

# Sending Text Messages

Last Modified on 10/14/2022 3:13 pm EDT

Notify supporters with a text message to keep fundraising details such as the auction is open for bidding, tickets are available for purchase, ask for a donation, highlight items, congratulate auction winners, prompt to pay an outstanding balance, and more.

Choose to send the text message right away, save it as a draft to send later, or schedule a date and time for the message to automatically send.

**Note:** Text messages are sent automatically when an admin places a bid, purchase, or donation for a supporter, or when a bidder is outbid on a silent item. Visit [Auto-Generated Text Messages](#) to learn more.

## Create a text message

Choose one of our [Template](#) text messages to preselected groups that provide information or instructions, or [create a custom text](#). Sent messages go to all recipients selected with a valid mobile number on file.

**Important to Note:** Once sent, the message sender (Admin or Volunteer) receives an additional text to the mobile number on file to confirm the message sent successfully to the number of users.

Text messages can only contain links directing users to a GiveSmart campaign. External links are not able to be sent from the GiveSmart platform.

**New Text Message**  
Celebration Gala

**Template**  
None ▾ Apply

**Recipients**  
Please Select... ▾

**Message** [Add Campaign Links](#) 160 characters remaining

**Required**  
If this is the first communication with donors in over 24 hours, your message must include "Text STOP to stop, HELP for help. Msg&Data rates apply."

Cancel Send ▾

1. From the **Admin Navigation**, select **Communications > Text**.
2. Click **+New Text**.

3. Create the text message.
4. Once complete choose to **Send**, **Save as Draft**, or **Schedule**.

**Note:** Campaign sites hosted in Puerto Rico and Canada require a 10-digit texting engine. Long Code USA or Long Code Canada should be set within your Site Settings to set for all users. Visit [Manage User Details](#) to adjust the texting engine for individual users.

## Save a draft text message

Text messages saved as a draft remain in the **Drafts** folder until sent.

The screenshot shows the GiveSmart interface for managing text messages. At the top, it says "GiveSmart by Community Brands East Coast" and "ANNE #201". Below that, there's a "Text Messages" section with tabs for "Drafts" and "Sent". A table lists several messages with columns for "TO", "MESSAGE", and "SCHEDULED". The messages are:

TO	MESSAGE	SCHEDULED
Everyone	There are still great items with NO BIDS! Go to ##NOBIDSLINK## to check them out.	
Everyone	Please visit ##DONATELINK## to make a donation. We truly appreciate your support!	5/12/2021 8:00pm Central
Everyone	Get your raffle tickets now! Go to ##RAFFLELINK## to check them out.	5/22/2021 7:00pm Central
	<b>Help</b> The Silent Auction will be closing at 10 PM. Get your last minute bids in now: ##ITEMSLINK##	5/22/2021 9:30pm Central

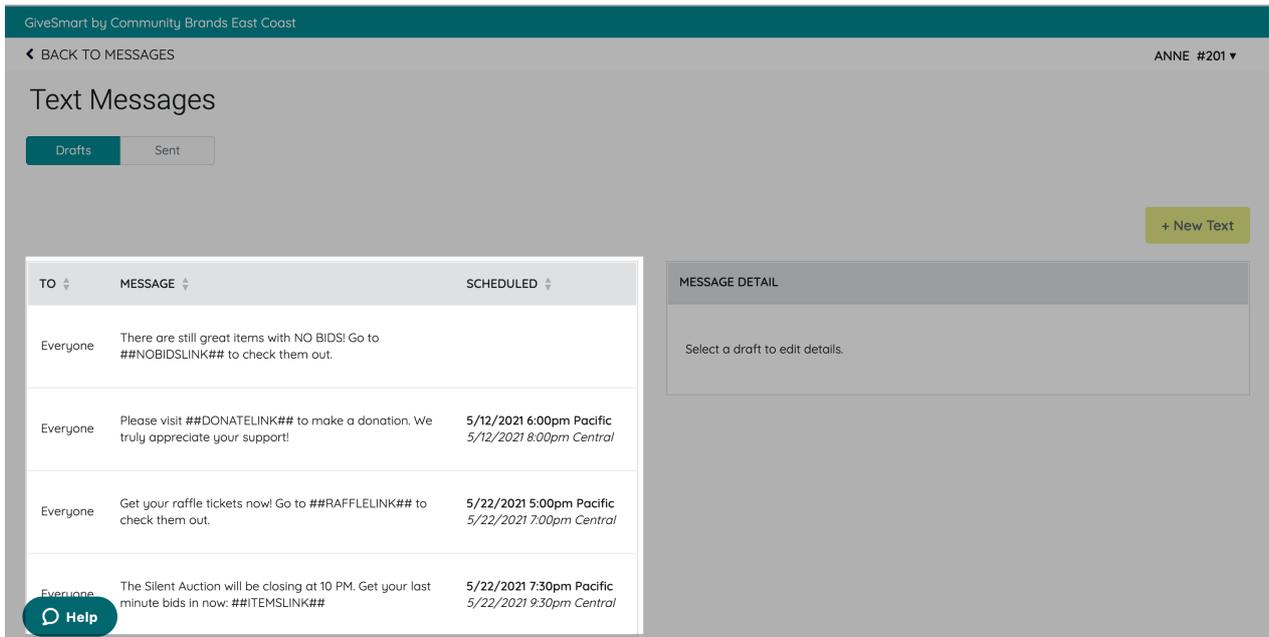
On the right, the "MESSAGE DETAIL" view is shown for a draft message. It includes a "Recipients" dropdown menu set to "Everyone", a "Message" field with the text "There are still great items with NO BIDS! Go to ##NOBIDSLINK## to check them out.", and a "Send" button.

1. From the **Admin Navigation**, select **Communications > Text > Drafts**.
2. Select the draft message.
3. From **Message Details**, make edits as needed.
4. Once complete choose to **Send**, **Save as Draft**, or **Schedule**.

## Schedule a text message

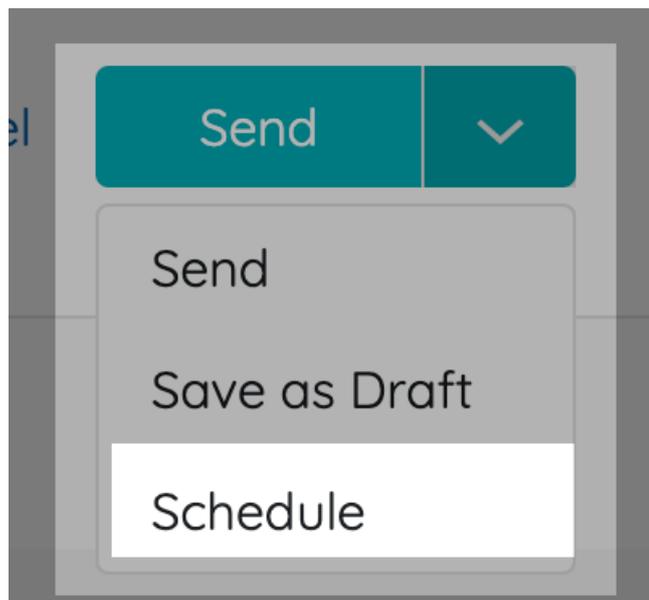
Schedule a date and time for a text message when creating a new message or editing a drafted text message. A scheduled message appears in the **Drafts** folder until the scheduled time is reached. Unscheduled drafts appear first, followed by scheduled. The time sent versus the time delivered may vary.

**Note:** The scheduler time reflects the admin's local timezone when scheduling. If the campaign map is set to a different timezone, the scheduler reflects the campaign timezone first, in bold, and the admin's local timezone second, in italics.



## Schedule a new text message

1. Follow the steps above to create a text message.
2. Once complete, click the dropdown arrow to the right of **Send**.
3. Choose **Schedule**.



4. Select the date and time to schedule the message.
5. Once complete, click **Save**.

## Schedule a draft text message

Once a message is drafted, the message and scheduler can be added or edited anytime prior to the message sending.

1. From the **Admin Navigation**, select **Communications > Text > Drafts**.
2. Select the draft message.
3. From **Message Details**, edit or unscheduled as needed.

MESSAGE DETAIL

DRAFT

This message is scheduled to send on:

**5/12/2021 6:00pm Pacific**

*5/12/2021 8:00pm Central*

[Edit](#) | [Unschedule](#)

4. Once complete choose to **Send**, **Save as Draft**, or **Schedule**.