



Spark^{nz}

e-TXT GUIDE

BUSINESS MESSAGING

MADE

EASY



The e-TXT Groups and Contact Import Guide

- Groups Contact Tab
- CSV File format and rules
- Steps in detail
- Error example
- Process Complete
- More error examples



Overview

Familiarise yourself with the Groups Tab to follow the steps below

These are the basic steps you need to complete

Step 1 : Create CSV File

Step 2 : Contacts Tab - select Groups

Step 3 : Select "Create Group"

- Choose name for Group

- Select Member type: Contacts Only

- Choose private (so only a particular user can use it) or shared status (so all staff can use it) for Group

Select CSV

You will be directed to select a CSV file saved to your desktop/laptop/network

Step 4: Click on "Save" button

Step 5: Click "Import" button

- Process complete and Group was created



Overview

- The first step of creating a Group of contacts, is creating a CSV file
- The format of that data needs to be very specific otherwise the import will fail
- The three minimum required fields to complete on this page are: Group Name, Security domain and Import Key
- The other fields will help more sophisticated Group set up

eTXT

Jason Harris
Available
[Enter Status here](#)

COMPOSE

Messages

Contacts

Groups

Security Domains

Blocked Numbers

Contact Settings

My Settings

Company Settings

User Management

Reports

Create Group

Group Name *

Group Alias
An alternate identifier for your Group that can be used when searching via the Compose page.

Public Identifier
An optional identifier used by your organisation to uniquely identify this Group. Typically a department number, and mostly used for imports.

Member Type
Allow both users and contacts in this group.

Security Domain *
Defines which users or groups can access this Group.

Import Contacts Select CSV file"/>

Import Key
Merge contacts with the same number

- If you use these fields they are unique fields per contact
 - Name
 - Number
 - Email
 - Alias
 - Public Identifier
- Other headings can be chosen for this Domain via Administrator amending Contact Settings



Overview

Familiarise yourself with the Groups Tab to follow the steps below

- When Administrators set up Groups they have rights to create
 - Users
 - Contacts
 - Users & contacts
- Users are only able to set up Contacts
- A security domain allows you to allow all users to see and send messages to that group, or a private group only
- Import keys are set as a standard to five default named column headers, unique to each contact
 - Name
 - Number
 - Alias
 - Email
 - Public Identifier

There are more fields available that can be arranged by your administrator to whatever you want: Company, City, Department, Job Title, etc.

The import keys must be unique to each contact but other fields like Title, Company and Department you can have multiple contacts with the same description.



Overview

Administrator feature: setting up more columns per Domain

- This Domain has been set to have the Standard Five unique Import Keys, plus these that can be used as Column headings in your CSV file
 - Blah
 - Country
 - Function
 - Something
 - City
- You can have a total of 12 headings in your contact list
 - 5 default Import Keys
 - 7 customised Fields via Administrator Contact Properties

eTXT

Jason Harris
Available
Enter Status here

COMPOSE

Messages

Contacts

- > Contacts
- > Groups
- > Security Domains
- > Blocked Numbers
- > **Contact Settings**
- > My Settings
- > Company Settings

Contact Settings

Restricted Contacts ☐
All Users can Edit or Add Contacts

Email2SMS ☒
Email2SMS can SMS any Mobile

Support STOP Processing ☐
Your Contacts can not Opt-out of Messages

STOP Keywords
STOP Keywords
A reply that matches the word "stop" or one of these words will block further messages from you
Hit enter to add a Keyword

Contact Properties
Blah × Country × Department × Field 1 × Field 2 × Field 3 ×
Function × Something × City × Contact Properties
Hit enter to add a Property

Contact Key
Number
Merge contacts with the same number

Save

• These contact property field names can be different for each Domain, or you may choose a standard list across all domains



The e-TXT Groups and Contact Import Guide

- More detailed Step 1 to 7
- Includes example errors and how to correct



Overview

Create your Excel Spreadsheet with data and save to your desktop

- Three import keys were used: Name, Number, Email
- One new Column was chosen: Department
- This is an Excel File

Heading of columns of data must match import keys exactly

File must be saved as a CSV

There is NO LIMIT on the amount of contacts you can import There is a file size limit that may mean you have to import multiple files (20,000+)

[illegible]



Overview

Complete the minimum required fields

Create Group

- Insert name
- Select Contacts only
- Mark as Personal or as Public if other users in the company are allowed to use it
- Click on “Select CSV”

→ Group Name *

Group Alias
An alternate identifier for your Group that can be used when searching via the Compose page.

Public Identifier
An optional identifier used by your organisation to uniquely identify this Group. Typically a department number, and mostly used for imports.

→ Member Type Only allow contacts in this Group

→ Security Domain * ⓘ Defines which users or groups can access this Group.

→ Import Contacts ⓘ

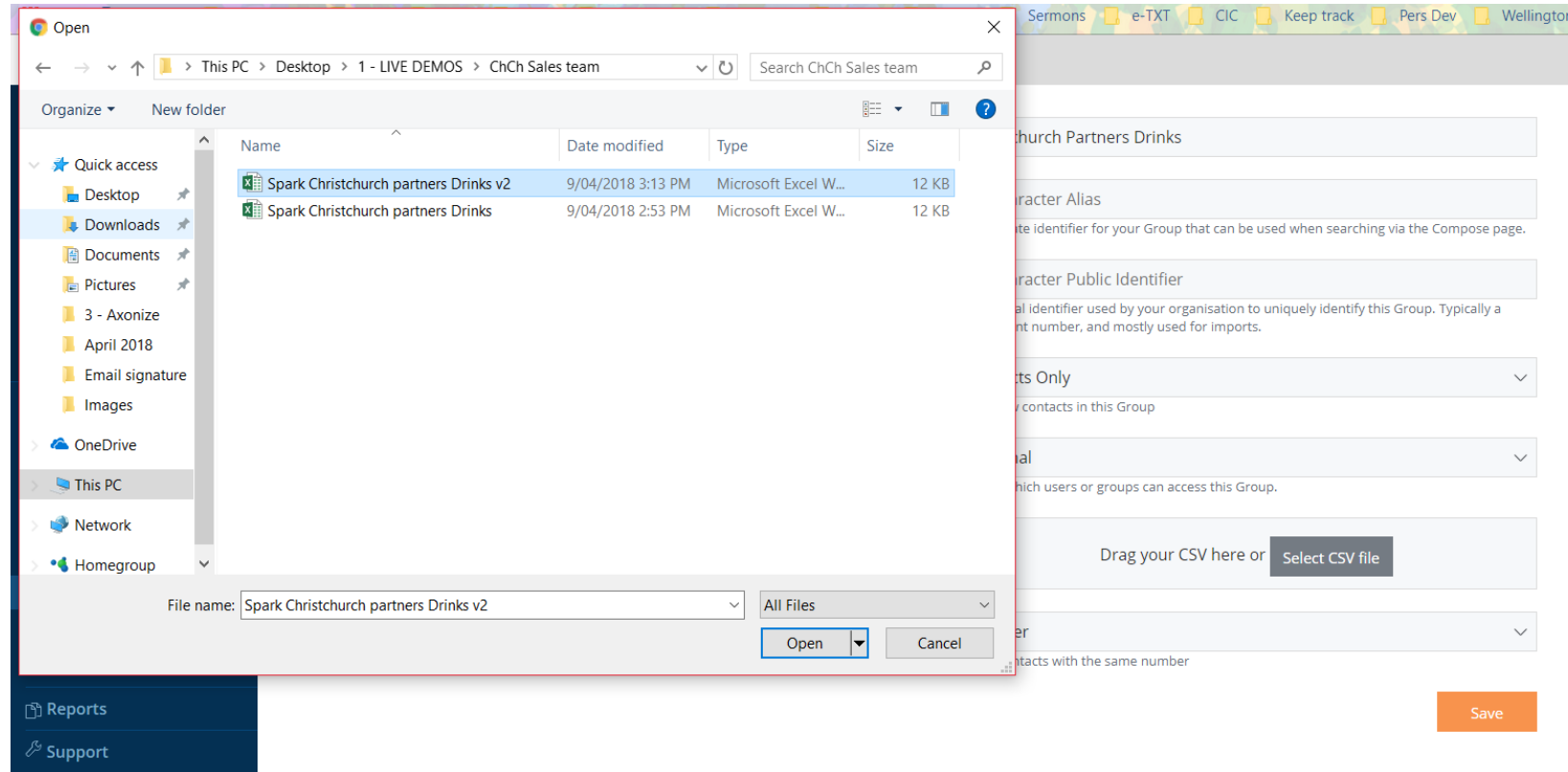
Import Key Merge contacts with the same number



Overview

Select the CSV File you saved

- Select the File saved to your desktop or laptop or online drive





Overview

Review the preview pane

- You are able to see a proof of your import –and it is not looking happy
- This is because the file was saved as an Excel File, not a CSV

Create Group

Group Name *	Christchurch Partners Drinks
Group Alias	64 Character Alias An alternate identifier for your Group that can be used when searching via the Compose page.
Public Identifier	70 Character Public Identifier An optional identifier used by your organisation to uniquely identify this Group. Typically a department number, and mostly used for imports.
Member Type	Contacts Only Only allow contacts in this Group
Security Domain * ⓘ	Personal Defines which users or groups can access this Group.
Import Contacts ⓘ	Drag your CSV here or <button>Select CSV file</button> <pre>Pk[] [] ! A7[]n[] [] [] [Content_Types].xml [] (3[] [] N[] B[] ? C%[] * [] [] [] = [] Y[] K) u[] b8x[] R- [] J[] W[] Q23V\$[] s[] U. [] x ` [] G[] [] 機u_[] ; [] è[] U[] Oηw[] j[] [] s[] [] 4z[] - [] Ze[] N[]</pre>
Import Key	Number Merge contacts with the same number





Overview

Correction if you made an error: Save Excel Spreadsheet to CSV

- Open the file and save to CSV
- Repeat process of clicking on “Select CSV file”

The screenshot shows the 'Save As' dialog in Microsoft Excel and a Windows File Explorer window. The Excel dialog is titled 'Spark Christchurch partners Drinks v2 - Excel' and shows the 'Save As' menu option selected. The file name is 'Spark Christchurch partners Drinks v2' and the file type is 'CSV (Comma delimited) (*.csv)'. The File Explorer window shows the file 'Spark Christchurch partners Drinks v2' selected in the 'ChCh Sales team' folder. The file type is 'Microsoft Excel Comma Separat...'. The file name is 'Spark Christchurch partners Drinks v2' and the file type is 'All Files'.

Save As

Recent

OneDrive - MessageMedia
bill.cheney@bulletin.net

OneDrive

Sites - MessageMedia
bill.cheney@bulletin.net

This PC

Add a Place

Browse

Open

File name: Spark Christchurch partners Drinks v2

All Files

Open Cancel

Spark Christchurch Partners Drinks

Character Alias

Identifier used by your Group that can be used when searching via the Compose page.

1

Character Public Identifier

Identifier used by your organisation to uniquely identify this Group. Typically a number, and mostly used for imports.

ts Only

contacts in this Group

al

which users or groups can access this Group.

Drag your CSV here or [Select CSV file](#)

Save



Overview

Repeat steps after correction: Review the preview pane & Click “Save” button

- You are able to see a proof of your import
- And now it is looking promising
- Another proof pop-up will appear after you click the Save button

Create Group

Group Name *

Group Alias
An alternate identifier for your Group that can be used when searching via the Compose page.

Public Identifier
An optional identifier used by your organisation to uniquely identify this Group. Typically a department number, and mostly used for imports.

Member Type Only allow contacts in this Group

Security Domain * ⓘ Defines which users or groups can access this Group.

Import Contacts ⓘ

Drag your CSV here or

Name,Number,Email,Department
Paul Mulder,64274507826,Paul.Mulder@spark.co.nz,Business Manager
Rose Woodham,64274059818,rose.woodham@spark.co.nz,Sales Coordinator
Simon Craigie,64272948334,Simon.Craigie@spark.co.nz,Telco Specialist
Ben Macrae,64275500553,Ben.Macrae@spark.co.nz,Telco Specialist
David Yardley,64274444515,David.Yardley@spark.co.nz,Telco Specialist
...
◀ ▶

Import Key Merge contacts with the same number



Overview

Review preview pane and click on “Import” button

- This is the final step/proof screen before you click the “Import” button
- This screen shows a preview of what your Contact Group will look like after import

Create Group

Contact Import Preview

Here is a preview of the contacts to import. Please click 'Import' to proceed.

name	number	email	Department
Paul Mulder	64274507826	Paul.Mulder@spark.co.nz	Business Manager
Rose Woodham	64274059818	rose.woodham@spark.co.nz	Sales Coordinator
Simon Craigie	64272948334	Simon.Craigie@spark.co.nz	Telco Specialist
Ben Macrae	64275500553	Ben.Macrae@spark.co.nz	Telco Specialist
David Yardley	64274444515	David.Yardley@spark.co.nz	Telco Specialist

Cancel Import

Name, Number, Email, Department
Paul Mulder, 64274507826, Paul.Mulder@spark.co.nz, Business Manager
Rose Woodham, 64274059818, rose.woodham@spark.co.nz, Sales Coordinator
Simon Craigie, 64272948334, Simon.Craigie@spark.co.nz, Telco Specialist
Ben Macrae, 64275500553, Ben.Macrae@spark.co.nz, Telco Specialist
David Yardley, 64274444515, David.Yardley@spark.co.nz, Telco Specialist
...

Import Key Number
Merge contacts with the same number

Save



Overview

Contact Group created successfully

- This is what your Contact Group will look like after a successful import
- If there is something wrong with the format of your data **you will be prevented from progressing**

Group Details

Group Membership

ONLY ALLOW CONTACTS IN THIS GROUP

Current Members

Search for Contact/User/Group

X

Import Group Members

Export Group Members

☐	Name	Type	Security Domain
☐	Ben Macrae	Contact 🔗	Personal
☐	David Yardley	Contact 🔗	Personal
☐	Gaurav Kumar	Contact 🔗	Personal
☐	Jacqueline Burgess	Contact 🔗	Personal
☐	John Stewart	Contact 🔗	Personal
☐	Lance Mitchell	Contact 🔗	Personal
☐	Paul Mulder	Contact 🔗	Personal
☐	Poppi Harber	Contact 🔗	Personal
☐	Prince Dhawan	Contact 🔗	Personal

Available Members

Search for Contact/User/Group

X

NOTE: Groups that do not have "Contacts Only" member type are excluded from this list.

☐	Name	Type	Security Domain
☐	Alan Shannon	Contact 🔗	Personal
☐	Alex Ivanov	Contact 🔗	Personal
☐	Alex Ivanov	Contact 🔗	Personal
☐	Alex Ivanov	Contact 🔗	Personal
☐	Alisha Carden	Contact 🔗	Personal
☐	Al Stewart	Contact 🔗	Personal
☐	Al Stewart	Contact 🔗	Personal
☐	Al Stewart	Contact 🔗	Personal
☐	AmandaHerbert	Contact 🔗	All Access



The e-TXT Groups and Contact Import Guide

- Examples of typical errors



Overview

Error example #1

- One example of an error is if you used the “Title” as a descriptor but it has not been set-up with your administrator
- Here is what would happen
- Press cancel and repeat Import File after correcting CSV file and it will work
 - Change Title to Department (an import key set up by administrator for this account)

The screenshot displays the Microsoft Excel interface. The ribbon at the top includes tabs for File, Home, Insert, Draw, Page Layout, Formulas, Data, Review, View, and Help. The Home tab is active, showing options for Clipboard (Paste, Copy, Format Painter), Font (Calibri, size 11, bold, italic, underline, color, background color), and Alignment (Wrap Text, Merge & Center). Below the ribbon, a data table is visible with columns A, B, C, and D. The table contains 8 rows of data, including names, numbers, titles, and email addresses.

	A	B	C	D
1	Name	Number	Title	Email
2	Paul Mulder	64274507826	Business Manager	Paul.Mulder@spark.co.nz
3	Rose Woodham	64274059818	Sales Coordinator	rose.woodham@spark.co.nz
4	Simon Craigie	64272948334	Telco Specialist	Simon.Craigie@spark.co.nz
5	Ben Macrae	64275500553	Telco Specialist	Ben.Macrae@spark.co.nz
6	David Yardley	64274444515	Telco Specialist	David.Yardley@spark.co.nz
7	Rory Keay	64274321728	Telco Specialist	Rory.Keay@spark.co.nz
8	Will Payne	64272344699	Solution Specialist IoT	Will.Payne@spark.co.nz

Create Group

Group Name *

Christchurch Partner Drinks v2

Group Alias

64 Character Alias

An alternate identifier for your Group that can be used when searching via the Compose page.

Public Identifier

70 Character Public Identifier

An optional identifier used by your organisation to uniquely identify this Group. Typically a department number, and mostly used for imports.

Member Type

Contacts Only

Only allow contacts in this Group

Security Domain * ⓘ

Personal

Defines which users or groups can access this Group.

Import Contacts ⓘ

Drag your CSV here or

Select CSV file

Import Errors

Errors have been detected when importing Contacts, it is not possible to complete the import process. Note that there may be more errors than shown below. Modify the import data to resolve the errors and then re-try the import.

Line	Name	Issue
1		Unrecognised heading 'title'

Cancel

My Email

4507826,Business Manager,Paul.Wulder@spark.co.nz

74059818,Sales Coordinator,rose.woodham@spark.co.nz

272948334,Telco Specialist,Simon.Craigie@spark.co.nz

500553,Telco Specialist,Ben.Macrae@spark.co.nz

274444515,Telco Specialist,David.Yardley@spark.co.nz

same number

Save



Overview

Error example #2

- Another example of an error is if you used the “Alias” for a Job Title, but it has not been set-up with your administrator
- Here is what would happen
 - Alias is too long and has illegal characters as there is a character limit on Alias
 - Duplicate error as “Alias” needs to be unique, but some people have the same job titles

	A	B	C	D
1	Name	Number	Alias	Email
2	Paul Mulder	64274507826	Business Manager	Paul.Mulder@spark.co.nz
3	Rose Woodham	64274059818	Sales Coordinator	rose.woodham@spark.co.nz
4	Simon Craigie	64272948334	Telco Specialist	Simon.Craigie@spark.co.nz
5	Ben Macrae	64275500553	Telco Specialist	Ben.Macrae@spark.co.nz
6	David Yardley	64274444515	Telco Specialist	David.Yardley@spark.co.nz
7	Rory Keay	64274321728	Telco Specialist	Rory.Keay@spark.co.nz
8	Will Payne	64272344699	Sales Coordinator	Will.Payne@spark.co.nz
9	Poppi Harber	64272986853	Sales Coordinator	Poppi.Harber@spark.co.nz
10	Tiffany Saxton	64272433269	Telco Specialist	Tiffany.Saxton@spark.co.nz
11	Jacqueline Burgess	64272520029	Business Manager	Jacqueline.Burgess@spark.co.nz
12	Lance Mitchell	64274423892	Sales Coordinator	Lance.Mitchell@spark.co.nz
13	Sid Bhogal	64274503502	Sales Coordinator	Sid.Bhogal@spark.co.nz
14	Tanya de Vries	64274659933	Sales Coordinator	Tanya.deVries@spark.co.nz
15	Prince Dhawan	64275104400	Sales Coordinator	Prince.Dhawan@spark.co.nz
16	Yolanda Huang	64277777688	Sales Coordinator	Yolanda.Huang@spark.co.nz
17	Gaurav Kumar	64275369595	Sales Coordinator	Gaurav.Kumar@spark.co.nz
18	Tristan Palmer	64274833899	Sales Coordinator	Tristan.Palmer@spark.co.nz
19	John Stewart	64272222320	Sales Coordinator	John.Stewart@spark.co.nz
20				

Create Group

Group Name * Christchurch Partner Drinks v2

Group Alias 64 Character Alias
An alternate identifier for your Group that can be used when searching via the Compose page.

Public Identifier 70 Character Public Identifier
An optional identifier used by your organisation to uniquely identify this Group. Typically a department number, and mostly used for imports.

Member Type Contacts Only
Only allow contacts in this Group

Security Domain * Personal
Defines which users or groups can access this Group.

Import Errors

Errors have been detected when importing Contacts, it is not possible to complete the import process. Note that there may be more errors than shown below. Modify the import data to resolve the errors and then re-try the import.

Line	Name	Issue
2	Paul Mulder	Alias contains illegal characters, is malformed or is too long
3	Rose Woodham	Alias contains illegal characters, is malformed or is too long
4	Simon Craigie	Alias contains illegal characters, is malformed or is too long
4	Simon Craigie	Alias is duplicated
5	Ben Macrae	Alias contains illegal characters, is malformed or is too long

Cancel

Name,Number,Alias,Email
Paul Mulder,64274507826,Business Manager,Paul.Mulder@spark.co.nz
Rose Woodham,64274059818,Sales Coordinator,rose.woodham@spark.co.nz
Simon Craigie,64272948334,Telco Specialist,Simon.Craigie@spark.co.nz
Ben Macrae,64275500553,Telco Specialist,Ben.Macrae@spark.co.nz
David Yardley,64274444515,Telco Specialist,David.Yardley@spark.co.nz
...

Import Key

Number



SMS is the simple & effective
way to communicate to your staff,
suppliers and customers.