pidj.co

Mobile App Manual

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Introduction

Pidj is a text messaging platform that automates, streamlines, and personalizes text communication between your business and your customers. This guide will walk you through the use of the Pidj Mobile app.

Features

Chat - respond to customer inquiries or begin a new 1/1 conversation

Textcast - Send targeted messages to different audiences based on their unique criteria

Logging In/Out

To login for the first time, simply launch the Pidj Mobile app and tap **Sign In.** Enter your username and password and tap **Continue** in the upper right. For 'Company', enter the workspace you use to login to your Pidj account. If using a custom URL to login, enter your domain identifier found at the beginning of the URL. For example, if your custom URL is spacecube.gopidj.com, enter **spacecube** in the company field.   Once logged in, your credentials will be saved to your phone. Simply tap the face icon next to the password field to access your saved credentials.

To logout, tap the avatar in the upper right corner, select **Settings** and choose **Sign Out**.

Chat

1/1 chat with the Pidj Mobile app enables personal communication between your business and your customers, community members, or employees right from the palm of your hand.

Chatbox

In the main chat screen you will see your active and queued chats. Tap **In Queue** to see your pending chats. Here, you can choose to preview or open the chat. By opening the chat, it will move to your active chats, and not be visible by other users. Tap **Active** to view and open your active chat(s).

Starting a Chat

To start a new chat, tap the purple message bubble in the lower right corner. Then, tap the **+** icon to add a contact. Search for and select an existing contact or add a new contact by tapping the **+** in the upper right corner.

Chat Functions

Once in an active chat, you can easily send and receive messages as well as perform advanced actions by tapping the **+** to the left of the message area.   This allows you to attach files, access templates you've created, transfer the chat to another user, return the chat to queue, or complete the conversation.

Textcast

Sending text notifications with the Pidj Mobile app allows you to efficiently deliver important information to a wide audience, no matter where you are.

Tap **Textcast** in the lower navigation bar to view any draft or scheduled Textcasts. To create a new Textcast, tap the purple message bubble in the lower right corner. Give your Textcast a title, add your recipients, type your message, and tap **Send**.

Adding Recipients

To add recipients, tap the **+** and select the Tags you would like your recipients to have. As in our web application, you can choose to **Match All** (smaller, more targeted audience) or toggle off to **Match Any** (larger, more generalized audience). Once selected, the resulting contact count will show in the upper right corner. Tap **Select** to add the contacts.

Scheduling a Textcast

To schedule the message, toggle TimeText and choose the date and time you would like the message to go out. You will notice that **Send** changes to **Schedule** in the upper right corner.

Saving a Draft

To save a Textcast as a draft to complete and send/schedule later, tap **Done** in the upper left corner and select **Save**.

Scheduled and draft messages can be viewed, edited, or canceled by tapping on them from the main Textcast screen. While draft messages are stored locally, scheduled messages can be viewed and modified from the **Calendar** within the web application.