



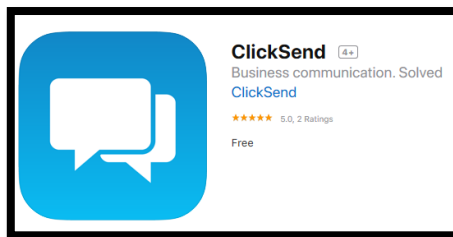
# STATE OF MONTANA Office of State Public Defender

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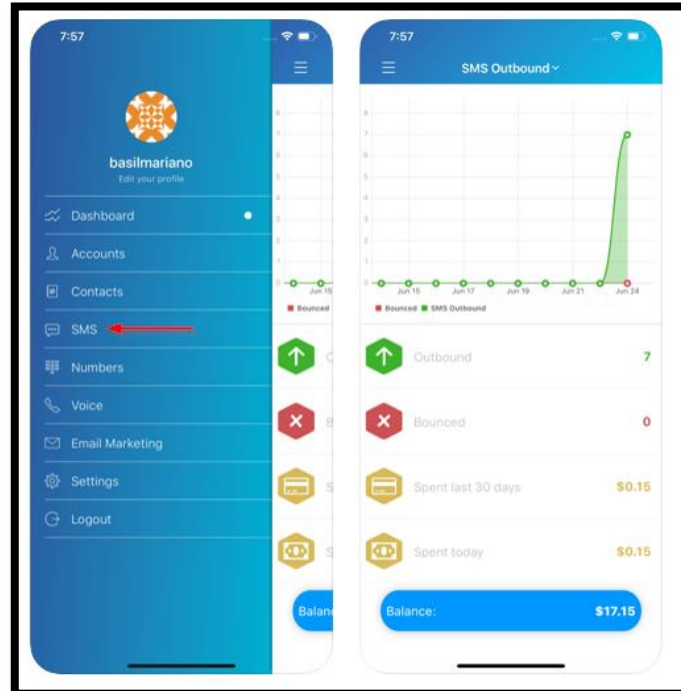
ClickSend is software for SMS text messaging through the ClickSend App.

## ClickSend Instruction Guide

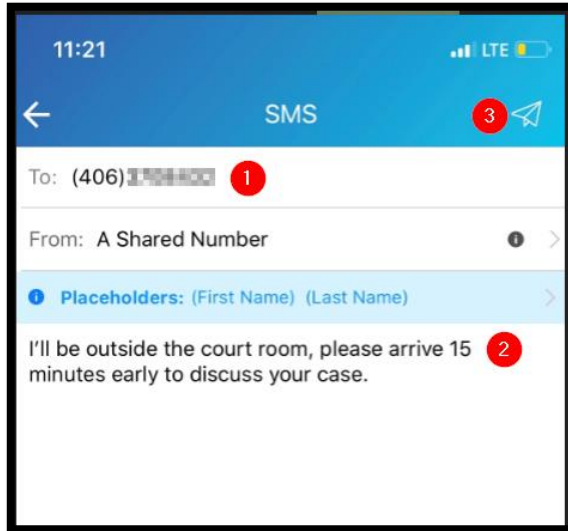
To utilize the texting to clients, you must first download the ClickSend App through either the App Store or Google Play Store.



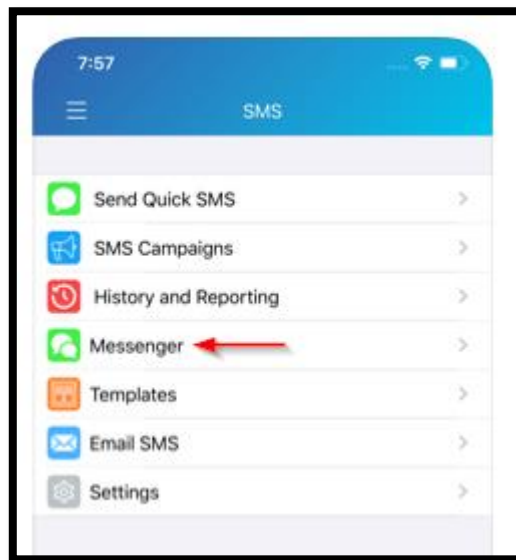
1. Once downloaded, use your State of Montana C# and the Forgot Password option in the mobile app. **You do not need to create an account.** Please note, you will be responsible for maintaining this account – IT will not have access to reset your account, retrieve passwords, etc.
2. Once you have created an account and logged in, you will see the SMS Outbound Dashboard. Navigate to the SMS section from the menu on the right:



3. To send a new text, click the Send Quick SMS, enter the number into the Recipient field and press Done from the keyboard. Leave the From: Shared Number selected. Simply type your message and send using the paper airplane symbol at top right:



4. To see your messages threaded together, navigate to the Messenger feature from the menu:



Though you are unable to *start* a message from here, you can respond in the thread once created.

If you are interested in accessing ClickSend via the web rather than a phone, you can navigate to <https://dashboard.clicksend.com/login>. Just as with the app, you do not need to create an account. Rather, user your C# and select Forgot Password. If you already set up an account on the app, simply login with your credentials.

To send messages from the web version, click the SMS menu on the left and use Quick SMS to send messages. By clicking on the Messenger feature on the left, you will be able to view conversations by phone number just like the app.