Send Texts and Emails
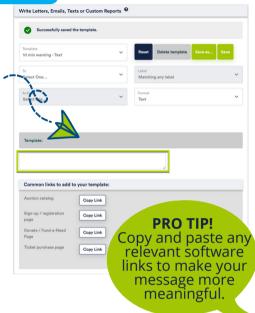## communicate before, during, and after your event

1 Create or Select a TEMPLATE

Communication Tools > Create & Edit Messages

1. Select New Template, click OK
2. Select To, Activity and Format.
3. If sending an email, enter a Subject.
4. Enter your message body in the **Template** field.
5. Click **Save As.**
6. Enter a Template name and select the matching Format.
7. click Save to save this template in your database.

*PRO TIP: texts can only be 160 characters long. Use **Bitly** to shorten your software link if you need more space!*

PRO TIP!
Copy and paste any relevant software links to make your message more meaningful.

2 Enter or update message in Template field as needed

Make necessary changes to your template. You will get a chance to preview before you send. Add images, links and other customizations.

3 Choose/update your recipients

Happy with your message?
Choose **Bidders and Attendees** if you want all ticketed guests and both kiosk and online bidders to receive your message

Streamline your messages by selecting different TO options, as well as using Label and Activity to send the appropriate message to the selected group of contacts.

4 Preview your message

1. Double check your subject line, if applicable, format, and all the TO options.
2. Click the **Save and Preview** button at the bottom of the screen to preview the message before sending.

> *Messages in Email format require a SUBJECT and can not be previewed, tested or sent without one.*

5 Test and Send your message

1. Click **Send me a test message** to receive the message on your phone or via email. This step can not be skipped, to ensure you're pleased with the formatting.
2. **If you're ready to send the message now**, click the **Send to all recipients** button to send the message immediately.

PRO TIP:

We STRONGLY recommend that you view your message (in your email client, in your text messages) BEFORE you send it to ensure that links function, images look good and the message will be delivered in full!

6 Schedule the message to be sent

Love your message, but not ready for it to go out yet?

Click **Schedule Notification Page** link in the TOP RIGHT corner of the page.

On the Schedule Notification Page, you can choose a date and time (and designated recipients) at which your message should be sent!