

Extremely Reliable



Welcome!

This User Guide takes a visual approach to introducing you to the features found on the **CommzGate CloudSMS** Web Portal. Each major part of the User Interface is explained and the entire guide will take about 15 minutes to cover.

The **CommzGate CloudSMS** Web Portal is located at
<https://app.commzgate.com/>

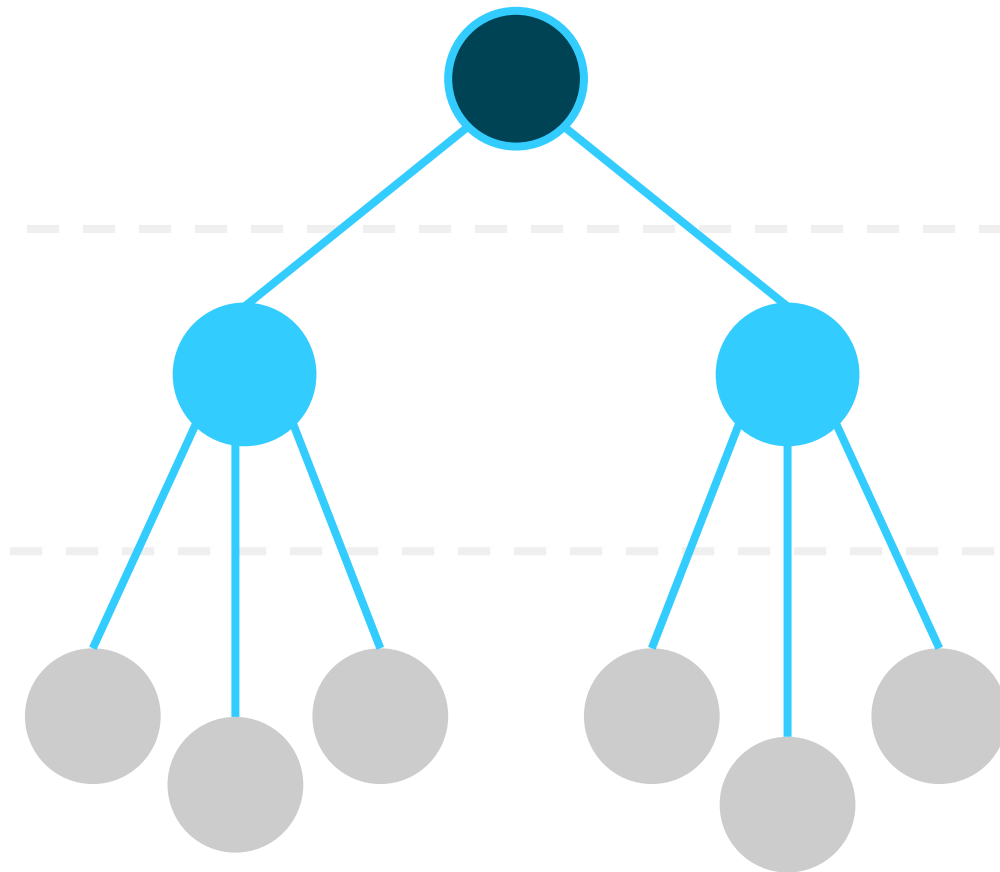
CloudSMS Overview

Cloud-based High-Performance SMS service

- Nothing to install, Deploy Immediately
- Easy-to-use, minimal training needed
- Comprehensive API for integration
- Enterprise-grade reliability
- Multi-user capable
- High Performance Direct-to-Telco technology
- Transparent Pricing
- Push Messaging integration with MACH
- Integrated WhatsApp messaging via Official WhatsApp Business API



User Structure



SUPER ADMIN

Super Admin manages admin user accounts and views overall SMS usage report

ADMIN

Admins manages their own sub-users account and view SMS reports of their sub-users


USER

Users only manages their own account and view their own SMS reports

Direct-to-Telco Technology



1 Dashboard

My Profile | [Switch To Activation Mode](#) | [Buy SMS](#) | [Sign-out](#)
ABCD (abcd@company.com)

Dashboard QuickSend Advanced Contacts Reports API WhatsApp More

Hi ABCD,

Welcome to your Dashboard!
Your administrator for CommzGate Demo is **cgdemo** (cgdemo@commzgate.com)

Your account is enabled for WhatsApp using **6598229663**

View your approved [WhatsApp templates](#)
or launch [WhatsApp Conversations](#)

You have made **29** WhatsApp conversations this month including outgoing messages sent to **1** unique WhatsApp recipient in the last 7 days

Getting Started Tips

- 1) Contact us get a verified WhatsApp Business profile to start sending WhatsApp messages.
- 2) For large broadcasts, click on the [Advanced](#) tab to start a Campaign. You will need to [setup a Contact Group](#) first.
- 3) For ad-hoc message to a small number of recipients, use [QuickSend](#) to send high-priority messages.
- 4) Prepaid users: You can top up SMS credits using the "Add Credits" links on the right side of this page!
- 5) Developers can use [API](#) to integrate your applications. Messages sent via API are free using our PushBox app for : iPhone & Android

Service Status

[View Status Page](#)

Support

- [CommzGate User Guide](#)
- [Request Support](#)
- [Online Help](#)
- [Email Us](#)

Account Info

Plan: **BASIC**
SMS Credits for Portal: **31,954**
SMS Credits for API: **787**

Shortcuts

- [Start a Campaign](#)
- [Upload New Contacts](#)

1.1 Dashboard - Get Started

Dashboard is where you start. It contains shortcuts to the most used features and displays summary data.

1. Main Navigation Menu
2. Getting Started tips will be shown until you send your first message.
3. "Widgets" contain information such as Account Info and shortcuts. You can re-arrange the order of the Widgets by dragging them up and down

The screenshot shows the CommzGate dashboard interface. At the top, there is a navigation bar with the CommzGate logo and the text 'COMMZGATE'. To the right of the logo, there are links for 'My Profile', 'Switch To Activation Mode', 'Buy SMS', and 'Sign-out', along with the user name 'ABCD (abcd@company.com)'. Below the navigation bar, there is a main navigation menu with tabs for 'Dashboard', 'QuickSend', 'Advanced', 'Contacts', 'Reports', 'API', 'WhatsApp', and 'More'. A blue arrow labeled '1' points to this menu.

The main content area is divided into several sections. On the left, there is a greeting: 'Hi ABCD, Welcome to your Dashboard! Your administrator for CommzGate Demo is **cgdemo** (cgdemo@commzgate.com)'. Below this, there is a WhatsApp icon and a message: 'Your account is enabled for WhatsApp using **6598229663**'. There are links to 'View your approved WhatsApp templates' and 'launch WhatsApp Conversations'. Below that, it says 'You have made **29** WhatsApp conversations this month including outgoing messages sent to **1** unique WhatsApp recipient in the last 7 days'. A blue arrow labeled '2' points to the 'Getting Started Tips' section below this.

The 'Getting Started Tips' section contains five numbered tips:

- 1) Contact us get a verified WhatsApp Business profile to start sending WhatsApp messages.
- 2) For large broadcasts, click on the [Advanced](#) tab to start a Campaign. You will need to [setup a Contact Group](#) first.
- 3) For ad-hoc message to a small number of recipients, use [QuickSend](#) to send high-priority messages.
- 4) Prepaid users: You can top up SMS credits using the "Add Credits" links on the right side of this page!
- 5) Developers can use [API](#) to integrate your applications. Messages sent via API are free using our PushBox app for : iPhone & Android

On the right side of the dashboard, there are three main sections: 'Service Status' with a 'View Status Page' link; 'Support' with links for 'CommzGate User Guide', 'Request Support', 'Online Help', and 'Email Us'; and 'Account Info' showing 'Plan: BASIC', 'SMS Credits for Portal: 31,954', and 'SMS Credits for API: 787'. Below these is a 'Shortcuts' section with links for 'Start a Campaign' and 'Upload New Contacts'. A blue arrow labeled '3' points to the 'Service Status' section.

1.2 Dashboard - Overview

After you send your first message, Dashboard start to show some additional information.

1. The service health of our Direct-to-Telco connectivity is shown in real-time
2. Activity Snapshot with summary of your activity for the month
3. Your account profile
4. System status
5. User Guides & online Knowledge Base
6. Your account summary

The screenshot shows the COMMZGATE dashboard interface. At the top, there is a navigation bar with the COMMZGATE logo and user information: 'My Profile | Switch To Activation Mode | Buy SMS | Sign-out ABCD(abcd@company.com)'. Below this is a secondary navigation bar with tabs: Dashboard, QuickSend, Advanced, Contacts, Reports, API, WhatsApp, and More.

The main content area includes:


- Hi ABCD,** Welcome to your Dashboard! Your administrator for CommzGate Demo is **cgdemo** (cgdemo@commzgate.com)
- A WhatsApp icon and text: "Your account is enabled for WhatsApp using **6598229663**". Below this, it says "View your approved [WhatsApp templates](#) or launch [WhatsApp Conversations](#)".
- Text: "You have made **29** WhatsApp conversations this month including outgoing messages sent to **1** unique WhatsApp recipient in the last 7 days".
- Direct-to-Telco™ Real-time Status** section with a table:

Operator	Status	Details
STARHUB	GOOD	Updated: 2025-10-30 09:54:09
SINGTEL	GOOD	Updated: 2025-10-30 09:57:23
MOBILEONE	GOOD	Updated: 2025-10-30 09:54:22
- Activity Snapshot:** "You have: **1** [Contacts](#) in **1** [Groups](#)
9 [Campaigns](#) and **4** [QuickSend](#) messages this month"
- Service Status** section with a "View Status Page" link.
- Support** section with links for "CommzGate User Guide", "Request Support", "Online Help", and "Email Us".
- Account Info** section showing: Plan: **BASIC**, SMS Credits for Portal: **31,954**, SMS Credits for API: **787**.
- Shortcuts** section with links for "Start a Campaign" and "Upload New Contacts".

Numbered callouts (1-6) point to these specific features in the dashboard.

2

Messaging

My Profile | [Switch To Activation Mode](#) | [Buy SMS](#) | [Sign-out](#)
ABCD(abcd@company.com)

Dashboard QuickSend Advanced Contacts Reports API WhatsApp More

QuickSend

Messages to less than 100 recipients will be routed via our high priority queue

Character Count
 characters message

Manual Entry Contacts Groups Upload

Recipients selection between tabs are retained. 0 selected.

Enter Mobile Numbers

[+]
Country Code required eg. 6598778888
Separate each number with a newline

Send Message

Message Inbox

[» View Inbox \(0 in last 30 days\)](#)

Options

- [» Use SMS SenderID](#)
- [» Use Templates](#)
- [» Enable Opt-Out](#)
- [» Set Sender Name](#)
- [» Routing](#)
- [» Schedule for later](#)
- [» View History \(4 in last 30 days\)](#)

To allow recipients to Opt Out, add one of the following footers to your message:

To unsub, reply with "NO"

[« Apply](#)

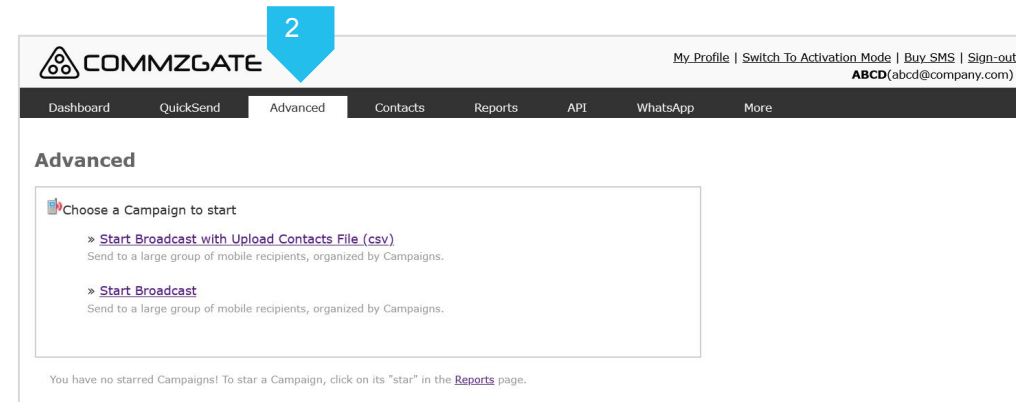
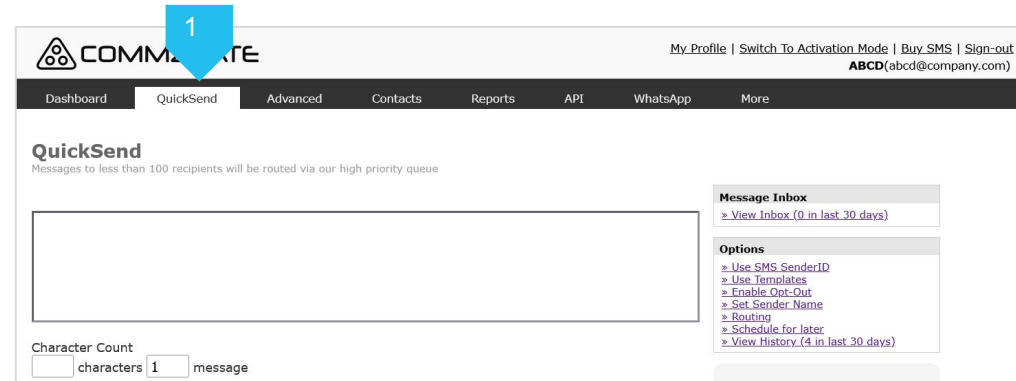
Want to send messages to your contacts for free? Find out about [PushBox Messaging](#)

2.1 Messaging - Modes

There are 2 Modes of Sending

1. **QuickSend** is designed for sending adhoc time-sensitive, high-priority messages to a small recipient list. Options for message templates and broadcast schedule are available.
Example: Meeting Reminders
2. **Advanced** is designed for sending and receiving large volume of messages with detailed reports grouped by broadcast. Advanced messaging features such as placeholders are available.
Example: Promo Broadcasts

An addition feature called **ClickSend** allows you to simply click on any contact mobile number displayed with a hyperlink to compose and send a message to that contact.



2.1 Messaging - Overview

Standard SMS

1. The default character set for standard SMS messages is the GSM 7-bit **Basic Character Set**.
2. 1 single SMS can consist of up to **160** GSM-7 basic characters.

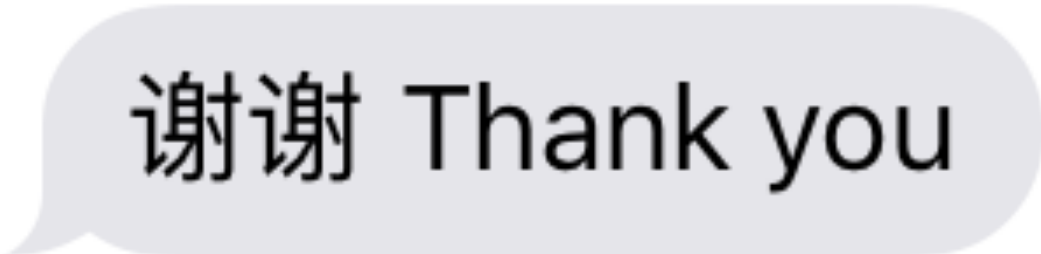
Basic Character Set^[2]

	0x00	0x10	0x20	0x30	0x40	0x50	0x60	0x70
0x00	@	Δ	SP	0	i	P	¿	p
0x01	£	_	!	1	A	Q	a	q
0x02	\$	Φ	"	2	B	R	b	r
0x03	¥	Γ	#	3	C	S	c	s
0x04	è	Λ	¤	4	D	T	d	t
0x05	é	Ω	%	5	E	U	e	u
0x06	ù	Π	&	6	F	V	f	v
0x07	ì	Ψ	'	7	G	W	g	w
0x08	ò	Σ	(8	H	X	h	x
0x09	Ç	Θ)	9	I	Y	i	y
0x0A	LF	Ξ	*	:	J	Z	j	z
0x0B	Ø	ESC	+	;	K	Ä	k	ä
0x0C	ø	Æ	,	<	L	Ö	l	ö
0x0D	CR	æ	-	=	M	Ñ	m	ñ
0x0E	Å	β	.	>	N	Ü	n	ü
0x0F	å	É	/	?	O	§	o	à

2.1 Messaging - Overview

Unicode SMS

1. Multilingual SMS messages can be sent using the Unicode (double byte) character set.
2. When the message consist of any character outside the GSM-7 basic character set (eg. multilingual or special characters), the **entire** message will be converted to Unicode and sent as Unicode SMS.
3. **1** single SMS can consist of up to **70 Unicode** characters.



谢谢 Thank you

2.2 ClickSend -Mobile Number HyperLink

Anywhere on the portal, by clicking on the mobile number of any Contact, you can easily compose and send a message to the mobile number.

1. Click on the mobile number of any Contact in Contacts or Reports. A message box will open for you to compose and send a message.
2. Compose your message. Multilingual and special characters are supported with Unicode.
3. Click "Send Message" to send the message immediately.
4. Your message log can be viewed in your QuickSend history.

The screenshot displays the COMMZGATE web interface. At the top, there's a navigation bar with 'Dashboard', 'QuickSend', 'Advanced', 'Contacts', 'Reports', 'API', 'WhatsApp', and 'More'. The 'Contacts' page is active, showing a list of contacts. A contact with ID 'CG 247' and mobile number '659000001' is highlighted. A modal window titled 'Send Message' is open, containing the following fields:

- Recipient: 659000001
- Character Count: 1 characters, 1 message
- SMS SenderID: Select SMS SenderID
- SMS Templates: -----Select a SMS Template-----
- WhatsApp Templates: --Select a WhatsApp Template--
- Send Message button

 Blue arrows indicate the steps: 1 points to the mobile number, 2 points to the message input area, and 3 points to the 'Send Message' button.

2.3 QuickSend - Overview

Use **QuickSend** for rapid sending of high-priority messages in an ad-hoc manner. This is useful for sending time-sensitive updates, reminders or highly personalized messages.

1. Input your message here. Multilingual and special characters are supported with Unicode. Supports messages up to 1530 GSM-7 characters (or 670 Unicode characters).
2. Character counters indicate the number of characters and message parts needed to send the message. Long concatenated messages are sent using multiple SMS parts and will take longer to arrive at the recipient handset.
3. More options are available in this section. Such as for sending a message at a scheduled time, and to use message templates.
4. Click "View History" to view the QuickSend message logs.

The screenshot shows the COMMZGATE QuickSend interface. At the top, there is a navigation bar with 'Dashboard', 'QuickSend', 'Advanced', 'Contacts', 'Reports', 'API', 'WhatsApp', and 'More'. The 'QuickSend' section is active, showing a large text input area (callout 1), a 'Character Count' section with a counter for '1' message (callout 2), and tabs for 'Manual Entry', 'Contacts', 'Groups', and 'Upload'. Below these is a 'Send Message' button (callout 3). On the right side, there are sections for 'Message Inbox' (with a 'View History' link, callout 4), 'Options' (with links like 'Use SMS SenderID', 'Use Templates', 'Enable Opt-Out', 'Set Sender Name', 'Routing', 'Schedule for later', and 'View History'), and a footer section with an 'Apply' button. A small notification box at the bottom right says 'Want to send messages to your contacts for free? Find out about PushBox Messaging'.

2.3.1 QuickSend Recipients - Manual Entry

You can choose to enter mobile numbers manually, by selecting from your Contacts, or by uploading file containing your recipient list.

1. For entering mobile numbers manually, select the tab "Manual Entry".
2. You can do this by typing or by cut & paste from another document containing the numbers.
3. Each mobile number should be on its own line.

The screenshot shows the COMMZGATE QuickSend interface. At the top, there's a navigation bar with 'Dashboard', 'QuickSend', 'Advanced', 'Contacts', 'Reports', 'API', 'WhatsApp', and 'More'. The 'QuickSend' section is active, with a sub-header 'QuickSend' and a note: 'Messages to less than 100 recipients will be routed via our high priority queue'. Below this is a large empty text area for entering numbers. A 'Character Count' section shows '1' characters and '1' message. There are four tabs: 'Manual Entry' (selected), 'Contacts', 'Groups', and 'Upload'. Below the tabs, it says 'Recipients selection between tabs are retained. 0 selected.' A text box labeled 'Enter Mobile Numbers' is highlighted with a blue arrow labeled '2'. Below the text box, there's a note: '[+] Country Code required eg. 6598778888 Separate each number with a newline'. A 'Send Message' button is at the bottom right. On the right side, there are panels for 'Message Inbox' (with a link to 'View Inbox (0 in last 30 days)'), 'Options' (with links like 'Use SMS SenderID', 'Use Templates', 'Enable Opt-Out', 'Set Sender Name', 'Routing', 'Schedule for later', 'View History (4 in last 30 days)'), and a notification about opt-out footers: 'To allow recipients to Opt Out, add one of the following footers to your message: To unsub, reply with "NO" < Apply'. At the bottom right, there's a link: 'Want to send messages to your contacts for free? Find out about PushBox Messaging'.

2.3.2 QuickSend Recipients - Select Contacts

If you choose to use "Contacts", you will be prompted to choose a Group from your Contacts.

1. To select recipients from your Contacts in your Contact Groups, select the tab "Contacts"
2. You will be prompted to choose a Group from your Contacts.
3. The individual contacts in the group will load in the left blue box below.
4. To select 1 or more contacts to send a message to, drag the contact to the box on the right.

The screenshot shows the 'Contacts' tab selected in the QuickSend interface. A dropdown menu is open for 'Load Contacts from:', showing four groups: CG1 ---(6590000001), CG2 ---(6590000002), CG3 ---(6590000003), and CG4 ---(6590000004). A blue box on the left contains these groups, and a blue arrow points to it. A blue arrow points to the 'Contacts' tab. Another blue arrow points to the 'Load Contacts from:' dropdown. A fourth blue arrow points to the right-hand box where contacts can be dragged. A 'Send Message' button is at the bottom right. Two informational pop-ups are visible on the right side of the interface.

2.3.3 QuickSend Recipients - Upload File

By selecting the "Upload" tab, you can send messages to a list of recipients defined in your file.

You can also personalised message content sent to each recipient.

1. Choose "Upload" tab.
2. Click here to upload your recipient file. The list of mobile numbers will be previewed on the page before you send the message. (Example 1)
3. Click here if your message to each recipient is personalised. (Example 2)

QuickSend
 Messages to less than 100 recipients will be routed via our high priority queue

Character Count
 characters message

Manual Entry Contacts Groups **Upload**

Recipients selection between tabs are retained. 0 selected.

Upload a file containing recipient mobile numbers
[\[File Format Example\]](#)

2 Browse... No file selected.

3 OR [Upload Message Content with Mobile Numbers](#)

Send Message

Message Inbox
[View Inbox \(0 in last 30 days\)](#)

Options
[Use SMS SenderID](#)
[Use Templates](#)
[Enable Opt-Out](#)
[Set Sender Name](#)
[Routing](#)
[Schedule for later](#)
[View History \(4 in last 30 days\)](#)

To allow recipients to Opt Out, add one of the following footers to your message:
 To unsubs, reply with "NO"
[Apply](#)

Want to send messages to your contacts for free? Find out about [PushBox Messaging](#)

2.3.4 QuickSend - Upload File Formats

Example 1

Upload File with Mobile Numbers only

1. Mobile Number only
2. Each mobile number should be on its own line.
3. Only CSV file format is accepted.

1

```
90000001  
80000001  
90000000
```

Example 1 - CSV file (in Text Editor)

2.3.4 QuickSend - Upload File Formats

Example 2

Upload File with Personalised Message

1. Mobile Number followed by a comma, and then the personalised message.
2. The personalised message should be enclosed in double quotes
3. Each mobile number and personalised message should be on its own line.
4. Only CSV file format is accepted.

1

2

```
90000001, "How are you?"
80000001, "Happy Birthday!"
90000000, "The meeting has been postponed"
```

Example 2a - CSV file (in Text Editor)

1

2

90000001	How are you?
80000001	Happy Birthday!
90000000	The meeting has been postponed

Example 2b - CSV file (in Excel)

2.3.5 QuickSend - Scheduled Messaging

By clicking on the 'Scheduled for Later' link in the 'Options' menu, you will be able to set a future date and time for your message to be sent.

This feature works for all modes of recipient selection.

1. Select the 'Scheduled for Later' link in the 'Options' menu.
2. Choose the date and time that your message should be sent.
3. Click 'OK' to confirm the schedule.
4. Click "Send Message" to submit the message broadcast . The message will be sent at the scheduled time.

The screenshot shows the QuickSend interface. At the top, it says "QuickSend" and "Messages to less than 100 recipients will be routed via our high priority queue". Below this is a large empty text area. To the right, there is a "Message Inbox" section with a link to "View Inbox (0 in last 30 days)". Below that is an "Options" menu with several links: "Use SMS SenderID", "Use Templates", "Enable Opt-Out", "Set Sender Name", "Routing", "Schedule for later" (highlighted with a blue arrow labeled '1'), and "View History (4 in last 30 days)". Below the options is a note: "To allow recipients to Opt Out, add one of the following footers to your message: To unsub, reply with 'NO' Apply". At the bottom right, there is a note: "Want to send messages to your contacts for free? Find out about PushBox Messaging".

Below the text area is a "Character Count" section showing "characters 1 message". There are tabs for "Manual Entry", "Contacts", "Groups", and "Upload". Below the tabs is a note: "Recipients selection between tabs are retained. 0 selected." Below this is a text input field labeled "Enter Mobile Numbers". Below the input field is a note: "[+] Country Code required eg. 6598778888 Separate each number with a newline".

At the bottom, there is a "Schedule for a later date" dialog box with a date picker set to "2025-10-30" and a time picker set to "10 : 42". Below the date and time are "OK" and "Cancel" buttons. A blue arrow labeled '2' points to the date field, and a blue arrow labeled '3' points to the "OK" button. To the right of the dialog box is a "Send Message" button with a blue arrow labeled '4' pointing to it.

2.4 Advanced - Overview

Advanced is designed for sending and receiving large volume of messages and the report for each broadcast or receive is organized into a Campaign.

Extra features such as automated opt-out functionality can be found here.

1. "Start Broadcast" is for sending of outgoing messages. Recipients with PushBox will be able to reply you.



COMMZGATE

My Profile | Switch To Activation Mode | Buy SMS | Sign-out
ABCD(abcd@company.com)

Dashboard QuickSend **Advanced** Contacts Reports API WhatsApp More

Advanced

Choose a Campaign to start

- » [Start Broadcast with Upload Contacts File \(csv\)](#)
Send to a large group of mobile recipients, organized by Campaigns.
- » [Start Broadcast](#)
Send to a large group of mobile recipients, organized by Campaigns.

You have no starred Campaigns! To star a Campaign, click on its "star" in the [Reports](#) page.

2.4.1 Broadcast Setup - Campaign Name

On choosing "Start Broadcast", you will be taken through a step-by-step pages to setup your Campaign for sending.

1. Give your campaign a meaningful name so that the report of this Campaign can be easily referenced later.
2. You can click on "Use Current Date" to use the current date as the name for this Campaign.
3. These buttons allow you to proceed to the next step in the setup or to take one step back.

Click the right arrow to proceed to the next page.

The screenshot shows the 'Broadcast Campaign' setup page. At the top is a navigation bar with tabs: Dashboard, QuickSend, Advanced (selected), Contacts, Reports, API, WhatsApp, and More. Below the navigation bar is the 'Broadcast Campaign' title and a 'Campaign Setup' section. Step 1 points to a text input field labeled 'Give this Campaign a Name'. Step 2 points to a blue arrow button labeled '2' and a link 'Use Current Date'. Below the input field is the text 'You are creating a Broadcast Campaign'. Step 3 points to a navigation bar at the bottom containing a left arrow and a right arrow. To the right of the main setup area is a 'Message Queue Real-time Status' table.

Operator	Status
STARHUB	GOOD
SINGTEL	GOOD
MOBILEONE	GOOD

Based on current system activity, this broadcast is estimated to take minutes to reach its first recipient.

By proceeding, you agree to the [Terms of Service](#) of this website, including 'Do Not Call' rules under the Personal Data Protection Act 2012

2.4.1 Broadcast Setup - Compose Message

Continue the setup of your Broadcast by composing the message for sending.

4. Enter the message to the broadcast here. Supports up to 1530 GSM-7 characters (or 670 Unicode characters). Topic is optional and not displayed in the SMS.
5. Character counters indicate the number of characters and message parts needed to send the message. Long concatenated messages are sent using multiple SMS parts and will take longer to arrive at the recipient handset.
6. To allow a mobile recipient to opt-out of your future campaigns, you can simply let the recipient know that he or she can reply with the word "NO" to the shortcode 73333.

The opt-out mobile number will appear in your Contacts page under the "Unsubscribes" section.

2.4.1 Broadcast Set Up - Using Placeholders

You can use placeholders and other options when composing the message for sending.

- 7. The use of placeholders allows you to personalize your messages.

Simply use the placeholder tags where you wish the custom words to appear in your SMS message.

#CONTACTNAME# = Name
 #PLACEHOLDER1# = Custom 1
 #PLACEHOLDER2# = Custom 2

The values in the respective fields of your contacts' details will be used in place of the placeholder tags in the message.

- 8. Additional options are available.

If you have pre-defined message templates, you can choose from the list of templates.

2.4.1 Broadcast Setup - Select Recipients

After setting up your message and proceeding to the next page, you will be prompted to choose the Contact Group to send this Campaign to.

9. Make the selection by dragging the chosen Group Name to the right blue box.

You must have at least 1 Group created in your Contacts for them to show up on this page.



Broadcast Campaign

Campaign Setup

To select Recipient Groups, drag them to the box on the right

- Filter out Global Numbers before sending
- Disable PushBox and MACH routing
- Allow duplicate recipients

CG (Shared Group: 4 Contacts [Preview](#))

CG2 (1 Contacts [Preview](#))

CG3 (Shared Group: 2 Contacts [Preview](#))

You have selected 0 SMS recipients and 0 MACH-enabled recipients.

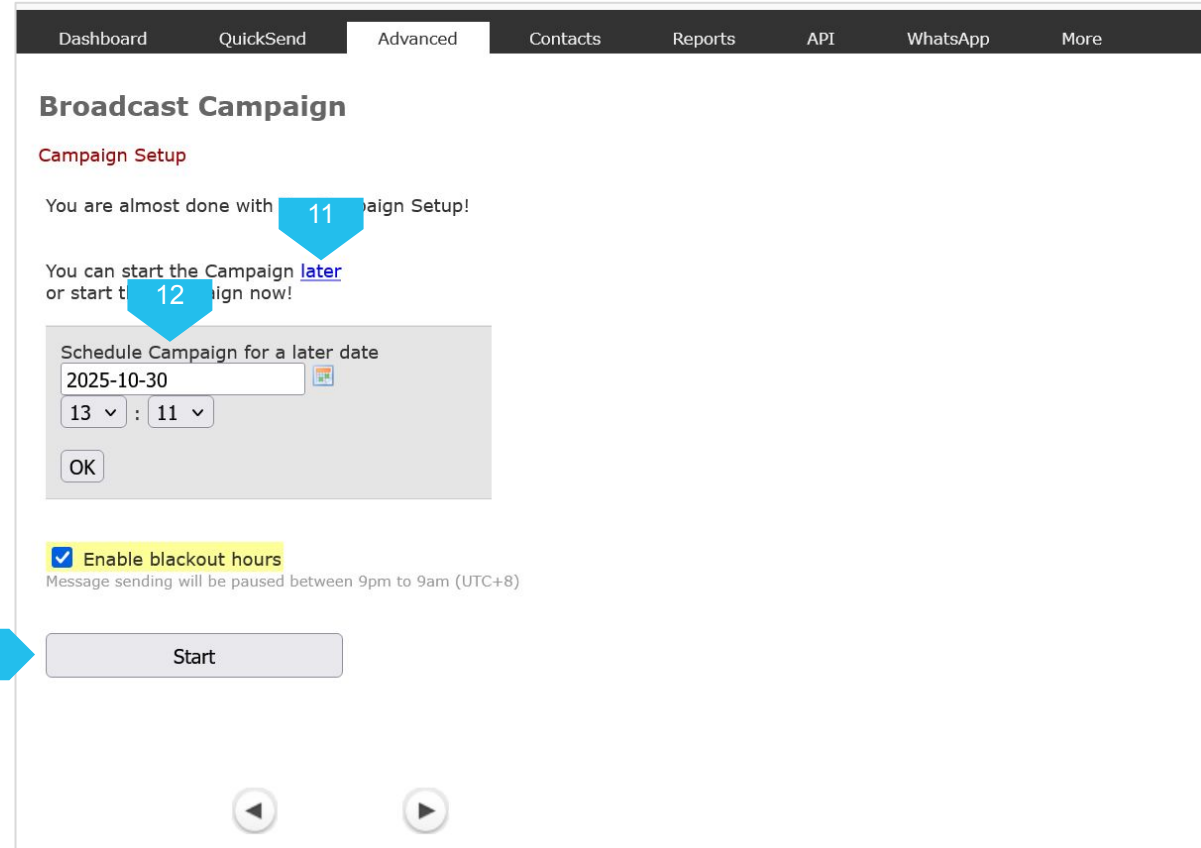
2.4.1 Broadcast Set Up - Start Time

This is the final step of the Campaign setup.

10. You can start the broadcast immediately by clicking "Start".
11. Or you can choose to start the Campaign at a later time or date by clicking "later".
12. If you have chosen to start the campaign later, please choose the date and time that your message should be sent.

Click 'OK' to confirm the schedule.

Then click "Start" to submit the broadcast campaign . The broadcast will begin at the scheduled time.



2.4.1 Using hyperlink shortening

You can automatically shorten a long hyperlink in your message content to save on the number of characters used in your message.

Dashboard QuickSend **Advanced** Contacts Reports API WhatsApp More

Broadcast Campaign

Campaign Setup

<ADV>Year-end promo is now, visit us this weekend!
 https://www.google.com/events/

Character Count
 81 characters 1 message

Options

- > Use SMS SenderID
- > Use Templates
- > Enable Opt-Out
- > Set Sender Name
- > **URL Shortener**

WhatsApp broadcast
 --Select a WhatsApp Template--

SMS broadcast
 ---Select a SMS Template---

To allow recipients to Opt Out, add one of the following footers to your message:

To unsub, reply with "NO"
 << Apply

To unsub, click #UNSUBURL#
 << Apply

The long URL will be shortened to something like:
http://comm.sg/dhhs

2.4.1 Adding an unsubscribe hyperlink

You can easily add a hyperlink for recipients to unsubscribe from future broadcasts. Recipients just need to click on the hyperlink to unsubscribe. Your campaign report will capture the number of unsubscribe requests.

2.4.1 Broadcast Set Up - Using WhatsApp



If we have enabled you with an Official WhatsApp Business API account, you can broadcast messages to WhatsApp recipients.

1. Click on 'Use Templates' under the Options menu.
2. A list of pre-approved WhatsApp message templates will be available for your selection.

Due to restrictions by WhatsApp, your message content needs to be pre-approved as a template first. Please contact us if you need assistance with WhatsApp templates.

2.4.1 Broadcast Set Up - Using WhatsApp



You can use placeholders and other options when composing the message for sending.

3. After selecting the desired WhatsApp template, click 'Apply This WhatsApp Template'.
4. The use of placeholders allows you to personalize your messages based on the predefined WhatsApp template. The values in the respective fields of your contacts' details will be used in place of the placeholder tags in the message. If you wish to override this personalization and apply a constant value for all your recipients, click on 'Enable Static Placeholders'.
5. If 'Enable Static Placeholders' is selected, Placeholder fields will appear for you to enter static values for all your recipients.

Broadcast Campaign

Campaign Setup

You are sending a non editable WhatsApp template message. Only WhatsApp recipients will receive this message.

Dear #PLACEHOLDER1#,
Thank you for signing up for #PLACEHOLDER2#.
A gentle reminder that the #PLACEHOLDER2# is happening on #PLACEHOLDER3#.

[Preview](#)

Character Count
441 characters 1 message

Placeholder 1: #PLACEHOLDER1#

Placeholder 2: #PLACEHOLDER2#

Placeholder 3: #PLACEHOLDER3#

Placeholder 4: #PLACEHOLDER4#

Placeholder 5: #PLACEHOLDER5#

Options

- » [Use SMS SenderID](#)
- » [Use Templates](#)
- » [Enable Opt-Out](#)
- » [Set Sender Name](#)
- » [URL Shortener](#)

WhatsApp broadcast

event_signup_template

» [Apply This WhatsApp Template](#)

» [Undo This WhatsApp Template](#)

Enable Static Placeholders

SMS broadcast

---Select a SMS Template---

To allow recipients to Opt Out, add one of the following footers to your message:

To unsub, reply with "NO"
» [Apply](#)

To unsub, click #UNSUBURL#
» [Apply](#)

2.4.2 Receive Set Up - Campaign Name

On choosing "Start Receive", you will be taken through a step-by-step pages to setup your Receive Campaign for receiving messages.

This step looks the same as that for the Broadcast Campaign.

1. Give your campaign a meaningful name so that the report of this campaign can be easily referenced later.
2. You can click on "Use Current Date" to use the date as the name for this Campaign.
3. These buttons allow you to proceed to the next step in the setup or to take one step back.

Click the right arrow to proceed to the next page.

Dashboard QuickSend **Advanced** Contacts Reports API WhatsApp More

SMS Receive Campaign

Campaign Setup

Give this Receive Campaign a Name [< Use Current Date](#)

You are creating a Receive Campaign.

Mobile Users can send SMS Messages to your campaign and receive an auto-reply SMS from using 73333. You can [link this to a Broadcast campaign](#)

For SMS Voting and for SMS Projection View, click on the appropriate report link when viewing your Campaign Report. No special setup is required.

Navigation: [Left Arrow] [Right Arrow]

2.4.2 Receive Set Up - Choose Keyword

To have your Receive Campaign receive messages, mobile users **must** send in messages that begin with a keyword linked to your campaign.

4. Enter your chosen keyword here. This can be any word that relates to your campaign, brand name or event name.

A confirmation will be displayed if the keyword is available.

Dashboard QuickSend **Advanced** Contacts Reports API WhatsApp More

SMS Receive Campaign

Campaign Setup

Enter a Keyword for this campaign

abc ✓ This keyword is available.

Mobile users have to send SMS messages to 73333 with this keyword in the beginning of their message.

2.4.2 Receive Set Up - Set Auto-Reply

For each message received by your Campaign, you can choose to have an auto-reply message sent back to the mobile user.

5. Enter your auto-reply message here. Message must be less 160 characters or less.

You can leave this blank if no auto-reply is required.

6. Additional options are available.

If you had registered for Number Masking, you can select a Number Mask value here. (Number Masking allows the sending of messages with your customized Sender name instead of a string of numbers.)

If you have pre-defined message templates, you can choose from the list of templates.

The screenshot shows the 'SMS Receive Campaign' configuration page. At the top, there are navigation tabs: Dashboard, QuickSend, Advanced (selected), Contacts, Reports, API, WhatsApp, and More. The main heading is 'SMS Receive Campaign'. Underneath is the 'Campaign Setup' section. A question asks 'How would you like to auto-reply to mobile senders who SMS in?'. A text input field contains the text 'Thank you'. Below the input field is a 'Character Count' section with two input fields: '9' for 'characters' and '1' for 'message'. To the right of the main form, there is a blue arrow pointing to a box labeled '6' which highlights an 'Options' panel. This panel contains several links: '» Use SMS SenderID', '» Use Templates', '» Enable Opt-Out', '» Set Sender Name', and '» URL Shortener'. Below these links, it says 'To allow recipients to Opt Out, add one of the following footers to your message:'. There are two options listed: 'To unsub, reply with "NO"' with an 'Apply' link, and 'To unsub, click #UNSUBURL#' with an 'Apply' link. At the bottom of the page, there are two navigation arrows: a left arrow and a right arrow.

2.4.2 Receive Set Up - Start & End Time

This is the final step of the Campaign setup.

- 7. Receive Campaigns require a defined end-date.

Choose how long you require this Campaign will run by selecting the end-date here.

- 8. You can choose to start the Campaign at a later date by clicking "later".

- 9. Otherwise, you can start the broadcast by clicking "Start Campaign"



SMS Receive Campaign

Campaign Setup

You are almost done with the Campaign Setup!

Customize the date this Campaign will end (default 2 months):

7


15 ▾ : 51 ▾

8 You can start the Campaign [later](#) or start the Campaign now!

9



3 Contacts

My Profile | [Switch To Activation Mode](#) | [Buy SMS](#) | [Sign-out](#)
ABCD(abcd@company.com)


Dashboard QuickSend Advanced Contacts Reports API WhatsApp More


Contacts

Type to Search

You have 2 Contact Groups
[Add Group & Upload Contacts](#) | [UnSubscribes](#) | [Whitelist](#) | [Search Contacts](#) | [Sort](#) | [Remove All](#)

To message a WhatsApp contact, ensure that you have received permission to do so, and then manually opt-in the contact. [More info](#)

CG1  [Remove](#) [Details](#)
Last edited: 2025-10-22 13:56:00
5 contacts

CG2  [Remove](#) [Details](#)
Last edited: 2025-10-22 13:56:00
10 contacts

3.1 Contacts - Overview

The **Contacts** module stores and organizes your Contacts into groups. It also manages functions such as subscriptions and unsubscribes.

1. This blue box contains the features and options which are available for the current page.
2. All your Groups are listed on this page.
3. Click on "Details" to view the individual contacts within the group.

Dashboard QuickSend Advanced **Contacts** Reports API WhatsApp More

Contacts

Type to Search

1 You have 2 Contact Groups
[Add Group & Upload Contacts](#) | [UnSubscribes](#) | [Whitelist](#) | [Search Contacts](#) | [Sort](#) | [Remove All](#)

To message a WhatsApp contact, ensure that you have received permission to do so, and then manually opt-in the contact. [More info](#)

2 CG1 Last edited: 2025-10-22 13:56:00
5 contacts

CG2 Last edited: 2025-10-22 13:56:00
10 contacts

3 [Remove](#) [Details](#)

3.2 Contacts - Contact Groups

All your Groups are listed on the Contacts page.

1. You can edit or rename the Contact Groups by clicking on the Contact Group name.

You can also re-order your groups by dragging a selected Group up or down the page using the group icon.

2. Click on "Details" to view the individual contacts within the group.

The screenshot displays the 'Contacts' page of a web application. The navigation bar at the top includes 'Dashboard', 'QuickSend', 'Advanced', 'Contacts', 'Reports', 'API', 'WhatsApp', and 'More'. The main content area is titled 'Contacts' and features a search bar on the right with the placeholder text 'Type to Search'. Below the search bar, a summary box indicates 'You have 2 Contact Groups' and provides links for 'Add Group & Upload Contacts', 'UnSubscribes', 'Whitelist', 'Search Contacts', 'Sort', and 'Remove All'. A note below the summary states: 'To message a WhatsApp contact, ensure that you have received permission to do so, and then manually opt-in the contact. More info'. The list of contact groups includes:

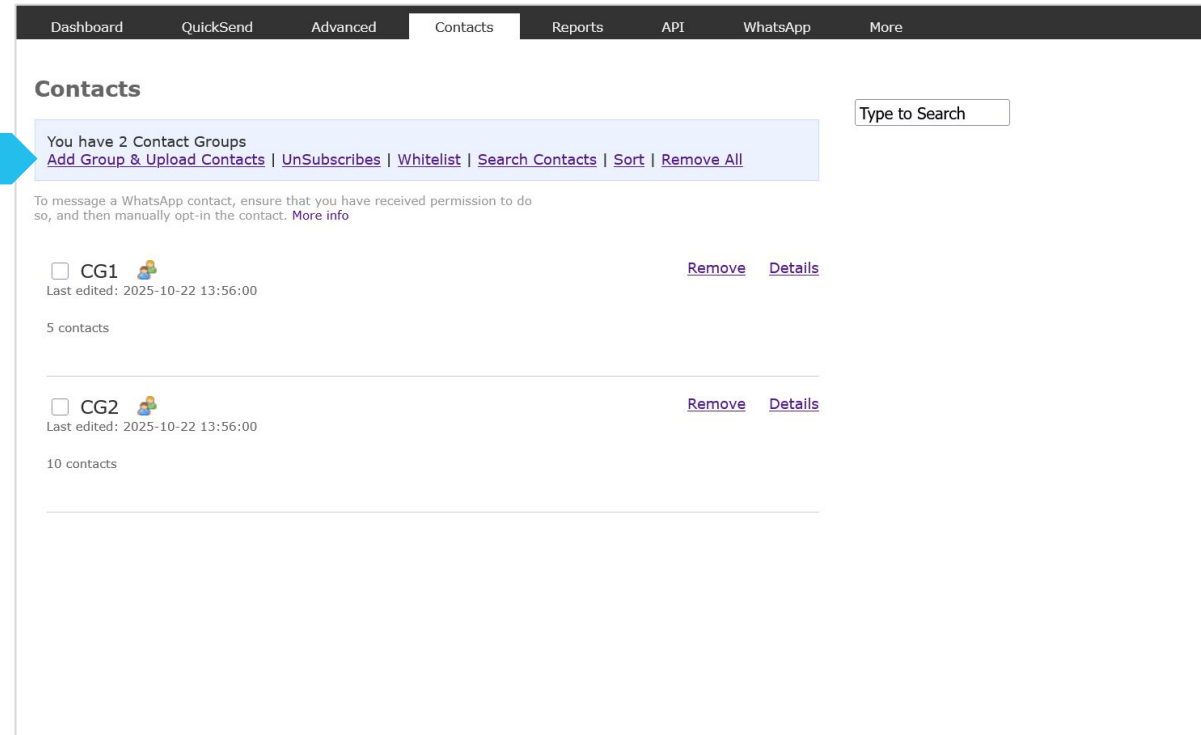
- CG1** (Group icon): Last edited: 2025-10-22 13:56:00. Contains 5 contacts. A blue arrow labeled '1' points to the group icon. Action links: 'Remove' and 'Details'.
- CG2** (Group icon): Last edited: 2025-10-22 13:56:00. Contains 10 contacts. A blue arrow labeled '2' points to the 'Details' link.

3.2.1 Contacts - Create Contact Groups

When creating a new contact group, you can choose to upload contacts at the same time.

Or you can choose to add contacts manually at a later time.

1. Click on "Add Group & Upload Contacts" link to create a new contact group.





Dashboard QuickSend Advanced **Contacts** Reports API WhatsApp More

Contacts

Type to Search

You have 2 Contact Groups
[Add Group & Upload Contacts](#) | [UnSubscribes](#) | [Whitelist](#) | [Search Contacts](#) | [Sort](#) | [Remove All](#)

To message a WhatsApp contact, ensure that you have received permission to do so, and then manually opt-in the contact. [More info](#)

<input type="checkbox"/> CG1 	Remove Details
Last edited: 2025-10-22 13:56:00	
5 contacts	
<hr/>	
<input type="checkbox"/> CG2 	Remove Details
Last edited: 2025-10-22 13:56:00	
10 contacts	
<hr/>	

3.2.1 Contacts - Create Contact Groups

On clicking the "Add Group & Upload Contacts" in the blue menu box, you will be prompted to name your Contact Group and upload your Contacts list.

2. On clicking the "Add Groups" in the blue menu box, you will be prompted to give a name for your new Contact Group.
3. You have the option to upload your Contacts list from a CSV file or add contacts at a later time if no file is selected.
4. Click "Proceed" to create your new Contact Group. The contact group will be populated with any contacts uploaded.
5. The format of the contacts file to be uploaded is found on this page as well.

Contacts

[« Back to Groups List](#)

Give this new Contact Group a name

Select your Recipients file in CSV format (Max. of 10Mb per upload)

[Browse...](#) No file selected.

Allow Duplicate

Opt In for Whatsapp

[» Advanced Contacts Upload](#)

Upload File Formats

Mobile Numbers
Indicate the country code of the number and use a dash to separate the country code from the mobile number:
eg.
65-98172726,Chris
1-23774647,Greg

Email Addresses
For Email Addresses, arrange all your email address data in the first column, additional data like mobile number and name can be included in subsequent columns if you wish

Phone,Name,Email,Value1,Value2,Value3

Example,
65-9111111,CG,ceo@abc.com,CEO,001,ABC
1-23774647,Siri,,,,

3.3 Contacts - Individual Contacts

On clicking the "Details" link for a group, the individual contacts within the group will appear.

1. You can search for a contact within a Group by their Mobile Number, Email or Name.
2. You can click on "Export" to export your list of Contacts to a CSV file which can be opened in a spreadsheet.
3. You can further click on "Edit" to edit the Individual Contact information.
4. You can click on "Remove" to remove the Individual Contact from the group.
5. CommzGate enables free messaging to mobile users who have CG PushBox installed.

If your contact has CG PushBox, the appropriate icon will show next to the contact.

The screenshot shows the 'Contacts' page in the CommzGate dashboard. At the top, there is a navigation bar with tabs for Dashboard, QuickSend, Advanced, Contacts, Reports, API, WhatsApp, and More. The 'Contacts' tab is active. Below the navigation bar, the page title is 'Contacts'. A summary box indicates 'There are 3 valid Contacts in this Group' and provides links for 'Back to Groups List', 'Add Contacts', 'Export', 'Duplicates', 'Subscription API', and 'Options'. A search dropdown menu is visible on the right with the text '---Select Search By---'. The main content area shows a list of contacts under the heading 'CG1'. It states 'Showing active contacts only' and 'Page 1'. The list contains three entries: CG3 (6590000003), CG4 (6590000004), and CG2 (6590000002). Each entry has 'Edit' and 'Remove' links. The CG2 entry also has a pushbox icon. Numbered callouts (1-5) are overlaid on the interface: 1 points to the search dropdown, 2 points to the 'Export' link, 3 points to the 'Edit' link for CG3, 4 points to the 'Remove' link for CG3, and 5 points to the pushbox icon for CG2. The page footer shows 'Page 1'.

3.3.1 Contacts -Edit Individual Contacts

On clicking the "Edit" link for a Contact, the individual contact details will appear.

- 1. You can add an optional Contact Name.
- 2. You can edit the Mobile Number with country code
- 3. Up to 3 custom fields are available for use.
- 4. Click "Save" to save your changes.

Contacts

There are 3 valid Contacts in this Group
[Back to Groups List](#) | [Add Contacts](#) | [Export](#) | [Duplicates](#) | [Subscription API](#) | [Options](#)

---Select Search By---

CG1

Showing active contacts only
Page 1

CG3 [Edit](#) [Remove](#)

[659000003](#)

Edit Contact

Name
CG3

Cell Phone
65 90000003

Email Address

Custom 1

Custom 2

Custom 3

Opt In for WhatsApp

Apply changes across all Contact Groups

4 Save Cancel

3.3.2 Contacts - Add New Contacts

Once a contact group is created, you can add or upload contacts at any time.

1. Click on "Add Contacts" link to display the links to add contacts manually or upload contacts.
2. Select the link "Add Contacts Manually"
3. You can add an optional Contact Name
4. Add the Mobile Number with country code. Default country code is 65 (Singapore).
5. You can add an optional Email Address.
6. Up to 3 custom fields are available for use.
7. Click "Add Contact to this Group" to add your new contact.

Contacts

There are 3 valid Contacts in this Group

[← Back to Group List](#) |
 [Add Contacts](#) |
 [Export](#) |
 [Duplicates](#) |
 [Subscription API](#) |
 [Options](#)

[Add Contacts Manually](#) |
 [Upload Contacts to this Group](#)

Name

Cell Phone
 65

Email Address

Custom 1

Custom 2

Custom 3

Opt In for Whatsapp

3.3.3 Contacts - Upload New Contacts

Once a contact group is created, you can add or upload contacts at any time.

1. Click on "Add Contacts" link to display the links to add contacts manually or upload contacts.
2. Select the link "Upload Contacts to this Group".
3. Select the file with your Contacts list . You need to upload your Contacts list from a CSV file in the following format.

Phone,Name,Email,Value1,Value2,Value3

Example,

*65-9111111,CG,ceo@abc.com,CEO,001,ABC
1-23774647,Siri,,,*

- Each contact should be in a new line.
- Values can be blank if they are not used.
- If phone numbers include country code, use a dash to separate the country code from the mobile number

4. Click "Proceed" to upload your contacts.

The screenshot shows the 'Contacts' management interface. At the top, a blue banner indicates 'There are 3 valid Contacts in this Group' and provides navigation links: 'Back to Groups List', 'Add Contact', 'Export', 'Duplicates', 'Subscription API', and 'Options'. A search dropdown is on the right. Below the banner, there are two links: 'Add Contacts Manually' and 'Upload Contacts to this Group'. A large file upload area contains the instruction 'Select your Recipients file in CSV format (Max. of 10Mb per upload)' and a 'Browse...' button. Below this are two checkboxes: 'Allow Duplicate' and 'Opt In for Whatsapp'. A 'Proceed' button is located at the bottom right of the upload area.

Numbered callouts in the image:

- 1: Points to the 'Add Contact' link in the top banner.
- 2: Points to the 'Upload Contacts to this Group' link.
- 3: Points to the 'Browse...' button in the file upload section.
- 4: Points to the 'Proceed' button.

3.3.3 Contacts - Upload New Contacts

Upload File (CSV format)

Each contact should be on its own line.
Only CSV file format is accepted.
The fields should have the following values

1. Phone (Compulsory) - Must be a valid Singapore registered mobile number (Singtel, M1 or Starhub only)
2. Name - Optional. Values can be blank if they are not used.
3. Email - Optional. Values can be blank if they are not used.
4. Custom 1 - Optional. Values can be blank if they are not used.
5. Custom 2 - Optional. Values can be blank if they are not used.
6. Custom 3 - Optional. Values can be blank if they are not used.



```
91112222,CEO,ceo@abc.com,HQ,ABC Inc,Zone1
98561596,CTO,cto@aaa.com,ITD,AAA LLP,Zone2
97693959,CFO,cfo@xyz.com,OFC,XYX Ltd,Zone3
```

Example 1a - CSV file (in Text Editor)

```
91112222, , ,HQ,ABC Inc,Zone1
98561596, , ,ITD,AAA LLP,Zone2
97693959, , ,OFC,XYX Ltd,Zone3
```

Example 1b - CSV file with Custom Value Fields only

```
91112222
98561596
97693959
```

Example 1c - CSV file with Mobile number only

3.3.3 Contacts - Upload New Contacts

1	2	3	4	5	6
91112222	CEO	ceo@abc.com	HQ	ABC Inc	Zone1
98561596	CTO	cto@aaa.com	ITD	AAA LLP	Zone2
97693959	CFO	cfo@xyz.com	OFC	XYZ Ltd	Zone3

Example 2a - CSV file (in Excel)

91112222			HQ	ABC Inc	Zone1
98561596			ITD	AAA LLP	Zone2
97693959			OFC	XYZ Ltd	Zone3

Example 2b - CSV file with Custom Value Fields only (in Excel)

Note: Excel files must be exported to CSV file format before uploading

3.3.4 Contacts - Advanced Contacts Upload

Advanced Contacts Upload is an option to upload contacts to multiple groups with a single file upload.

The contacts will be created with mobile numbers and name only.

This option should be used for uploading to existing groups only.

1. Click on "Advanced Contacts Upload".

Important note

The CSV file format is different if you are adding contacts with custom values. You should select "Add Group & Upload Contacts" or "Add Contacts" instead. (see section 3.2.1 and 3.3.3)

The screenshot displays the COMMZGATE user interface for the 'Advanced Contacts Upload' feature. At the top, the user is logged in as 'ABCD(abcd@company.com)'. The navigation menu includes 'Dashboard', 'Activation', 'Contacts', 'Reports', and 'More'. The main content area is titled 'Contacts' and contains a link to '< Back to Groups List'. Below this is a form for creating a new contact group, which includes a text input for the group name, a file selection area for a CSV file (with a 'Browse...' button and the text 'No file selected.'), and two checkboxes: 'Allow Duplicate' and 'Opt In for Whatsapp'. A 'Proceed' button is located at the bottom right of the form. To the right of the form is a sidebar titled 'Upload File Formats' with two sections: 'Mobile Numbers' (explaining country code and mobile number formatting) and 'Email Addresses' (explaining email address formatting). A blue callout box with the number '1' points to a link labeled '> Advanced Contacts Upload' located below the main form area.

3.3.4 Contacts - Advanced Contacts Upload

Advanced Contacts Upload is an option to upload contacts to multiple groups with a single file upload.

The contacts will be created with mobile numbers and name only.

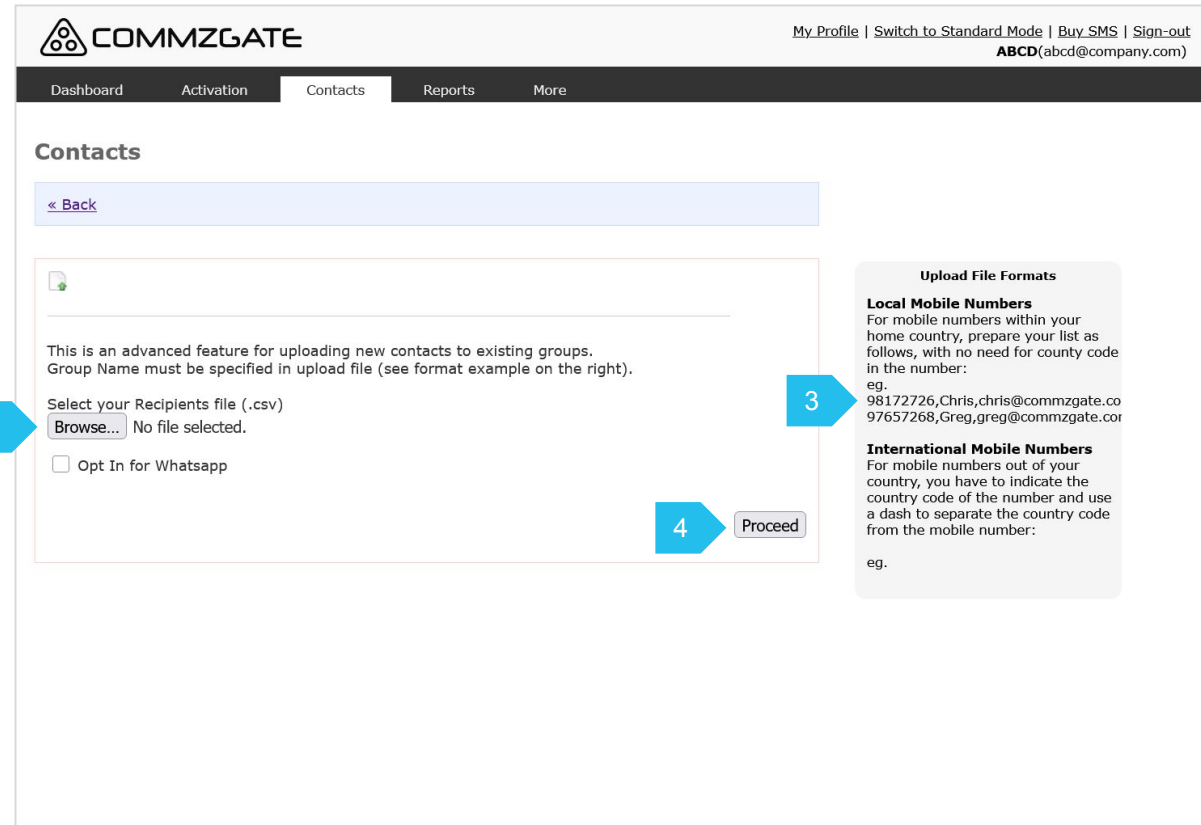
2. You will be prompted to upload your Contacts list from a CSV file.
3. You need to upload your Contacts list from a CSV file in the following format.

Phone, Name, Group1, Group2, Group3,


Example,
65-9111111,CG8,My Team,Key Contacts

- Each contact should be in a new line.
- Group name must be an existing group.
- If phone numbers include country code, use a dash to separate the country code from the mobile number.

4. Click "Proceed" to upload your contacts.



4 Reports

My Profile | [Switch To Activation Mode](#) | [Buy SMS](#) | [Sign-out](#)
ABCD(abcd@company.com)

[Dashboard](#) [QuickSend](#) [Advanced](#) [Contacts](#) **Reports** [API](#) [WhatsApp](#) [More](#)


Campaign Reports

You are viewing your most recent Campaigns
[Refresh List](#) [Filter](#)

Page 1 | 2 | 3 | 4 next » > Last(4)

☆ 20251022 [Details](#) [Delete](#)
Campaign
1 targeted recipients
Start Time: 2025-10-22 13:55:00
Status: Broadcast Executed

☆ 20251022 [Details](#) [Delete](#)
Broadcast Campaign
1 targeted recipients
Start Time: 2025-10-22 13:47:40
Status: Broadcast Executed

☆ 20251013 [Details](#) [Delete](#)
Broadcast Campaign 
1 targeted recipients
Start Time: 2025-10-13 09:36:27
Status: Broadcast Executed

☆ 20251010 [Details](#) [Delete](#)
Broadcast Campaign
1 targeted recipients
Start Time: 2025-10-10 11:02:17
Status: Broadcast Executed

Search Campaign Reports

Other Usage Logs

- [SMS Usage Report](#)
- [MACH Usage Report](#)
- [API Usage Logs](#)

4.1 Reports - Overview

Reports contains the information on all the Campaigns that you had created before. Under each report, there is a graphical summary plus details of each message sent or received organized by status.

1. All your Campaign reports are listed here. You can browse by page or search for a Campaign name.
2. You can click on the Star to mark a Campaign as a favorite. Favorite campaigns will appear in the favorites list on the Campaign page.
3. You can click on "Details" to view the Campaign report and details.

The screenshot displays the 'Campaign Reports' section of the CommzGate dashboard. At the top, there is a navigation bar with options: Dashboard, QuickSend, Advanced, Contacts, Reports (selected), API, WhatsApp, and More. Below the navigation bar, the page title is 'Campaign Reports'. A message states 'You are viewing your most recent Campaigns' with links for 'Refresh List' and 'Filter'. A search box for 'Search Campaign Reports' is on the right. The main content area shows a list of campaigns with the following details:

- Page 1 | 2 | 3 | 4 next » > Last(4)**
- 20251022** (Star icon) Campaign, 1 targeted recipients, Start Time: 2025-10-22 13:55:00, Status: Broadcast Executed. Includes [Details](#) and [Delete](#) links.
- 20251022** (Star icon) Broadcast Campaign, 1 targeted recipients, Start Time: 2025-10-22 13:47:40, Status: Broadcast Executed. Includes [Details](#) and [Delete](#) links.
- 20251013** (Star icon) Broadcast Campaign, 1 targeted recipients, Start Time: 2025-10-13 09:36:27, Status: Broadcast Executed. Includes [Details](#) and [Delete](#) links.

On the right side, there are 'Other Usage Logs' with links for [SMS Usage Report](#), [MACH Usage Report](#), and [API Usage Logs](#).

4.2 Reports - Broadcast Campaign

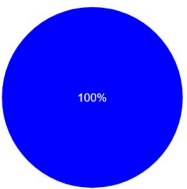
For each report, there is a graphical summary plus details of each message sent organized by status.

1. A summary graph lets you know instantly the overall status of the messages sent for the Campaign.
2. This is the message content you had sent for the Campaign.
3. Details include the real-time progress of a Campaign's broadcast, plus the recipient group it was sent to.
4. The individual message details for each status type can be viewed by clicking "View Logs"

Campaign: 20251022

This campaign is not linked to any Receive Campaign:
Start Time: 2025-10-22 13:55:00

Broadcast Status



100%

About this Campaign > [View Configuration](#)

Message Content (25 characters)

<ADV>test upload contacts

Overall Status: **Completed**
Broadcast Status :100%

3 Targeted Recipients
Recipient Group: **GCG247**

[Refresh all Logs](#)

3 Messages Sent: » [View Logs](#)
0 Messages Unsent: » [View Logs](#)
0 Messages Received : » [View Log](#)
0 Duplicate Numbers removed : » [View Log](#)
0 Unsubscribed Numbers Removed : » [View Log](#)

4.3 Reports - Receive Campaign

For Receive campaign report, you can view the campaign details and the messages received.

1. You can click on the link "View Configuration" to view the campaign details or abort the campaign. The auto-reply message can also be edited here.
2. Details include the real-time status of the Campaign.
3. The individual message details for each status type can be viewed by clicking "View Log"

Campaign Reports

[« Back to Reports List](#) | [Refresh Entire Report](#) | [Printable View](#) | [Vote View](#)

Campaign: 20151211-feedback

This campaign is not linked to any Broadcast Campaign:
Start Time: 2015-12-11 11:50:00

1 About this Campaign » [View Configuration](#)

Auto-Reply Message (English): [\[Edit\]](#)

Keyword Used: FBK

Number Masking Used: None

[Abort this Campaign](#) | [Close this Section](#)

2 Overall Status: **Expired**

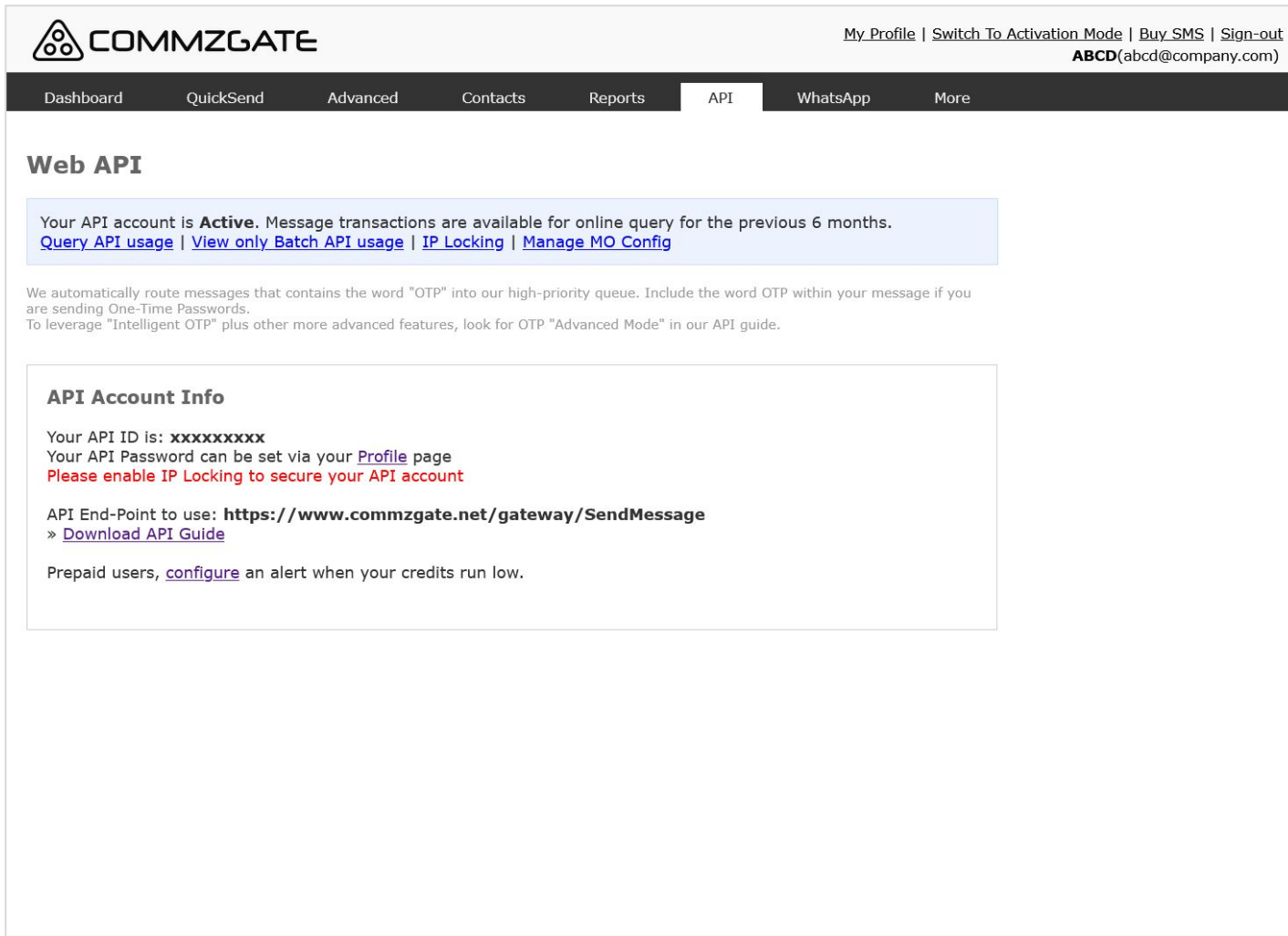
This Campaign Expires:
2015-12-12 11:50:00

[\[Refresh all Logs\]](#)

3 2 Messages Received : » [View Log](#)

0 Autoreply Messages Sent : » [View Log](#)

5 Cloud API



COMMZGATE My Profile | [Switch To Activation Mode](#) | [Buy SMS](#) | Sign-out
ABCD(abcd@company.com)

Dashboard QuickSend Advanced Contacts Reports **API** WhatsApp More

Web API

Your API account is **Active**. Message transactions are available for online query for the previous 6 months.
[Query API usage](#) | [View only Batch API usage](#) | [IP Locking](#) | [Manage MO Config](#)

We automatically route messages that contains the word "OTP" into our high-priority queue. Include the word OTP within your message if you are sending One-Time Passwords.
To leverage "Intelligent OTP" plus other more advanced features, look for OTP "Advanced Mode" in our API guide.

API Account Info

Your API ID is: **xxxxxxxx**
Your API Password can be set via your [Profile](#) page
Please enable IP Locking to secure your API account

API End-Point to use: **https://www.commzgate.net/gateway/SendMessage**
» [Download API Guide](#)

Prepaid users, [configure](#) an alert when your credits run low.

5.1 Cloud API - Overview

Each account come with an API ID, use this to enable your applications to send and receive SMS.

Download the API guide for further details.

1. You can change your API access password via the hyperlink to your Profile page.
2. Review API Usage by clicking "View API Usage".
3. Use "IP" locking to restrict your API usage to only allowed source IPs for added security. (Highly recommended)
4. Click on "Manage MO Config" to create keywords for routing incoming MO messages to your application.

COMMZGATE My Profile | Switch To Activation Mode | Buy SMS | Sign-out
ABCD(abcd@company.com)

Dashboard QuickSend Advanced Contacts Reports **API** WhatsApp More

Web

2 3 4

Your API account is **Active**. Message transactions are available for online query for the previous 6 months.
[Query API usage](#) | [View only Batch API usage](#) | [IP Locking](#) | [Manage MO Config](#)

We automatically route messages that contains the word "OTP" into our high-priority queue. Include the word OTP within your message if you are sending One-Time Passwords.
 To leverage "Intelligent OTP" plus other more advanced features, look for OTP "Advanced Mode" in our API guide.

1 **API Account Info**

Your API ID is: **xxxxxxxx**
 Your API Password can be set via your [Profile page](#)
Please enable IP Locking to secure your API account

API End-Point to use: <https://www.commzgate.net/gateway/SendMessage>
 » [Download API Guide](#)

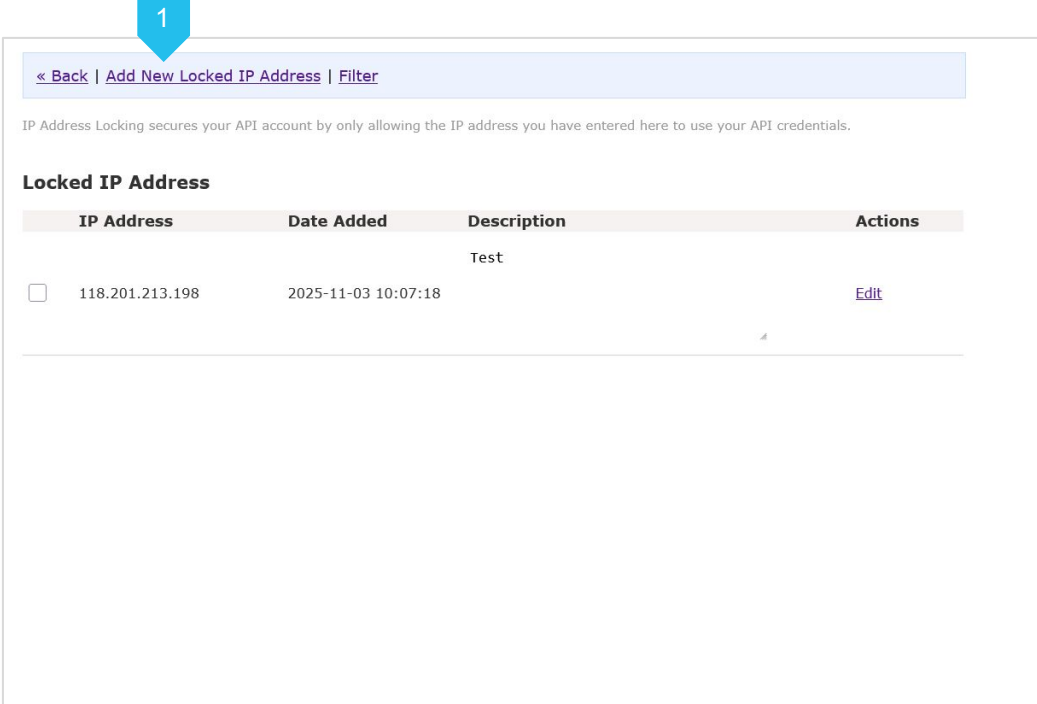
Prepaid users, [configure](#) an alert when your credits run low.

5.1 Cloud API - IP Locking

“IP locking” is a security feature To prevent unauthorized access to your CommzGate account or API endpoints.

Once IP locking is enabled, only traffic originating from the listed IP addresses can authenticate or send API requests. Any request from other IPs is rejected.

1. You can specify allowed IP addresses or subnets buy clicking “Add New Locked IP Address”




« Back | [Add New Locked IP Address](#) | Filter

IP Address Locking secures your API account by only allowing the IP address you have entered here to use your API credentials.

Locked IP Address

IP Address	Date Added	Description	Actions
<input type="checkbox"/> 118.201.213.198	2025-11-03 10:07:18	Test	Edit

6 Administrators

My Profile | [Switch To Activation Mode](#) | [Sign-out](#)
ABCD(abcd@company.com)

[Dashboard](#) [QuickSend](#) [Advanced](#) [Contacts](#) [Reports](#) **Users** [WhatsApp](#) [More](#)




User Accounts

You have 3 Active Users

[Add User](#) | [Sort By Name](#) | [Sort By Last Modified](#) | [Export](#)

CommzGate Demo Users

Page 1

abcde@company.com 	Edit
Last edited: 2025-10-22 14:19:59	
<hr/>	
demo@company.com 	Edit
Last edited: 2025-10-22 14:19:59	
<hr/>	
demo2@company.com 	Edit
Last edited: 2025-10-22 14:19:59	

Page 1



6.1 Administrators - Overview

If you have an Administrator account, you have the additional ability to create and manage sub-user accounts for your department or group.

1. Click on 'Admin' tab to view sub-accounts under your department.
2. Use this menu to create sub-accounts. Your new users will automatically receive a welcome email with instructions on how to login.
3. Edit the status and details of your sub-accounts.

The screenshot displays the 'Users' management page in the COMMZGATE system. At the top, the navigation bar includes 'Dashboard', 'QuickSend', 'Advanced', 'Contacts', 'Reports', 'Users' (highlighted), 'WhatsApp', and 'More'. A blue callout box with the number '1' points to the 'Users' tab. The page title is 'User Accounts' and includes a search bar labeled 'Type to Search'. Below the title, a summary box states 'You have 3 Active Users' and provides links for 'Add User', 'Sort By Name', 'Sort By Last Modified', and 'Export'. A blue callout box with the number '2' points to the 'Add User' link. The main content area is titled 'CommzGate Demo Users' and shows a list of users on 'Page 1'. Each user entry includes an email address, a user icon, and an 'Edit' link. A blue callout box with the number '3' points to the 'Edit' link for the 'demo@company.com' user. The users listed are:


Email	Last edited	Action
abcde@company.com	2025-10-22 14:19:59	Edit
demo@company.com	2025-10-22 14:19:59	Edit
demo2@company.com	2025-10-22 14:19:59	Edit

6.2 Administrators - Sub-accounts

On clicking the 'Edit' link next to each sub-account, you will be able to configure various details for the sub-account.

1. You can set a sub-account to Suspended or De-activated.

The screenshot shows a user account management interface. At the top, it displays the following information:

- User ID: [Redacted]
- Email: [Redacted] 
- Status: Active [Edit](#)
- Created on: 2013-05-23 02:03:05
- Last edited: 2013-06-17 14:37:48

Below this is a section titled "Editing User Account" with a user icon. A blue arrow with the number "1" points to the "API Password" field. The form contains the following fields and controls:

- User Name: [Text input field]
- Email: [Text input field]
- Status: [Dropdown menu showing "Active"]
- Password: [Reset Password button]
- API Password: [Reset API Password button]
- Save [button] Cancel [button]

7 More Features

COMMZGATE [My Profile](#) | [Switch To Activation Mode](#) | [Buy SMS](#) | [Sign-out](#)
ABCD(abcd@company.com)

Dashboard QuickSend Advanced Contacts Reports API WhatsApp **More**

More Features

Select from the following extra features:

Purchase History	Unified Message Report for my Account	Unified Pending Message Report for my Account	Audit Trail
SMS Usage Report for my Account	MACH Usage Report for my Account	Alert12 Usage Report for my Account	Message Templates
Low Message Credit Alerts	API Daily Reports	Hourly SMS Volume Threshold Alert	Whatsapp Message Template

7.1 More Features - Overview

Finally, there are many more useful features found in the “More” section. Some highlights are:

1. Usage Reports provides you details on your message usage by month.
2. Message Templates lets you pre-defined commonly used messages for easy re-use
3. Configure hourly threshold alerts on SMS volume usage so you can be warned early via email if unusual usage occurs.

COMMZGATE

My Profile | Switch To Activation Mode | Buy SMS | Sign-out
ABCD(abcd@company.com)

Dashboard QuickSend Advanced Contacts Reports API WhatsApp More

More Features

Select from the following extra features:

Purchase History	Unified Message Report for my Account	Unified Pending Message Report for my Account	Audit Trail
1 SMS Usage Report for my Account	MACH Usage Report for my Account	Alert12 Usage Report for my Account	2 Message Templates
Low Message Credit Alerts	API Daily Reports	3 Hourly SMS Volume Threshold Alert	Whatsapp Message Template

7.2 More Features - Message Templates

On clicking "Message Templates", you will be able to view all previously created templates .

1. Use this menu to create and sort templates.
2. You can view all your templates here.
3. The message content is displayed here.
4. Click "Add Template" to create a new template.
5. Click "Edit" to edit a saved template.

The screenshot shows the COMMZGATE web application interface. At the top, there is a navigation bar with the COMMZGATE logo on the left and user information on the right: "My Profile | Switch To Activation Mode | Buy SMS | Sign-out" and "ABCD(abcd@company.com)". Below the navigation bar is a menu with options: Dashboard, QuickSend, Advanced, Contacts, Reports, API, WhatsApp, and More. The "More" menu is currently open, showing "Message Templates" with a blue callout arrow labeled "4".

Below the "Message Templates" header, there is a summary box with a blue callout arrow labeled "1" pointing to the left and a blue callout arrow labeled "4" pointing to the right. The summary text reads: "You have 1 Template and 3 Templates shared by other users" and includes links: "« Back to More | Add Template | Sort By Name | Sort By Last Modified".

Below the summary box, there is a "select all" link. A blue callout arrow labeled "2" points to the left, and a blue callout arrow labeled "5" points to the right. The main content area displays a list of templates. The first template has a checkbox, the text "test", and a blue callout arrow labeled "3" pointing to the left. Below the text "test", there are two lines of metadata: "Created on: 2021-07-12 13:06:44" and "Last modified: 2021-07-12 13:06:44". To the right of the metadata, there are three links: "Share", "Enable Edit Permission", and "Edit Template".

Below the first template, there is another template with the text "Hi".

7.3 More Features - Add Message Templates

By clicking "Add Template", you will be able to save commonly used messages.

1. Set a name for the template. This will be used for selecting the template when you compose your messages.
2. Input your message here. Multilingual and special characters are supported with Unicode. Supports messages up to 800 characters.
3. Character counters indicate the number of characters and message parts needed to send the message. Long concatenated messages are sent using multiple SMS parts and will take longer to arrive at the recipient handset.
4. Click "Add New Template" to save your template.

COMMZGATE My Profile | [Switch To Activation Mode](#) | [Buy SMS](#) | [Sign-out](#)
ABCD(abcd@company.com)

Dashboard QuickSend Advanced Contacts Reports API WhatsApp More

Message Templates


[« Back to Templates List](#)

Thank you

Your Template Content

Character Count
9 characters 1 message

8 Account Profile

My Profile | [Switch To Activation Mode](#) | [Buy SMS](#) | [Sign-out](#)
ABCD(abcd@company.com)

[Dashboard](#) | [QuickSend](#) | [Advanced](#) | [Contacts](#) | [Reports](#) | [API](#) | [WhatsApp](#) | **More**

Account Profile

Welcome to your Account Profile.

Personal Info

User Name: *
This will become your MACH sender name

Email Address: *

First Name:

Last Name:

Password: [Change your Portal password](#)


API Password: [Change your API password](#)

2FA method: SMS
 Email

Timezone: *

Country: *

Mobile Phone:
This mobile number will be used for 2FA. Please ensure that the mobile number entered above is correct.

Profile Picture: 
[Upload New Profile Picture](#)

* indicates required field.

8.1 Account Profile - Overview

You can update your profile and passwords by clicking on the link, "My Profile".

1. You can use either your configured User Name or Email Address to log in.
2. You can update your Portal password.
3. You can update your API password. This password is used with your API ID when you use our API.
4. Your service plan detail is displayed here
5. You can set an optional Sender Name to appear at the front of all your messages.

Account Profile

Welcome to your Account Profile.

Personal Info

User Name: *	<input type="text" value="ABCD"/> <small>This will become your MACH sender name</small>
Email Address: *	<input type="text" value="abc@company.com"/>
First Name: *	<input type="text"/>
Last Name:	<input type="text"/>
Password:	Change your Portal password
API Password:	Change your API password
Timezone: *	<input type="text" value="(GMT+08:00) Singapore"/>
Country: *	<input type="text" value="Singapore"/>
Mobile Phone:	<input type="text"/>

This will be the number authorised to use the Mobile Triggered Broadcast function

Profile Picture: [Upload New Profile Picture](#)

* indicates required field.

Your Service Plan

Your current Service Plan is : **BASIC**

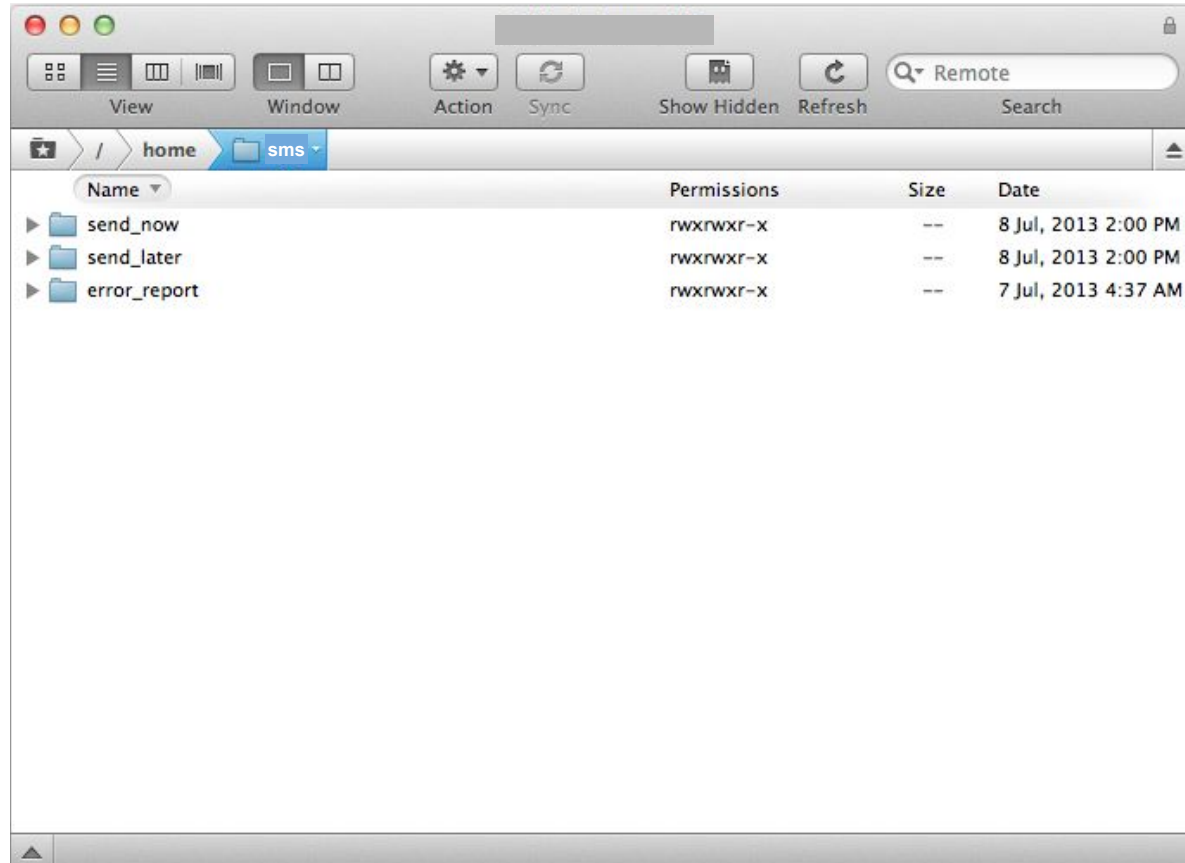
SMS Features

Your Configured Sender Name is:

Your Sender Name will appear at the front of all SMS messages to identify yourself to your recipients. Leave blank to disable.

Your available SMS Number Mask/TPOAs are:
None

9 Add-on Modules



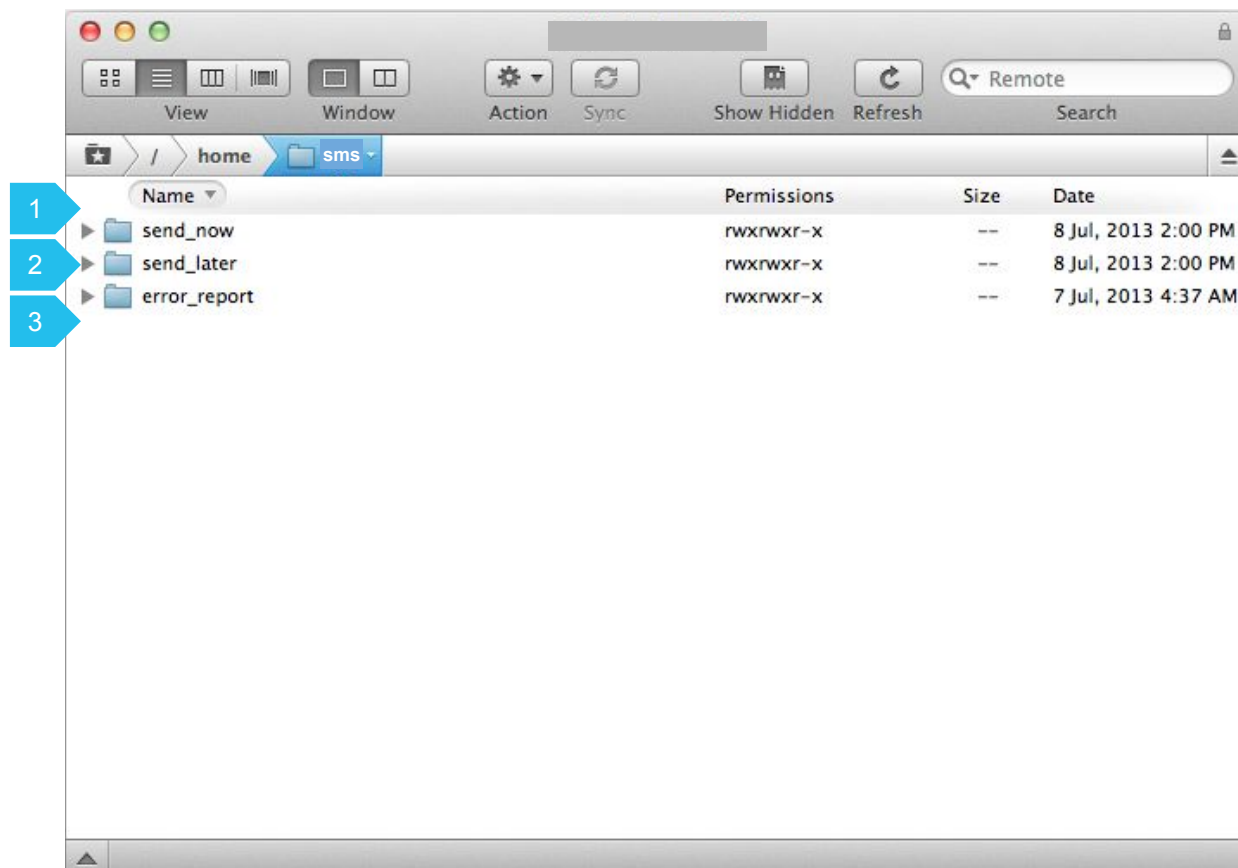
9.1 Add-on Modules - SFTP Broadcast

If your account is enabled for SFTP batch broadcast, you can send SMS broadcasts by uploading a properly formatted file to our SFTP server using any standard SFTP client.

A SFTP account and password will be provided to access our SFTP server.

1. Place files in the folder, **send_now**, to Send Immediately.
2. Place files in the folder, **send_later**, to Send Later, prefixing your filenames in this format:
YYYYMMDDHHMM
e.g. 201307301000yourfilename.csv

Your message broadcast will begin at the time indicated in your filename.
3. If there are problems with your file format causing the broadcast not to proceed, an error report will be created in the folder, **error_report**.



9.1.1 SFTP Broadcast - File Format

Your file should be formatted as follows:

1. Your Identifier.
2. Your account's API ID, which can be retrieved under the Web API section upon login.
3. Each personalised message should be on its own line.
4. Mobile Number in field 1, followed by a comma. Message content in field 2, enclosed in double quotes.

```
AALBR,XX0002
98561596,"AA Library: TEST SFTP Message 1"
97777777,"AA Library: TEST SFTP Message 2"
```

The diagram illustrates the SFTP broadcast file format. It shows a sequence of lines within a rectangular box. The first line is 'AALBR,XX0002'. The second line is '98561596,"AA Library: TEST SFTP Message 1"'. The third line is '97777777,"AA Library: TEST SFTP Message 2"'. Numbered callouts are placed above and to the left of the text: '1' is above 'AALBR,XX0002', '2' is above the comma in the first line, '3' is to the left of '98561596', and '4' is to the left of '97777777'.

9.1.2 SFTP Broadcast - Message Logs

Messages sent via SFTP upload can be reviewed under the Web API section of your portal account.

1. Filter message logs by date
2. You can view messages logs with details like sent timestamp, mobile number, message content, and message status.

Web API

Type to Search

[« Back to Main](#)

[Hide date filter](#)

To:

From:

53 messages from 2013-07-09 to 2013-06-09

[Export](#)

Page 1

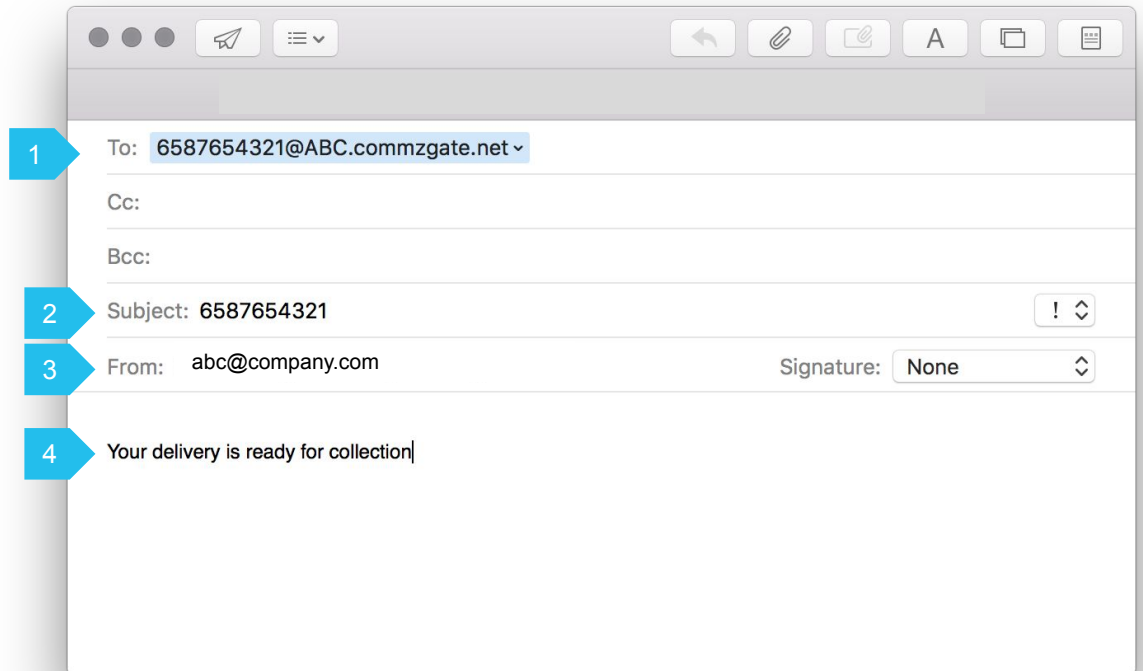
Timestamp	Mobile Number	Message	Status
2013-07-09 15:10:18	65	Library: TEST FTP Send Later.	Sent
2013-07-09 15:10:17	65	Library: TEST FTP Send Later.	Sent
2013-06-27 16:37:11	65	This is a test msg	Sent

9.2 Add-on Modules - Email-to-SMS

If your account is enabled for Email-to-SMS, a dedicated module will forward your emails as SMS.

A sub-domain will be assigned to receive your emails. Example, sub-domain ABC.commzgate.net is assigned for your use.

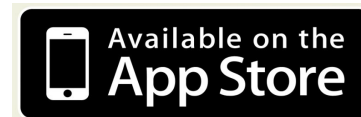
1. If your contact, XYZ, has mobile number 6587654321. Send the email to 6587654321@ABC.commzgate.net
2. Or you can indicate the mobile in the subject. This is optional only.
3. Your email address will be whitelisted to prevent abuse of this service.
4. Email message content will be forwarded as an SMS to 6587654321. Only plain-text format will be accepted.



10 Using

Save on SMS messaging cost and reach recipients that are out of mobile coverage. Great for One-Time Passwords and System Alert messages.

Use our ready-to-use CG
PushBox Messaging App



OR

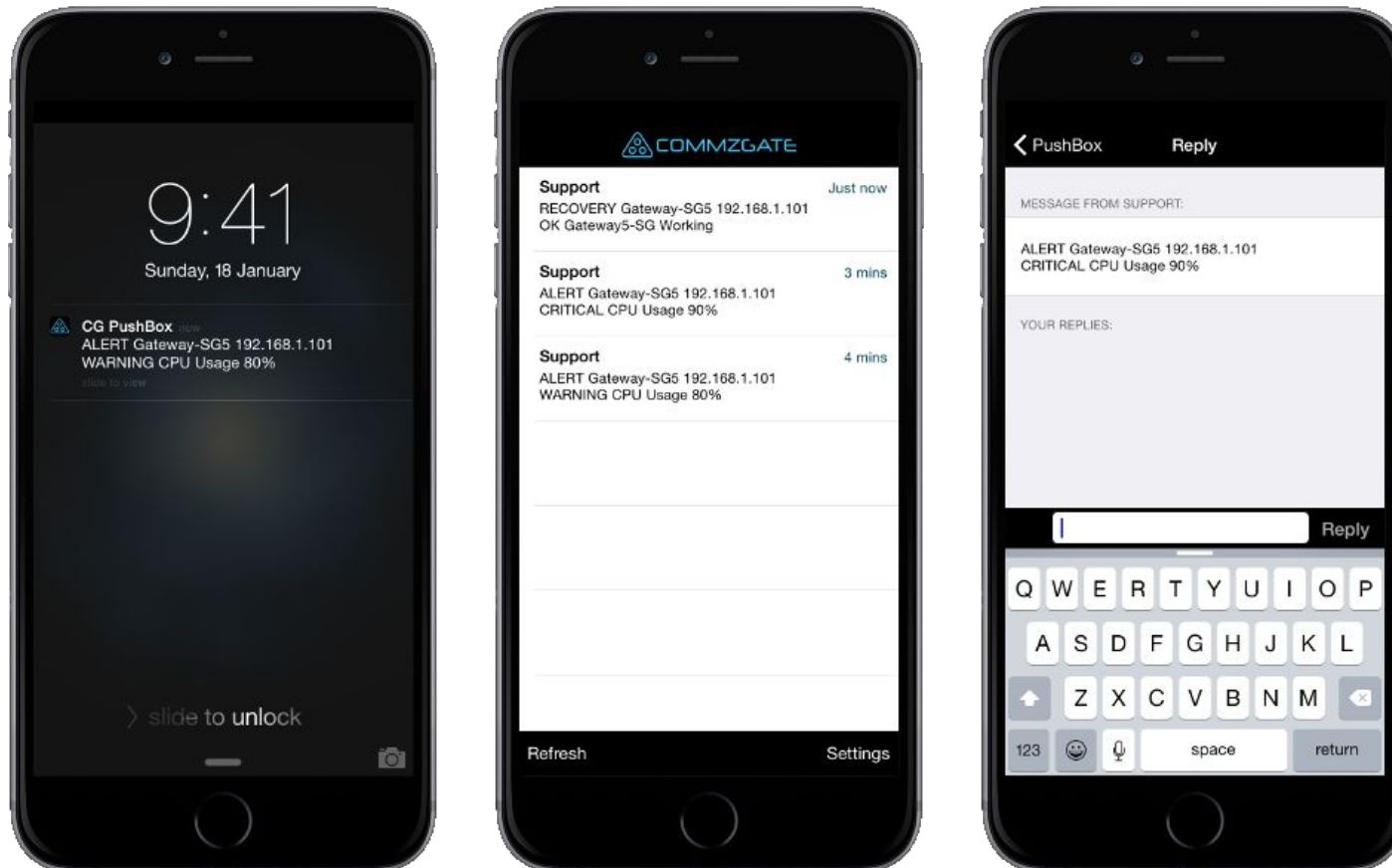
Integrate your own
Smartphone app to MACH



Visit our developer portal at
<https://app.themach.com>

11 CG PushBox Messaging App

You can send API messages to recipients with the ready-to-use CG PushBox Messaging App installed (Android and iOS). More info at <https://www.commzgate.com/page/pushbox>



Contact Us!

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 **Meta**
Business Partner