



User Guide for
Message Express.
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Introduction to Express Message

MAIN FUNCTIONS

To efficiently and quickly send communications to hundreds or even thousands of recipients, rely on the simplicity and speed of Message Express.

Thanks to its intuitive and flexible interface, this tool allows you to write a text from your favorite browser (Edge, Chrome and Firefox, preferably). The text will then be sent to the recipients of your choice by email, SMS and automated voice call (using a synthetic voice).



Once the message is sent, a results page will be generated in a separate tab to track the progress of each sending; The results of the transmissions will be updated in real time.

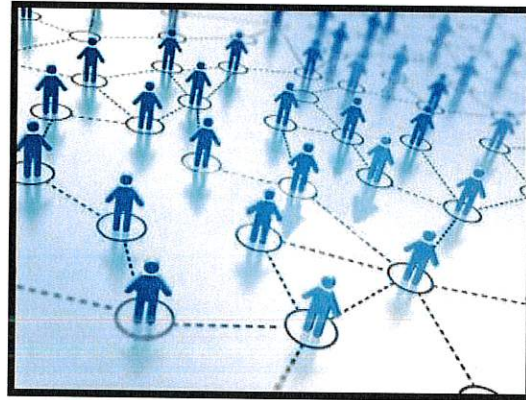
Since Express Message is accessible online, you can use it wherever you are. A grid named Recipients makes it easy to choose, filter, and sort all your contacts. It is also very easy to create and maintain multiple groups.

Message Express is also the geolocation of contacts. You even use a card to select the recipients you want to send

a message to. Ideal for reaching residents of a given block, neighbourhood or area in no time.



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You can even create Message Categories that allow you to configure multiple sets of templates that you can use later depending on the nature of the situation.

Want to [learn more about](#) Message Express? Our representatives are here to help!

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Connecting to the telmatik.com

Connecting to the telmatik.com

To access Message Express, go to telmatik.com and click on [Login](#) (located in the navy blue banner on the right side).



You will be redirected to the login page.



To access your account, you must enter:

- your client file number
- your user code
- your password

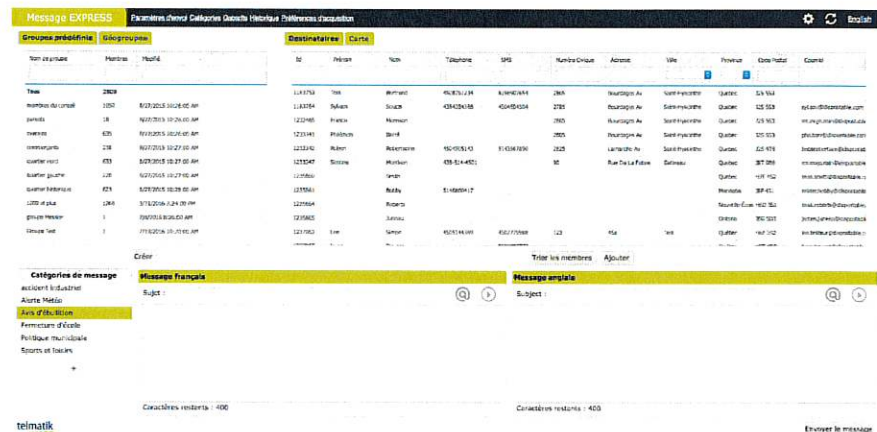
Please do not hesitate to contact our team if you are having trouble logging into your account.



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The Message Express interface when opened for the first time

The following pages discuss the use of Message Express; starting with a choice among the [categories of messages](#).

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Determine the means of communication used for the shipment

Determine the means of communication used for the shipment

Before sending a first message, choose the means of communication that will be used to distribute it. See the Send [Settings](#) section to set up sending. To view the sending settings, click on the Send Settings link in the blue banner of the interface.



For all mailings, you use the three means of communication offered: Voice (phone), Text and Email. You can choose to opt for only one or two of these three means of communication; However, it should be noted that you must select at least one of the three to be able to send a message. So, if you disable two of the means of communication, the third one will remain on and will become grayed out so you can't uncheck it.



As seen here, all three means of communication cannot be unchecked at the same time in the sending settings; at least one must be left.



Once the means of communication have been selected, it is time to determine the [recipients](#).

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Choose recipients

Choose recipients

To send your message, you must of course have determined who will be the recipient.

Different options are available, but for now, remember that the shipment can be made to:

- A group
- A geogroup
- A single recipient
- A number of recipients

The list of available groups is located in the Predefined Groups tab. Another tab is present in this section: Geogroups. This list allows you to select recipients from a map.



Groupes prédéfinis		Géogroupes
Nom de groupe	Membres	Modifié
Tous	2808	
membres du conseil	1050	8/27/2015 10:26:00 AM
parents	18	8/27/2015 10:26:00 AM
riverains	635	8/27/2015 10:26:00 AM
commerçants	238	8/27/2015 10:27:00 AM
quartier nord	633	8/27/2015 10:27:00 AM
quartier gauche	220	8/27/2015 10:27:00 AM
quartier historique	623	8/27/2015 10:28:00 AM
1000 et plus	1368	3/31/2016 3:24:00 PM
groupe Messier	1	7/8/2016 8:26:00 AM
Groupe Test	1	7/19/2016 10:20:00 AM
Créer		

By choosing a predefined group or a geogroup, the recipients of these groups will be selected in the next section on the right (Recipients and Map tabs). Note that only one group or geogroup can be selected at a time.



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Name	Email	Phone	Status	Message	Send	Cancel	Details
John Doe	john.doe@example.com	123 456 7890	Active	Message sent successfully	✓	✗	View
Jane Smith	jane.smith@example.com	987 654 3210	Active	Message sent successfully	✓	✗	View
Bob Johnson	bob.johnson@example.com	555 123 4567	Active	Message sent successfully	✓	✗	View
Alice Brown	alice.brown@example.com	444 555 6666	Active	Message sent successfully	✓	✗	View

More details on creating and modifying [groups](#) and geogroups are provided in [Part 2](#).

It is also possible to choose one or more recipients from the Recipients tab. This is called [spontaneous selection](#). This allows you to send a message to a few contacts without having to create a group.

Since this is a first send, a good way to test Message Express is to send a communication to yourself to make sure the missive is ready and complete for mass sending. Simply select your own name from the list of recipients. If you don't see it, use the Add button.



Later in this guide, we'll look at the Drawing Tools present in the Map tab. As seen above, they allow you to choose contacts according to their positions thanks to geometric shapes.

When our message is ready, we can proceed to send it.

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