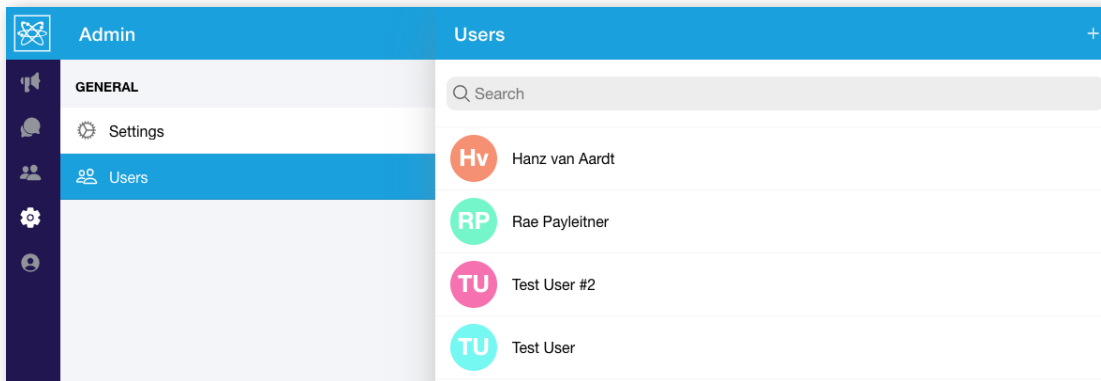
30

This is the settings section within Admin. There will be more settings as this product develops. For now, you can edit the “Default Sender Name” which is the name that is used to sign all of the messages sent through this Reach Instance. You can change this at anytime (by editing and clicking DONE), and it will change the signature for all messages sent after the change.



31

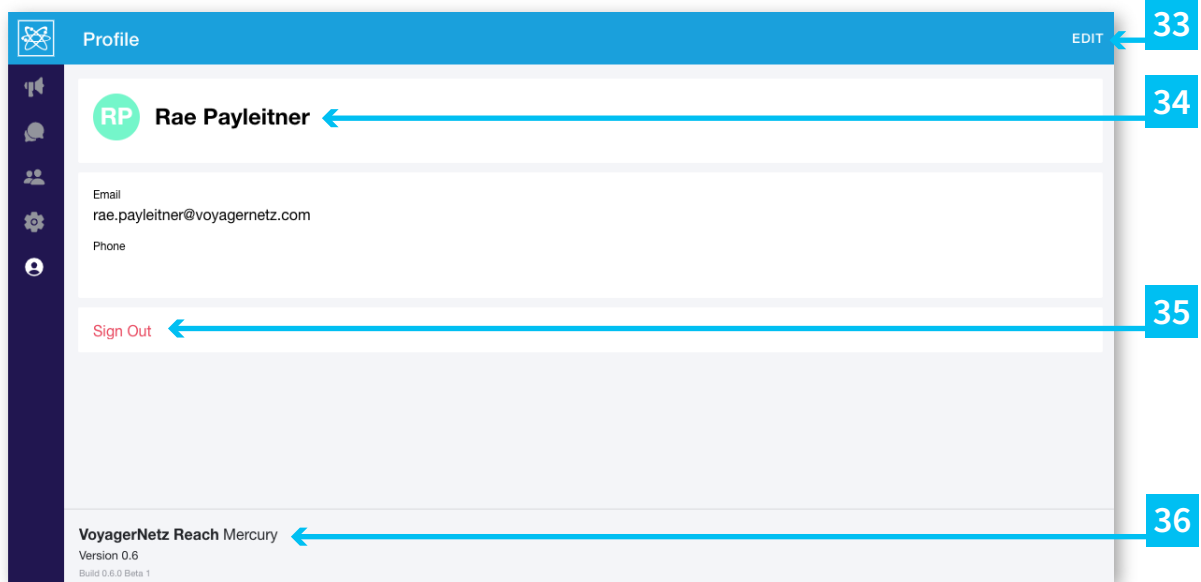
This leads you to the **User** Section, where you can add new users (by clicking the + in the top right) or alter existing ones as needed (selecting the contact). For new users you will create a password that they can change once they sign in, but you always, as an Admin, have the ability to force change the password through this section.



32

This section show you the version of VoyagerNetz Reach that your instance is currently on so that you can stay up to date with updates and informational blogs.

## Profile:



33

The Profile account is used to manage an individual user's settings and sign out if needed. In order to Edit the user click this **Edit** button.

34

On the bottom of the profile account, you can see your version number for VoyagerNetz Reach, so that you can know what blogs to read and whether or not you want to upgrade.

35

Within the Edit Section users can change their name as it appears in Reach. This should be a name that teammates will recognize for ease of use. It will also be reflected in the initials across the system.

36

You can sign out by selecting this Sign Out button.

## How to:

In this section we explore some basic walk throughs to jump start your use of **VoyagerNetz Reach**

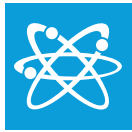
### How to Sign In:

In your **VoyagerNetz Reach Deployment** email you will have received your Reach Instance Name and the Reach Link (reach.voyagernetz.us).

- ➔ To sign in via a browser go to the Reach Link, Type in User Name (Email) and Password.
- ➔ To sign in Via Mobile App, download the “VoyagerNetz Reach” app from the iOS App Store or Google Play Store. Type in your instance name, User Name (Email) and Password.

### How to Add a New User:

1. Under the **Admin** section in Reach (Gear Icon, second from the bottom on the left hand side for desktop and second from the right on the bottom for mobile) Select **Users**.
2. Click + in the top right corner
3. Enter their First Name, Last Name, and Email (which will be their user name)
4. Type and Confirm a Password for them to start with. They will have the ability to change it once they log in for the first time.
5. Select their Role. User (basic functionality) Supervisor (Basic Functionality, plus the ability to see all conversations through the Other Functionality) or Admin (Complete Functionality, including adding users, dashboards, the Admin Section, etc.)
6. Click **Save**
7. Send the above “How to Sign In” guide with your Engage Link, along with the Email/User Name and the Password you just created.



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We are here to help!

Message us at 708.797.9681 with any questions, to set up training, or more info.

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