

iBoomerang - Email Template Tool User Guide

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1. Templates

iBoomerang provides different customizable templates to help you create the right look for your email marketing. You can create your own template to add your banners, logo and pick different styles and fonts. So, you can create a reusable template for your future email campaigns.

There are three categories in templates:

- 1. Standard Templates: These templates are created by iBoomerang team which can be used directly by their customers
- 2. My Templates: These are user created templates with their own customization.
- 3. Company Templates: These templates are created by Company admin which can be used by the users assign to them by the company admin only.

Create your Template

To create a template, follow these steps.

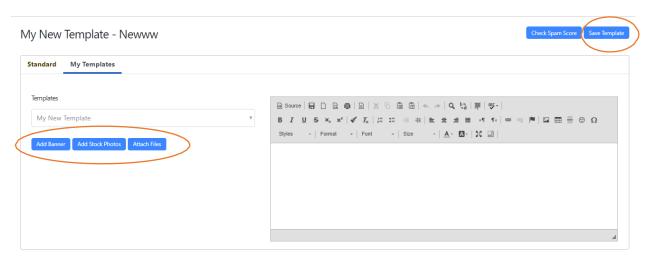
- 1. Navigate to the Templates page from Top menu
- 2. Click Create Template button



3. Enter **Template name** and **Subject** and click **Save new template**



4. Templates page gets displayed with given template name.

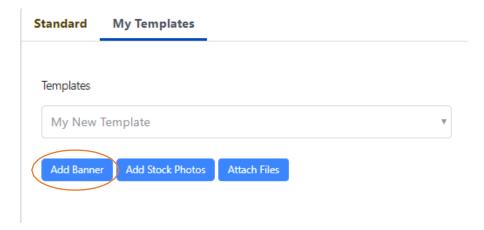


5. Company Templates displayed by Group and Templates.

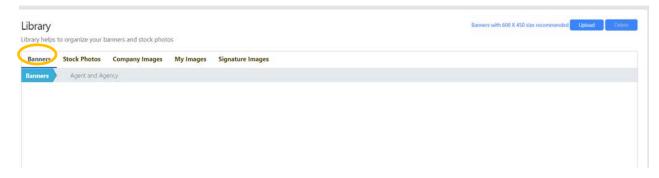


Add Banners

Customize your template by adding banners to it.



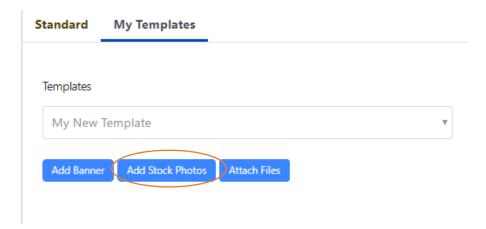
- 1. Click on **Add Banner** button from templates page
- 2. Can upload images 600 X 450 size images only.



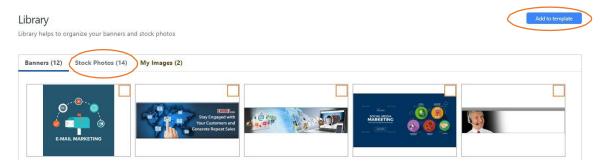
Add Stock photos

Customize your template by adding stock photos to it

1. Click on Add Stock photos button from templates page



2. Library page opened for you to select Stock photos

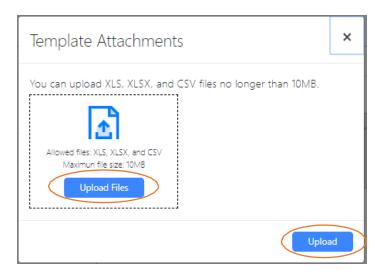


- 3. Select one or more stock photos and click on Add to template button
- 4. Stock photos added successfully within the template

Attach files

Customize your template with attachments.

- 1. Click on Attach files button from templates page
- 2. A popup opened to **upload** files from your desktop



- 3. Click on **Upload** to add the files to template
- 5. Now add your content to the in the template editor
- 6. **Check Spam score** button, helps you to verify the Spam score of newly created template and provides score range and gives you the tips to reduce the score
- 7. Click on Save template

Your new template will be available for you to use under Templates page>> My Templates>> Templates dropdown

Edit your Template

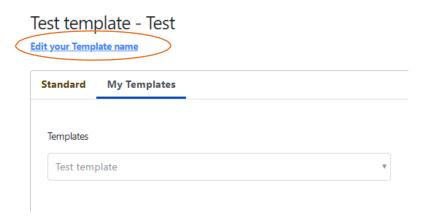
To edit your template, follow these steps.

- 1. Navigate to the Templates page from Top menu
- 2. Select the template from **Templates** dropdown

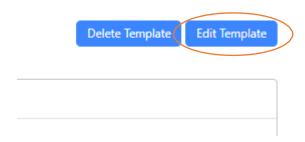
Templates



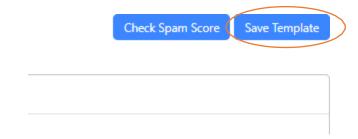
- 3. Your template content and attachments displayed on the templates page in disable mode
- 4. Edit your template and subject by clicking on below link,



5. Click **Edit Template** button to edit the content of the template



- 6. Now edit you content by adding or modifying data, with banners, stock photos and attachments
- 7. Click **Save Template** to save your changes to the template



Delete your Template

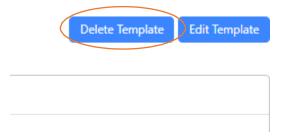
To delete your template, follow these steps.

- 1. Navigate to the Templates page from Top menu
- 2. Select the template from **Templates** dropdown

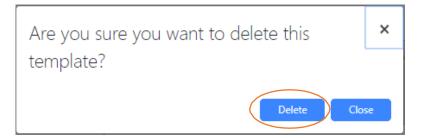
Templates



3. Click on **Delete template** button, you can see an alert popup



4. Click on **Delete** button from the popup, then selected template gets deleted from the templates list



Note: Templates created by you shall be displayed under "**My templates**" tab and the templates created by iBoomerang team shall be displayed under "**Standard**" tab

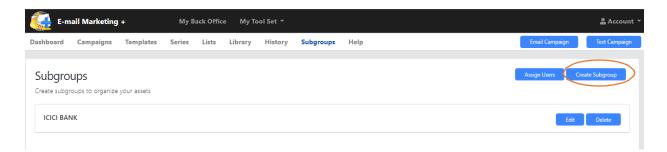
2. Subgroups

"Subgroups" is a new tab, visible for iBoomerang admin role and Company admin role users to create groups and assign users to groups to access the templates

Create Subgroup

To create a subgroup, follow these steps.

- 1. Navigate to the Subgroups page from Top menu
- 2. Click Create Subgroup button



3. Enter a group name and click on create button,



4. Now group added successfully and each group contains two actions again,

Note:

- 1. When "Company admin role user" creates a subgroup a relevant folder gets automatically created under "Library tab" to upload image files
- 2. When "iBoomerang admin role user" creates a subgroup, respective folder wont created in Library tab under banners and stock photos

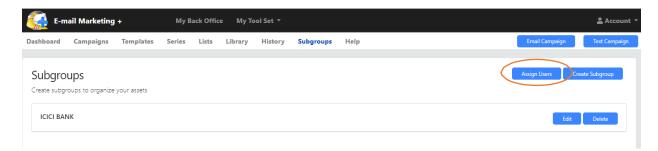


- 5. Edit is to update the group name
- 6. **Delete** is to remove the entire group

Assign users to access templates

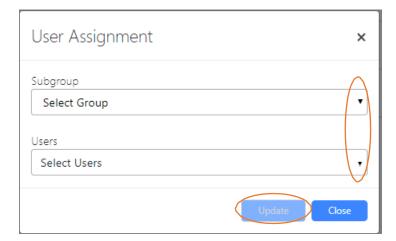
To create a subgroup, follow these steps.

- 1. Navigate to the Subgroups page from Top menu
- 2. Click Assign users button



3. popup gets displayed for user to select the group from dropdown and users from the dropdown

Note: Users gets automatically filtered based on the company and displayed in the dropdown



4. click on "update" to save the changes and the selected users can be able to access the templates from Templates page

3. Series

iBoomerang provides a feature that customers can be able to add schedule to each template and group one or more templates to form a series

There are two categories in Series,

- Standard Series: These series are created by iBoomerang team which can be used directly by their customers
- 2. My Series: These are user created series with scheduled templates

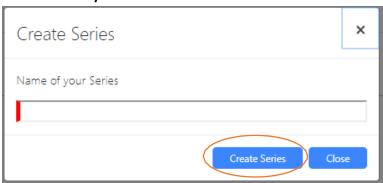
Create Series

To create your series, follow these steps.

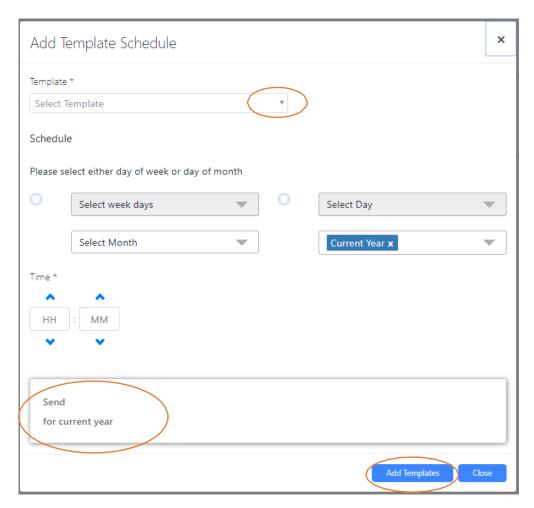
- 7. Navigate to the Series page from Top menu
- 8. Click Create Series



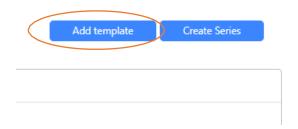
9. Enter Name of your Series and click on Create Series button



- 10. Now you have created a **New Series** and its time add **templates** to the series and below arethe steps to be followed,
 - a) Select **Template** from the template dropdown
 - b) Schedule the template either on **weekdays** (Sun, Mon, Tue..... and sat) or days in a **Month** (1st, 2nd, 3rd..... 30th, 31st
 - c) Now select the **Month** (Jan, Feband Dec)
 - d) Select year from the dropdown (Current year is automatically selected)
 - e) Add **time** to the template schedule (24 hours format)
 - f) Now check the given schedule in written format then click **Add template** button

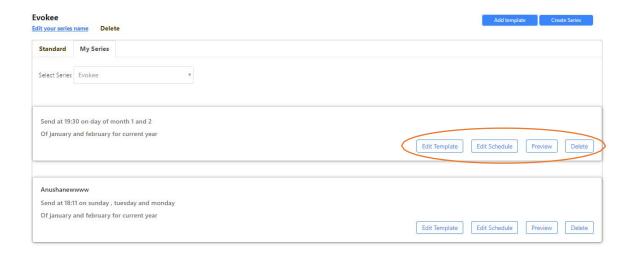


- 11. Now template gets added to the series along with scheduler
- 12. Likewise, add as many templates as required with schedule to the series
- 13. On Series page, you can see your own series and the respective templates added to it
- 14. With Add Template button, user can add more templates to the series



- 15. On series page, for each template you can perform below actions,
 - 1. Edit Template: click on this button, you will redirect to **Templates** page, now edit the template and save it
 - 2. Edit schedule: click this button to edit the scheduler of the template
 - 3. Preview: click this button to view the template content

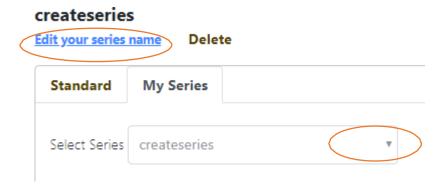
4. Delete: click this button to delete the template from the series



Edit your series name

To edit your series, follow these steps.

- 1. Navigate to the Series page from Top menu
- 2. Select any Series from select series dropdown
- 3. Then along with series name there is link titled with Edit your series name



4. Click on Edit your series name,



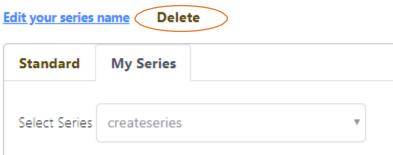
5. Edit the name of the series and click on **Update series name** button from the popup

Delete your series

To edit your series, follow these steps.

- 1. Navigate to the Series page from Top menu
- 2. Select any Series from select series dropdown and click on Delete

createseries



3. Now click on **delete** button from the popup,



4. Series will be deleted successfully

Note: Series created by you shall be displayed under "**My templates**" tab and series created by iBoomerang team shall be displayed under "**Standard**" tab

4. List

iBoomerang provides a feature create contacts or Import of an XL and .csv format to get started with Email and Text campaigns. Also, with the individual contacts user shall create list and perform edit/delete/view actions to it.

Add new contact

To add new contact, follow these steps

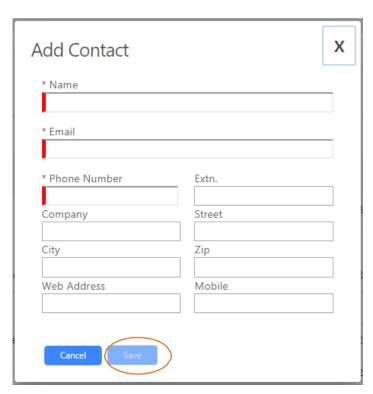
- 1. Navigate to List page from top menu
- 2. Click on Manage contacts button from List page



3. Click on Add contact button from Manage contacts page



4. Enter Contact name, email and phone number as a mandatory field, remaining filed inputs are optional, then click on **Save** button



5. Your new contact gets added to the contacts page successfully

Edit your contact

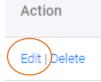
To edit your contact, follow these steps

1. Navigate to List page from top menu

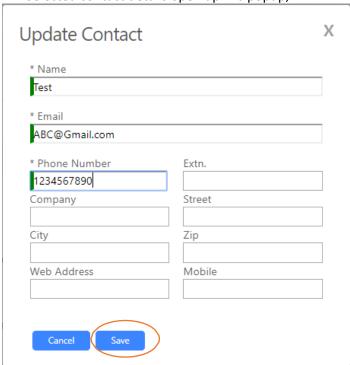
2. Click on Manage contacts button from List page



3. Click on Edit link under actions column



4. Selected contact details open up in a popup,

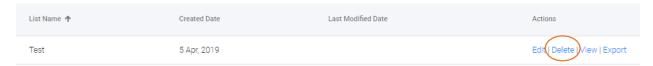


5. Update the details from popup then click on **save** the changes. Phone number will be save in (123-234-0901) format.

Delete Contact

To delete your list, follow these steps

- 1. Navigate to List page from top
- 2. For each contact, you can see "Delete" under actions column
- 3. Click on **Delete** link to delete the contacts



4. Click on "Yes", to delete contact

Are you sure you want to delete AAAAA?



5. Also to delete multiple contacts at a time, select one or more contacts



6. Click on "Delete" button to delete the selected contacts



Create and Save as List

To create and save your list, follow these steps

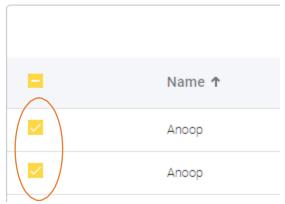
- 6. Navigate to List page from top menu
- 7. Click on Manage contacts button from List page



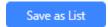
8. Select **one or more contacts** from the list of contacts,

List >> Contact

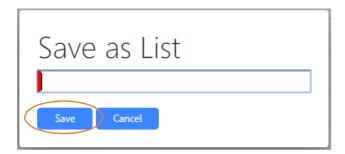
Manage Contacts



9. Now click on Save as List button



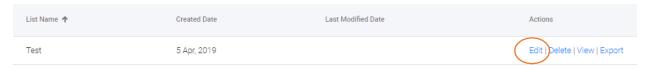
10. Enter a name and then save the list by clicking on **Save** button



Edit List

To edit your list, follow these steps

- 1. Navigate to List page from top
- 2. For each list, you can see "Edit" under actions column



3. Click on "Edit link"

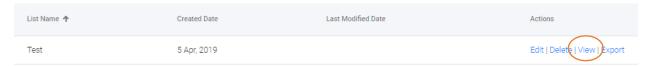


- 4. Edit the existing list name and click on "Update" button
- 5. List name updated successfully

View List

To edit your list, follow these steps

- 1. Navigate to List page from top
- 2. For each list, you can see "View" under actions column



- 3. Click on View link to view the contacts from the selected list
- 4. Contacts displayed in "View list" page



Delete List

To delete your list, follow these steps

- 7. Navigate to List page from top
- 8. For each list, you can see "Delete" under actions column
- 9. Click on **Delete** link to delete the contacts list from



10. Click on "Yes", to delete contact list.

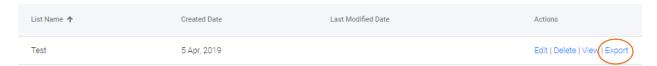
Are you sure you want to delete Test?



Export List

To Export your contact list, follow these steps

- 1. Navigate to List page from top
- 2. For each list, you can see "Export" under actions column



3. Click on **Export** link, you will get a CSV format file with selected list contacts gets downloaded to your desktop

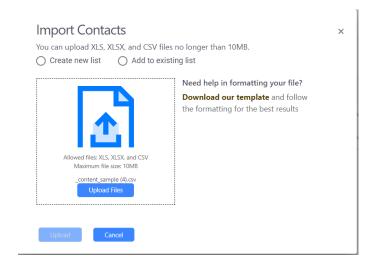
Import List

To Import your contact list, follow these steps

- 1. Navigate to List page from top
- 2. Click on "Import List" button



3. Import Contacts popup is displayed.



- 4. User can select "Create a new List or Add to existing list radio button based upon the selection.
- 5. Click on "**Upload files**" and add a file which is in excel format (Click on Downloadto refer the format)
- 6. Then click on "Upload" button, A new contact list gets saved successfully

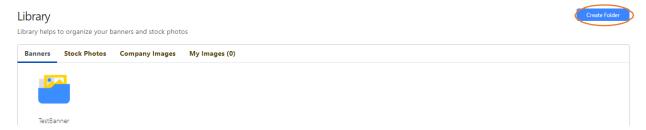
5. Library

IBoomerang provides you the banners and stock photos to use them while creating your templates.

You can also add your own images to into the application, which will be further used for templates.

Create Folder in Library

1. iBoomerang admin role users only can create folders with a "Create Folder" button



2. Enter title to your folder and click on "Create" button,



- 3. Folder gets created successfully
- 4. iBoomerang admin can manage the folders by uploading images company logos to it

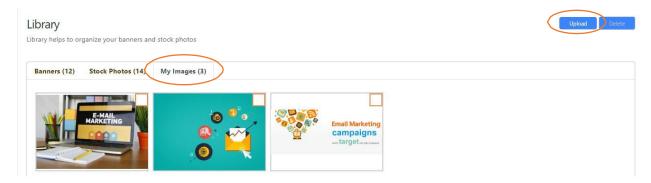
Note: "Company Admin role user" don't have a "create folder" button, because a folder gets automatically created when a subgroup got added

Any user role can add images into the banners and use it but they can't remove the images from the banners.

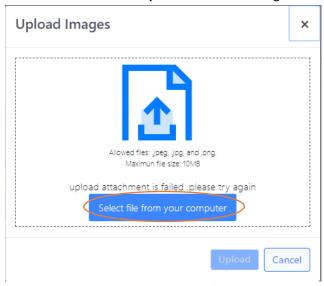
Add Your Images to Library

To add your images to the library, follow these steps

- 1. Navigate to Library page from top menu
- 2. Under My Images tab



- 3. Click on **Upload** button
- 4. Select the **file from computer** which is in image format



5. Click on **Upload** button to add the file to **My images** tab

Signature Images

This feature is applicable for any role to add signature images and use these images to add them into their signatures while running the campaign.

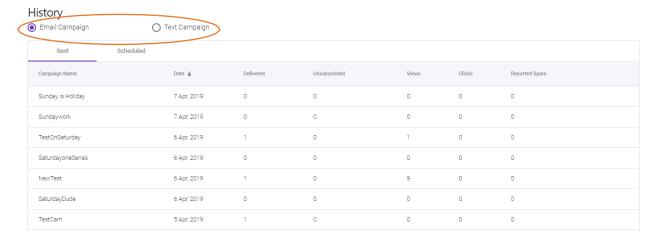




6. View History

Your email and text campaigns which are delivered to the recipient's inbox, are detailed in history page along with views and clicks counts

- 1. To check **History** of the campaigns
- 2. Navigate to History page from top menu and view the details by selecting the email and text campaign radio buttons



7. Text Campaign

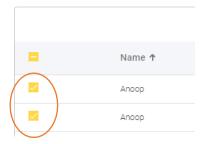
If you want to get started with "Text campaign", you should have an Opted-In or subscribed contacts list with you to do the text campaigning with your users

How to send an Opt-In Request

To send an Opt-In request to your contacts, follow these steps

- 1. Navigate to List page from top menu
- 2. Click on Manage contacts button
- 3. Select one or more contacts from the table





4. Click on Send Opt-In Request button



5. Now request sent successfully to the selected contacts

How to resend Opt-In Request

To view an Opt-In request or to resend the request your contacts, follow these steps

- 1. Navigate to List page from top menu
- 2. Click on Manage contacts button
- 3. Click on View pending Opt-Ins button

View Pending Opt-Ins

4. You can view a popup with pending requests,



5. Now click on **Resend** link to resend the Opt-In request (Each contact can be requested for maximum of three times)

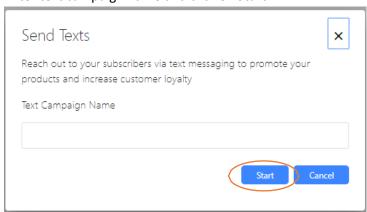
Start Text campaign

Text campaigns can be either scheduled to your contacts later or sent to your contacts, please follow below steps to create a new text campaign

1. Click on "Text Campaign" button



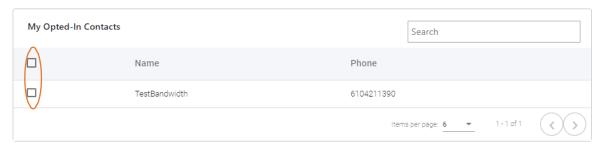
2. Enter text campaign name and click on Start



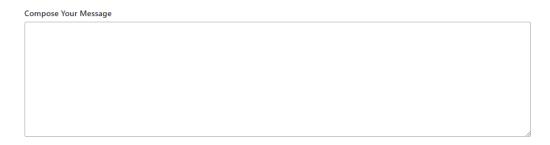
3. Select the contacts to send the text from the "My Opted-In Contacts" list

Test

Edit Your Campaign Name



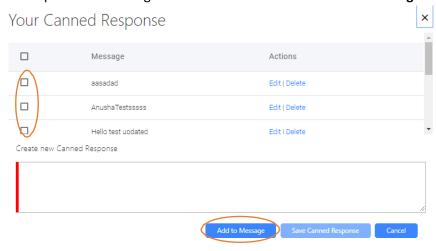
4. Either you can type your message in **Compose** area, shown below



5. Or click on "Add Canned responses" button

Add Canned Response

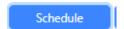
6. Select pre-saved messages from the list and click on "Add to Message" button



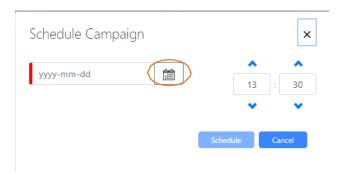
7. Now click on **Send** button to send the text campaign



8. Else schedule the campaign for later, by clicking on "Schedule" button



9. Enter the **Date and time** and click on **schedule** button



10. Now your text campaign scheduled successfully

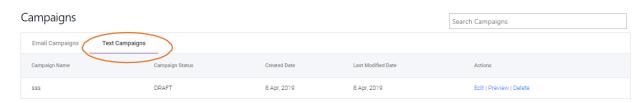


You Text has been scheduled your campaign test will be sent on 13/4/2019

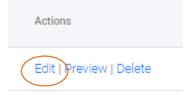
Edit scheduled text campaign

To edit the scheduled text campaign, follow these steps

- 1. Navigate to Campaign page from top menu
- 2. Select "Text Campaign" tab



- 3. All your text campaigns which are in draft and scheduled status campaigns are viewed in this page
- 4. Click on Edit link, under actions menu



5. Your selected campaign gets opened with the content, now select the to whom you want to share the campaign and modify the campaign content, then either save it or schedule it for later

Note: Send and Schedule buttons enabled, only when you select the Opt-In contacts

8. Email Campaign

You can design your email content and choose whether to send immediately or schedule your campaign for later.

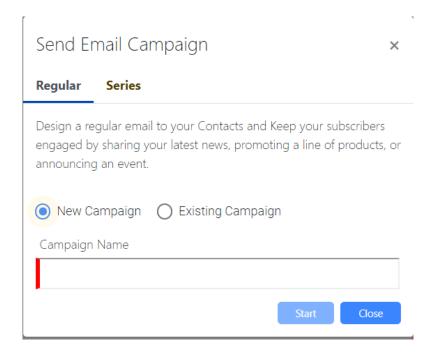
Start Regular Email Campaign

To start a regular email campaign, follow these steps

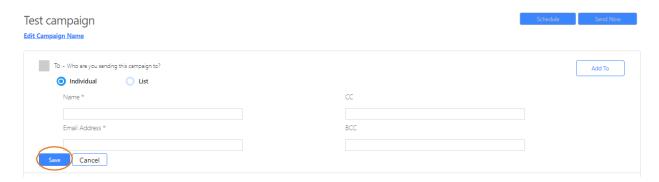
1. Click on Text campaign button from top menu



2. Enter Campaign Name and click on Start button



- 3. Enter the Campaign name and click on Start button
- **4.** Select **Existing Campaign** and select from the list.
- 5. In the email campaign page, enter the **To list** details such as name, email, CC and BCC and click on **Save**, Also if you want share this campaign with list of people, select the **List radio button** and select the existing **List Name**



6. From section details are automatically displayed as logged in user then click on save



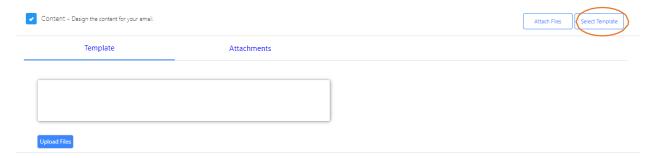
7. Enter **subject line** to the campaign and click on **save** button





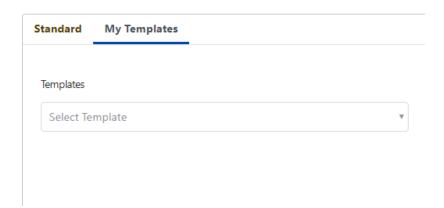
Add Subject

8. In **Content** section, click on "Select Template" button



9. Select the template from either **Standard** or **My templates** section,

Templates



10. Click on "Edit template"



- 11. You can Attach files and then click on "Save template"
- 12. Then if you want to attach files, click on **Upload files** button



13. click on "Attach files" to add them to the campaign



14. Click on send now button

Send Now

15. Your email campaign sent successfully



Your campaign has been successfully sent and will be read by user shortly

Test campaign has been sent to one user

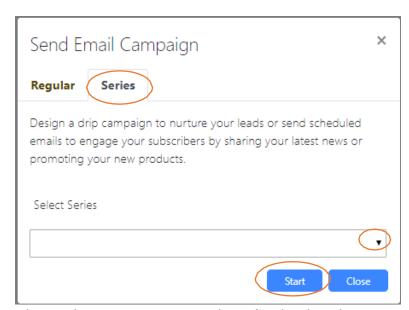
Start Series Email Campaign

To start a series email campaign, follow these steps

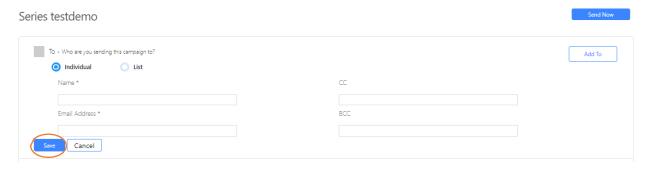
1. Click on Email Campaign button from top menu



2. Select Series tab, and series from the Series dropdown then click on Start



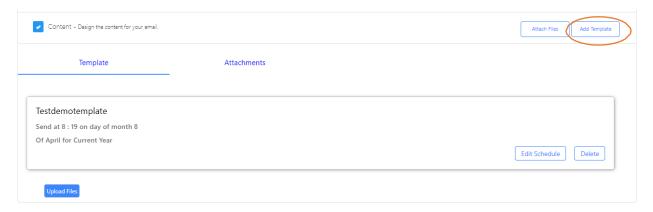
3. In the email campaign page, enter the **To list** details such as name, email, CC and BCC and click on **Save**, Also if you want share this campaign with list of people, select the **List radio** button and select the existing **List Name**



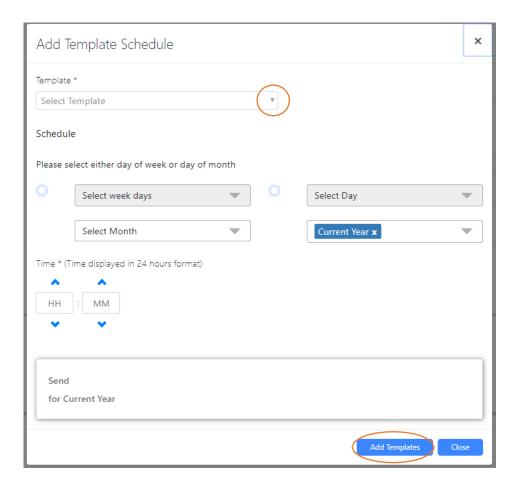
4. From section details are automatically displayed as logged in user then click on save



5. In **Content** section, click on "**Add Template**" button to add templates to yourseries campaign



6. Select the **Template** from the dropdown and add schedule to the template as explained in series (section 2) and click on **Add Template** button



- 7. Selected template added to the series campaign page
- 8. Also, you can edit schedule of the template



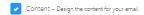
9. If you don't require the template to send along with the series, then click on **Delete** button



10. If you want to attach files, click on Upload files button



11. click on "Attach files" to add them to the campaign





12. Click on send now button



13. Your email campaign sent successfully



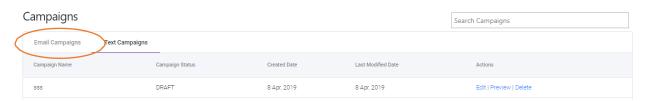
Your series has been successfully sent and will be read by user shortly

Series testdemo has been sent to one user

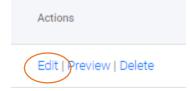
Edit Scheduled Email Campaign

To edit the scheduled email campaign, follow these steps

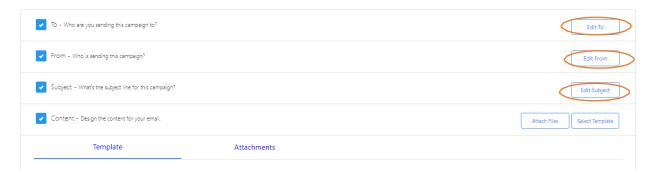
- 1. Navigate to Campaign page from top menu
- 2. Select "Email Campaign" tab



- 3. All your email campaigns which are in draft and scheduled status campaigns are viewed in this page
- 4. Click on Edit link, under actions menu



- 5. Your selected campaign gets opened with the content
- 6. As per your need, edit To List, From and Subject

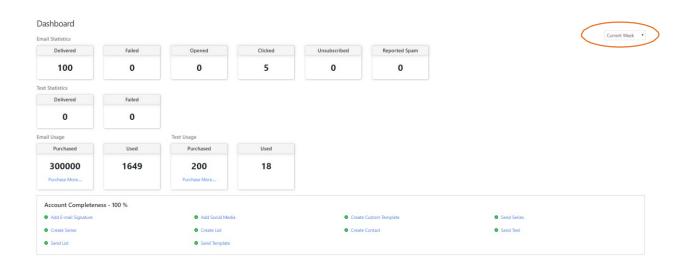


- 7. Now edit your template and attachments
- 8. Then click on **Send** to share the email campaign, else click on **Schedule** to schedule it for later.

9. View Dashboard

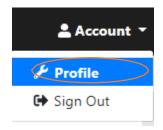
Your email and text campaigns delivery statistics and your quota (Purchase and used counts) of emails displayed here along with a plan upgrade link. Also, you can view your account completeness status with percentage

- 1. To check Statistics of the campaigns
- 2. Navigate to Dashboard page from top menu and view the details
- 3. Also you can filter the data by selecting the period(Current week, month, year and previous week, month year) from the dropdown as shown below
- 4. For Email Usage/Text Usage, if Purchased=Used, User cannot send Email or Text Campaign to List of Users but can run individual Campaigns. A notification alert message would be displayed beside All List radio button and All List radio button would be disabled for selection.



10. View Your Profile

- 1. Your profile can be viewed from "Account" menu
- 2. Navigate to **Account** menu and click on profile



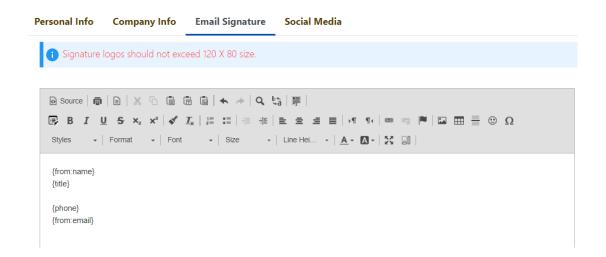
3. You can view your profile data displayed in this page,



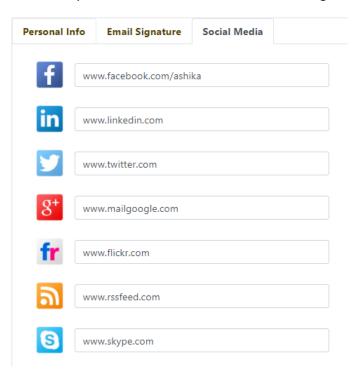
4. You can Edit and Save your personal details



5. you can **update** and **save** your signature



6. Also add your social media links and save the changes.



7. If you would like to invite more senders click on Add ExtraSenders

Add Extra Sender

8. You can also switch your profile from profile dropdown,



9. Selected account details will be shown in this page.

11. Role based permissions

IBoomerang application has below roles and permissions to work with ETT tool

as an iBoomerang Admin role,

- ✓ Can be able to view dashboard statistics
- ✓ Can be able to create email campaign and text campaigns
- ✓ Can be able to view Campaigns page and perform edit operation on scheduled campaigns
- ✓ Can be able to create standard templates under the groups created in "subgroups" page
- ✓ Can be able to create series under "standard series"
- ✓ Can be able to create, edit, delete, import and exporting the contacts
- ✓ Can be able to upload and delete banners and stock photos under library tab
- ✓ Can be able to view history page with email and text campaigns delivered statistics.
- ✓ Can be able to view Company Templates and Edit the templates and Delete the templates

As a Company Admin role,

- ✓ Can be able to view dashboard statistics
- ✓ Can be able to create email campaign and text campaigns
- ✓ Can be able to view Campaigns page and perform edit operation on scheduled campaigns
- ✓ Can be able to create standard templates under the groups created in "subgroups" page
- ✓ Can be able to assign users to groups to give permissions to access templates under "subgroups" page
- ✓ Can be able to create series under "standard series"
- ✓ Can be able to create, edit, delete, import and exporting the contacts
- ✓ Can be able to upload and delete "company images" under library tab
- ✓ Can be able to view history page with email and text campaigns delivered statistics

As a Normal User role.

- ✓ Can be able to view dashboard statistics
- ✓ Can be able to create email campaign and text campaigns
- ✓ Can be able to view Campaigns page and perform edit operation on scheduled campaigns
- ✓ Can be able to create templates under "My templates" and be able to use anytemplate from created by iBoomerang admin and company admin
- ✓ Can be able to create series under "My series" and be able to use any series created by iBoomerang admin
- ✓ Can be able to create, edit, delete, import and exporting the contacts

- ✓ Can be able to upload and delete "My Images" under library tab
- ✓ Can be able to view history page with email and text campaigns delivered statistics.
- \checkmark Can be able to upload images into Banners of Library Tab but cannot delete the images.
- \checkmark Can able to save the templates from Standard and Company Templates into his respective templates.