



High Ground University

How to Create and Use SMS Text Message Templates

In this video we will discuss how to create and use Text Message Templates.

If SMS text messaging is a strong part of your communication strategy, then SMS message templates can save you time and effort allowing you to craft the perfect message then reuse as often as you need.

In this scenario, we are going to create a basic message template.

Hover over the Alerts tab then select "Templates" from the drop-down menu. You will see template type, template category drop-down, subject field, and message field.

The Template Category enables you to group your messages for sorting and easy access. In this scenario, we are going to create a template category by clicking the "manage template categories" button. A pop-up screen will appear showing all the existing template categories, next we'll enter the category name then click add category. Now you can see the category added in the list below. To return to the template screen, close the pop-up screen. Now the screen will refresh, select SMS in the template type and then select the template category from the drop-down menu.

Now we'll enter the message subject and create our message. Once you are happy with your message click the save button on the bottom left hand side of the screen.

To use your message template, return to the send alert screen. Select your group(s), user types, and Choose Text message as your message type. Then select your message template from the SMS templates drop-down menu and send or schedule your message as needed.

Thanks for watching! If you have more questions, please feel free to contact our Customer Success Team at support@highgroundsolutions.com.