


How to send bulk Emails, SMSs and Mobile app messages

- 1: Log into the Comb Portal and navigate to the "Messaging" page from the side menu.
- 2: Three groups are created by default: All Owners/All Occupants/All Owners and All Occupants. Create a custom group by clicking the "+" button in the "Message groups" header.



SYSTEM BACKEND
COMB COMMUNICATIONS
SUPER_USER

DASHBOARD

ORGANISATION >

COMMUNICATE >

Messaging

★

REPORTS >

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OEM ADMIN

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SETUP >

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☰

CURRENT VIEW: CASA TOSCANA -- [RESIDENTIAL COMPLEX]

▼

4TH SEP

11:47

Logout

HOME / DASHBOARD / MESSAGE GROUPS

MESSAGE GROUPS

+

MESSAGE GROUP NAME	DESCRIPTION	MESSAGE TYPE	ENABLED		
ALL OWNERS/OCCUPANTS	THIS IS A SPECIAL MESSAGE GROUP THAT INCLUDES ALL CURRENT OWNERS AND OCCUPANTS.	SPECIAL	TRUE		
ALL OWNERS	THIS IS A SPECIAL MESSAGE GROUP THAT INCLUDES ALL OWNERS.	SPECIAL	TRUE		
ALL OCCUPANTS	THIS IS A SPECIAL MESSAGE GROUP THAT INCLUDES ALL OCCUPANTS.	SPECIAL	TRUE		

↩ NEW MESSAGES

+ NEW MESSAGE

SMS

EMAIL

MOBILE APP

MESSAGE GROUP NAME	SUBJECT	DATE
NO RECORDS FOUND.		

FIRST

PREVIOUS

NEXT

LAST

10 ▼

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CONTACT US

COMB PORTAL V1.11.5

TERMS & CONDITIONS

DATA POLICY

NEED HELP

Comb
Communications

SENDING BULK MESSAGES

- 3:
- Complete the fields for the ‘Group name’, ‘Group description’ and ‘Type’ for the group you will be creating.
- 4:
- Add Owners, Occupants and External contacts to the group by clicking the “+” button associated to the user you would like to add to the group. Once completed click the “Save” to create the group.

ADD/EDIT MESSAGE GROUP

GROUP NAME

Group Name

TYPE

EMAIL

DESCRIPTION

Group Description

ENABLED

Yes

OWNERS

OCCUPANT

EXTERNAL CONTACTS

FIRST NAME	LAST NAME	RESIDENT CODE
Jason	Stark	001
Tony	Benji	002
Gordan	Bemmington	003
William	Turner	004
Jack	Holland	005
Kevin	Alba	006
Dwayne	Cruise	007

CURRENTLY IN GROUP

FIRST NAME	LAST NAME	RESIDENT CODE	EMAIL	CELL NUMBER
Tony	Benji	002	Tony@benji.com	0821231122

FIRST

PREVIOUS

1

NEXT

LAST

10

Type:

There are 3 ways you can send a message to your occupants. Select whether you want to send a message via Email, SMS or the Mobile app (A message sent to the MyComb mobile application).

*Take note of the message type as you will need to select the same message type when creating a new message.

- 5:
- Click the “+ New message” button in the “New messages” header. Select the same message type as the group you have created.

HOME / DASHBOARD / MESSAGE GROUPS

MESSAGE GROUPS

MESSAGE GROUP NAME	DESCRIPTION	MESSAGE TYPE	ENABLED
ALL OWNERS/OCCUPANTS	THIS IS A SPECIAL MESSAGE GROUP THAT INCLUDES ALL CURRENT OWNERS AND OCCUPANTS.	SPECIAL	TRUE
ALL OWNERS	THIS IS A SPECIAL MESSAGE GROUP THAT INCLUDES ALL OWNERS.	SPECIAL	TRUE
ALL OCCUPANTS	THIS IS A SPECIAL MESSAGE GROUP THAT INCLUDES ALL OCCUPANTS.	SPECIAL	TRUE
GROUP NAME	GROUP DESCRIPTION	EMAIL	TRUE

NEW MESSAGES

SMS

EMAIL

MOBILE APP

MESSAGE GROUP NAME

SUBJECT

DATE

NO RECORDS FOUND.

FIRST

PREVIOUS

NEXT

LAST

10

+ NEW MESSAGE

SMS

EMAIL

MOBILE APP

- 6:
- Complete the required fields and upload any attachments that you would like to send with your message. Please note there is a file limit size of 10 Mb for your attachments.
- 7:
- Write the message in the message body component on the right-hand side.
- 8:
- Once you have completed the fields and are happy to send your message, click the “Send” button.

HOME / DASHBOARD / BULK EMAIL

BULK EMAIL

FROM ADDRESS

Mikhail@comb-communications.com

RECIPIENTS

GROUP NAME

SUBJECT

Test bulk email

ATTACHMENTS

FILE SIZE LIMIT: 10MB

+ UPLOAD

FILENAME

SIZE

NO RECORDS FOUND.

EMAIL BODY

B I U S

Sans Serif

Normal

Test content for bulk email

SEND

CANCEL

Congratulations! You have successfully sent a bulk message!