


## 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



The screenshot shows the login interface for the Quick Bite system. At the top left is the logo for 'bite IT', where 'bite' is in blue and 'IT' is in a yellow circle. Below the logo is a rectangular login form with a black border. Inside the form, there are two input fields: 'login name:' followed by a text box, and 'password:' followed by a text box. Below these fields is a red 'submit' button with a small red plus sign icon to its right.

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



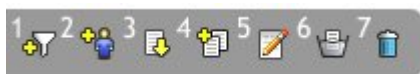
Step 3 : The campaign manager contains the 3 easy options needed in order to send out an email

- 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

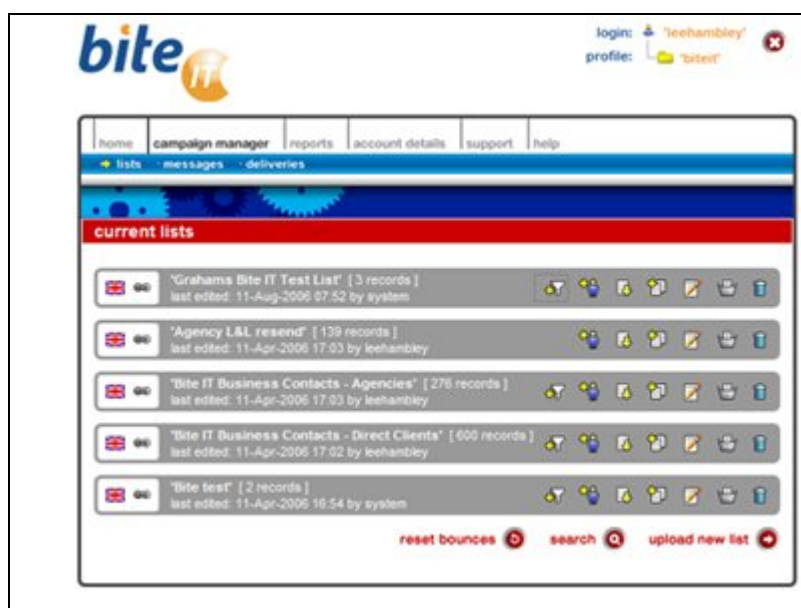


Step 4 : On entering the lists section you will be viewed with all the past lists which has numerous options



- 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 1<sup>st</sup> 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](mailto:graham@biteit.net)  
Declan, Cosgrove, Bite IT, [declan@biteit.net](mailto: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 screenshot shows the 'upload list' form in the Bite IT campaign manager interface. The form is titled 'upload list' and is divided into two main sections:

- Section 1:** 'What name and language do you want to be used on the list? (for your reference only)'. It includes a text input field for 'Name' and a dropdown menu for 'Language' set to 'English'.
- Section 2:** 'How do you want to upload the list?'. It includes a yellow warning box: 'Are your mobile numbers in the correct format? tell me more'. Below this, there are two options:
  - 'From a comma separated file:': A text input field followed by a 'Browse...' button.
  - 'Paste in a comma separated list:': A large text area for pasting data.

At the bottom of the form, there are two buttons: 'cancel' and 'next'.

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.

**bite IT** login: 'teehambley' profile: 'biteit'

home campaign manager reports account details support help

lists messages deliveries

### upload list

**New List: 3 records**

A sample record has been chosen from the list, please match which fields match the headings below using the drop-down menus

- Which field is the EMAIL ADDRESS?  
[col 4] declan@biteit.net
- Which field is the MOBILE NUMBER?  
No matches found
- Select CUSTOM FIELDS?
 

select name	OR enter other	select field
CONTACT-NAME		[col 1] Declan
CONTACT-SURNAME		[col 2] Cosgrove
COMPANY-NAME		[col 3] Bite IT
Other...		[col 4] declan@biteit.net
Other...		Select the matching data
Other...		Select the matching data
Other...		Select the matching data
Other...		Select the matching data
Other...		Select the matching data
Other...		Select the matching data

cancel back next

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"

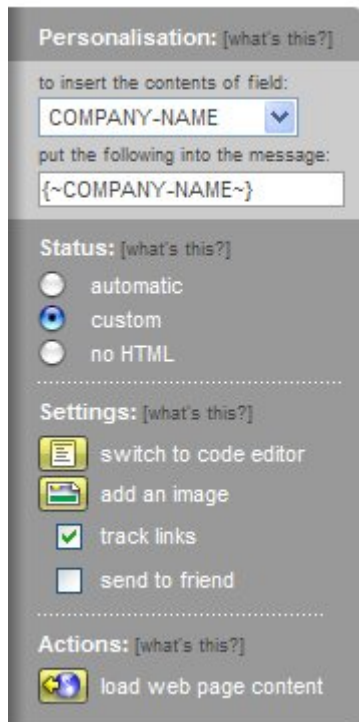




The key options appear within the personalisation bar on the right hand side. This area allows you to select fields that you can add to the content of your text e.g. by adding { ~COMPANY-NAME~ } into the text this would when sent out be replaced by the company field associated with that record in the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

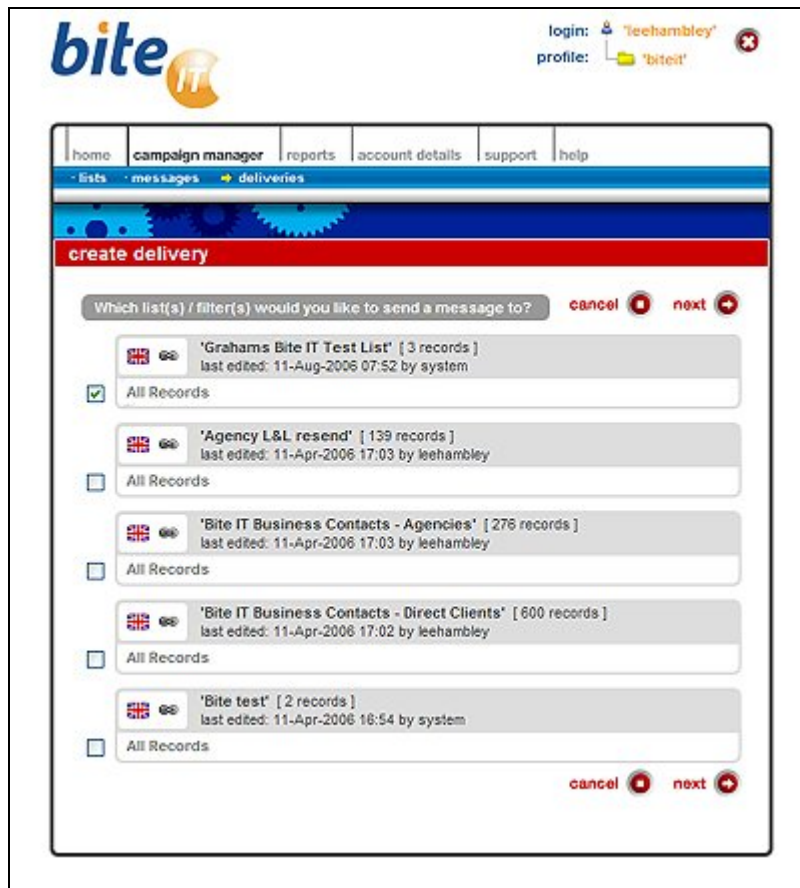
### How to add a link

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 delivered. 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.

The screenshot shows the 'bite IT' web interface. At the top left is the 'bite IT' logo. At the top right, it shows 'login: 'teehambley'' and 'profile: 'biteit''. Below this is a navigation bar with links for 'home', 'campaign manager', 'reports', 'account details', 'support', and 'help'. A secondary navigation bar includes 'lists', 'messages', and 'deliveries'. The main content area is titled 'create delivery' in a red header. It features a 'Current time:' field showing '14 17 16/08/2006'. There are four numbered steps: 1. 'What date would you like the delivery to be?' with dropdowns for '16', '8', and '2006'. 2. 'What time would you like the delivery to be?' with dropdowns for '14' and '20'. 3. 'Limit the delivery speed?' with an input field and the text 'deliveries per hour (leave empty for no restriction)'. 4. 'Forward replies to:' with two radio button options: 'The profile reply address (sales@biteit.net)' (selected) and 'The current login email address (declan@biteit.net)'. At the bottom right are 'cancel' and 'finish' buttons.