## 01. Introduction

This document outlines how to make use of the new notifications platform portal which is aimed to replace the MGOV MyAlerts and Interim portals. By making use of this portal, authorized users can send SMS's to any local and foreign mobile numbers.

02. Accessing the Portal

The Notifications Platform Portal can be accessed by clicking on the following URL:

https://notificationsuserportal.gov.mt

This portal has been linked to the CORP account system so you can use your corp username and password to login. To enter your corp credentials, kindly click on **Login with Corp Account.**
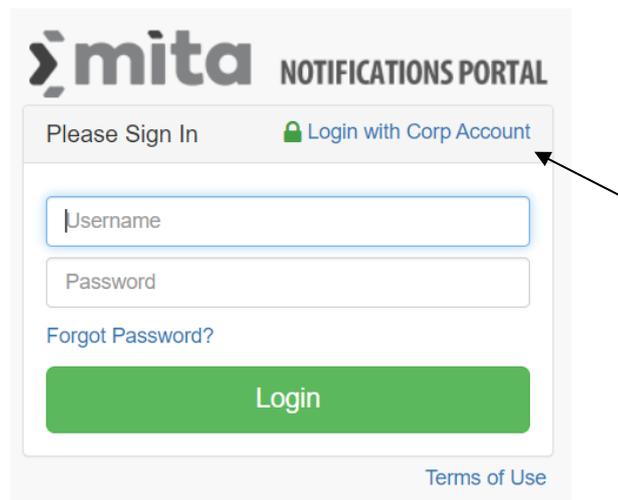

This will prompt you to enter your CORP username and password. Upon successful login, you should be redirected to the dashboard which outlines the SMS activity for your particular organization.

03. Navigating the dashboard

Upon successful login, you will be redirected to the dashboard indicating the activity done on a daily basis. From this dashboard, you can view the amount of SMS's sent together with the status of the SMS's. SMS statuses include:

1. Delivered – SMS has been received by the recipient
2. Pending – SMS has not yet been sent from the Notifications Platform but is still in queue to be sent.
3. Undelivered – SMS has been sent but was not able to be delivered to the recipient's device.

4. Rejected – The service provider has rejected this SMS and cannot be sent
5. System Error – An error has occurred, and the SMS could not be sent.
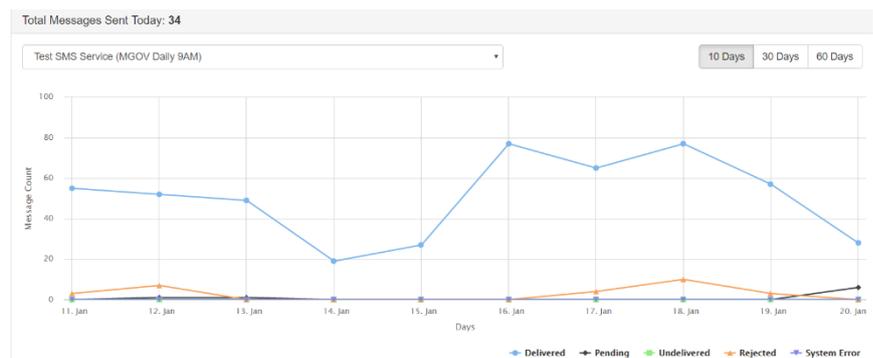
04.　　Sending an SMS

In order to send an SMS, kindly follow the below procedure:

1. From the side menu, go to Send Message
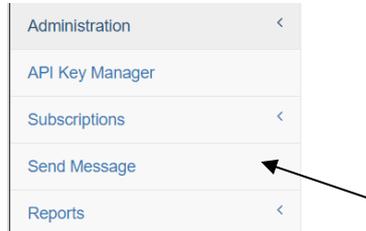
2. Enter the Mobile Numbers of the recipients who will be receiving the SMS.
    a. You can insert the 8 digit mobile number and hit enter to register the mobile number.
    b. You can insert a comma separated list of Mobile Numbers and hit enter to register them all at once.

3. Enter the message to be sent in the **Message** section. This can either be in English or Maltese. As such, kindly choose the language by clicking on the respective tab.

4. Finally, enter the message to be sent. Kindly note that such messages cannot exceed 1071 characters in length. Once done, please click on the **Submit Message** button to send the message.

5. You can also schedule when a message is to be sent. This is done by:

    a. Open the Schedule Message Box by clicking on the arrow at the left hand side of the window:

    b. Tick the Checkbox **Schedule Message.**
    c. Enter the date and time when the message is to be sent.
    d. Click on the **Submit Message** Button mentioned in point 4.
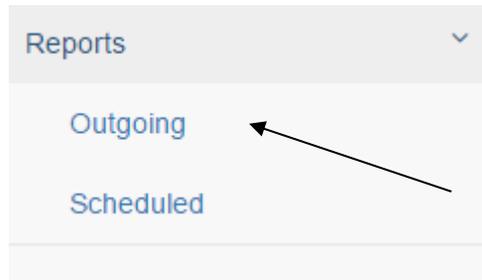
05.   Reporting Functionality

This portal also allows users to view sent SMS including the content and status of each SMS. Each message sent is being recorded in the reporting functionality. To access the reports, kindly click on the **Reports, Outgoing Reports** sub menu. This will launch the reports for the service you are enrolled in.


Upon accessing the reports, a list of all the SMS's sent from the particular provider will be displayed. You can filter this report by entering criteria in the search functionality and click on the **Search** button. This will filter out all the SMS's according to the criteria entered.

You can also export the list being displayed in the report to excel for better manipulation and data analysis techniques. To export this report to excel, kindly click on the green **Export** button.

Finally, you can also view additional information about each individual SMS including the SMS content by clicking on the green **View Message Details** icon located next to each SMS.
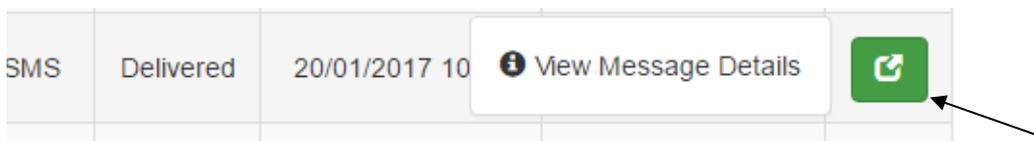
06.   Adding Contact Groups

This portal also provides the functionality where Messages are sent in bulk to multiple people at the same time. This can either be done by inputting a comma separated list of mobile numbers addresses (as already explained in section 4) or by making use of Contact Groups.

When using Contact Groups, you can set a pre-defined collection of contact details which can then be used to send notifications. These Contact groups can be re-used multiple times since they are being saved for future reference.

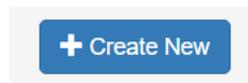### 06.1   Creating a New Contact Group

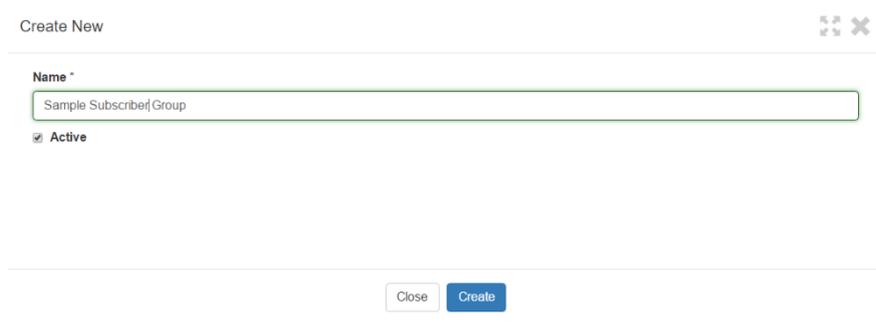To create a new group, kindly follow the below procedure:

1. From the side menu, click on Groups under Contacts.
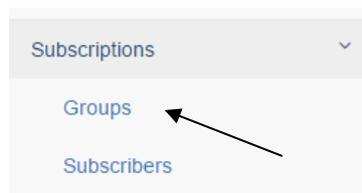
2. Here you can see a list of already pre-defined groups. To create a new group, please click on the **Create New** button at the top left hand corner of the screen.

3. Enter the name of the new Group and make sure that the **Active** checkbox is ticked.

4. Now that the Contact Group has been created, we need to populate it with contact details. This can either be done manually or by importing a CSV file with the client information in order to facilitate the importing process. The CSV file should have the following format.

Name	Surname	Mobile Number	Email
Joe	Borg	99999999	jborg@test.com
Nina	Galea	77777777	ngalea@test.com

5. Such CSV file can be created using Excel. Once this file is saved as CSV (Comma Separated Values), one can import this file into the portal to map data from the CSV file as contact details in the portal.
   a. Data in the CSV File can include the following:
      i. Display Name
      ii. Title
      iii. First Name
      iv. Last Name
      v. Address
      vi. Locality
      vii. Post Code
      viii. Country
      ix. Phone Number
      x. Alternative Phone Number
      xi. Email Address
      xii. Mobile Number
      xiii. Preferred   Language

6. To import the CSV file, kindly click on the blue button (second button from the left) next to the group you wish to populate.

7. This will prompt you to choose a CSV file from the file directory on your personal computer system. Choose and open the CSV file you created in steps 4 & 5.

8. The next screen enlists the required details about the CSV file just uploaded. From here, you can confirm if the CSV file is delimited by a Comma (,), that the first row of the file contains the headers and if you wish to completely overwrite any previous imports. If you simply wish to add a new set of contact together with an existing list, kindly untick the **Reset contacts that have previously been imported** checkbox. Finally, you can confirm the contact group information you wish to enter these contact details to.

9. Once done, kindly click the next button to continue the process.

10. On the next screen, the system will attempt to map the data entered in the CSV file to the fields required by the profile for each user to be added in the Contact Group. Although the system will do its best to match these fields properly, please make sure that all the data is mapped correctly. If any mapping is missed or done incorrectly, kindly re-arrange the mapped data to view the required format.

Import	System Field		Spreadsheet Field
☐	**Display Name** *The Display Name may show part of or the full subscriber's name. This is mainly used in Email message types.*	➜	Select Column ▼
☐	**Title** *Supported titles: Mr, Miss, Mrs, Ms, Dr, Prof*	➜	Select Column ▼
☑	**First name** *Subscriber's First Name*	➜	Name ▼ ✴
☑	**Last Name** *Subscriber's Last Name*	➜	Surname ▼ ✴
☐	**Address** *Subscriber's full address*	➜	Select Column ▼
☐	**Locality** *Locality/Town*	➜	Select Column ▼

11. Once all the data is mapped correctly, click on the next button. This will redirect you to the final stage of this import. From this screen, you can confirm if any records containing invalid data are to be skipped when imported. Finally, click on the import button to finalize the process.

Show 10 ▼ entries

Name	Surname	Email	Mobile Number
Nina	Galea	ngalea@test.com	77777777
Joe	Borg	jborg@test.com	99999999

Showing 1 to 2 of 2 entries   Previous 1 Next

☐ Skip records if row contains invalid data.

[Back]   [Import]

After following the above procedure, the Contact Group together with all the relevant contact information has will be created. This Contact group can be used to send notifications to each member in a group.

06.2   Making use of a Contact Group

Now that a contact group has been created, one can make use of these groups to send bulk SMS's to each member in a particular group. When sending an SMS (explained in section 4) kindly follow the below procedure:

1. At the top of the page, select **Send to Contact Group** instead of **Send to Contacts**

Send to Contacts	Send to Contact Group
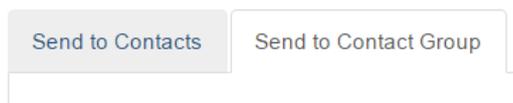
2. In the Contact Group Section, select one of the contact groups created.
3. All other entries are identical to the ones available when sending messages to particular mobile numbers (as explained in Section 4).

NB: Should you have any queries regarding this portal, kindly send an email to notifications.mita@gov.mt

07.   Modification History

Version	Date	Author	Comments
Draft 0.1	20/01/2016	MITA	Draft version for internal review
Version 1.0	20/01/2016	MITA	First version for release
Version 2.0	24/01/2016	MITA	Addition of Contact Groups
Version 3.0	12/02/2019	MITA	Updated footer logos
Version 4.0	23/01/2020	MITA	Inclusion of MITA Contract Reference
Version 5.0	09/10/2020	MITA	Updates to revise the new MITA logo on screens, headers. Also included new portal URL