# TelNet SMS
Getting Started Guide

TelNet SMS is a cutting-edge communication platform that offers businesses a seamless way to engage with their customers through SMS, WhatsApp and other channels. This service streamlines communication and enhances customer interactions. With TelNet SMS, businesses can manage their texting campaigns, automate responses and integrate with various tools to optimize their communication strategies.

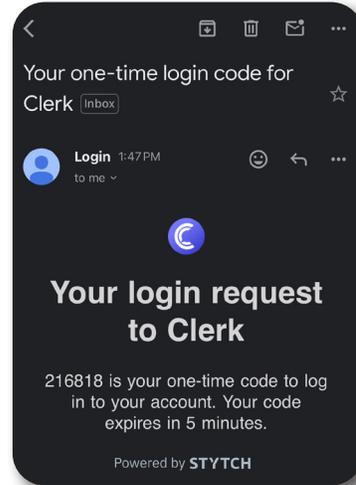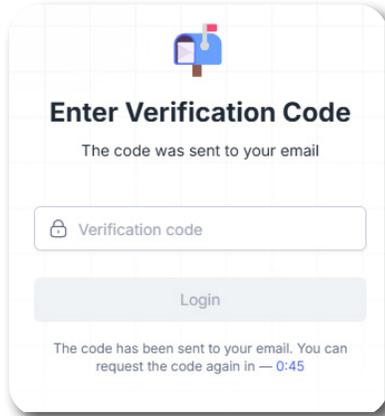To access TelNet SMS on a PC or Mac, open web browser and enter **https://app.clerk.chat/login**.

Enter your Email Address.

Note: Do not click the "Sign Up" option near bottom of screen.
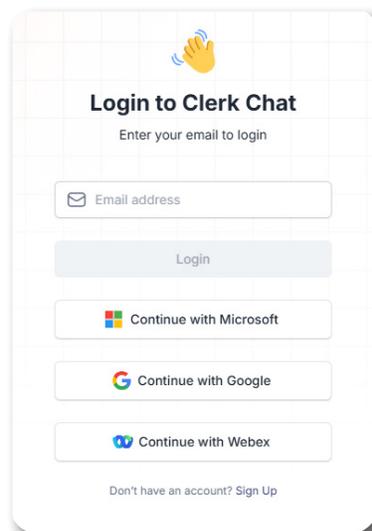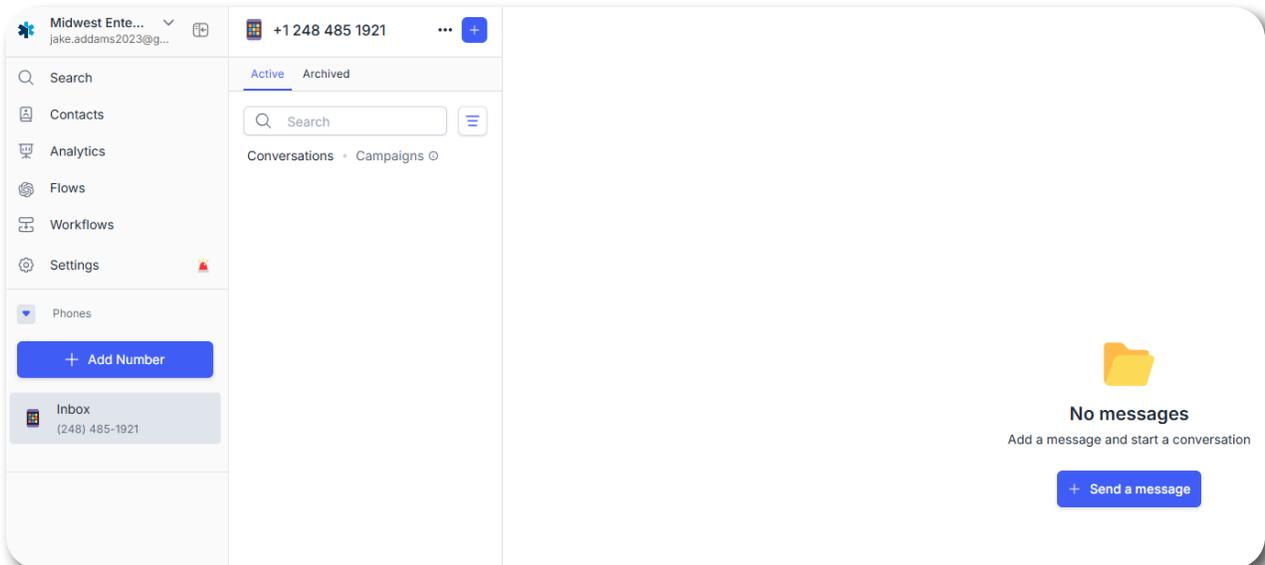

There is no separate pre-defined password to enter. After entering your email address, you will be prompted to enter a verification code. A one-time verification code will be automatically emailed to you. Check your email for the verification code and then enter it in the field below. Click **Login**.

**Note**: Avoid entering spaces before or after the verification code.

Enter Verification Code

The code was sent to your email

Verification code

Login

The code has been sent to your email. You can request the code again in — 0:45

Your one-time login code for Clerk Inbox

Login 1:47 PM
to me

Your login request to Clerk

216818 is your one-time code to log in to your account. Your code expires in 5 minutes.

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After initial login, menu options and an inbox will be displayed similar to image below:

Midwest Ente...
jake.addams2023@g...

Search
Contacts
Analytics
Flows
Workflows
Settings

Phones

+ Add Number

Inbox
(248) 485-1921

+1 248 485 1921

Active Archived

Search

Conversations • Campaigns

No messages
Add a message and start a conversation

+ Send a message

To begin using SMS, let's first start with a test message. Pick up your smartphone, send a text message from the native texting app (iMessage, etc) to your newly SMS enabled business number.
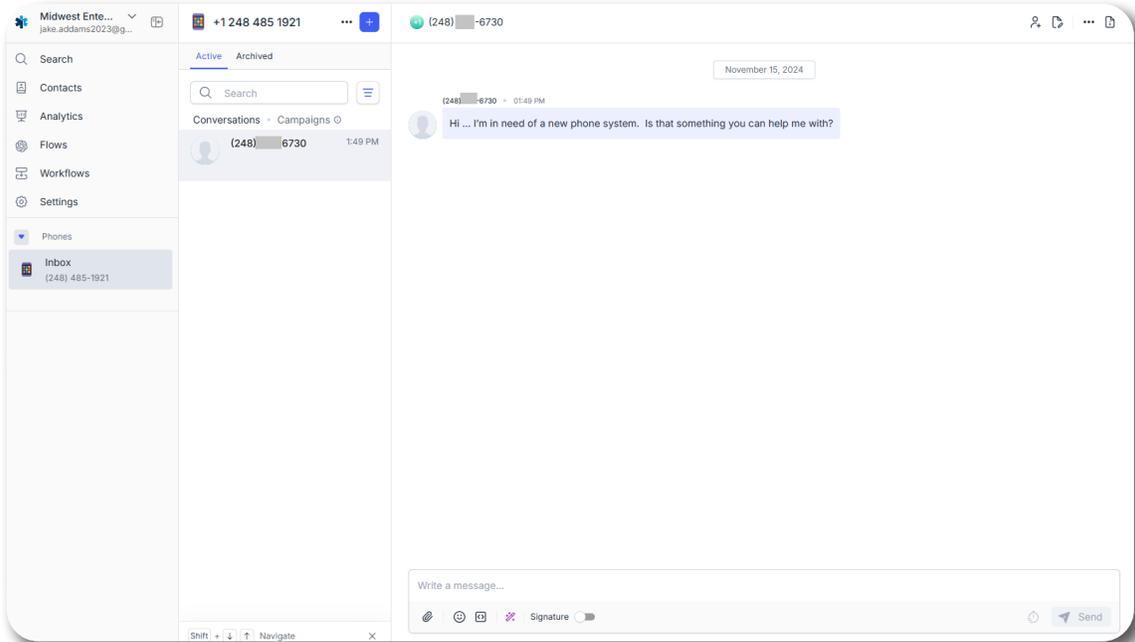

You'll see the message appear on your desktop, respond to the message. Enter your response in the field at bottom of the app and then click **Send**. Review the message on your mobile device.
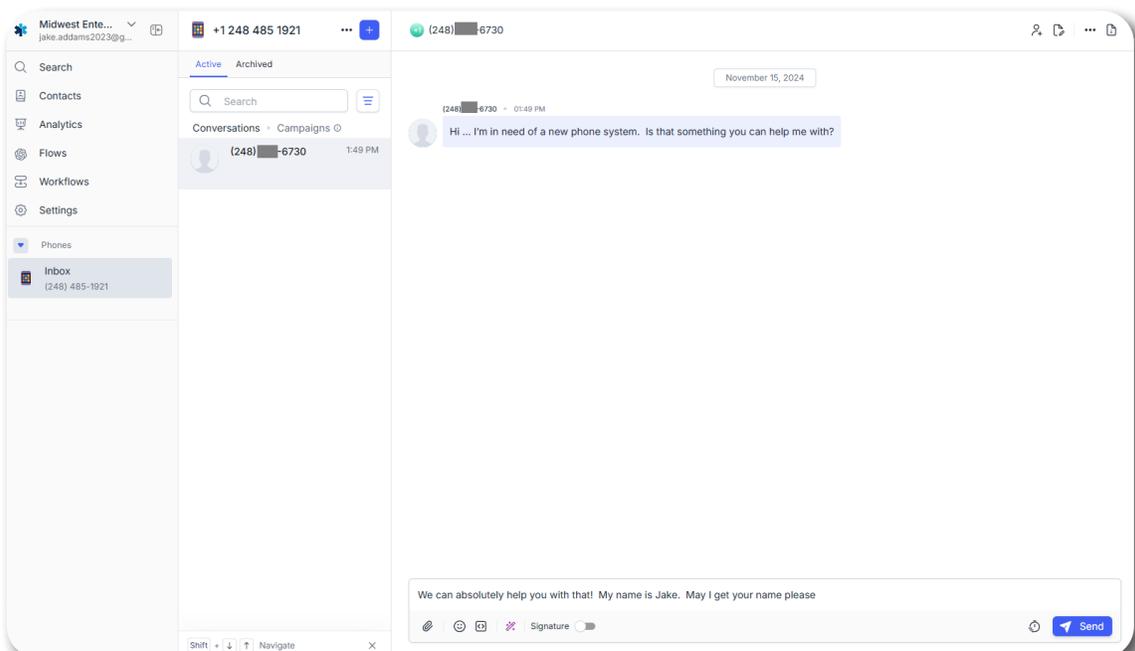
Rename the contact. Click on the unknown name in the field near the far right of the app. Enter **Contact** name. The name is automatically saved to your Contacts.
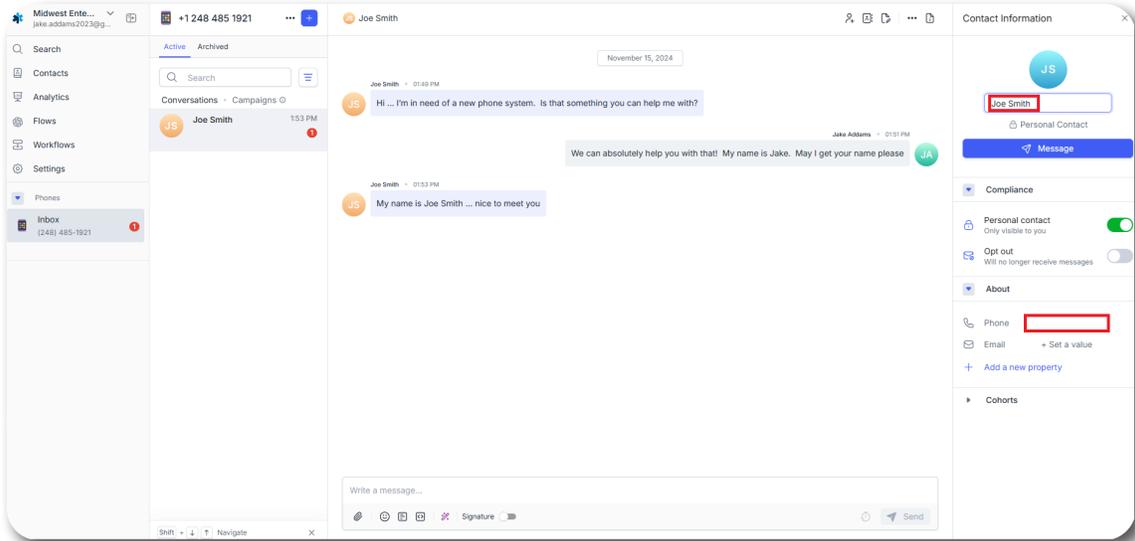

Send a message to another person (a coworker, friend, etc). Click **Send** a message near lower right portion of app.
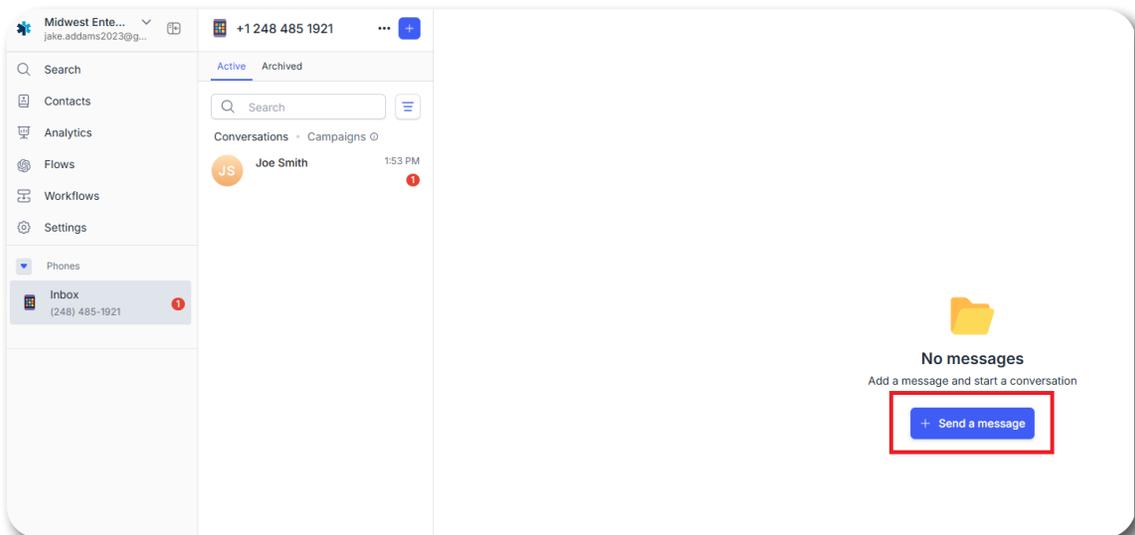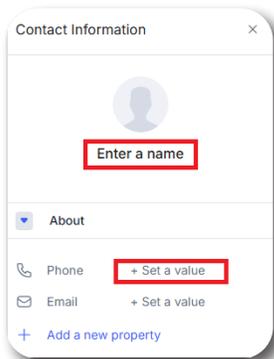
Enter the **phone number** of any SMS enabled device near the top of the app. An available contact could also be entered. Type a message near the bottom of the app and then click **Send**.
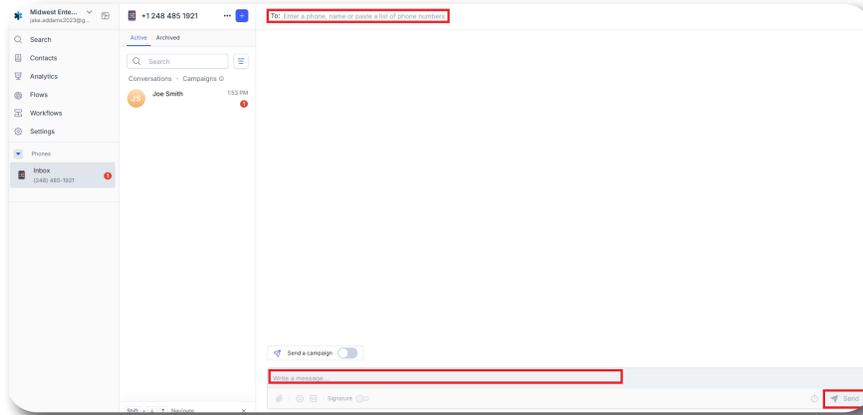
To add a contact, click the **Contacts** menu in left navigation and then click **Add contact**.
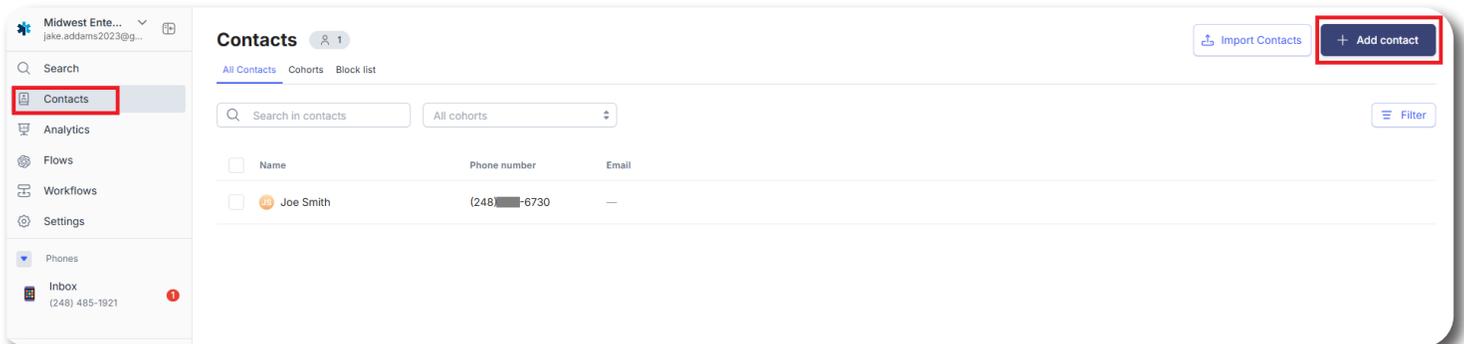
Near the far right of the app, **Enter name, Phone number** and any other relevant contact info.


Note: There are additional ways to enter multiple contacts via .csv import or several integrations to popular applications.

TELNET
WORLDWIDE

Update your profile. On left navigation, click **Settings**. On the **Profile** page, make appropriate updates to your avatar and/or signature. There is an option to include your signature at the bottom of all messages (and can be disabled at any time as well). Then click **Save changes**.
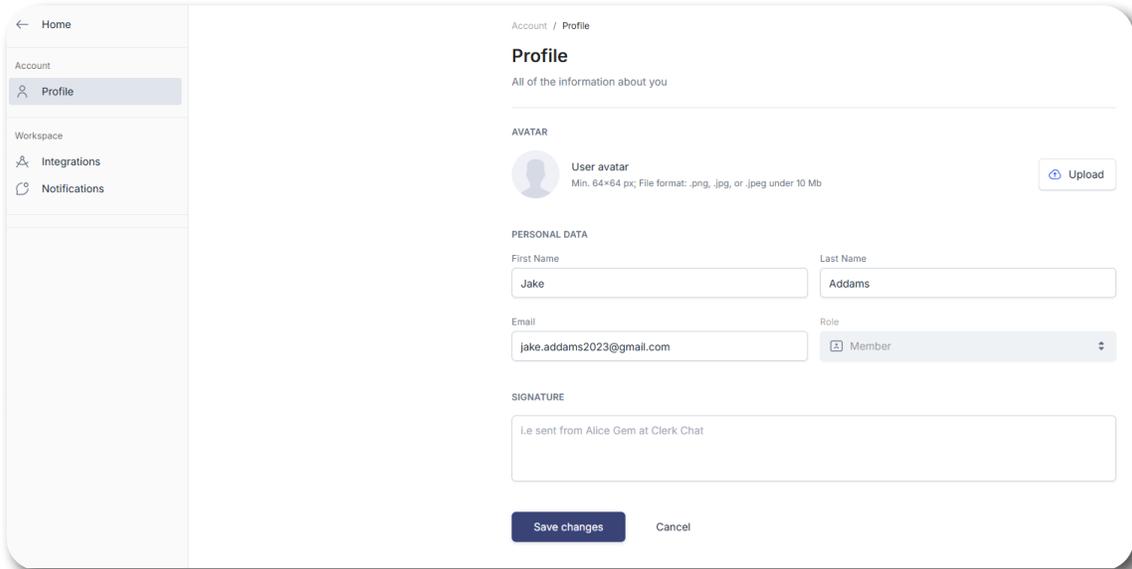

Cohorts are a group of people that you may want to send a message to. Select **Contacts** from the left navigation. **Enable the checkboxes** next to the desired contacts that you want to add to a group. Click **Create a cohort** near the bottom of the app.
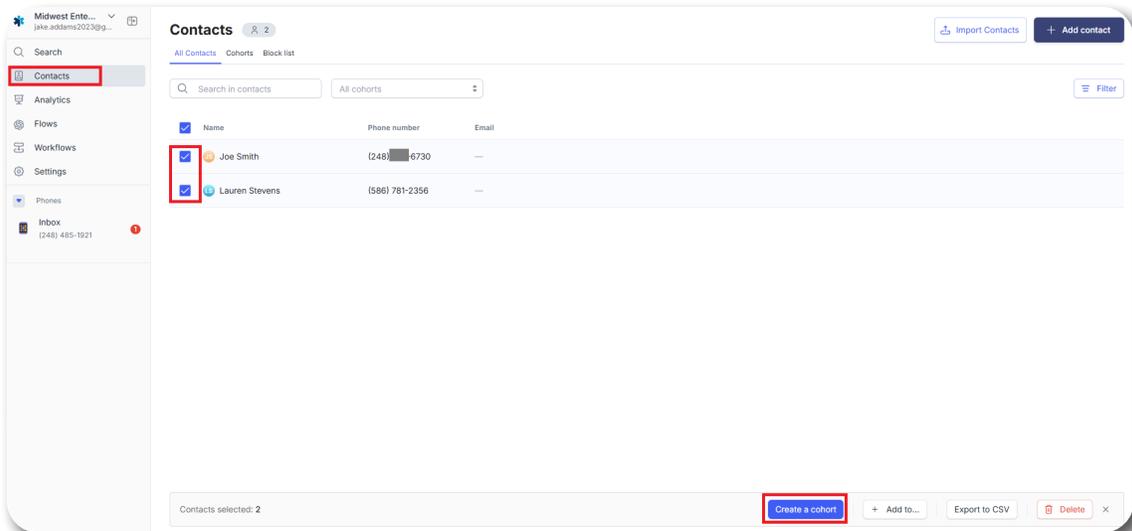
Enter a name for the new Cohort group and then click **Create**.
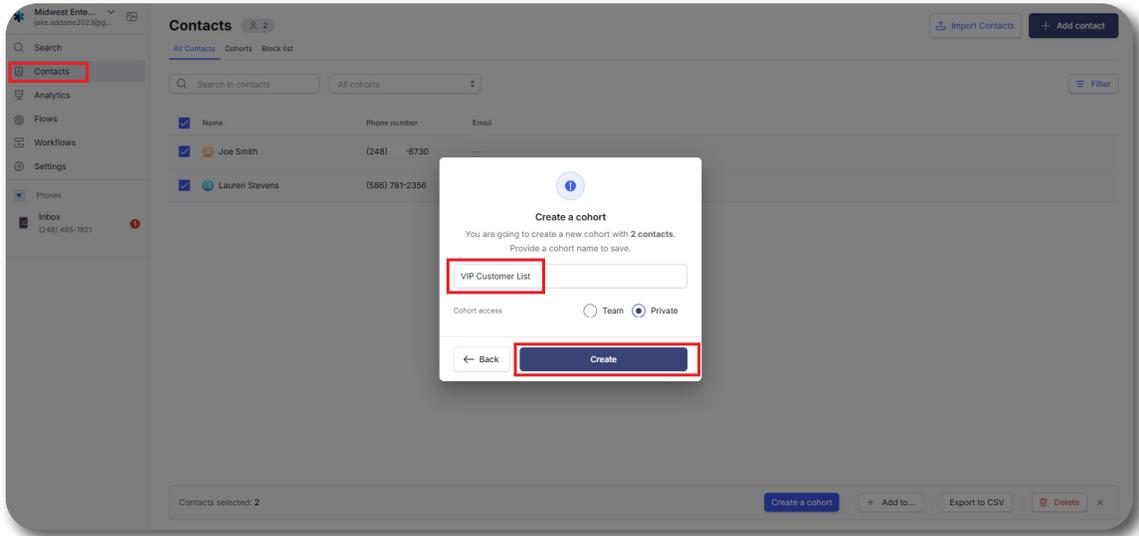
The new cohort name now appears on the **Cohorts** sub tab. Click **arrow** near far right to send a message to the cohort group.

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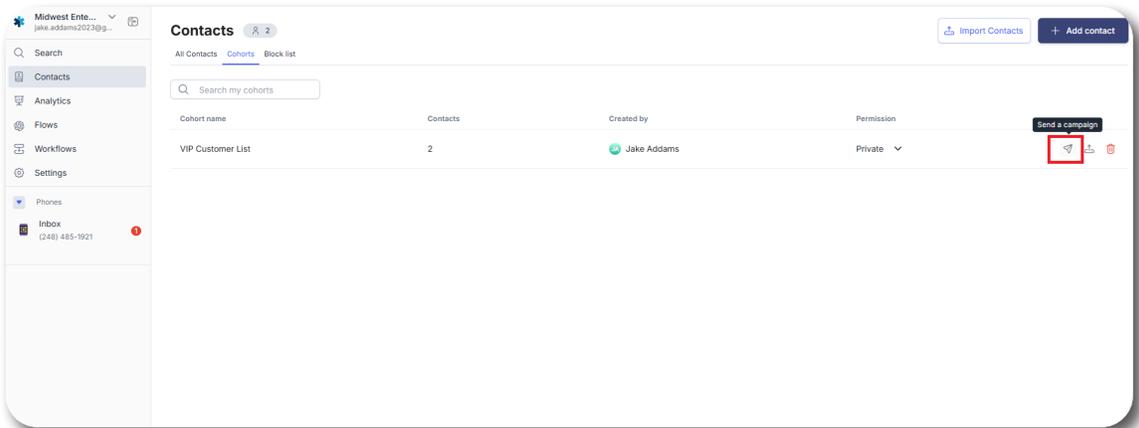
Enter message near bottom of app and then click **Send**.