



## How To Guide

From sending a message to tracking your URL link, you'll be a texting pro in no time with this handy guide that will take you through the SMS platform step-by-step.

# Contents

<b>Page 3:</b>	Uploading Contacts
<b>Page 5:</b>	Sending a Message
<b>Page 7:</b>	Analysing your Message
<b>Page 9:</b>	Unsubscribe a Contact
<b>Page 11:</b>	Add a Forward
<b>Page 12:</b>	Offer and Opt Out
<b>Page 13:</b>	Remove a Number
<b>Page 14:</b>	Create a Template
<b>Page 16:</b>	Whitelist an Email
<b>Page 17:</b>	Set Low Alert
<b>Page 18:</b>	Send SMS from your Email
<b>Page 20:</b>	Personalise your Message
<b>Page 22:</b>	Schedule a Message
<b>Page 24:</b>	Move Contacts Between Groups
<b>Page 25:</b>	Track your URL
<b>Page 28:</b>	More Help

# Uploading Contacts

The thought of uploading tonnes of contacts at once can seem daunting...but it's really not, uploading contacts is a breeze – trust me!

Let's get your first group set up...

## STEP 1:

Head to the **CONTACTS** tab in your account and click **ADD CONTACTS**

## STEP 2:


Here's where you **ADD A NEW GROUP** or select an existing group from the drop-down list

You can name your group whatever you like! The **FROM** box is your senderID (No more than 11 alphanumeric characters)

If you don't have a group description, not to worry, you can just pop the name of the group in the description box (this is just to remind you what the group is for.

SendMessagesSchedule**Contacts**Keywords

2214 Credits RemainingTOP UP NOW

 Add A Group


[< Back to all groups](#)

Settings?

Group Name:

Lovely Customers

From:

FireText

Description:

Lovely customers added Jan 2016

Advanced Options »

SAVE CHANGES

# Uploading Contacts

## STEP 3:

When you're happy you can **SAVE CHANGES** and you've created a new group

Now you can start adding some numbers!

Your new group should already be selected in the select a group box

## STEP 4:

Make sure the **UPLOAD CSV** option is ticked if uploading a file, if you want to manually enter your numbers tick the copy and paste option

The screenshot shows the 'Add Contacts' page in the FireText interface. At the top, there's a navigation bar with 'Send', 'Messages', 'Schedule', 'Contacts' (highlighted), and 'Keywords'. On the right, it says '458 Credits Remaining' and has a 'TOP UP NOW' button. The main heading is 'Add Contacts' with a group icon. Below it is a '< Back to all groups' link. The first section, '1. Select a group:', features a dropdown menu currently showing 'Lovely Customers' and a link '+ add a new group'. A help icon (?) is to the right. The second section, '2. Upload your contacts:', has three radio buttons: 'Upload CSV' (selected), 'Copy & Paste', and 'From Another Platform'. Below these is a file selection area with the text 'No file selected' and a pink 'SELECT A FILE' button. There is also an 'Advanced Options »' link. At the bottom is a dark grey 'NEXT STEP »' button.

## STEP 5:

Now select your file, or enter your numbers and hit **NEXT STEP**

## STEP 6:

Here a **MATCH COLUMNS** box will appear, this just gives you a chance to confirm that your data is under the appropriate column headings

## STEP 7:

When you're happy click **UPLOAD CONTACTS** and you're done

# Sending a Message

Sending a message has never been so easy!

## STEP 1:

Go to the **SEND** tab

## STEP 2:

Select a group in the **TO** drop down box, or, if you want to send an individual message click **SEND AN INDIVIDUAL MESSAGE** underneath the drop down box

## STEP 3:

Enter your senderID in the **FROM** box (remember this must be between 3-11 alphanumeric characters)

The screenshot shows the 'Send a message' interface in the FireText dashboard. At the top, there's a navigation bar with tabs: 'Send', 'Messages', 'Schedule', 'Contacts', and 'Keywords'. The 'Send' tab is active. Below the navigation bar, the main heading is 'Send a message'. The form includes a 'Send to:' dropdown menu with 'select group...' as the placeholder. Below this, there's a link 'or send an individual message'. The 'From:' field contains 'FireText', and next to it is a toggle switch for 'Allow Replies' which is currently 'OFF'. The 'Message:' section has a 'select template...' dropdown and a link 'or save as template'. Below the dropdown is a large text area for the message content. To the right of the text area are two buttons: 'Personalise' and 'Track URL', each with a plus icon. Below the text area, it says '0 characters used (0 SMS per recipient)'. At the bottom left, there's a 'SEND NOW' button and a link 'or Schedule for later'. On the right side of the interface, there's a dark grey sidebar. It shows 'Credits Remaining: 2214' and 'Credits Allocated: 47748'. Below this is a green button that says 'TOP UP NOW'. At the bottom of the sidebar, there's a section titled 'A Little Help' with a link 'Go to FAQs'.

# Sending a Message

Now it's time to compose your message (you have a character count underneath the message box to help you keep tabs on how long your message is).

1 credit is a 160-character message, you can have up to 612 characters in one message.

## STEP 4:

When you're happy hit **SEND**

## STEP 5:

You'll be asked to confirm the amount of credits by clicking **SEND NOW**

The screenshot shows the 'Send a message' interface in the FireText web application. At the top, there is a navigation bar with tabs: 'Send', 'Messages', 'Schedule', 'Contacts', and 'Keywords'. The 'Send' tab is active. The main heading is 'Send a message'. Below this, there is a 'Send to:' section with a dropdown menu showing 'select group...'. Below the dropdown, it says 'or send an individual message'. The 'From:' section shows 'FireText' and an 'Allow Replies' toggle switch set to 'OFF'. The 'Message:' section has a dropdown menu showing 'select template...' and a link 'or save as template'. Below this is a large text area for the message. To the right of the text area are two buttons: 'Personalise +' and 'Track URL +'. Below the text area, it says '0 characters used (0 SMS per recipient)'. At the bottom left, there is a large 'SEND NOW' button and a link 'or Schedule for later'. On the right side of the interface, there is a dark grey sidebar. It shows 'Credits Remaining: 2214' and 'Credits Allocated: 47748'. Below this is a green button 'TOP UP NOW'. At the bottom of the sidebar, it says 'A Little Help' and 'Go to FAQs'.

Good work you've just sent your first message!

# Analysing your Message

Make sure that you're up to date with your campaign's delivery status after sending! Once your message has been sent, FireText makes it really easy to analyse your message details.

## STEP 1:

Head into **MESSAGES**

## STEP 2:

Then to **SENT MESSAGES**

## STEP 3:

Click **VIEW** next to the message campaign you want to analyse

Here you can view who the message was sent to, the time and date of when the message was sent and the current delivery status...

[Send](#) [Messages](#) [Schedule](#) [Contacts](#) [Keywords](#) 454 Credits Remaining [TOP UP NOW](#)

### Message Report

[Contacts](#) [Replies](#)

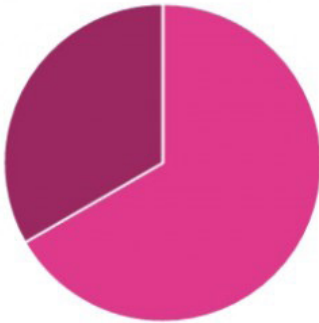
[Back to Sent Messages](#)

#### Message

**From: FireText**

Hi {{firstname}}, we've got a super sale on this weekend! Visit [www.firetext.co.uk](http://www.firetext.co.uk) for more details :)

#### Delivery Report



Delivered

66.7%

Declined

33.3%

View by: All Statu ▼

Display: 10 25 50 100

Sent On	Mobile	First Name	Last Name	Delivered
22/01/16 15:10	07012345678	Harry		Declined
22/01/16 15:10	07976966557	Grace		22/01/16 15:10
22/01/16 15:10	07903969598	Holly		22/01/16 15:10

# Analysing your Message

**Delivered** – Your message has successfully been received.

**Declined** – Unable to deliver (e.g. out of signal / phone switched off / inactive number).

**Sent to Network** – The phone network is still attempting to deliver the message.

**Unconfirmed** – Your message has yet to be confirmed by the network.

Handy tip! if you wanted to download your analytics into a CSV file, just head to the CSV button on the right-hand side of the page.



# Unsubscribe a Contact

Want to make sure you don't contact someone again? Simple, unsubscribe them from your contacts...

Once you've unsubscribed someone, they will be placed in an unsubscribed list that you'll be able to view but you won't be able to contact again.

**STEP 1:**

First head in to **ALL CONTACTS**

**STEP 2:**

Find the contact you want to unsubscribe

**STEP 3:**

Tick the box next to their name

SendMessagesSchedule**Contacts**Keywords

457 Credits RemainingTOP UP NOW

Lovely Customers

+ Add Contacts

Subscribed Contacts

SubscribedUnsubscribed

< Back to all groups

Display: 102550100Mobile

<input type="checkbox"/>	First Name	Surname	Mobile	Custom 1	Custom 2	Custom 3	CSV
<input checked="" type="checkbox"/>	Jasmine		07123456789				
<input type="checkbox"/>	Harry		07012345678				
<input type="checkbox"/>	Grace		07976966557				
<input type="checkbox"/>	Holly		07903969598				

↳ unsubscribe

GO

# Unsubscribe a Contact

## STEP 4:

Scroll to the bottom of the page and select **UNSUBSCRIBE** from the drop down list

To view your unsubscribed contacts, hit the **UNSUBSCRIBED** tab next to subscribed

The screenshot shows the FireText SMS web interface. At the top, there's a navigation bar with 'Send', 'Messages', 'Schedule', 'Contacts' (highlighted), and 'Keywords'. On the right, it says '457 Credits Remaining' and has a 'TOP UP NOW' button. Below the navigation bar, there's a section titled 'Lovely Customers' with a '+ Add Contacts' button. The main content area is titled 'Unsubscribed Contacts'. To the right of this title are tabs for 'Subscribed' and 'Unsubscribed' (which is selected). Below the tabs, there's a 'Display: 10 25 50 100' selector and a 'Mobile' search box. A table lists the unsubscribed contacts with columns: First Name, Surname, Mobile, Custom 1, Custom 2, Custom 3, and Date/Time. A 'CSV' download button is also present. The table contains one entry for 'Jasmine' with mobile number '07123456789' and date/time '22/01/16 14:53'.

First Name	Surname	Mobile	Custom 1	Custom 2	Custom 3	Date/Time
Jasmine		07123456789				22/01/16 14:53

Handy tip! You can download your unsubscribed contacts into a CSV file...

Just head to the bottom of the page in **ALL CONTACTS** and select **DOWNLOAD UNSUBSCRIBED**

# Add a Forward

Never miss a trick...forward reply messages to your own mobile phone, email address or HTTP Post!

**Hint:** To receive replies you will need to have a reply number.

**STEP 1:**

First, let's head to the **KEYWORDS** tab

**STEP 2:**

Next click **FORWARDS** next to the reply number

**STEP 3:**

Now select **ADD A FORWARD**

Here you can either select **EMAIL ADDRESS**, **MOBILE NUMBER**, or **HTTP POST** (depending on where you want to forward your message)

The screenshot shows the FireText SMS web interface. At the top, there's a navigation bar with tabs: Send, Messages, Schedule, Contacts, and Keywords (which is highlighted in pink). To the right of the tabs, it says '458 Credits Remaining' and a green button labeled 'TOP UP NOW'. Below the navigation bar, the main content area has a header '★ Non-specified' and a pink button '+ Add A Forward'. A link '< Back to all keywords' is visible. The 'Add Forward' section contains two fields: 'Forward Type:' with a dropdown menu currently showing 'Email Address', and 'Destination:' with a text input field containing 'hello@firetext.co.uk'. A dark grey button labeled 'SAVE CHANGES' is at the bottom of this section.

**STEP 4:**

Now enter your email address, mobile number, or HTTP Post destination and SAVE

Congratulations! Your forward has been set up.

# Offer an Opt-Out

We always advise offering an opt-out in your message as it ensures that you do not contact anyone that doesn't want to be contacted again.

Here you have two options:

If you already have a reply number, you can simply ask them to reply **STOP** to your number. For example, 'Reply STOP to unsubscribe'.

If you want customers to reply to opt-out, you must send with your number in the From box, this can be done easily by clicking **ALLOW REPLIES**.

The screenshot shows the FireText SMS interface. At the top, there's a navigation bar with 'Send', 'Messages', 'Schedule', 'Contacts', and 'Keywords'. The main heading is 'Send a message'. Below this, there's a 'Send to:' dropdown menu showing 'Lovely Customers (3)'. Below that, it says 'or send an individual message'. The 'From:' field contains the number '07860053935'. To the right of the 'From:' field is a toggle switch for 'Allow Replies' which is currently 'ON'. Below the 'From:' field is a 'Message:' section with a dropdown menu for 'select template...' and a link 'or save as template'. The message body contains the text: 'Hey {{Firstname}} it's Samantha from Sam's Boutique. Here is another great offer for you...50% off in store today only! To opt out reply STOP'. To the right of the message body are two buttons: 'Personalise +' and 'Track URL +'. Below the message body, it says '146 characters used (1 SMS per recipient)'. At the bottom, there's a 'SEND NOW' button and a link 'or Schedule for later'. On the right side of the interface, there's a sidebar with 'Credits Remaining: 454' and a 'TOP UP NOW' button. Below that, it says 'A Little Help' and 'Go to FAQs'.

If you don't have a number, we can offer a personalised **STOP keyword** on our shared short-code; **82228**.

Here you can keep it short and sweet if you don't want to use up too many characters. For example, 'Opt out? Text SBSTOP to 82228'

You will need to put this caption in the body of your message somewhere.

# Remove a Number

If you want to remove/delete a number from your contacts but you don't want to unsubscribe them permanently, here's what to do...

**STEP 1:**

Head to **ALL CONTACTS**

**STEP 2:**

Tick the box next to the contact you want to remove/delete

**STEP 3:**

Scroll to the bottom of the page and select **REMOVE** from the drop-down list

Send Messages Schedule **Contacts** Keywords 458 Credits Remaining [TOP UP NOW](#)

**Lovely Customers** [+ Add Contacts](#)

**Subscribed Contacts** [Subscribed](#) [Unsubscribed](#)

[Back to all groups](#) Display: 10 **25** 50 100 [Mobile](#) [Q](#)

<input type="checkbox"/>	First Name	Surname	Mobile	Custom 1	Custom 2	Custom 3	
<input type="checkbox"/>		Jasmine	<a href="#">07123456789</a>				
<input checked="" type="checkbox"/>		Harry	<a href="#">07012345678</a>				
<input type="checkbox"/>		Grace	<a href="#">07798765432</a>				
<input type="checkbox"/>		Holly	<a href="#">07903969598</a>				

[remove](#) [GO](#)

Handy tip! If you want to re-add this contact at anytime, you can simply upload them to your contacts again

# Create a Template

Want to save time? Try creating a template or two, or three, or four...

**STEP 1:**

Head to **SETTINGS**

**STEP 2:**

Select **TEMPLATES**

## My Settings

[< Back to Control Panel](#)

[SMS Mail](#) [API](#) [Alerts](#) [Templates](#)

### Templates

Here you can add or edit templates for use with your FireText account.

**Name**

or cancel

**Message:**

This is my new template!

Personalise +

24 characters used (1 SMS per recipient)

Advanced Options »

UPDATE DETAILS

## SAVE AS TEMPLATE

Here you can name your template

# Create a Template

Want to save time? Try creating a template or two, or three, or four...

## STEP 3:

Compose your message in the box

## STEP 4:

To save hit **UPDATE DETAILS**

You can then choose this template on the **SEND** tab

The screenshot shows the FireText SMS web interface. At the top, there's a navigation bar with tabs: **Send**, **Messages**, **Schedule**, **Contacts**, and **Keywords**. The **Send** tab is active.

The main section is titled **Send a message**. It contains the following fields and options:

- Send to:** A dropdown menu with the text "select group..." and a downward arrow.
- Below the dropdown, it says "or send an individual message".
- From:** A text input field containing "FireText".
- Next to the "From" field is a toggle switch for "Allow Replies" which is currently set to **OFF**.
- Message:** A dropdown menu with "Regular Message" selected and a downward arrow. To its right is the text "or save as template".
- Below the dropdown is a large text area containing the text "This is my template!".
- To the right of the text area are two buttons: **Personalise** and **Track URL**, each with a plus icon.
- Below the text area, it says "20 characters used (1 SMS per recipient)".
- At the bottom left is a large **SEND NOW** button.
- To the right of the "SEND NOW" button is the text "or Schedule for later".

On the right side of the interface, there's a sidebar with the following information:

- Credits Remaining:** 458
- A green button labeled **TOP UP NOW**.
- A Little Help** section with a link [Go to FAQs](#).

# Whitelist an Email

Adding users to your email whitelist is really easy and means multiple users can send messages via their email.

**STEP 1:**

Head to **SETTINGS**

**STEP 2:**

Click **SMS EMAIL**


## My Settings

[< Back to Control Panel](#)

[SMS Mail](#) [API](#) [Alerts](#) [Templates](#)

### Add Email

Email:

hey@firetext.co.uk 

SAVE CHANGES

### Whitelisted Emails

+ Add Email

The following email addresses are whitelisted to send Email-to-SMS on your account:

holly@firetext.co.uk

**STEP 3:**

**ADD EMAIL**

**STEP 4:**

**SAVE CHANGES**

Easy!



# Set Low Alert

Make sure you never run out of credits by setting a low-alert threshold.

This will alert the email address that the account is under when you're running low on credits.

## STEP 1:

First, let's head to **SETTINGS**

## STEP 2:

Now click **ALERTS**

### My Settings

[< Back to Control Panel](#)

SMS Mail API **Alerts** Templates

#### Low Credit Alerts

Here you can set a low credit warning & even personalise a custom message too.

**Threshold:**

  
[Advanced Options »](#)

Here you can enter the amount of credits you want to trigger a low alert.

#### Low Credit Alerts

Here you can set a low credit warning & even personalise a custom message too.

**Threshold:**

  
[Advanced Options »](#)

**SAVE CHANGES**

## STEP 3:

Now **SAVE CHANGES**

# Send SMS from your Email

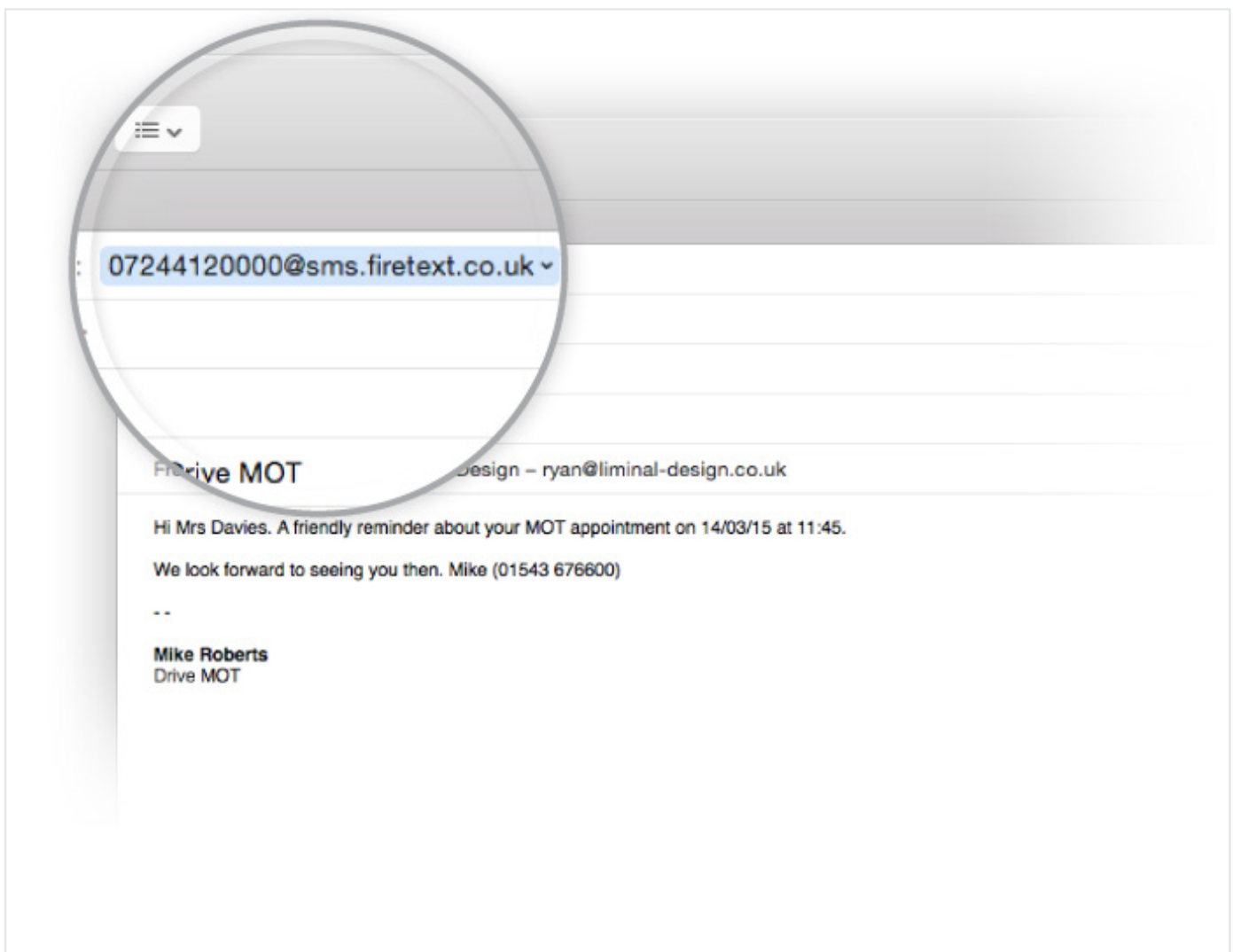
It's all getting very clever now... let's try sending a text message from our email account!

**STEP 1:**

Open a new email in your email account

**STEP 2:**

Address the email to (mobilenumber@sms.firetext.co.uk)



**STEP 3:**

The subject line is your senderID (remember this can't be over 11 alphanumeric characters)

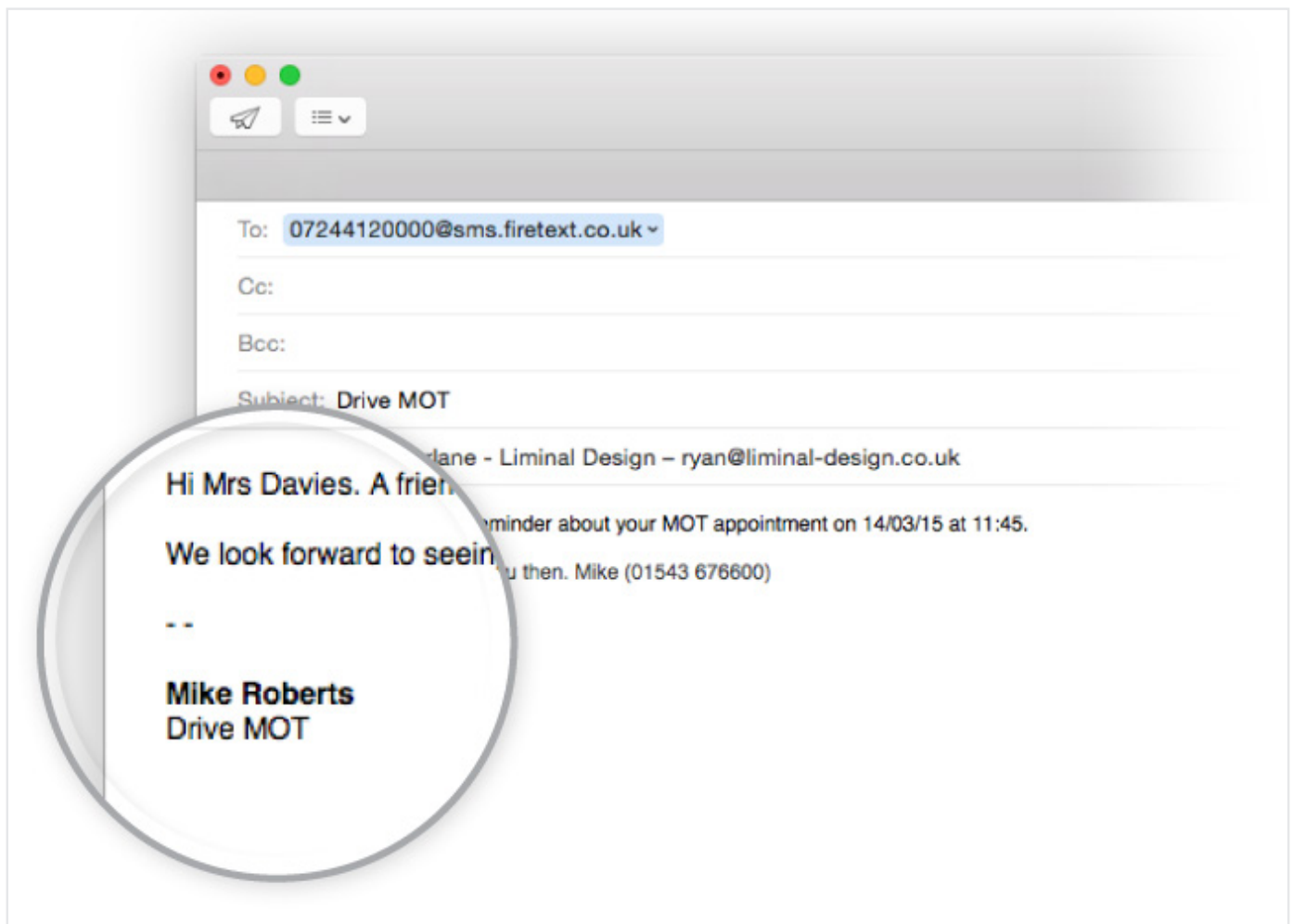
# Send SMS from your Email

## STEP 4:

Now you can compose your message (as if you were writing a normal text message)

## STEP 5:

If you want to be 100% sure that the message is sent without any additional email signatures hit enter and finish your message with a - -



## STEP 6:

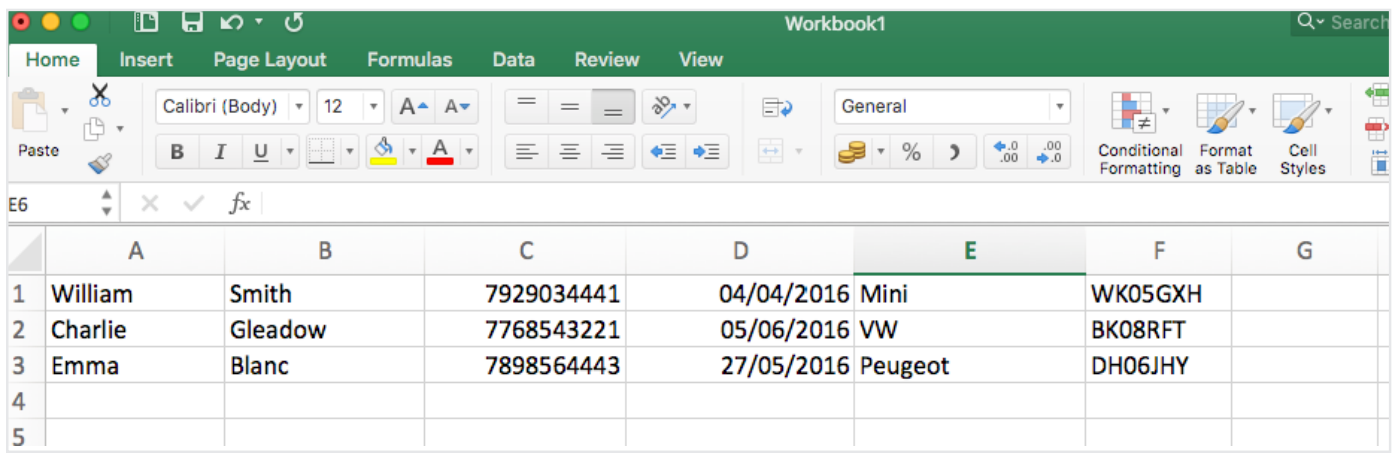
That's it, hit send and FireText will turn it into an SMS instantly!

# Personalise your Message

Add that extra personal touch to your SMS campaigns!

## STEP 1:

Prepare your CSV file (see below). This is just an Excel spreadsheet saved in a CSV format



	A	B	C	D	E	F	G
1	William	Smith	7929034441	04/04/2016	Mini	WK05GXH	
2	Charlie	Gleadow	7768543221	05/06/2016	VW	BK08RFT	
3	Emma	Blanc	7898564443	27/05/2016	Peugeot	DH06JHY	
4							
5							

You have enough room to upload a person's first name, last name, mobile number, and three additional custom fields if you want to.

## STEP 2:


Upload your CSV file to your FireText account (see page 3)

# Personalise your Message

## STEP 3:

Head to the SEND tab, and compose your message by using the personalisation tool to merge each contact's details into your message (see below)

**Send** Messages Schedule Contacts Keywords


 **Send a message**

**Send to:**  

All Contacts (76)


  
or send an individual message

**From:**  

FireText 

 Allow Replies: ☐ OFF

**Message:**  


select template...  or save as template

Hi {{firstname}} {{lastname}} I hope you're well. Just a reminder that your MOT is due on {{custom1}} for your {{custom2}} {{custom3}}

154 characters used (1 SMS per recipient)

SEND NOW

 or Schedule for later

**Personalise**   
firstname  
lastname  
custom1  
custom2  
custom3

When you send your message, it will pull through the information associated with that contact looking like you've written the message just for them.


That's it, you can now start personalising your campaigns!

# Schedule a Message


With FireText's handy scheduling tool you can schedule your message to go out whenever you want!

## STEP 1:

Compose your message as normal, but instead of hitting **SEND** select **SCHEDULE FOR LATER** (see below)


 **Send a message**

**Send to:**

All Contacts (76) 


or send an individual message

**From:**


FireText 


Allow Replies: ☐ OFF

**Message:**

select template...  or save as template


Hi Sarah, we have a FLASH SALE this weekend EVERYTHING 50% OFF. Come on down to see us in the Plaza. Need directions? Visit [www.clotheshop.com](http://www.clotheshop.com)


Personalise 

Track URL 

143 characters used (1 SMS per recipient)

**Delay:**

 09-06-2016

 12:07

Repeat? ☐ OFF

SCHEDULE SEND

or Cancel scheduling

## STEP 2:

Enter the date and time of when you want the message to send. (you can repeat the message to go out every X days until XX-XX-XXX by hitting the **REPEAT?** button if you need to)

## STEP 3:

When you're happy hit **SCHEDULE SEND**

You can view your scheduled messages under the **SCHEDULE** tab in your account.

# Move Contacts Between Groups

Once you have uploaded a contact, you can add it to as many different groups as you like!

**STEP 1:**

Head to **CONTACTS**

**STEP 2:**

Find the contact that you want to add to another group

**Hint** – You can search for a number by scrolling to the bottom of the page and entering the number into the search box.

**STEP 3:**

Hit the **EDIT TOGGLE** next to the name

**STEP 4:**

Click on **ADVANCED OPTIONS**

**STEP 5:**

Select the groups that you want to move the contact into

**STEP 6:**

**SAVE CHANGES**

The screenshot shows the 'Edit Contact' page in the FireText interface. At the top left is a person icon and the title 'Edit Contact'. At the top right is a pink button labeled '+ Add Contacts'. Below the title is a navigation bar with '< Back to contacts' on the left and a help icon '?' on the right. The main form area is titled 'Edit Contact' and contains several input fields: 'First Name:' with the value 'Holly', 'Surname:', and 'Mobile No:' with the value '07903969598'. Below these are three 'Custom Field' boxes labeled 'Custom Field 1:', 'Custom Field 2:', and 'Custom Field 3:'. A button labeled '+ Advanced Options' is located below the custom fields. At the bottom of the form is a grey box titled 'Save this contact to the following groups:' containing two checked checkboxes: 'Lovely Customers' and 'Awesome Competition'. A pink button labeled 'SAVE CHANGES' is at the very bottom of the form.

There you go, simply choose which groups contacts are part of at the click of a button.

# Track your URL


Track how many people are clicking on your URL link with FireText's handy URL Tracker!

**STEP 1:**

Head to the **SEND** tab and compose your message as normal

**STEP 2:**

Just before you enter your URL link hit the **TRACK URL** button on the left-hand side

 **Send a message**

**Send to:**  

All Contacts (76) ▾

  
or send an individual message

**From:**  

FireText

**Allow Replies:** ☐ OFF

**Message:**  

select template... ▾ or save as template

Hi Sam, visit our new website here

  
**35 characters used (1 SMS per recipient)**

Personalise +

Track URL +

**SEND NOW**

 or Schedule for later



# Track your URL

## STEP 3:

Enter your URL link in the box and hit **INSERT URL**


The screenshot shows the 'Send a message' interface in the FireText app. A modal window titled 'Shorten & Track URL' is open in the center. The modal contains the following text: 'Simply enter a URL that you would like to shorten and track clicks within FireText.' Below this is a label 'Please enter a URL:' followed by a text input field containing 'www.clothesshop.com'. At the bottom of the modal is a button labeled 'INSERT URL'. In the background, the 'Send a message' screen is visible, showing a 'Send to:' dropdown menu set to 'All Contacts (76)', a 'From:' field set to 'FireText', and a 'Message:' field with a template 'Hi Sam, visit our new website here'. At the bottom of the screen, there is a 'SEND NOW' button and a link 'or Schedule for later'. On the right side of the screen, there is a sidebar with 'Credits R' and a large number '5', and a section titled 'A Little' with links 'Go to FA' and 'Refer'.

# Track your URL

## STEP 4:


Your link will now have some code around it (make sure that you have a space before and after the link)


**Message:**

select template... 

 or save as template

Hi Sam, check out our new website here,  
{{url=http://www.clothesshop.com}}

Personalise 

Track URL 

**61** characters used (1 SMS per recipient)

You can track your clicks in

**MESSAGES > SENT MESSAGES > VIEW** next to the campaign with the link in > **CLICKS**

# Don't worry if you get stuck, help is at hand!

## Online

There's loads of ideas, news, buzz and fun stuff from the weird world of SMS on our **blog**.

For answers to the the most frequently asked questions, head to our **FAQs**.

If you want more handy guides like this one, there's plenty to choose from in our **Knowledge** section.

## Real People

Jump on the live chat with one of our SMS experts on the website and in the web-app.

Sometimes you just want to pick up the phone, give us a call on **0800 038 55 22**.

You can email [hello@firetext.co.uk](mailto:hello@firetext.co.uk) or find your dedicated account managers email when logged in to your account.

Want to go through all of this with live examples?  
**Book a personal demo** with one of whizz kids and we'll do just that.

Text us

**HELLO to 82228**

Talk to us

**0800 038 55 22**

Visit us

**firetext.co.uk**

Write to us

**hello@firetext.co.uk**

Join the conversation

