



Panacea Mobile

New Dashboard - Help Screens

Welcome to the new Panacea Dashboard.

This document aims to provide you with concise explanations of the menu system and features available to you as a Panacea user account holder.

Entering the Panacea SMS portal URL you will be directed to the login page ...

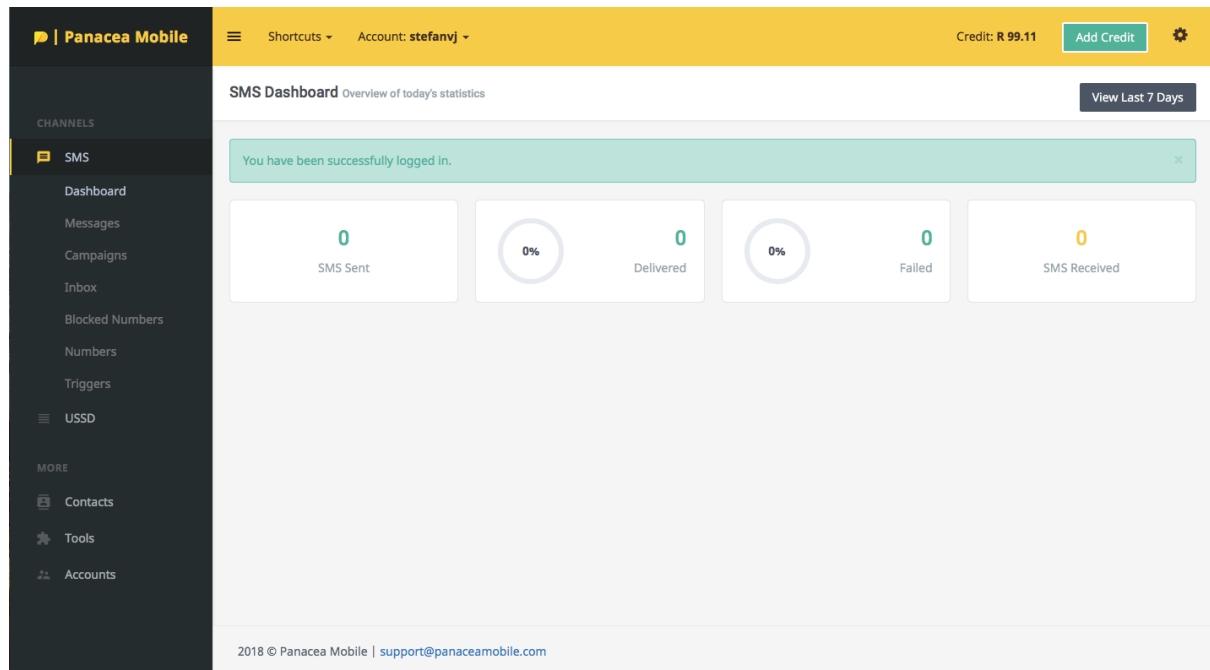
The screenshot shows the Panacea Mobile login interface. At the top, the logo consists of a yellow and orange speech bubble-like shape next to the text 'Panacea Mobile'. Below this is a white box containing the login form. The form is titled 'LOGIN' and has two input fields: 'Username' with a person icon and 'Password' with a key icon. Below the fields are two buttons: 'Lost Password?' and 'Log In'. At the bottom of the form area is a link that says 'Verify your account'.

Upon registering a new user account and logging in at <http://za-dashboard.panaceamobile.com/> you are

presented with the below SMS Dashboard screen.

Let's go through each of the features available here.

SMS Dashboard - An overview of "today's" SMS statistics.



Send to Number:

<https://za-dashboard.panaceamobile.com/campaigns/messages/send>

To: This is the mobile number of the recipient, must be in full international format eg. 27821234567

From (dropdown + entry field): This is the sender identifier, which can be a previously configured sender number, or a unique identifier for the campaign. If you wish to enter a new, unique sender number you may select the "Other" enter the information in the "Enter your from number".

Enter your from number: Set the number that you would like to use as the sender number for this message if you have selected "Other".

Message body: This is the message text that will be sent to the recipient. Each message must be 160 characters or less. Text longer than 160 characters will incur a multiple message cost.

More options: The message text can be save as a template for future use, or an existing template may be selected.

Panacea Mobile | Shortcuts | Account: stefanj | Credit: R 99.11 | Add Credit

SMS Message Send Send a message to a single recipient

To: 27823201788

From: 33663

Message body: Test 123

More options | Characters: 8 SMS Count 1

Next Step

2018 © Panacea Mobile | support@panaceamobile.com

Send to List: <https://za-dashboard.panaceamobile.com/campaigns/messages/multiple>

Use this page to send bulk SMS campaigns to a predefined contact list or groups.

Name: The name of the campaign, for tracking purposes.

List: A dropdown selection of existing lists in the system. You may send to a specific list, all lists, or a selection of lists.

Message: This is the message text that will be sent to the recipient. Each message must be 160 characters or less. Text longer than 160 characters will incur a multiple message cost.

More options: The message text can be saved as a template for future use, or an existing template may be selected.

From: This is the sender identifier, which can be a previously configured sender number, or a unique identifier (name) of the campaign.

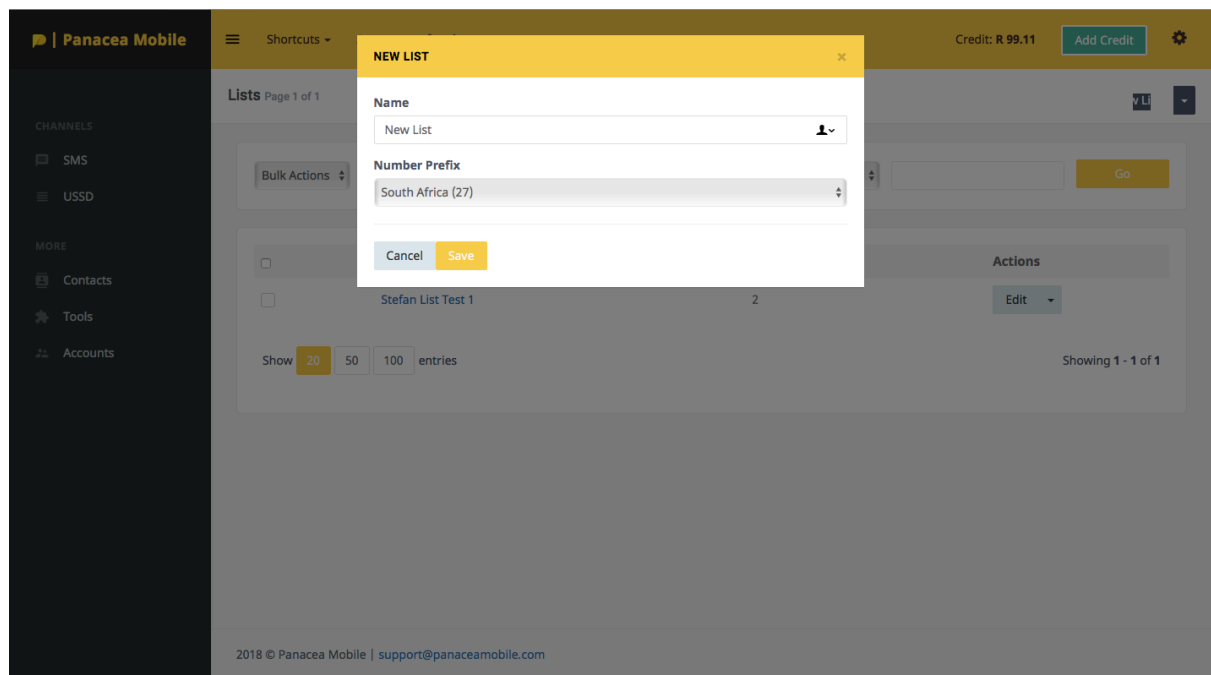
Advanced Options:

Start send: At a later time (manually), Now (immediate) or at a scheduled time Scheduled.

Speed: The speed that you would like to campaign to be sent to the operator for actioning in messages per second

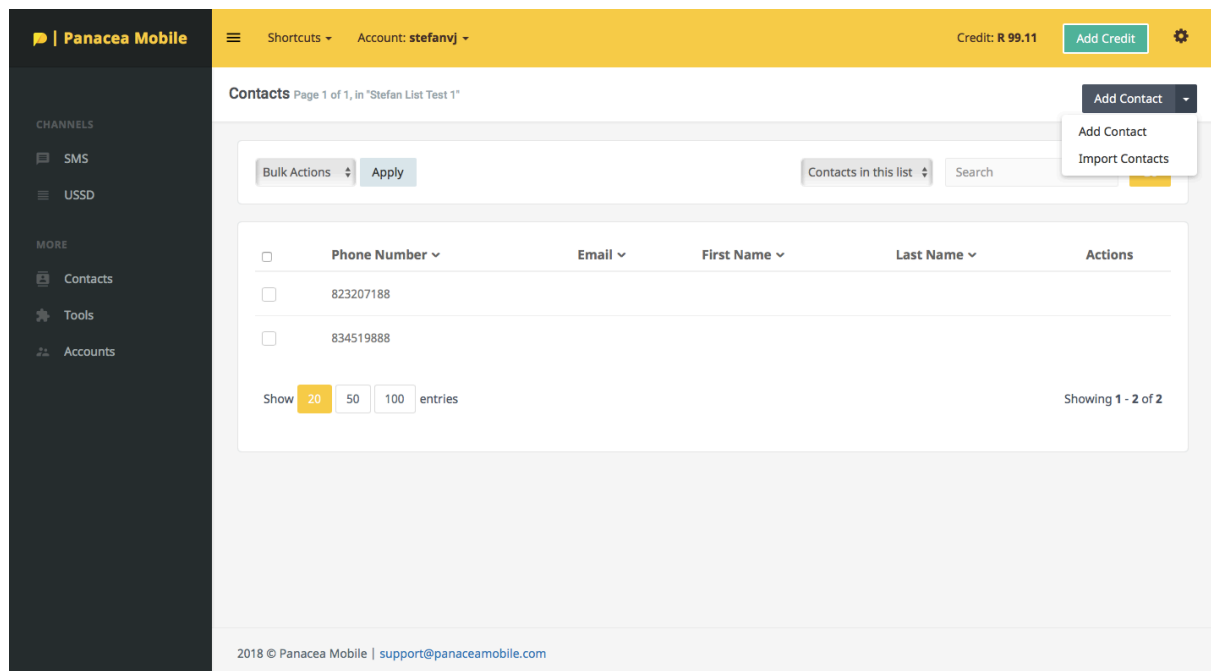
✓ Would you like to filter against the General Opt-Out list?: You may also filter against the global opt-out list under your account (Do-Not-Contact list)

✓ Would you like to remove duplicate numbers from your send list?: You may also have the list checked for duplicated mobile numbers.



Import Contacts:

Importing contacts into an existing **Contact List** that you have previously created can be done via the **“Import Contacts”** button in the drop-down under **“Actions”**.



Select Row: This step will require you to select the first row of usable data or row in your file that you have uploaded which contains contact details of the contacts you would like to import

Panacea Mobile Shortcuts Account: stefanj Credit: R 99.11 Add Credit

CHANNELS

- SMS
- USSD

MORE

- Contacts
- Tools
- Accounts

Select Row Select the first row of usable data (that contains a mobile number)

1	Name;Surname;Contact Number ;Network
2	Cathrine ;van Straten;834519888;MTN
3	Stefan;van Jaarsveld;823207188;Vodacom

Cancel Back Next step

2018 © Panacea Mobile | support@panaceamobile.com

Match Rows: The next step is where you will need to designate what each row of data will list as in your Contact List e.g First Name, Last Name, Email, Phone Number etc. You will also need to confirm you have permission to contact the recipients on the list before continuing.

Panacea Mobile Shortcuts Account: stefanj Credit: R 99.11 Add Credit

CHANNELS

- SMS
- USSD

MORE

- Contacts
- Tools
- Accounts

Match Rows Match each row of data from the first column to the second column.

Your data

Name;Surname;Contact Number ;Network

What is this?

- ✓ Ignore this data
- Phone Number
- First Name
- Last Name
- Email
- Opt In
- New field...

☐ I confirm that I have permission to contact the people in this list

Cancel Back Next step

2018 © Panacea Mobile | support@panaceamobile.com

Import Preview: This page will allow you to verify what you've selected in the previous steps of the import process.

Assign to List(s): If this option is selected the contacts that you've included in the file will be uploaded to a selected list that you have setup in the **Contact List** tab.

Update existing contacts with new data: checking this box will import and replace any existing contacts with updated information from the Import file you've specified in your selected **Contact List**.

Action – Edit - Delivery Product:

Select the forwarding channel you would like to use to push inbound messages over.

Default - If you want to forward all inbound messages simply Edit the Default number and select your chosen means of forwarding

SMPP (Short Message Peer to Peer) allows all inbound messages to be pushed over SMPP to your SMPP server when bound as an ESME to our platform.

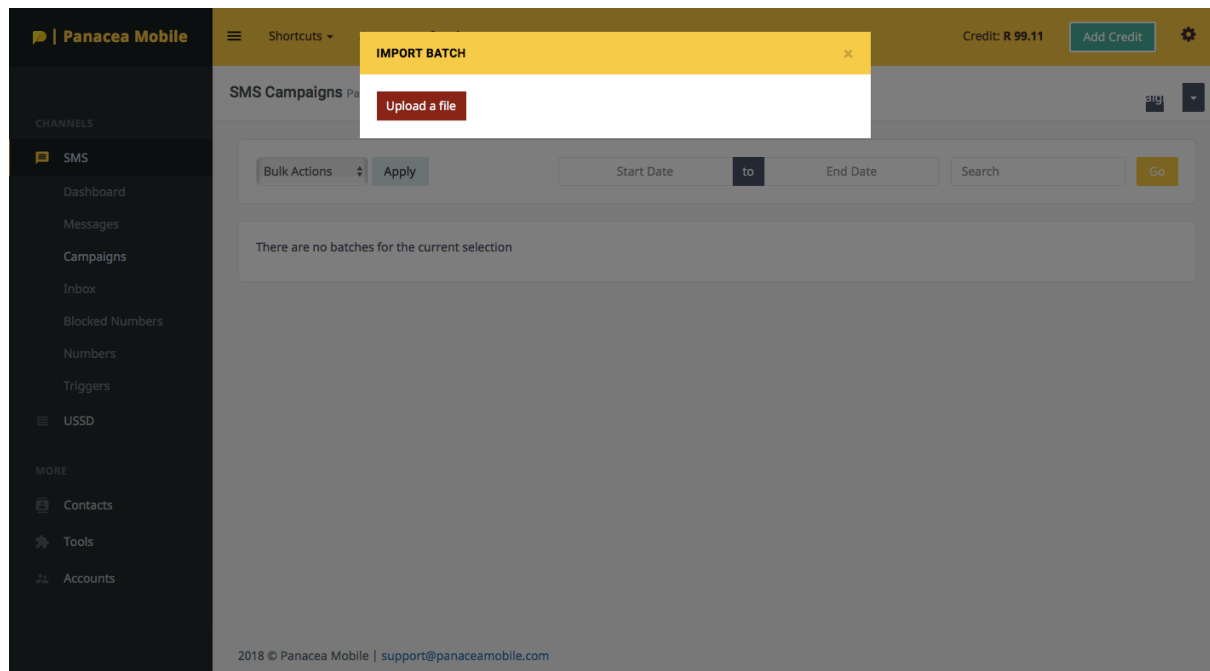
HTTP (Hypertext Transfer Protocol) - This setting will allow a server URL to be called with an HTTP GET to push all replies over HTTP e.g www.someurl.com/smsreceiver.php

Inbound Trigger - Select this option if you would like for all inbound messages to be processed by a trigger also known as an Inbound Trigger which you are able to setup under SMS->Triggers

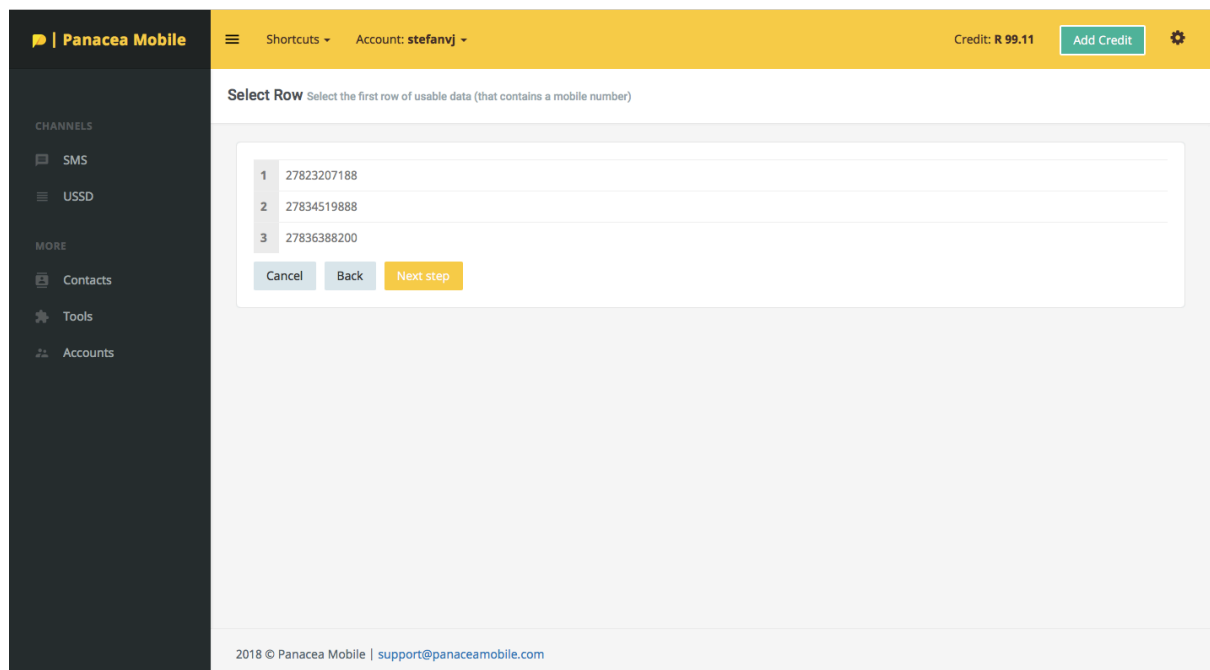
New Campaign / Send to File:

<https://za-dashboard.panaceamobile.com/campaigns/batches/index>

By clicking on this function, you will be asked to **upload a file** in the **Import Batch** area



Select Row - Select the first row of usable data by clicking on the relevant row from 1 to 6 in the extract from the file you have just selected for upload (that contains a mobile number)



Match Rows - Under the “What is this?” drop-down menu, you’ll be able to use the drop-down next to each correctly read columns that you’ve specified and select whether this would be a mobile number as well as the message content if you have not chosen to include this in the campaign file that you have uploaded.

Panacea Mobile | Shortcuts | Account: stefanj | Credit: R 99.11 | Add Credit

Match Rows Match each row's data from the first column to the second column.

Your data

27823207188

What is this?

- Ignore this data
- ✓ Mobile Number
- Message

☐ Compose your message

Cancel Back Next step

2018 © Panacea Mobile | support@panaceamobile.com

Compose your message - By ticking this check-box a dialog box will open where you are able to compose your own message, it is important to note that you then need not specify the “Message” in the drop-down. There is also a character counter to display how many characters you have typed as well as how many parts the SMS will be broken down into (160 characters = 1 SMS)

More Options -> Choose Template / Save Template - Upon composing your message text, you are able to save the text as a template for re-use in future campaigns or single message sends.

Panacea Mobile | Shortcuts | Account: stefanj | Credit: R 99.11 | Add Credit

Match Rows Match each row's data from the first column to the second column.

Your data

27823207188

What is this?

Mobile Number

☒ Compose your message

This is a test, please reply with yes if you receive this message. Thank you.

More options

Characters: 78 SMS Count 1

Cancel Back Next step

2018 © Panacea Mobile | support@panaceamobile.com

Settings:

Campaign - The name of your campaign.

From - Set the number that you would like to use as the sender number for this campaign.

Select a number / Enter your number - Select a previously used number or enter in a new number to set as your **From** number

Start sending campaign - Choose to send your SMS campaign immediately or at a later date/time.

Start at scheduled time - Schedule a date/time to start sending your campaign.

Advanced Options: Further settings to customize your campaign.

How fast would you like the messages to be sent? - The rate of SMS to be sent out per second.

✓ Filter batch against all blocklists (recommended if you have multiple accounts) - This will add any of the numbers that have replied "STOP" to your SMS messages to all sub-accounts and sub-user accounts

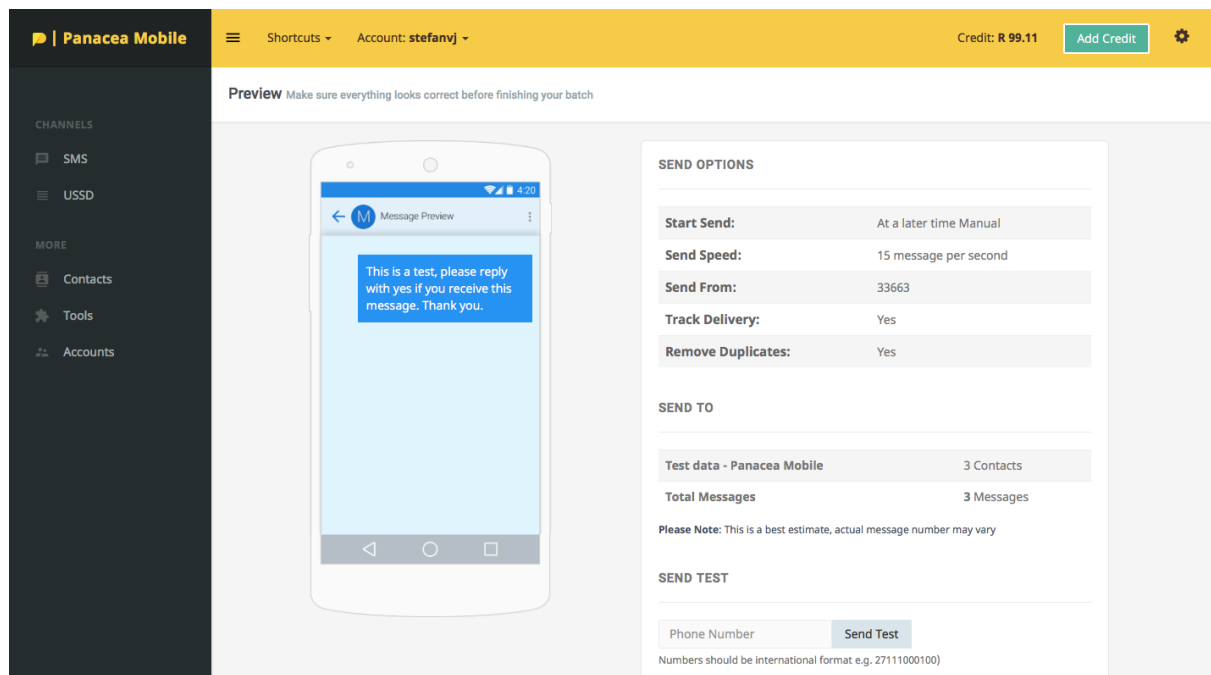
✓ Remove duplicates from batch - If duplicate recipient numbers are found in your campaign file they will automatically be removed from your recipient list (Recommended)

✓ Send messages containing special characters as Unicode - Special characters which use Unicode encoding will be sent as Unicode which has a character limit of 70 characters per 1 part message.

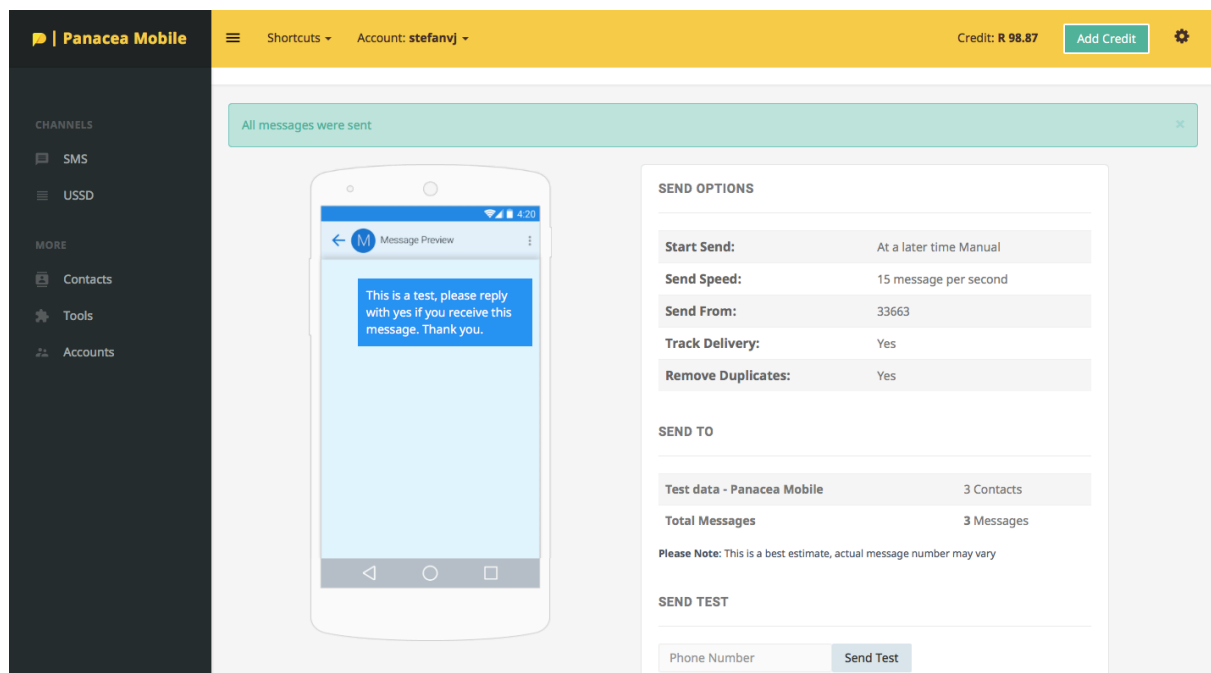
✓ Create Multiple Batches - Split the number of messages between multiple batches which can be scheduled to be sent at different dates/times.

The screenshot shows the 'Settings' page for a batch campaign in the Panacea Mobile app. The interface has a yellow header bar with the app name, account name 'stefanvj', and credit balance 'R 99.11'. A dark sidebar on the left contains navigation options like 'CHANNELS', 'SMS', 'USSD', 'MORE', 'Contacts', 'Tools', and 'Accounts'. The main content area is titled 'Settings' and includes fields for 'Campaign name' (Test data - Panacea Mobile), 'From' (Select a number), and 'Start sending campaign' (When I click "Start"). Below these is an 'ADVANCED OPTIONS' section with a dropdown for 'How fast would you like the messages to be sent?' (15 per second) and four checkboxes: 'Filter against previous failures' (unchecked), 'Remove duplicates from batch' (checked), 'Send messages containing special characters as Unicode' (unchecked), and 'Create multiple batches' (unchecked). At the bottom are 'Cancel', 'Back', and 'Next step' buttons.

Import Preview (Batch Campaign) - This will show you a review of the options you have selected during the campaign setup process by checking all relevant fields and details before hitting "Finish"



Send Test - Use this to send a quick test to your own personal number to validate the format of the way the SMS looks on your mobile phone.



My Profile:

Manage your account information and settings.

https://za-dashboard.panaceamobile.com/users/account_profile_information

Profile Information - a Basic summary of the details you had used to register your user account with.

Shortcuts
Account: stefanj
Credit: R 98.87
Add Credit

CHANNELS
SMS
USSD
MORE
Contacts
Tools
Accounts

My Profile

Manage your account information and settings here.

Profile Information
Billing Information
Settings
Notifications
Change Password
Close Account

Username: stefanj
Phone Number
Email: stefan.vanjaarsveld@cellfind.co.za

Save

Info/Help

Manage your account information and settings.

Profile Information - a Basic summary of the details you had used to register your user account with.

2018 © Panacea Mobile | support@panaceamobile.com

Billing - Edit your company information by completing this form. After clicking save, this information will then be displayed on your invoice everything you generate a quote for credit.

Shortcuts
Account: stefanj
Credit: R 98.87
Add Credit

CHANNELS
SMS
USSD
MORE
Contacts
Tools
Accounts

My Profile

Manage your account information and settings here.

Profile Information
Billing Information
Settings
Notifications
Change Password
Close Account

Tax Number
Name
Address Line 1
Address Line 2
City
Phone Number
Country: South Africa
Other Invoice Info

Save

Info/Help

Manage your account information and settings.

Profile Information - a Basic summary of the details you had used to register your user account with.

Settings - Adjust your Default Country Prefix and Timezone of your current location.

Shortcuts
Account: stefanj
Credit: R 98.87
Add Credit

CHANNELS
SMS
USSD
MORE
Contacts
Tools
Accounts

My Profile

Manage your account information and settings here.

Profile Information
Billing Information
Settings
Notifications
Change Password
Close Account

Default Prefix: South Africa (27)
Timezone: Africa/Johannesburg

Save

Info/Help

Manage your account information and settings.

Profile Information - a Basic summary of the details you had used to register your user account with.

Notifications - Setup email notifications to notify you when your credit balance is low and to receive email updates when your pricing changes.

The screenshot shows the 'My Profile' page with the 'Notifications' tab active. The page header includes the Panacea Mobile logo, account name 'stefanjv', and credit balance 'R 98.87'. The left sidebar lists navigation options: CHANNELS (SMS, USSD), MORE (Contacts, Tools, Accounts). The main content area has tabs for Profile Information, Billing Information, Settings, Notifications, Change Password, and Close Account. The 'Notifications' tab displays a table with one row for 'Price updates' with a 'Delete' button. An 'Add Notification' button is at the bottom. A right sidebar contains 'Info/Help' text.

Type	Value (if applicable)	Email	Actions
Price updates		Yes	Delete

[Add Notification](#)

Change Password - Apply a new password to access your account. You will need to confirm your existing and new password in these fields to apply the change.

The screenshot shows the 'My Profile' page with the 'Change Password' tab active. The page header is the same. The left sidebar is the same. The main content area has tabs for Profile Information, Billing Information, Settings, Notifications, Change Password, and Close Account. The 'Change Password' tab displays three input fields: 'Old Password' (masked with dots), 'New Password', and 'Confirm Password'. An 'Apply' button is at the bottom. A right sidebar contains 'Info/Help' text.

Close Account - Close your user account by entering the randomly generated token into the "Confirmation Token" field.

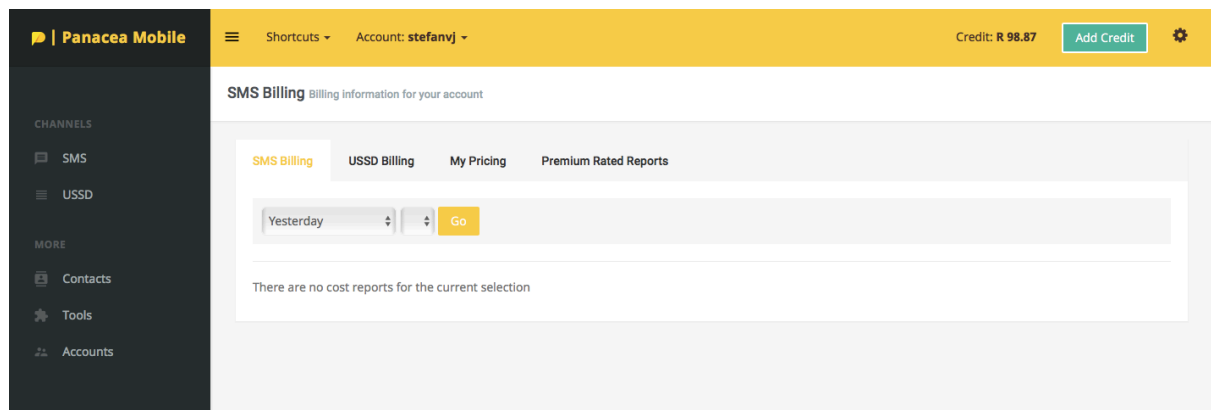
The screenshot shows the 'My Profile' page with the 'Close Account' tab active. The page header is the same. The left sidebar is the same. The main content area has tabs for Profile Information, Billing Information, Settings, Notifications, Change Password, and Close Account. The 'Close Account' tab displays a 'Token' field with a randomly generated token '8d7eb4' and a 'Confirmation Token' input field. A 'Close Account' button is at the bottom. A right sidebar contains 'Info/Help' text.

My Billing:

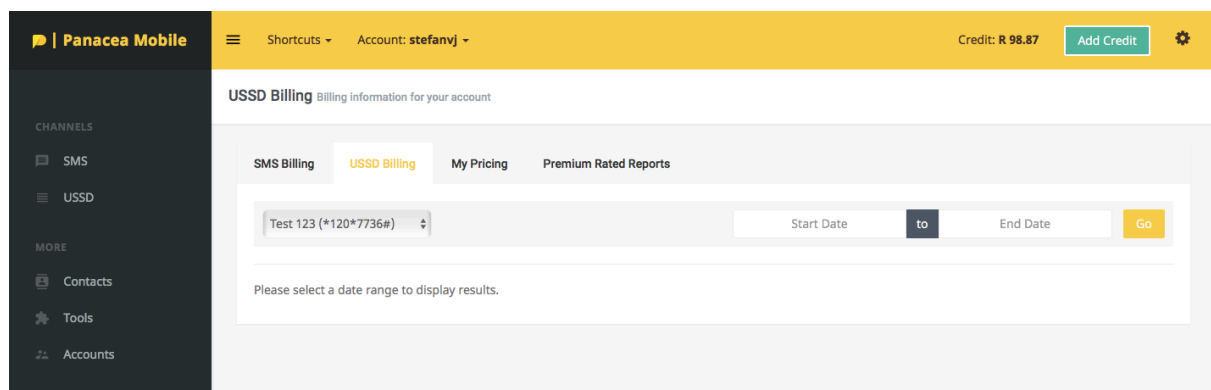
Billing information for your account.

<https://za-dash-board.panaceamobile.com/billings/sms/period:yesterday/start:2018-05-27/end:2018-05-28>

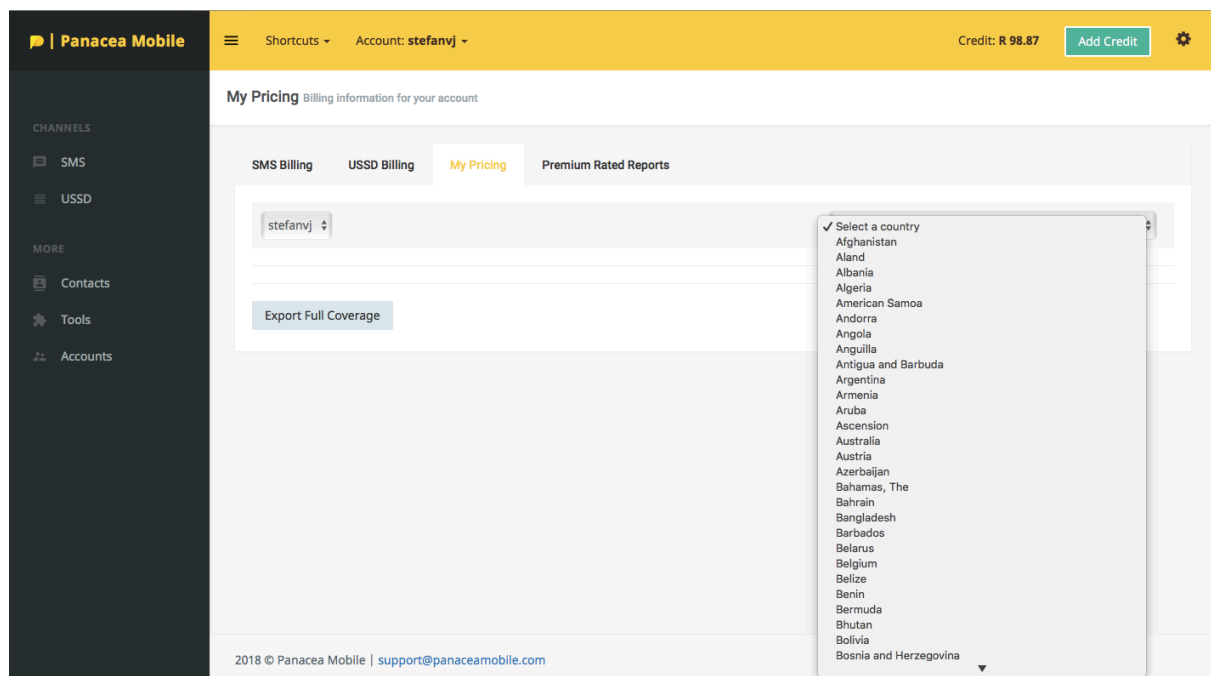
SMS Billing - View detailed statistics and costs for the SMS that you have sent from your account.



USSD Billing - View detailed statistics of your USSD sessions, costs and revenue earned.



My Pricing - View what an SMS will cost you to any country/network. Export a list in .csv format to view your full pricing sheet of the coverage applied to your account.



Premium Rated Reports - For any premium rated numbers you may have assigned to your user account, this area will display the costs and revenue statistics.

Accounts: https://za-dash-board.panaceamobile.com/sub_users

You are able to create reseller sub-accounts here for your customers should you have the reseller feature activated or sub users when your account is normal user account

New Sub User - Complete the form to create a new reseller sub-user in your Reseller user account. All fields must be completed, username and password combinations should be carefully considered.

SMS - Numbers:

Setup the destination number for incoming messages.

Panacea Mobile

CHANNELS

SMS

Dashboard

Messages

Campaigns

Inbox

Blocked Numbers

Numbers

Triggers

USSD

MORE

Contacts

Tools

Accounts

Shortcuts

Account: stefanvj

Credit: R 98.87

Add Credit

SMS Blocked Numbers

Page 1 of 1

Export

Start Date

to

End Date

Search

Search

There are no blocked numbers for the current selection

2018 © Panacea Mobile | support@panaceamobile.com

SMS Triggers:

Setup advanced inbound message triggers to automatically trigger actions that are selectable during setup

Panacea Mobile

CHANNELS

SMS

Dashboard

Messages

Campaigns

Inbox

Blocked Numbers

Numbers

Triggers

USSD

MORE

Contacts

Tools

Accounts

Shortcuts

Account: stefanvj

Credit: R 98.87

Add Credit

SMS Triggers

Setup advanced triggers | Page 1 of 1

New Trigger

Name	Status	Created	Actions
stefan test	Inactive	14 May	Edit
Test	Active	13 Oct '17	Edit

Show 20 50 100 entries

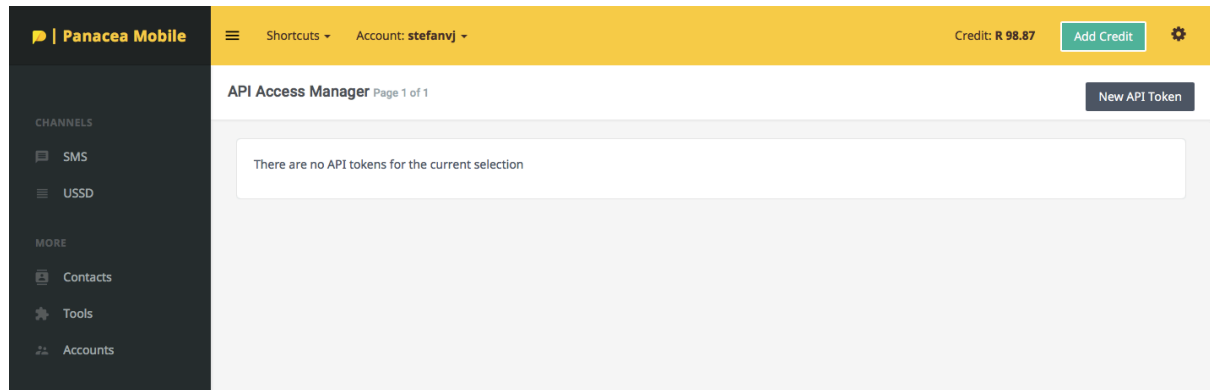
Showing 1 - 2 of 2

2018 © Panacea Mobile | support@panaceamobile.com

Tools:

API Access Manager

- Setup access control with randomly generated API tokens for each of the users that you would like to grant access to the account without distributing the main password to other users accessing the same account.

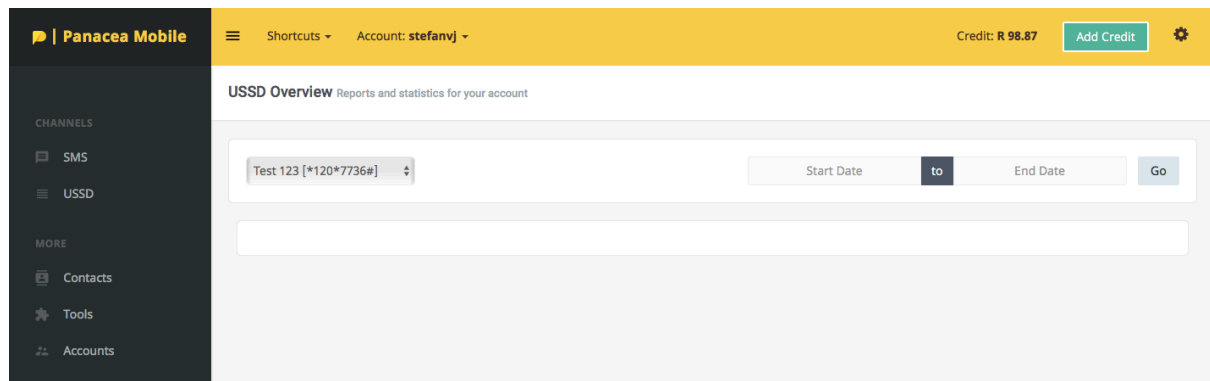


Statistics - View additional information such as when and how many times each API token has been accessed by other users.

USSD Dashboard:

USSD reports and statistics for your account.

NB. Export any of your reports to a .csv file download.



USSD Campaigns

USSD campaigns with their associated USSD strings that you have setup are listed in this screen.

