



WEB ADMINISTRATOR USER GUIDE

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REVISION TABLE

VERSION	PRIMARY AUTHOR(S)	DESCRIPTION OF VERSION	DATE COMPLETED
1.0	Chris Garibaldi	New document created under new web administrator document format.	9/12/2003
1.1	Craig O'Shannessy	Updated user guide	12/10/2004
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CONTENTS

1. INTRODUCTION	4
1.1 DOCUMENT OVERVIEW	4
2. WEB ADMINISTRATOR TASK GUIDE	5
2.1 NAVIGATION	5
2.1.1 LOGGING IN.....	5
2.1.2 NAVIGATING WITHIN ONE WEB SESSION	5
2.1.3 CHANGING THE TIME PERIOD OF DISPLAYED DATA	5
2.1.4 LOGGING OUT	5
2.2 REPORTING	6
2.2.1 UNDERSTANDING MESSAGE TYPES IN REPORTS	6
2.2.2 CHANGING THE TIME PERIOD FOR REPORT DATA	6
2.2.3 REPORT USAGE	6
2.3 ADMINISTRATORS & ADMINISTRATION.....	7
2.3.1 EDIT YOUR ACCOUNT	7
2.3.2 EDITING A USER'S DAILY LIMIT.....	7
2.3.3 CANCELLING OR BLACKLISTING YOUR ACCOUNT	7
2.3.4 PURCHASING MORE SMS	7

1. INTRODUCTION

1.1 DOCUMENT OVERVIEW



Red Oxygen Customer Account Administration Login

Powered by
redoxygen
technology

For troubleshooting when installing or using the Red Oxygen software please view the frequently asked questions [FAQ](#).

To set up either a single user or small business account [Sign up now](#).

Account maintenance and reporting is available via Administrator login only.

Please note:

Users and Administrator are different:

- Users send messages
- Administrators log in here to maintain their account

Both Users and Administrators have passwords, and those passwords can be different.

So please make sure you are using your Administrator password if you are trying to log in here to manage your account. And your User password when configuring your WinSMS or BulkSMS software to send messages.

Email Address:

Password: (Note: password is case sensitive.)

Forgotten your password? [CLICK HERE](#)

Current Page Title - Login
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The Web Administrator User Guide (WAUG) is aimed at user level. The WAUG will be used as both an education tool and a reference document, focussing primarily on common tasks that users will undertake rather than providing a description of everything that is visible on each page.

Administration of the user account is the primary interests of Customer Administrators using the Web Administrator tool.

This version of the WAUG aims to provide this information in a simpler, tabular format, so that the reader does not need to wade through paragraphs of descriptive text. The reader should be able to locate the task that they require information on, and find it easily within the table. The table will also include one column to indicate if user has access to any particular listed task.

2. WEB ADMINISTRATOR TASK GUIDE

2.1 NAVIGATION

Red Oxygen Online - U.S.
Customer Account Administration
User Show

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redoxygen

Customer: New Main Account TEST(company name)
Login: username@email.com

SMSPROD Server Time: Wednesday November 10 2010 - 13:49:13 (AEST)

Home Send SMS Reporting Billing Administration Support Log Out

User Information

- * Name: **username@email.com**
- Mobile Phone Number:
- * Email Address: **username@email.com**
- Based In: **U S A & Canada**
- Language: **English**
- * Reply Type: **Email**
- Outlook Mobile Service Flag **Y** [Setup My Outlook Mobile Service](#)
- SMS In Credit: **N/A**
- SMS In Excess: **N/A**
- Type - Class - Status: **Pre Paid - Corporate - Active**
- Install Codes: **978059**

* Indicates a Required Field.

Current Page Title - UserShow
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This section details tasks related to moving around within the Web Administrator interface. It introduces the factors involved in navigating around your account. All users should read this section before proceeding to other sections.

TASK	ACCESS	EXPLANATION
2.1.1 Logging in	•	The Web Administrator login page is located at http://www.redoxygen.net and logging in requires your registered email address as a username and your user password.
2.1.2 Navigating within one web session	•	The Web Administrator only supports one web session at a time. You cannot log in more than once, and you cannot select the browser option, "Open in New Page," when clicking on a link within the Web Administrator. If you do, you may eventually be told that your session is stale or even receive errors when trying to open a new page. You will then need to login again to refresh your session.
2.1.3 Changing the Time Period of Displayed Data	•	This is particularly relevant to the <i>Reporting</i> tabs, where reports are displayed on screen. You are often allowed to select the timeframe you wish to view, the default being "since yesterday". This selection can be made at the top of most <i>Reporting</i> page, by means of a drop down box.
2.1.4 Logging Out	•	You can log out of the Web Administrator at any time, by clicking the <i>Log Out</i> tab. This will bring you back to the initial login page.

2.2 REPORTING



Red Oxygen Online - U.S. Customer Account Administration User Report

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redoxigen
technology

Customer : New Main Account TEST(company name)
Login : username@email.com

SMSPROD Server Time: Wednesday November 10 2010 - 14:02:16 (AEST)

Home Send SMS **Reporting** Billing Administration Support Log Out

Activity Report Show Report

Activity Between and Show Report

Name	Status	Messages			Reminders	
		# Direct	# Standard	# Replies	# Sent	# Pending
Username@Email.Com [username@email.com]	Active	0	0	0	0	0

Current Page Title - UserReport
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Reporting is one of the most useful features of the Web Administrator. All reporting can be found under the *Reporting* tab. Users will be able to monitor usage and delivery statuses.

TASK	ACCESS	EXPLANATION
2.2.1 Understanding Message Types in Reports	•	In reports based on message usage, the messages are broken down into the following categories: <ul style="list-style-type: none"> ▪ Direct messages (messages sent via Red Alert), ▪ Standard messages ▪ Replies ▪ Sent Reminders ▪ Pending Reminders
2.2.2 Changing the Time Period for Report Data	•	Please see section 2.1.3 for more information regarding time periods.
2.2.3 Report Usage	•	The <i>Reporting</i> tab will produce a report on your usage, and each category of message sent may be further examined by clicking on the number of messages sent for that category.

2.3 ADMINISTRATORS & ADMINISTRATION



Red Oxygen Online - U.S.

Customer Account Administration

User Edit

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Customer : New Main Account TEST(company name)
Login : username@email.com

SMSPROD Server Time: Wednesday November 10 2010 - 14:13:18 (AEST)

Home Send SMS Reporting Billing Administration Support Log Out

User Information

* Name:

Mobile Phone Number:

* Password:

* Confirm:

* Email Address:

Based In:

Language:

* Reply Type:

Outlook Mobile Service Flag [Setup My Outlook Mobile Service](#)

SMS In Credit: **N/A**

SMS In Excess: **N/A**

Type - Class - Status: **Pre Paid - Corporate - Active**

Or Or this user.

* Indicates a Required Field.

Current Page Title - UserEdit
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Administration of your user accounts is one of the core uses of the Web Administrator tool. The *Administration* tab allows users access to a variety of configuration options, such as user name, email address, and password.

TASK	ACCESS	EXPLANATION
2.3.1 Edit Your Account	•	Under the <i>Administration</i> tab, you will be able to edit certain details of your account. The following fields are considered commonly edited or important fields: <ul style="list-style-type: none"> Name (if the user needs to changes their name) password (for Red Alert or login onto the Web Administrator) email address (if the user changes their email address) Base In country Reply Type (Email or SMS or No Reply) Outlook Mobile Service Flag (if the user needs to setup OMS service, please tick this checkbox) Once you have changed these fields, click <i>Save</i> button.
2.3.2 Editing a User's Daily Limit		You will need to contact your account administrator or Red Oxygen or your reseller to have this limit changed.
2.3.3 Cancelling or Blacklisting Your Account	•	Under the <i>Administration</i> tab, click <i>Cancel</i> or <i>Blacklist</i> to cancel or black list your user account. Blacklisting will completely prevent that user from sending messages or creating a new account with that email address.
2.3.4 Purchasing More SMS		You will need to contact your account administrator or Red Oxygen to purchase credits.