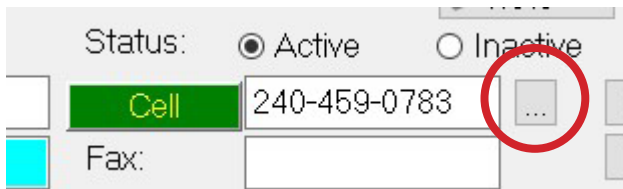


TEXTING



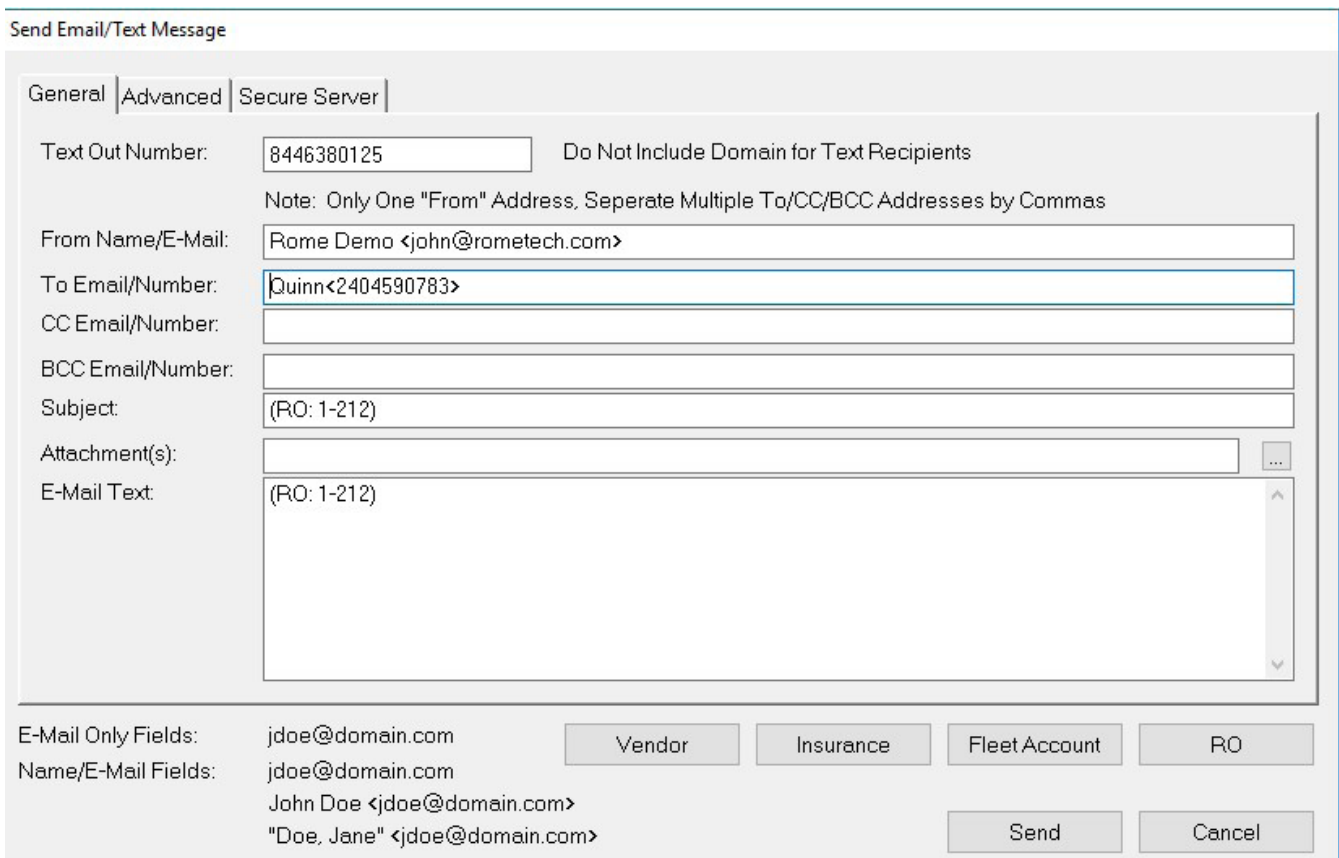
Status: ☒ Active ☐ Inactive

☐ Cell: 240-459-0783

☐ Fax:

Sending a text

Hit the button to the right of the cell phone field, then edit the email text field with the message that you want to send.



Send Email/Text Message

General | Advanced | Secure Server

Text Out Number: 8446380125 Do Not Include Domain for Text Recipients

Note: Only One "From" Address, Separate Multiple To/CC/BCC Addresses by Commas

From Name/E-Mail: Rome Demo <john@rometech.com>

To Email/Number: Quinn<2404590783>

CC Email/Number:

BCC Email/Number:

Subject: (RO: 1-212)

Attachment(s):

E-Mail Text: (RO: 1-212)

E-Mail Only Fields: jdoe@domain.com

Name/E-Mail Fields: jdoe@domain.com

John Doe <jdoe@domain.com>

"Doe, Jane" <jdoe@domain.com>

Vendor Insurance Fleet Account RO

Send Cancel

To send it to more than one recipient, type a "." and a space after the number in the To E-mail/Number field and just type the cell number. If you want to cc or bcc add the cell numbers to those fields.

NOTE: The text will not actually be sent until you exit the RO. After you exit the RO you will see a progress bar and that is when the message is being sent.

New Security

In order to exclude users from being able to text, Rome added functionality to turn the texting function off if necessary.

- E-mail - Access Technician Cell Phone List
- E-mail - Access Technician EMail List
- E-mail - Receive and View

Please contact ROME Technical Support to have this setup if necessary.

Receiving a text

If the customer replies to a text sent from Rome that reply will come back into Rome. On the RO list screen, the E-mail button will be highlighted yellow indicating there are unread received texts. Press the button.

Emails and Text Messages Received

by Date and Time Received

	Date	Time	From	RO Invoice	Message
<input type="checkbox"/>	6/10/24	9:34AM	240-459-0783	212	Test reply
<input checked="" type="checkbox"/>	6/10/24	10:04AM	443-253-4299		Thank you

☐ Not Read
 ☐ Read
 ☐ No RO Link
 ☐ RO Linked
 Link
 Reply
 Open
 Delete

Tag
 Untag
 Flip
 Prev Tag
 Delete Tagged
 Mark as Read

Tag All
 Untag All
 Flip All
 Next Tag
 Show Tagged
 Close

This screen will display any unread texts that have been received. It will display the Date and Time the text was received; the number that it came from; if it was a reply to a message sent from an RO that RO number will be listed; and the message of the text.

If the number is highlighted in green that number has been approved for texting. If the RO number is green this message has been linked to an RO.

The checkboxes help you filter the display to only show unread, read, unlinked or linked texts.

If you highlight a line and press Open it will open that text.

Email or Text Message Received

Details

Date/Time:

6/10/24

9:34AM

RO:

212.00

Quinn

☒ Message Read

To List

844-638-0125

CCL ist

Attachment List

From:

240-459-0783

Reply To:

Organization:

Subject

Text Message

Sent Date:

6/10/24 9:33AM

Message:

Test reply

Reply

RO Info

OK

Cancel

This has details about the text message. The Message Read checkbox will automatically be checked (because you are reading it). The reply button will allow you to reply to this text. The RO info button will display more information about the RO the text is linked to. Click OK to close and the text will be considered read.

If you want to link the text to an existing RO highlight it and press the Link button and it will popup the RO list and you can select an RO to link it to.

Repair Orders

by RO | by VIN | by Last Name | by License | by Home Phone | by Work Phone | by Claim No. | by Key Tag | by Short VIN

RO	Last Name	First Name	VIN	License	Make	Model	H
212	Quinn		309485U	123123	CADILLAC	350 Transit	13
213	CRIST	LEROY	3CZRU6H33GM752676	LSP2273	HOND	HR-V LX AWD w/C	8
214	CRIST	LEROY	3CZRU6H33GM752676	LSP2273	HOND	HR-V LX AWD w/C	8
215	a		4W6U5EJ	3456	BENZ	240SX	13
216	CRIST	LEROY	3CZRU6H33GM752676	LSP2273	HOND	HR-V LX AWD w/C	8
217	CRIST	LEROY	3CZRU6H33GM752676	LSP2273	HOND	HR-V LX AWD w/C	8
218	CRIST	LEROY	3CZRU6H33GM752676	LSP2273	HOND	HR-V LX AWD w/C	8
219	CRIST	LEROY	3CZRU6H33GM752676	LSP2273	HOND	HR-V LX AWD w/C	8
220	CRIST	LEROY	3CZRU6H33GM752676	LSP2273	HOND	HR-V LX AWD w/C	8
221	CRIST	LEROY	3CZRU6H33GM752676	LSP2273	HOND	HR-V LX AWD w/C	8
222	CRIST	LEROY	3CZRU6H33GM752676	LSP2273	HOND	HR-V LX AWD w/C	8

Select

Close

Help

The Delete button will delete the highlighted RO. The buttons at the bottom help you with tagging multiple texts so you can mark them as read or delete them.

NOTE: There is a security note added to the RO automatically when texts are sent from and received to repair orders.