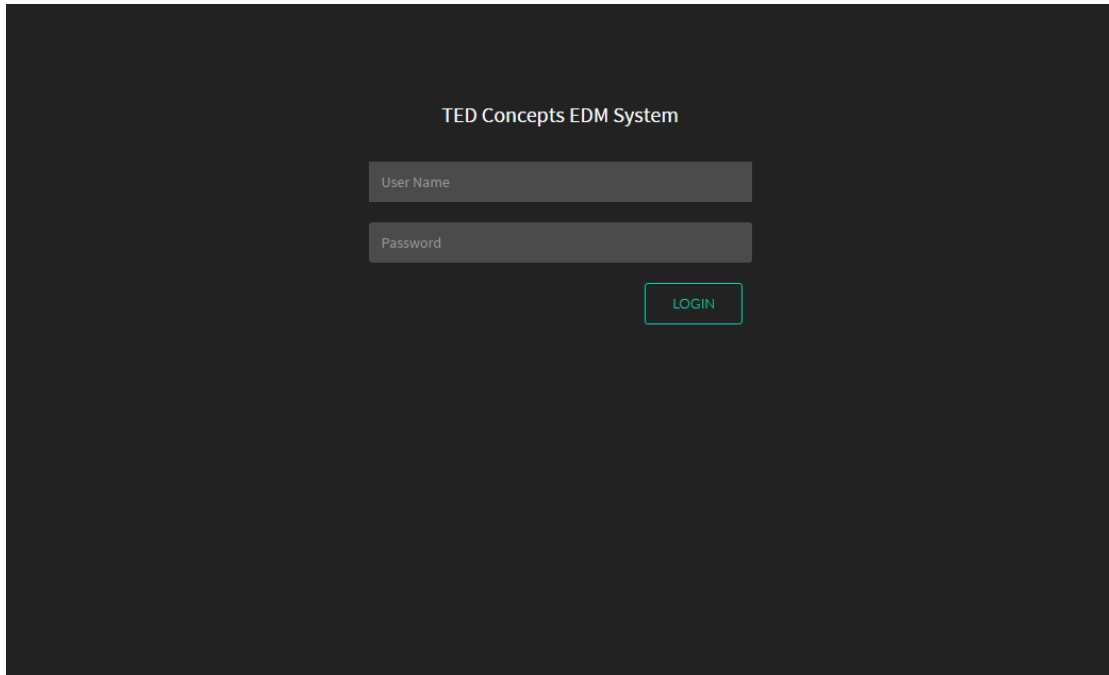


1. Browse and go to our system website "<http://www.tedconcepts.com/edm>". Input "User Name" and "Password" assigned to you and then click "LOGIN".



TED Concepts EDM System

User Name

Password

LOGIN

2. Once login, you will see a job list showing all your previously submitted job. You can add a new job by clicking the “ADD NEW JOB” button.

There will be an email sending limit for each service month. You can view your current monthly email quotas left as well as the remaining service period.

Your user name

The screenshot displays the TED Concepts EDM System 2.1 user interface. At the top, there are navigation tabs: JOBS, UPLOADS, USAGE, and SETTINGS. The 'JOBS' tab is active. The header area shows a welcome message: 'Welcome demo/User! Logout' and a quota status: '40,000 quota(s) for period 08/09/2018-07/10/2018 with 86 more month(s) service'. Below the header, there is a 'CREATE DATE TIME FROM:' field with a date picker, a 'TO' field, and a 'SEARCH' button. A table lists the submitted jobs. The table has columns: Sender, Subject, Create Date Time, Status, and Statistics. Two jobs are listed: 'TEDConcepts EDM System 2.0 Demo' and 'TEDConcepts EDM System Demo'. Both jobs are marked as 'Completed' and show delivery and read statistics. Below the table, there is a 'Showing 1 to 2 of 2 entries' message and a pagination control with 'Previous', '1', and 'Next' buttons. At the bottom, there is a copyright notice: '©2018 TED Concepts Limited' and a link to 'Download TED Concepts EDM System User Manual'.

JOBS UPLOADS USAGE SETTINGS

Welcome demo/User! Logout
40,000 quota(s) for period 08/09/2018-07/10/2018 with 86 more month(s) service

CREATE DATE TIME FROM: [Date Picker] TO [Date Picker]

ADD NEW JOB SEARCH

Show 10 entries

Sender	Subject	Create Date Time	Status	Statistics
tedconcepts.edm.demo@gmail.com	TEDConcepts EDM System 2.0 Demo	2017-07-08 17:20:52	Completed [?]	Delivered: 2/2 (100%) [?] Read: 2/2 (100%)
tedconcepts.edm.demo@gmail.com	TEDConcepts EDM System Demo	2017-02-12 16:54:38	Completed [?]	Delivered: 2/2 (100%) [?] Read: 0/2 (0%)

Showing 1 to 2 of 2 entries

Previous 1 Next

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3. In the job creation page, you will need to define the sender email address, the email recipients, subject and content for this job.

This is the email address that will be used as the sender of this email job. You will have to give us this desired sender email address you would like to use. Then we can set up this email's authorization for our system to use.

JOBS UPLOADS USAGE SETTINGS

Welcome demo/User! Logout
40,000 quota(s) for period 08/09/2018-07/10/2018 with 86 more month(s) service

BACK

EMAIL*
tedconcepts.edm.demo@gmail.com

DISPLAY NAME TED Concepts EDM System Demo

TO EMAIL*
☒ DIRECT INPUT ☐ BY INTERFACE FILE [Download sample Interface File](#)

Enter the email recipients (separated by ,)

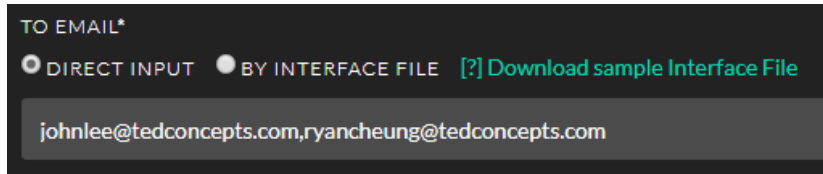
SUBJECT*
Enter your subject

CONTENT* [Choose from Uploads](#)

Rich text editor toolbar with various icons for text formatting and editing.

This is the name that will be displayed in the email's sender field.

4. There are 2 ways to input email recipients. The first way is to input the emails (separated by ",") directly in the "To Emails" fields like the way shown in the below screen.

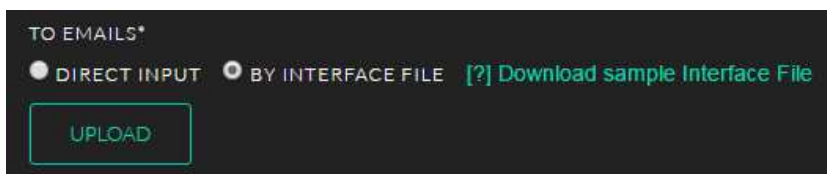


TO EMAIL*

☒ DIRECT INPUT ☐ BY INTERFACE FILE [\[?\] Download sample Interface File](#)

johnlee@tedconcepts.com,ryancheung@tedconcepts.com

The second way is to download the CSV interface file (by clicking the "Download sample Interface File" link), modify it as what you desire, and then upload it to the system.

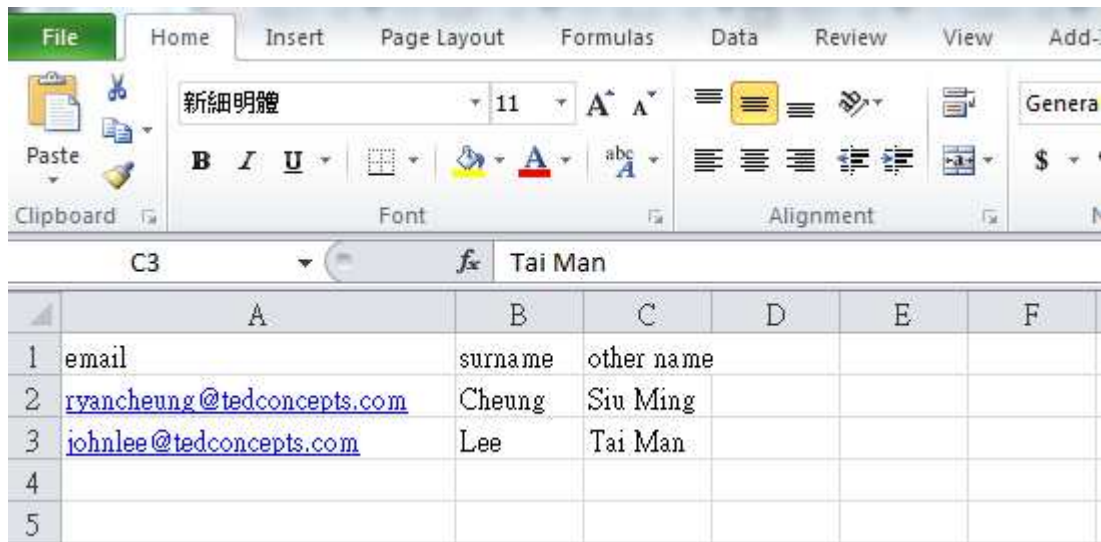


TO EMAILS*

☐ DIRECT INPUT ☒ BY INTERFACE FILE [\[?\] Download sample Interface File](#)

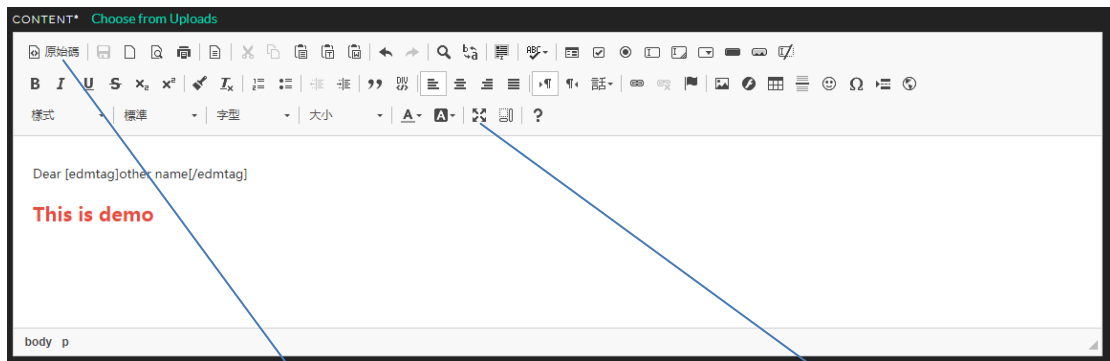
UPLOAD

5. The 1st column of the interface file must be email address. For the 2nd column onwards, you can put as many columns as you like (e.g. surname, othername, etc.). They can be used as mail merge stuff inside your email content. Clicking the [?] button will show a more detailed explanation on how to use the interface file.



	A	B	C	D	E	F
1	email	surname	other name			
2	ryancheung@tedconcepts.com	Cheung	Siu Ming			
3	johnlee@tedconcepts.com	Lee	Tai Man			
4						
5						

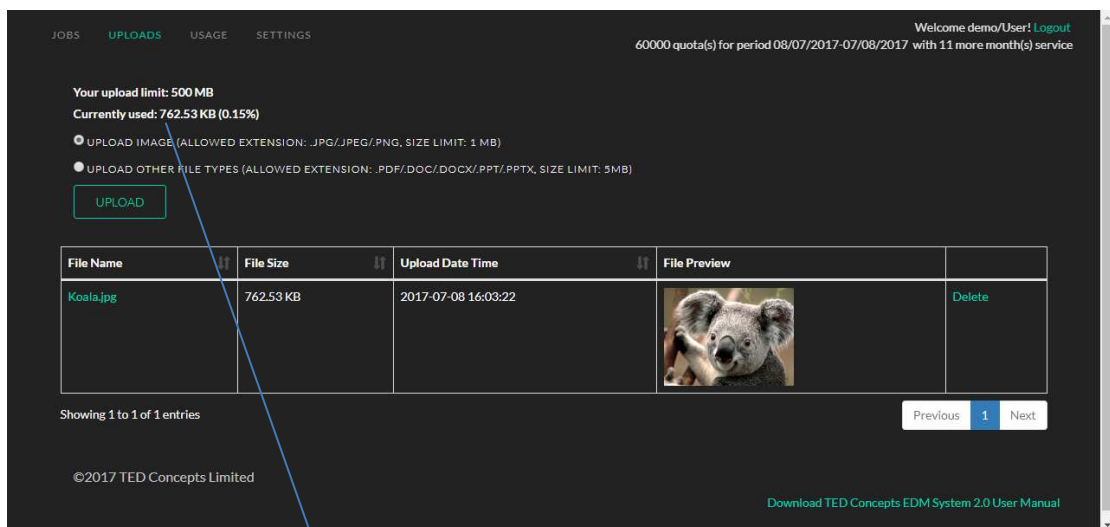
7. For the email content, you can edit freely with our content editor. It allows you to change the format of your text such as size, decoration, font type, alignment, etc.



Clicking this will switch to HTML edit mode. It allows users with some HTML knowledge to use.

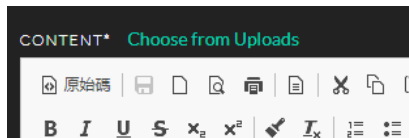
Clicking this will switch the editor to full screen mode.

8. You can include images or other links to any external files in your content. We have our own storage space for you to upload and store any materials that you want to include in your content. Click "UPLOADS" on the header bar to open this page. You can upload and delete any files here.

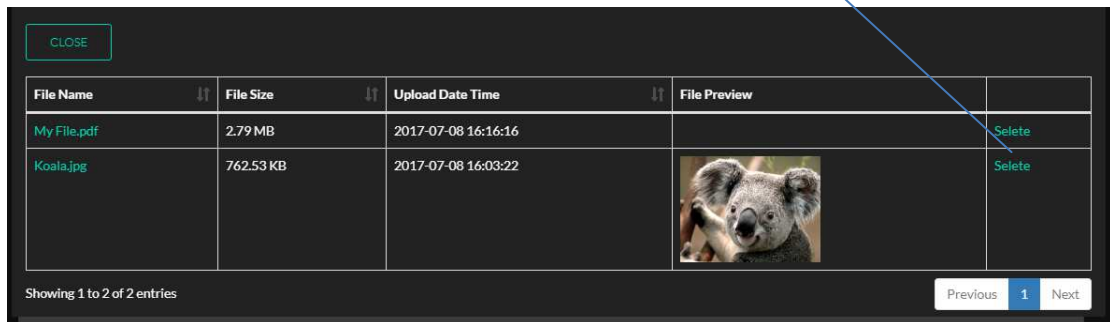


You are assigned with an upload limit. All the files uploaded by you cannot exceed this limit. The amount of space you have used will be shown here.

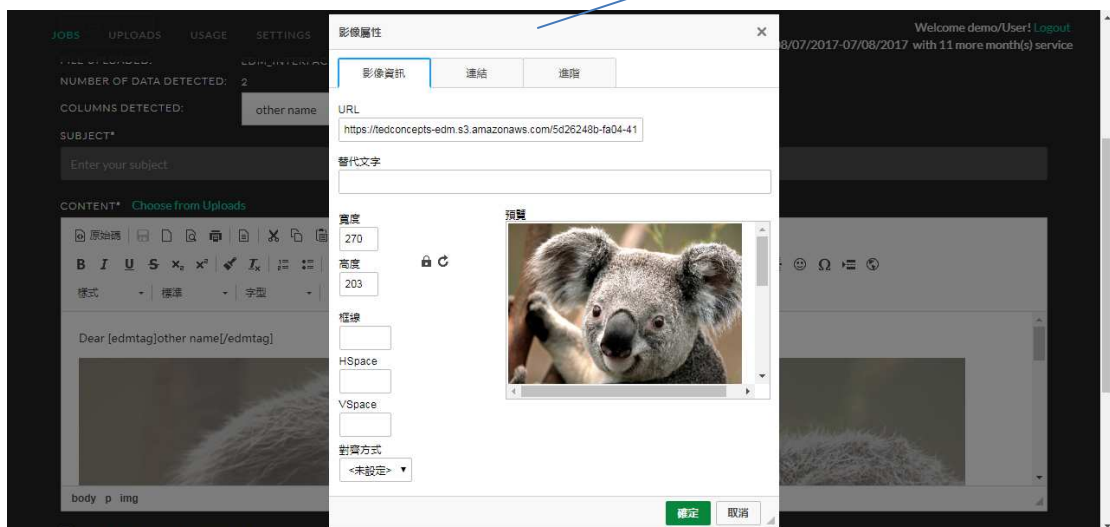
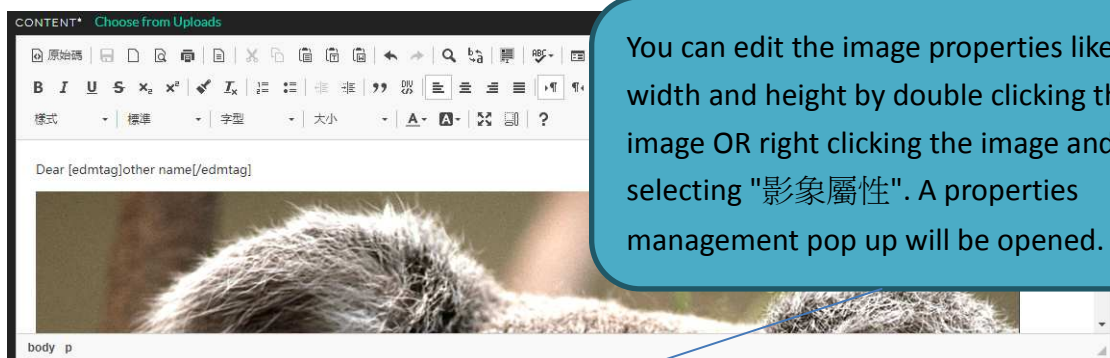
9. To use the uploaded files in your email content, you can click the "Choose from Uploads" button. Clicking it will open a pop up showing all your previous upload files.



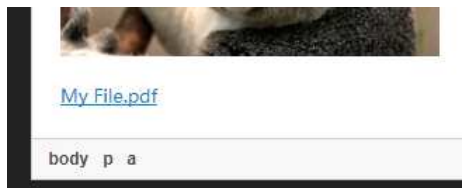
Choose the file you want to insert and then click "Select" button.



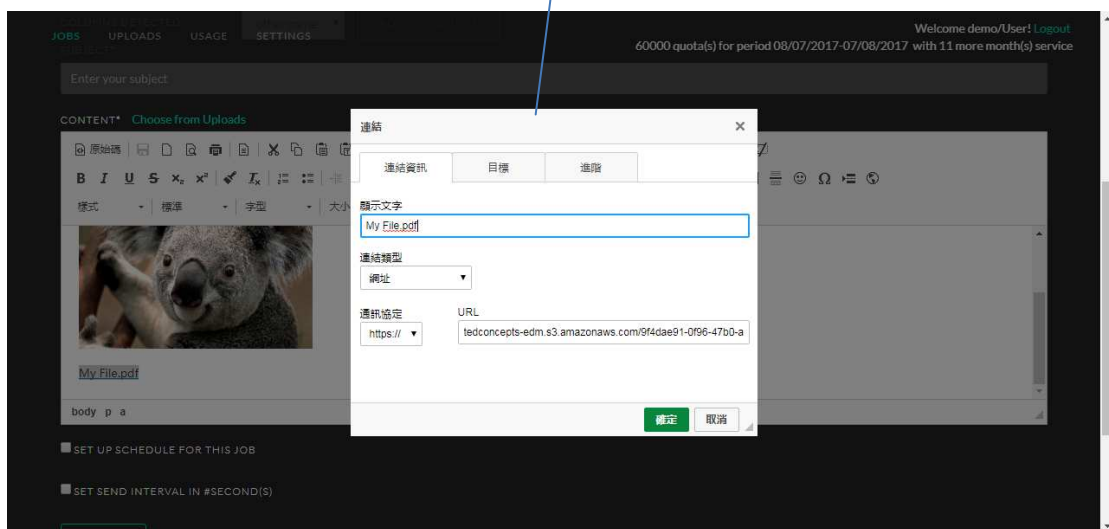
10. There are 2 kinds of files that will be treated differently in the system. One is image files (.png, .jpg, .jpeg) and the other one is non-image files (.pdf, .doc, .docx, .ppt, .pptx). For images, clicking "Select" will add the image into the content.



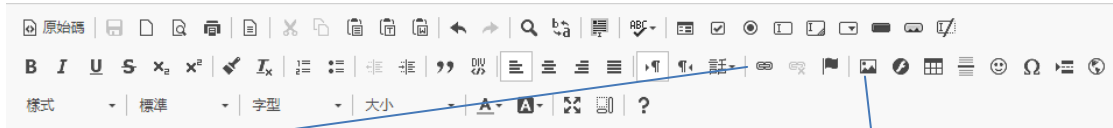
11. For non-image files, clicking "Select" will generate a hyperlink linking to the server file in the email content.



You can edit the hyperlink properties by double clicking the link OR right clicking the image and selecting "編輯連結". A properties management pop up will be opened.



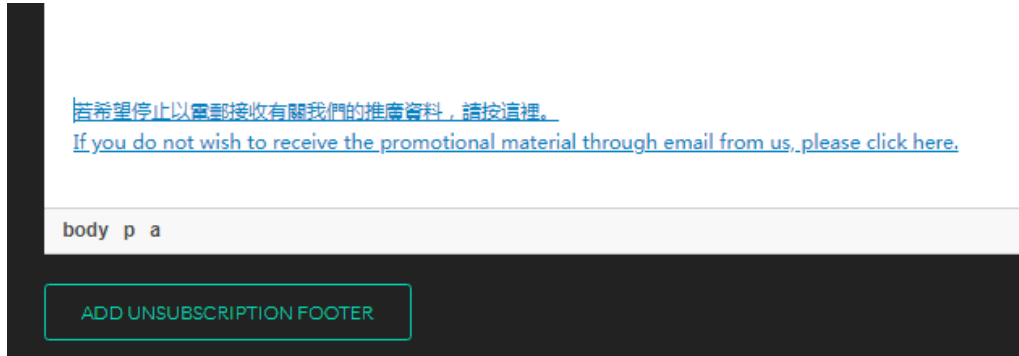
12. Of course, sometimes you may want to include files that are not uploaded in our system. For example, you may have your own file storage server or use any other 3 party storage services. In this case, you can create file links to your own file URL.



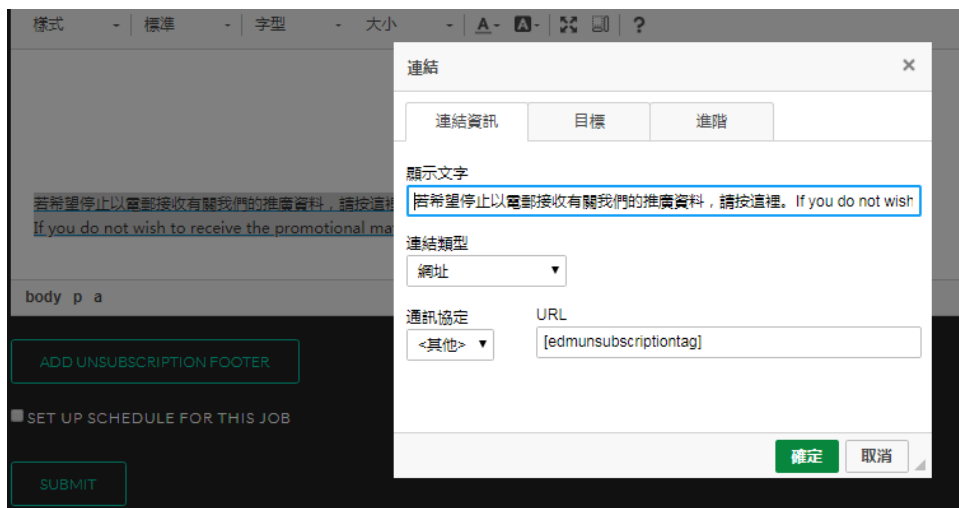
To create hyperlinks to files from other file server, click this icon will open a pop up. You can then define the URL, display text, etc.

To create images from other file server, click this icon will open a pop up. You can then define the URL, width, height, etc.

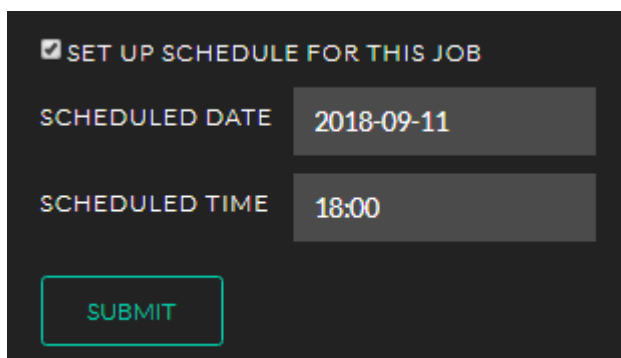
13. System allows you to add a clickable unsubscribe footer to the email content. Once a recipient has clicked this link, system will add the recipient to an unsubscribe list and will not send email to this person anymore in the future job.



You can change the footer text to any text you like by double clicking the footer.



14. There are some more configurations you can set up for a job. You can set the job to run at a specific date and time. Our system will only trigger the job on the scheduled time. If you do not check "Set up schedule for this job", system will allocate the earliest available time to run the job.



15. Once you are satisfied with the email content. You can submit the job by clicking the "SUBMIT" button. Then you will be redirected to the job list page. You can see your newly submitted job here.

JOBS UPLOADS USAGE SETTINGS 39,998 quota(s) for period 08/09/2018-07/10/2018 with 86 more month(s) service Welcome demo/User1 Logout

CREATE DATE TIME FROM: TO

ADD NEW JOB SEARCH

Show 10 entries Search:

Sender	Subject	Create Date Time	Status	Statistics	
TED Concepts EDM System Demo tedconcepts.edm.demo@gmail.com	TEDConcepts EDM System 2.1 Demo	2018-09-11 18:14:03	Pending [?]	Delivered: 0/2 (0%) [?] Read: 0/2 (0%)	View Details Cancel
tedconcepts.edm.demo@gmail.com	TEDConcepts EDM System 2.0 Demo	2017-07-08 17:20:52	Completed [?]	Delivered: 2/2 (100%) [?] Read: 2/2 (100%)	View Details
tedconcepts.edm.demo@gmail.com	TEDConcepts EDM System Demo	2017-02-12 16:54:38	Completed [?]	Delivered: 2/2 (100%) [?] Read: 0/2 (0%)	View Details

Showing 1 to 3 of 3 entries Previous 1 Next

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- The "Status" column shows the status of the job. There are 4 status flags:
 - Pending: Awaiting to run by background process.
 - In Progress: The job is currently running by background process. Please wait until it completes.
 - Completed: The job has finished. You can check each email's sending status by clicking 'View Details'.
 - Cancelled: The job was cancelled.
- The "Statistics" column shows the distribution of the emails' status:
 - Pending: Awaiting to run by background process.
 - Delivered: Successfully delivers the email to the recipient's mail server. This notification does not indicate that the actual recipient received the email because system cannot control what happens to an email after the receiving mail server accepts it.
 - Bounced: The recipient's ISP rejects the email. This would happen for cases like the email is invalid or even does not exist.
 - Awaiting feedback: System has processed this email sending request. Awaiting feedback from remote mail server.
 - Complained: The email is accepted by the ISP and delivered to the recipient, but the recipient does not want the email and clicks a button such as 'Mark as spam'.
 - Failed: For any reason when the system tries to send out the email, it just fails.
 - In Blacklist: The email is in the system blacklist and was not sent by the

- system. Probably the email was previously bounced at some other jobs.
- Invalid Email Format: The format of the email address is found to be invalid.
 - Unsubscribed: The recipient has clicked unsubscribe link through our system before.
 - Read: The number of emails that are opened by the recipients.

16. Below is the finalized email successfully sent out. The “other name” column is successfully replaced by the correct value as defined in the CSV file.



17. You can view the previous job by clicking “View Details” button in the job list.

JOBS UPLOADS USAGE SETTINGS

Welcome demo/User! Logout
39,998 quota(s) for period 08/09/2018-07/10/2018 with 86 more month(s) service

EMAIL*
tedconcepts.edm.demo@gmail.com

DISPLAY NAME TED Concepts EDM System Demo

TO EMAIL*
☒ DIRECT INPUT ☐ BY INTERFACE FILE [Download Interface File](#)

SUBJECT*
TEDConcepts EDM System 2.1 Demo

CONTENT* [Create new job from this template](#)

Dear [edmtag]other name[/edmtag]

2017-07-08 17:20:52

At the bottom, the statistic summary shows the distribution of the emails' status. Also, you can see all the sending status of each email recipient. If the recipient has opened the email, the read date time is marked in our system.

CREATE DATE TIME 2017-07-08 17:20:52

Delivered: 2/2 (100%) [?](#)
Read: 2/2 (100%)

[EXPORT](#)

Show 10 entries Search:

To email	Create Date Time	Status	First read at
ryancheung@tedconcepts.com	2017-07-08 17:20:52	Delivered at 2017-07-08 17:27:04 ?	2017-07-08 17:34:37
johnlee@tedconcepts.com	2017-07-08 17:20:52	Delivered at 2017-07-08 17:27:05 ?	2017-07-08 21:46:27

Showing 1 to 2 of 2 entries Previous 1 Next

You can export the sending status table to an excel file by clicking this button.

The meaning of each status can be found on point 15.