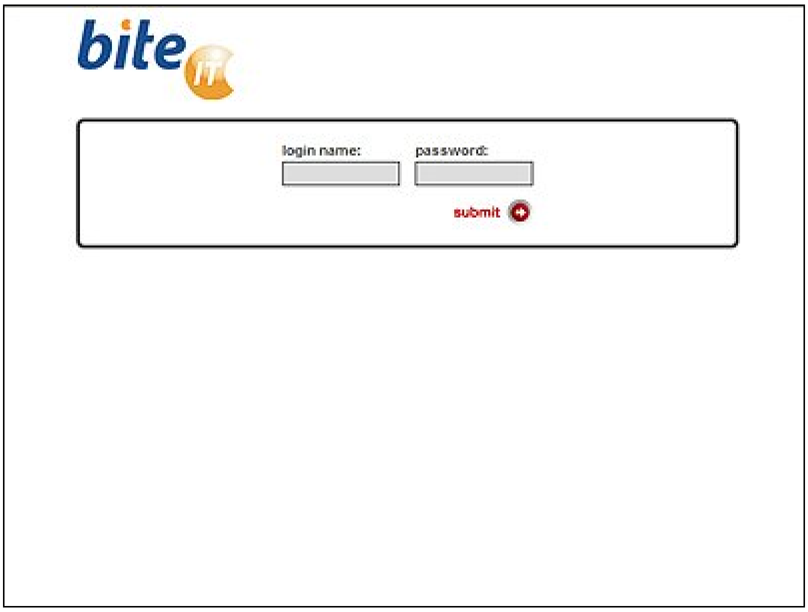
Quick Bite - User Guide

This document is a step by step guide to sending out an email using the Quick Bite Email Tracking System and supplements the comprehensive 'help' instructions throughout the online system.

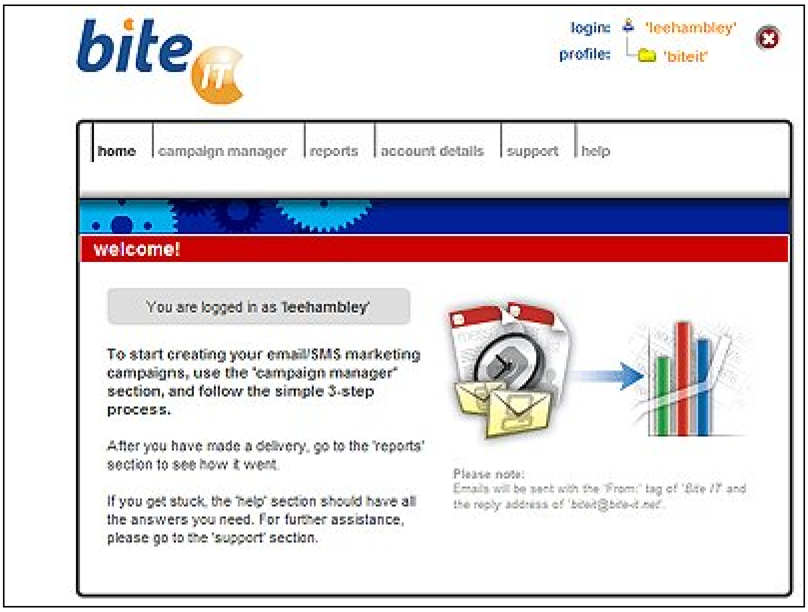
Step 1: Go to http://bite-it.net and access the login screen and type in the username and password



Step 2 : On gaining entry to the system you'll be faced with a welcome page and various main menu options. These options are as follows:-

- Home – is the welcome page currently on
- Campaign Manager – this section deals with setting up and sending out emails
- Reports – this contains the statistics of the site
- Account Details – this displays the details of the account and the credits available
- Support – this contains a general FAQ with a more in depth view of how everything works
- Help – contains details of how to contact us if help is required

In terms of sending an email out it requires clicking on Campaign Manager

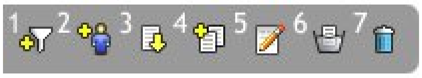


Step 3 : The campaign manager contains the 3 easy options needed in order to send out an email

- Create a List (if not done so already)
- Create a Message
- Schedule a Delivery

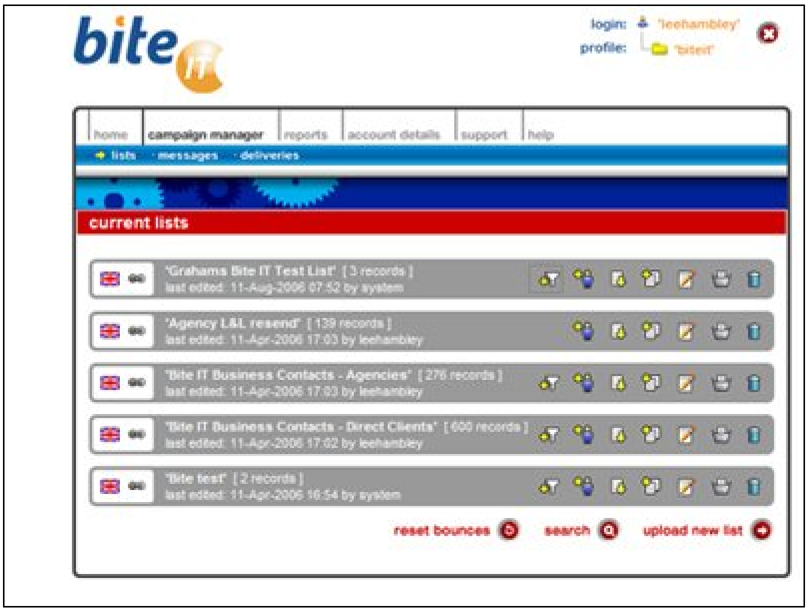
If a list hasn't already been created previously click on lists, otherwise jump straight through to Step 6

Step 4 : On entering the lists section you will be viewed with all the past lists which has numerous options



1) Add Filter – This option allows you to create queries to the data added
2) Add Record – This gives you the ability to add a single record to the list
3) Export List – This will export the list
4) Append List – This option will allow you to import more to the list
5) Edit List Properties – This allows you to change the field settings
6) Clean List – This option will clean down unsubscribed people in the list
7) Delete List – This will delete the list

On using the system for the 1st time you will require to upload new list. The only time you will then need to use the upload new list is if you are sending out a message to a completely separate list.

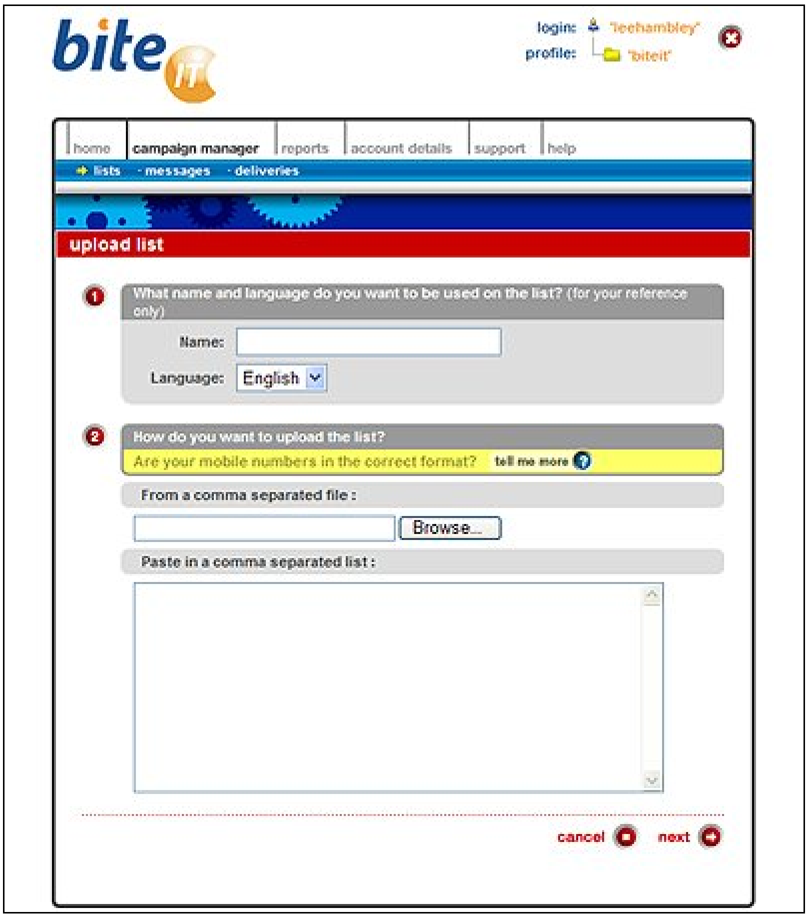


Step 5 : To set up a new list it requires you to name the list in the field provided and then you have the option to either upload a .csv file or else paste the contents to the box provided. An example of how the data should appear is:-

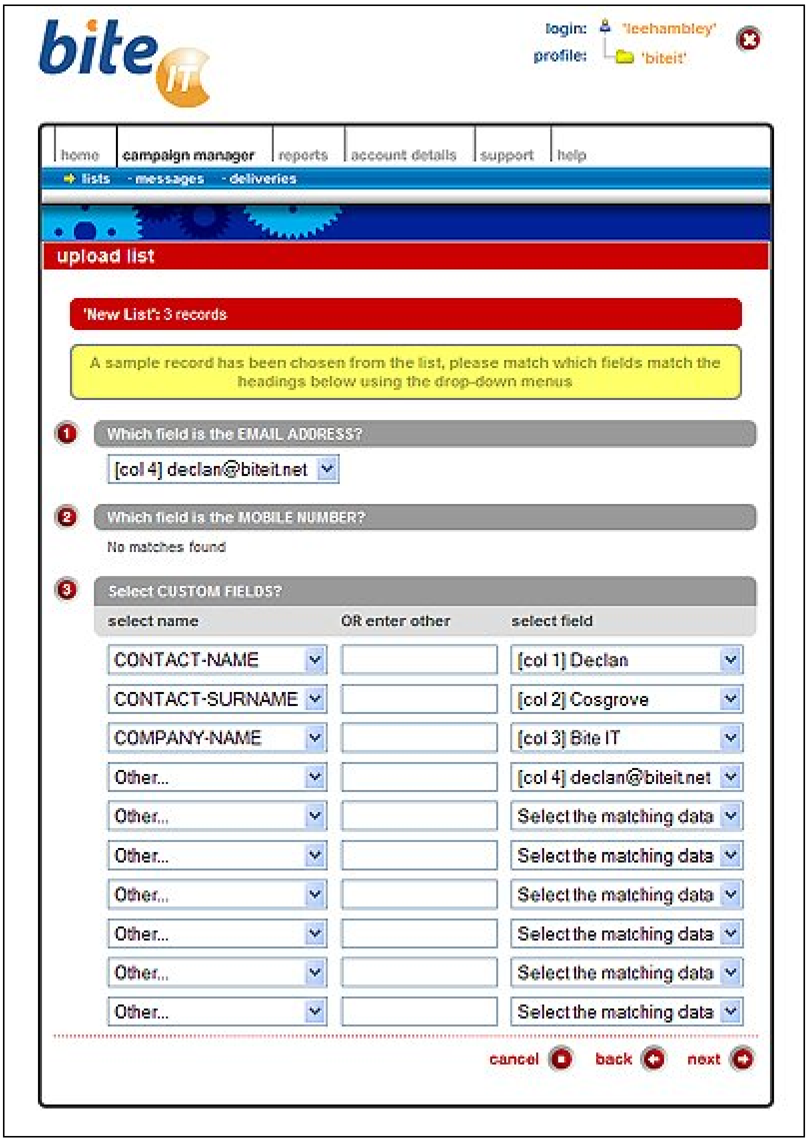
Graham, Buckley, Bite IT, graham@biteit.net
Declan, Cosgrove, Bite IT, declan@biteit.net

You should find that if you have the data with Microsoft Excel format that there is an option to save as a .csv

Once you have added this information click on the next button



The next page you will see takes the data and produces a sample record. This area is for setting up the fields so that the system can identify them. You are firstly prompted to select which column contains the email address. After this within the table below you are asked to either use the drop down fields to select the field name or if the name doesn't appear describing that field to add a name in the corresponding box. It is important that you carry this out for all fields except the one that has been identified earlier as the email field.



Step 6 : Now that the list is set up, it is time in which to create an email message in the system. To get to the messages section just click on messages within the light blue bar. This will bring up a screen which displays all current messages and various options.

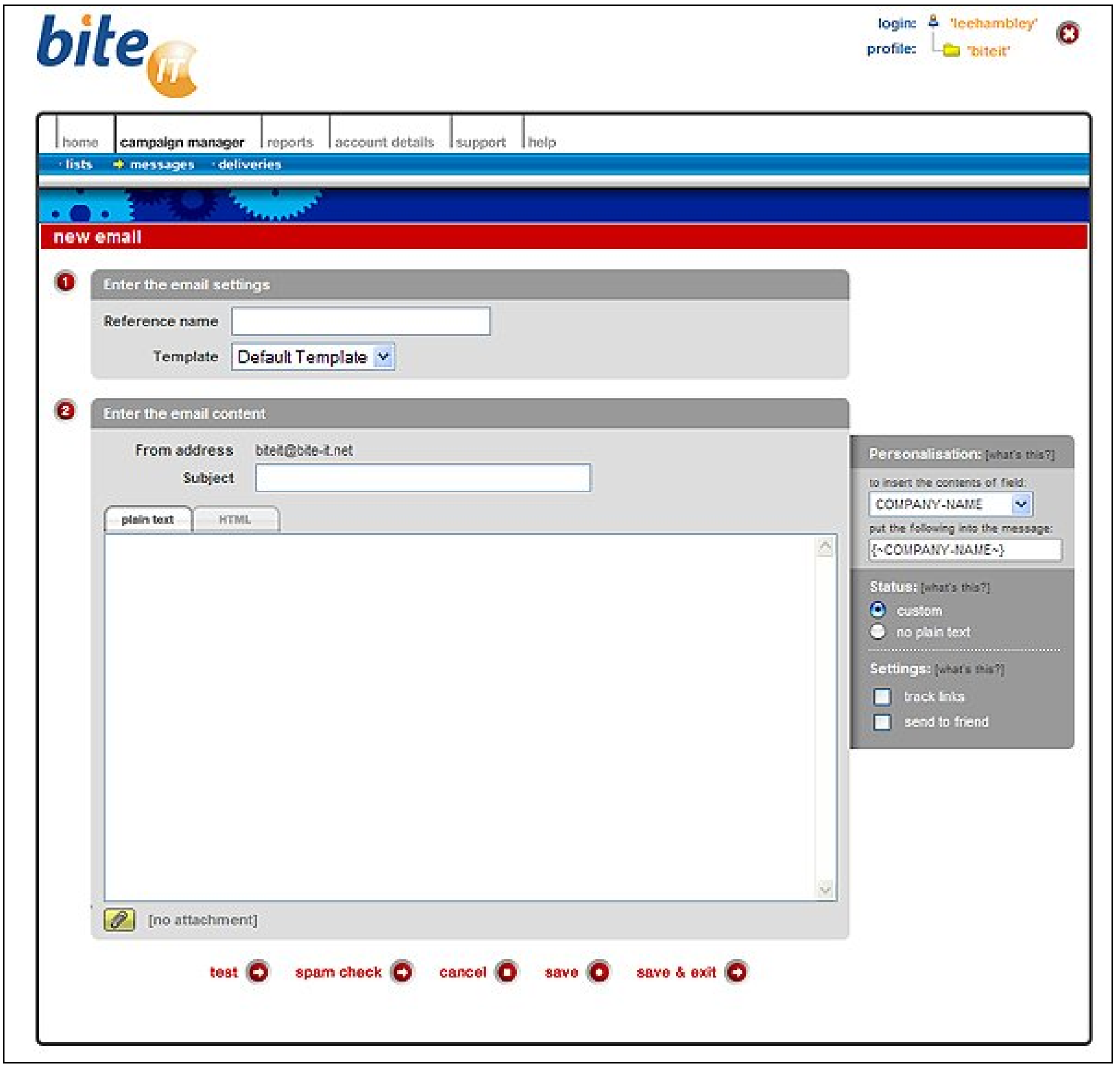
1) Edit Email
2) Delete Email

The option to create a new message is below entitled “new email”

Step 7 : To create a message what you firstly need to do is add a name for your email and a subject line. Then you need to click on the HTML tab if not already pressed. The option you need first to load the template into the editor is to click on “load web page content.” This will prompt you to add the URL you have been given and then you click on update. This will then bring your template through.

You will notice that when in HTML mode you will see the following options:-

To anyone who currently uses the content management system will be familiar with the options above, although it’s important to note that some of the functionality i.e. images & links work in a different way.



The key options appear within the personalisation bar on the right hand side. This area allows you to select fields that you can add to the content of your text e.g. by adding {~COMPANY-NAME~} into the text this would when sent out be replaced by the company field associated with that record in the list provided

It is important to leave the status the settings as they are. In the settings area make sure that the track links option is ticked otherwise the links will not get tracked.

You will also find that the email will not allow you to save a message until you add a text version to the email. In terms of adding a text version my advise would be to add the text content of the email ie a complete copy taken from the template. The importance of the text version will at least allow anyone who cannot receive HTML emails or has their preferences set to receive text only will still receive some of the content and have the ability in which to reply.

How to insert an image

In order to add an image into the email it first requires you to click on add an image in the right hand panel shown above. Within this are you'll be able to click on the browse button and find the image you want and upload it (please note that the image should be produced to the correct size before uploading)

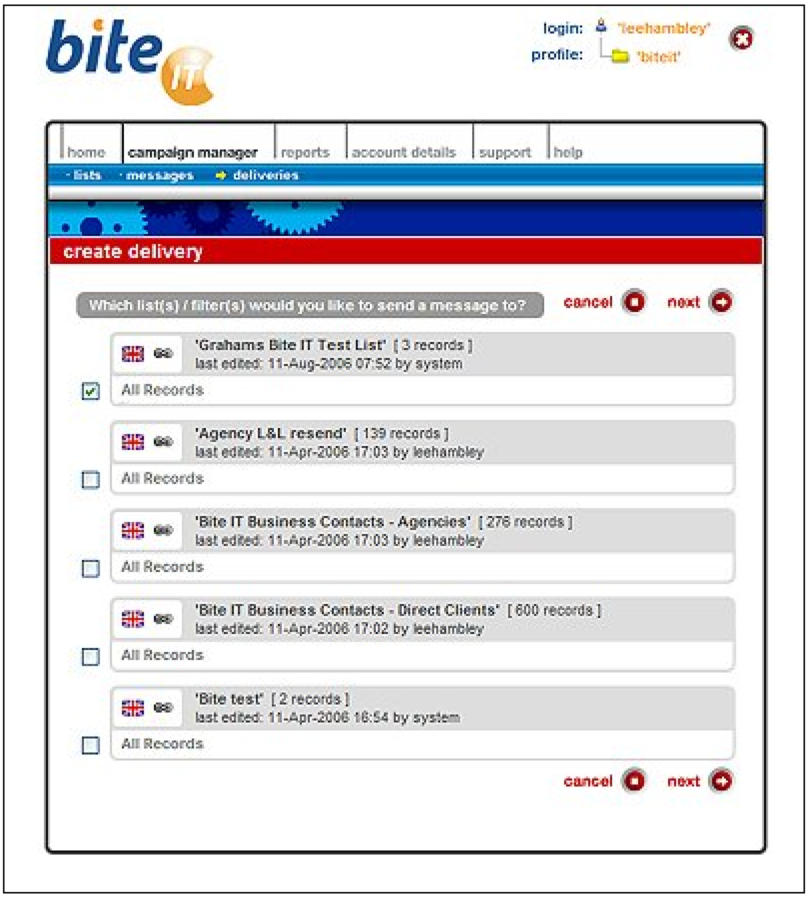
On uploading an image it will display itself within the window. Once this has occurred, place your mouse cursor over the image and right click and from the menu select properties. Highlight the text labelled URL (address) and right click and select copy. Then you will be able to click within the area you want the image to be and select the insert edit/image button where you'll be able to paste the URL copied earlier into the image URL Box provided.

How to add a link

In order to add a link to the email, it basically requires the same process as the CMS ie you highlight some text and then click on the insert/edit link button whilst inputting into the URL box the desired link.

Step 8 : Finally once the list and message have been created the whole thing is ready to get delivered. To do this click on deliveries within the blue bar and this will display a list of current mails that are to be delievered. To start a new delivery click on the button provided.

Step 9 : On clicking for a new delivery you'll be prompted to select via the checkbox which lists you would like to use send out your message.



Step 10 : Once you have selected the list(s) you must then select using the radio button which message you plan to send out.

Step 11 : Finally you will get to a screen asking the delivery settings you would like. You can select the date and time of when you want the message to go out, including for emails whereby you plan to send a large volume, you can set how many emails per hour you would like sent. Finally once you click on finish the delivery will then be within the queue for delivery. As soon as the delivery details are reached the mail will then automatically be sent.