



SMS Messages from Asgard to Mobile Phone

The Asgard Main Desktop Application includes the ability to send SMS (text) messages from the Directory to a mobile phone.

Before you begin:

- The intended recipient must have a user profile
- The recipient's phone number and mobile carrier must be entered in the user profile.
- An email address must be associated with your own user profile.

A screenshot of the Asgard user profile management interface. The window title is 'Adreno, Porticia [padreno]'. The interface includes tabs for 'Welcome Page' and 'User Directory'. Below the tabs are action links: 'Disable This User', 'Change Password', and 'Print'. On the right side, there are 'Save' and 'Save/Close' buttons. The form contains several input fields: 'Username' (padreno), 'First Name' (Porticia), 'Last Name' (Adreno), and 'IVR ID' (42043). There is also a 'Last Site Visited' field with 'One Valley Lodge' and two checkboxes: 'Limit Work Order View to Department' and 'Clear Last Site Visited'. A dropdown menu for 'Application Language and Culture' is set to '[Windows Default]', and there is a 'Third-party Affiliation' field. The 'Contact Information' section includes 'Office Phone', 'Fax Phone', 'Contact Method' (E-mail), 'Mobile Phone' (210-555-7387), 'Mobile Carrier' (AT&T), and 'Email' (padreno@resortvacations.com). The 'Mobile Phone', 'Mobile Carrier', and 'Email' fields are highlighted with red boxes.

For assistance with adding information to a user profile, or with creating a new account, please contact support@katanasoft.com.



Scenario:

The Front Desk Agent needs to send a message to the Maintenance Manager, who is out performing PMs.

Step 1

Open the Directory in the Asgard Main Desktop App.

Asgard -- One Valley Lodge (One Valley Lodge)

File Organization Site Facilities Tools Help

Directory Account List Expense Search | Locations | Assets ▾ | Work Orders ▾ PM ▾ Proj

Welcome Page **User Directory**

New User Copy Edit Disable | Change Password | Show Disabled Users

Display Directory As: Last Name, First Name ▾ | Look For: ▾ Find | Clear

Adreno, Porticia Mobile Phone: 210-555-7387 Email: padreno@resortvacations.c...	Kurka, Marit Mobile Phone: 5624002006 Email: mchrislock@katanasoft.com
Aldrich, Candace Mobile Phone: 8616880000	Louis, Julia

Step 2

Search for the user by name or department. Be sure to tab to the Find button before hitting **ENTER** on your search.

Welcome Page **User Directory**

New User Copy Edit Disable | Change Password | Show Disabled Users

Display Directory As: Last Name, First Name ▾ | Look For: ▾ Find | Clear

Adreno, Porticia Mobile Phone: 210-555-7387 Email: padreno@resortvacations.c...

Welcome Page **User Directory**

New User Copy Edit Disable | Change Password | Show Disabled Users

Display Directory As: Last Name, First Name ▾ | Look For: ▾ Find | Clear

Adreno, Porticia Mobile Phone: 210-555-7387 Email: padreno@resortvacations.c...	Rewer, Rob
Aldrich, Candace	Rodriguez, James Email: jrodriguez@mymail.net

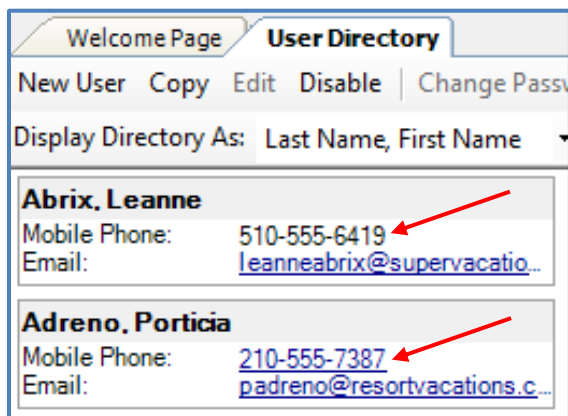
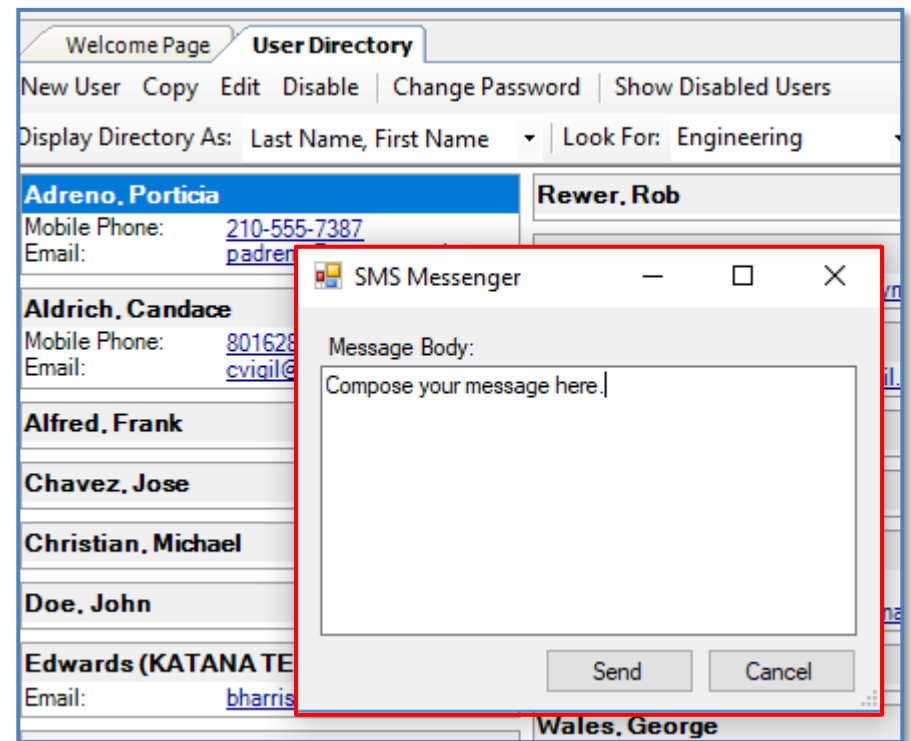
Step 3

Hover your cursor over the user's phone number and **CTRL + CLICK**.

This will bring up the dialog box where you can type your message.

The user receiving the message will be highlighted in blue.

When you are satisfied with your message, click Send.



If a phone number displays in black, it is not eligible to receive messages from the Directory. Remember to check that the mobile carrier is indicated in the user's profile.

Phone numbers configured to receive SMS messages will display in blue.

Step 4

The user will receive your message as a text on their mobile phone.

If the user types a response back, it will be sent to the email address associated with your user profile.

