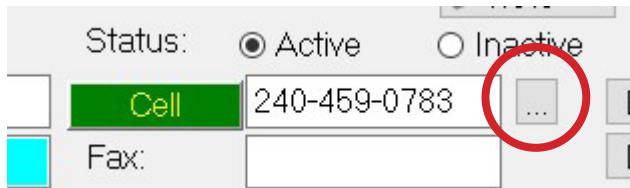


TEXTING



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: Do Not Include Domain for Text Recipients
Note: Only One "From" Address, Separate Multiple To/CC/BCC Addresses by Commas

From Name/E-Mail:

To Email/Number:

CC Email/Number:

BCC Email/Number:

Subject:

Attachment(s):

E-Mail Text:

E-Mail Only Fields:
Name/E-Mail Fields:

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.

ROME

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 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

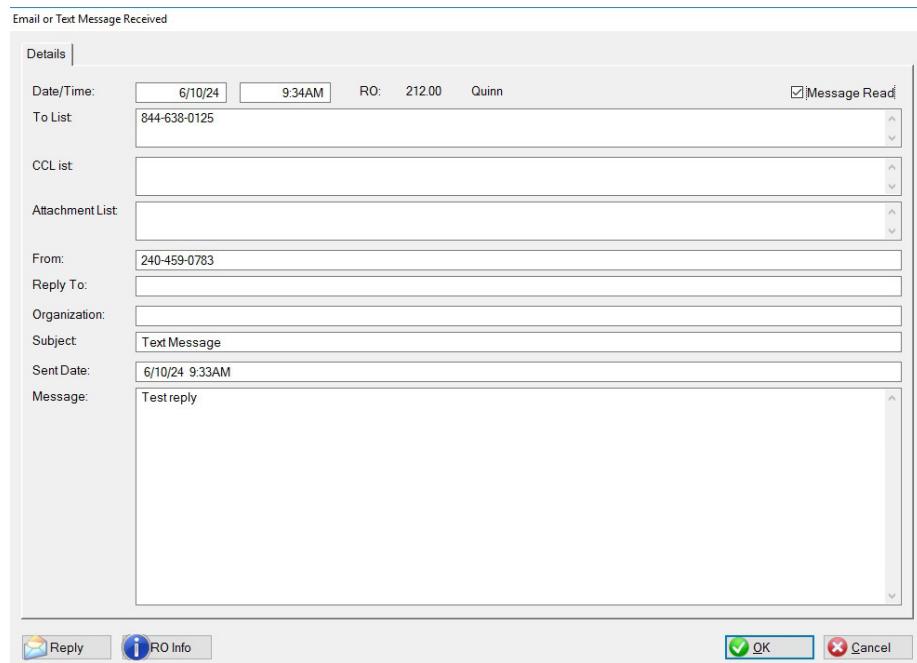
Tag All Untag All Flip All Next Tag Show Tagged Close

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.

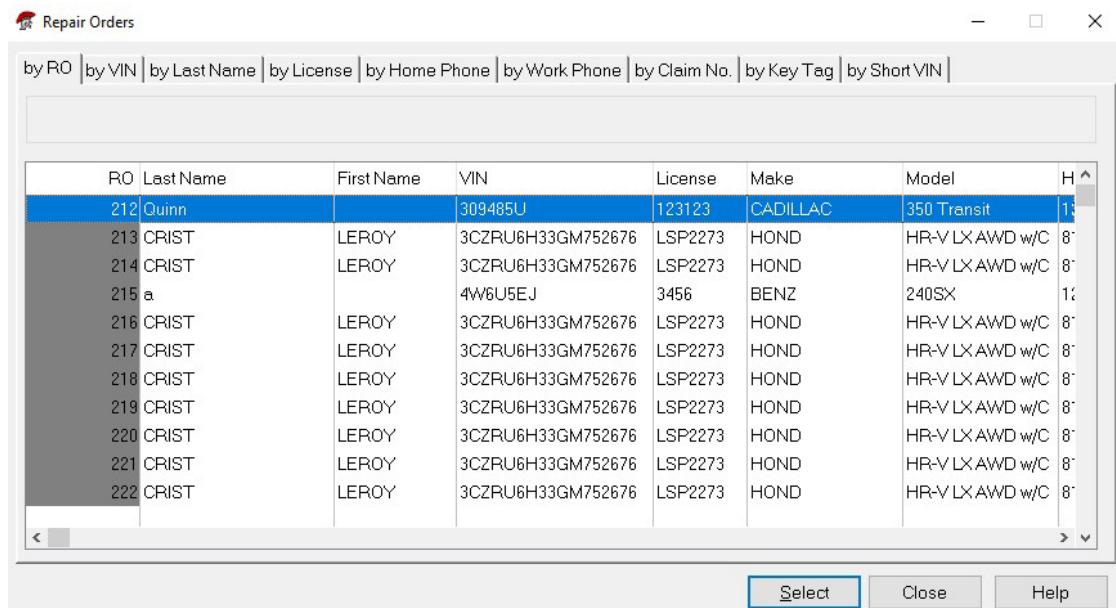
The checkboxes help you filter the display to only show unread, read, unlinked or linked texts.

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



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.



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.