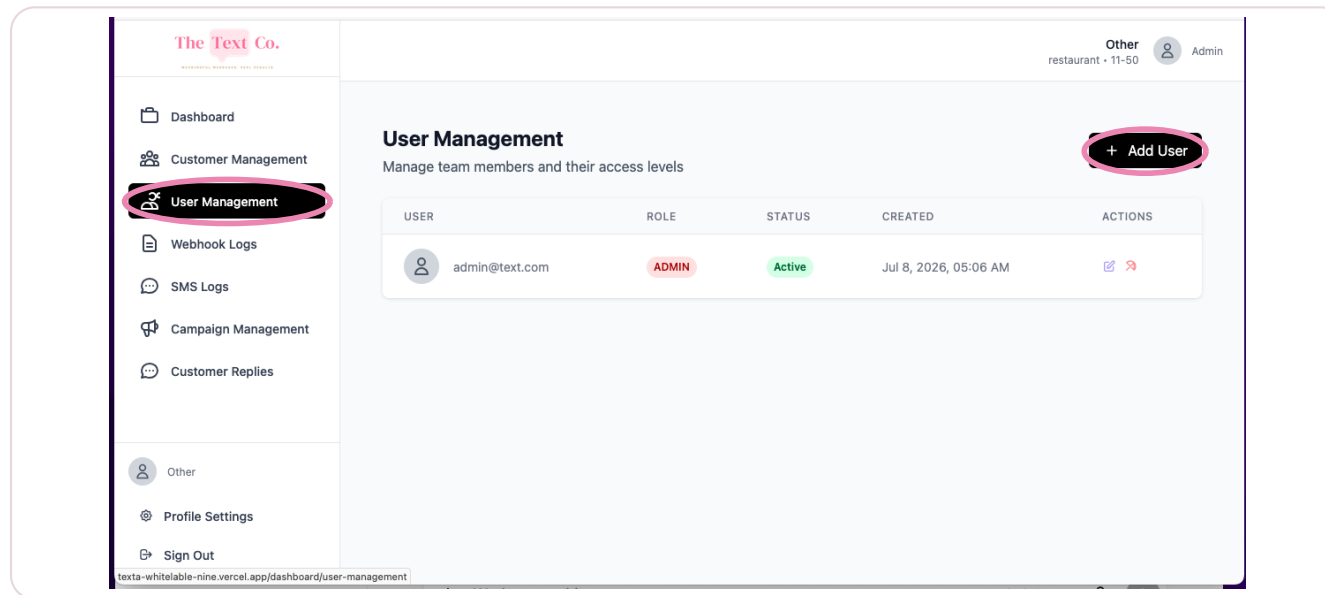




Practical training and resources for building a successful text marketing business

Giving a Customer Access to Their Replies

Create a restricted user login that can access the Customer Replies page only.



STEP 1

Add a new user

- 01 Open User Management from the left navigation.
- 02 Select Add User.

Create the Customer Login

Enter the customer's login information and assign the restricted Replies Only role.

The screenshot shows a 'Add New User' modal form. The fields are as follows:

- Email Address *: replyuser@example.com
- Password *: [masked]
- First Name *: Reply
- Last Name *: User
- Role *: Replies Only - Can only access the Custor (highlighted with a pink oval)

At the bottom of the modal, there are two buttons: 'Cancel' and 'Create User' (highlighted with a pink oval).

STEP 2

Assign Replies Only access

- 01 Enter the customer's email, password, and name.
- 02 For Role, select Replies Only.
- 03 Select Create User.

IMPORTANT - REPLIES ONLY

For a customer login, select ONLY Replies Only. Do not give the customer Admin or Manager access.