Using moodletxt

This document is intended for those using:

moodletxt 2.4.2
Moodle version 1.7, 1.8 or 1.9

Documentation for other software versions is available separately.

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<u>Section 1: What is moodletxt?</u>

Introduction

moodletxt is a piece of add-on software created for the popular Moodle Virtual Learning Environment (VLE). It allows its users to send and receive text messages directly within Moodle, without the inconvenience of having to access a separate provider.

Why Use moodletxt?

moodletxt is all about convenience. Users don't have to copy or re-enter their contact list into another system, and no additional login is required. Simply select a message's recipients from your existing contact list, enter the message, and click "send." It really is that simple!

Messages can be sent to as many or as few people as required. As well as allowing users to select individual recipients from a list, moodletxt allows you to send a message to any of your existing contact groups, enabling a large number of people to be contacted simultaneously. This is useful when, for example, you wish to contact all students that attend a particular module.

moodletxt also allows for the personalisation of messages being sent. A recipient's name can be automatically added to a message being sent, to give it a more personal touch. Messages that are often repeated can also be defined as a "message template," allowing users to quickly and easily send messages that are both relevant and standardised. Finally, a user can also define their own "message signature," which may contain, for example, personal contact information, and can be added to the end of each message sent. This allows the user to quickly add useful information to a message, without having to look it up or enter it manually.

Since moodletxt 2, inbound messaging is now also supported. Messages sent to your txttools accounts can be received through the moodletxt system, and filtered to individual Moodle users according to criteria set by the Moodle administrator. Again, the user never has to leave the Moodle system to use this functionality.

Before installing this copy of moodletxt 2.4.2, please make sure that your Moodle installation meets the minimum requirements shown below.

i) System Requirements

One of the following database servers:

MySQL, version 4.0 or greater
PostgreSQL 8 or greater
Microsoft SQL Server 2005 or later
Oracle 10g or later

Plus:

PHP, version 4.3.0 or greater
Moodle 1.7, 1.8 or 1.9 (documentation for Moodle 1.5 and 1.6 is available separately)
An AJAX-enabled browser, such as Mozilla Firefox
An existing, active txttools account that has been enabled for use with moodletxt

Installing moodletxt is easy! Just follow the steps below, and you'll be sending text messages in no time.

PLEASE NOTE: moodletxt is not provided with any guarantees or warranty. Txttools accepts no responsibility for any damage, loss of earnings or other negative side-effects of installing and using this software. Bug-fix support will be provided free of charge via the contact details provided in this document. We welcome and appreciate all user suggestions and feedback.

Diagram 1: An example of Moodle's file structure. Yours will be similar to this one.
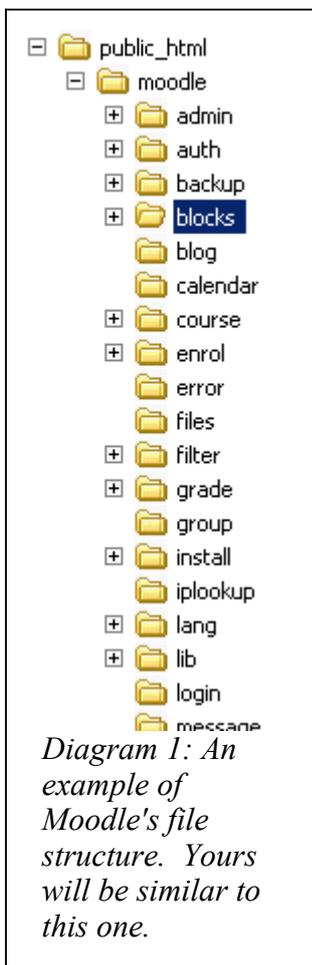
ii) Preparation

As of moodletxt 2.2, in order for the module to work internationally, it has become necessary to require that all phone numbers within Moodle are stored in the same location. Each user profile within Moodle has two phone fields where the user can enter their phone numbers as appropriate. In versions of Moodle prior to 1.9, these are referred to as "phone1" and "phone2," and in 1.9 and above they become "Phone" and "Mobile Phone" respectively.

Before installing moodletxt 2.2 and above, you must first choose which one of these fields will hold mobile phone numbers for use in moodletxt. Once you have made this decision, please ensure that all mobile phone numbers are stored in the correct field. (You will tell moodletxt which field to use later on in the installation process.) Because the phone2 field becomes a dedicated mobile phone field after 1.9, we highly recommend using this field in earlier versions.

iii) Step 1: Copying moodletxt files

Installing moodletxt 2.4.2 is a simple process. Firstly, open the provided mdl1.7_moodletxt2.4.2.zip file. Inside, you will see the moodletxt block folder, named "moodletxt." This needs to be extracted into the /blocks

folder of your Moodle installation.

As an example, shown to the left is the structure of a Moodle system running on Microsoft®
Windows® Server 2003 R2. This is a fairly typical structure, and it is likely that your own structure
will be similar.

The blocks folder is higlighted in the image shown. Unzip the mdl1.7_moodletxt2.4.2.zip file into
this folder (check "maintain directory structure" if prompted). You should now have a
/blocks/moodletxt folder within your directory structure. This is the only file manipulation required.
You can now delete the zip file and move to the Moodle website.

iv) Step 2: Configuring the Database

Once you have extracted the moodletxt files into your existing
Moodle system, the next stage of installation is to activate
moodletxt. To do this, open up your chosen browser and navigate to
your Moodle system. Ensure that you are logged in as the admin,
and then on the left side of the main page, click the "Notifications"
link in the navigation box, as shown in diagram 2.

When you click the "Notifications" link, moodletxt will set itself up
by modifying your existing Moodle database. You should receive a
number of messages regarding this process. Please ensure that all
the messages report success. If any errors are reported, please
contact txttools with the error message given.

Assuming that no errors are given, scroll down to the bottom of the
page and click on "Continue."   This will take you to the
Administration panel.   From the list of options given, select
"Blocks." This will take you to the list of blocks installed on your
Moodle system.   If moodletxt is shown in the list, then the installation has been successful.
Congratulations! You are now ready to configure moodletxt for use.

*Diagram 2: How to find the
link to install moodletxt
from the Moodle
homepage.*

### v) Upgrading From a Previous Version

Upgrading from a previous version of moodletxt, such as version 2.0, 1.1 or 1.0 is easy, and follows
almost exactly the same procedure as a standard installation. None of your previous settings will be
affected by the upgrade. The only additional step before installation is to go into your /blocks
folders and delete the /blocks/moodletxt folder and all its contents. This will not affect any of your
current settings. Once you have deleted the old code folder, you can extract and install the new
moodletxt version as detailed above.

When installation is complete, follow the links to the admin section as detailed above in "Step 2:
Configuring the Database." At the stage where the database is normally set up, the new version of
moodletxt will modify your existing installation with the new functionality. You should see a
message from Moodle, telling you that a new version of moodletxt exists, and a series of success
messages as your installation is upgraded. Please ensure that all the messages report success. If
any errors are reported, please contact txttools with the error message given.

When this process is finished (it should only take a few seconds), your upgrade is complete, and
you can begin using moodletxt 2.4.2 right away!

Note for those upgrading from 2.3 or below to 2.4 and above:

Since version 2.4, moodletxt uses the Moodle capabilities/roles system for its user authentication, in order to simplify configuration and maintenance of the block. However, as the two systems are technically very different, it is not possible to transfer settings during upgrade. As a result, **all previous user authentication settings will no longer apply.** If you are upgrading from a previous version please read the updated Section 3: "User/Account Administration."

Diagram 3: Finding the link to the blocks page from the Moodle admin menu.
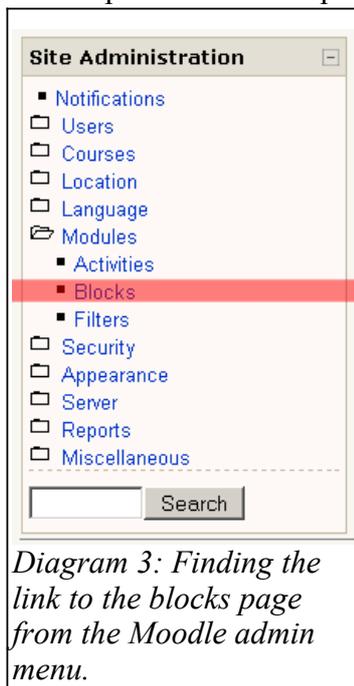
vi) Adding Your First Txttools Account

Before you can gain access to the main control panel of moodletxt and set it up for use, you must first enter the details of a txttools account to use. To go to the moodletxt control panel (if you are not already there) and set up your first txttools account, go to the "Site Administration"menu when logged in as an administrator, click on "Modules," and the click "Blocks" in the submenu that appears.

This will display the Moodle blocks page, which shows details of every block installed within Moodle. Within this list, locate the entry for moodletxt. On the right of this entry, click the "Settings" link to enter the moodletxt control panel.

Both these pages and the links you are seeking are shown in diagrams 3 and 4.

Diagram 4: Locating the link to the moodletxt control panel on the Moodle blocks page.

Once you have located the moodletxt block entry and clicked on "Settings," you should be presented with the welcome page for moodletxt. On the welcome page, there will be a short introduction to the moodletxt block, as well as some onscreen instructions to help you add your first txttools account. To do so, scroll to the bottom of this page and find the "Add a New Account" form, shown in diagram 5:

Diagram 5: This form allows you to add a new txttools account for use in moodletxt.

Enter the username and password of the first txttools account you wish to add to moodletxt. You may also enter a short description of the account if you wish. Also, please select a user to use as the

default inbox for incoming messages on this account.

The user with the default inbox is the one that will receive any inbound text messages that do not match any user filters within the moodletxt installation. This is to prevent unfiltered messages being lost. It is required that you select a default inbox owner even if you do not intend to use moodletxt for inbound messaging. Please note that only users with the "block/moodletxt:defaultinbox" capability can own default inboxes.

Since moodletxt 2.3.3, you can add details of a proxy through which moodletxt will connect. On the account form, click the "Show Proxy Details" button. This will display an additional set of fields into which you can enter the host address, port number, and authentication details for your proxy.

Please note: At present moodletxt supports basic HTTP authentication, and proxies without an authentication method. NTLM and Digest authentication methods are not supported at present.

Once you are done, click "Add Account." The page will refresh. As it does so, the account details entered will be validated with the txttools system. This ensures that all the txttools accounts you save in moodletxt exist on the txttools system, that the passwords are correct, and that the accounts have been enabled for use with moodletxt. If no errors are found, you should be presented with the moodletxt control panel.

From the control panel, you can assign txttools accounts to be accessible by your chosen Moodle users. For more information on how to do this, please see section 3: "User/Account Administration."

vii) Essential System Settings

Whilst you are still on the moodletxt control panel, this is an ideal time to configure some of the system settings that are essential to moodletxt's operation. Look to the right hand side of the control panel, under the "System Settings" heading. You can ignore most of these settings for now – they are all explained under Section 8)i) - "Changing System-Wide Settings."

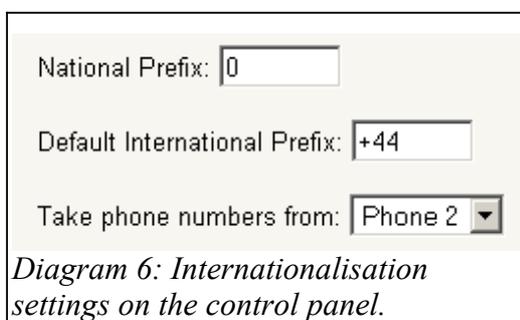| National Prefix: |0| |
| Default International Prefix: |+44| |
| Take phone numbers from: |Phone 2 ▼| |

Diagram 6: Internationalisation settings on the control panel.

The three settings were are interested in at installation are those relating to internationalisation features, at the bottom of the settings list, and shown in diagram 5. These settings help moodletxt to work around the world, on a wide variety of platforms.

The first setting, the National Prefix, is the number (or numbers) that all mobile numbers begin with in your country, when dialling internally. For example, all domestic UK numbers begin with 0 (and this is the case for most countries). **If you are installing moodletxt in the UK, you will not need to change this, as moodletxt uses the UK phone system for its default settings.**

The second setting, the International Prefix, is the set of numbers that replace the National Prefix when dialling into your country. For example, when dialling a UK number from abroad, you would drop the 0 from the beginning of the number and replace it with +44. You must use the "plus" format rather than the "double-zero" format in this box – for example, you must write +44, rather than the alternative of 0044. **If you are installing moodletxt in the UK, you will not need to change this, as moodletxt uses the UK phone system for its default settings.**

(An excellent list of National and International Prefixes can be found at http://www.kropla.com/dialcode.htm – Please note that this webpage refers to the International

Prefix as the Country Code.)

The last setting tells moodletxt which of the two phone number fields on a Moodle user's profile it should retrieve phone numbers from for use in moodletxt. Within Moodle, users can store two of their phone numbers. In Moodle 1.8 and below, these are referred to as "Phone 1" and "Phone 2", whereas in Moodle 1.9 and above they become "Phone" and "Mobile Phone" respectively.

It is necessary for you to choose which of these two fields will be used in your Moodle system for moodletxt numbers, and to ensure that phone numbers are stored appropriately. Once you have decided which of the two fields would be most appropriate given your current setup, change this setting appropriately. The default is to use the "Phone 2" field, as this becomes "Mobile Phone" in newer versions.

Once you have made the appropriate changes to these three settings, click "Update Settings" to save these settings permanently.

viii) Adding moodletxt to a Course Page

Because moodletxt is a "block," it must be added to each course page on which it is to be used. To do this, navigate to your chosen course page. Make sure that you are logged in to an account that has been granted permission to edit the course page.
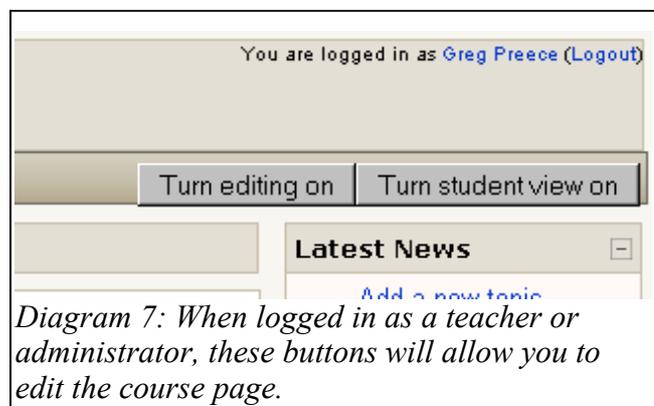

Diagram 7: When logged in as a teacher or administrator, these buttons will allow you to edit the course page.

Firstly, switch the page into editing mode by clicking on the "Turn Editing On" button at the top right of the page, as shown above. This will enable you to change what is displayed on the page, allowing you to add moodletxt to it.
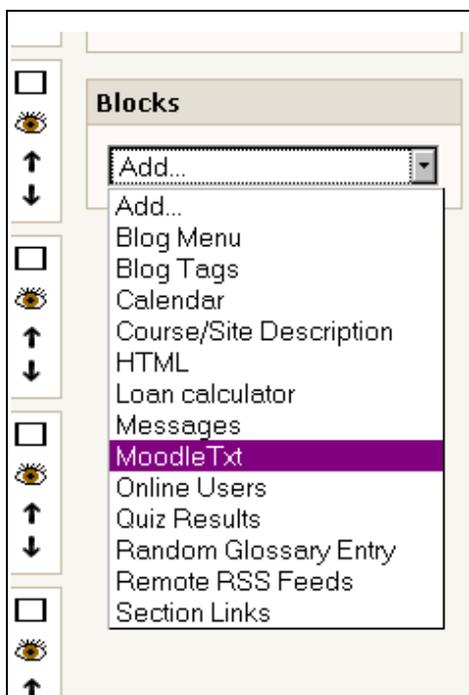

Diagram 8: Adding moodletxt to a course page by selecting it from the list of available blocks.

Once the page's editing mode has been activated, go to the bottom of your current set of blocks. These are normally shown on the right hand side of the page. You should find a list of the blocks available to add to this page, as shown to the left.

Select moodletxt from the list as shown. The page will refresh, and you should see the moodletxt block appear in the set. You can use the arrows on its titlebar to move it up, down and across through the set as required.

Once you have added and positioned the moodletxt block, click the "Turn Editing Off" button at the top right of the page, to return it to normal operation.

Please Note: You may not be able to see the moodletxt block at this point. moodletxt will only be visible if you have the correct permissions. moodletxt will always be visible when editing mode is turned on.

To see what permissions moodletxt adds to the standard set, and how to allow/restrict access, please see section 3: "User/Account Administration."

Section 3: User/Account Administration

This section of the manual details how to add more txttools accounts to the system, and allow Moodle users to use them through moodletxt.

Upgrading from 2.3.x and below to 2.4.x and above: If you are upgrading to 2.4 and above, it is not possible to preserve previous authentication data. User authentication will be reset to the new system default. Assuming you are using the system roles supplied with Moodle, no students will be able to access moodletxt, teachers will have send/receive access, and administrators will have full access. These default settings can be overriden within Moodle at any level, just like any other block.

Recap: To move to the moodletxt control panel, make sure you are logged in as an administrator, then click the "Modules" link on the "Site Administration" menu, and select "Blocks" from the submenu. Click "Settings" next to moodletxt on the list of blocks that appears. This will take you to the control panel. Alternatively, as an admin, you can click the "Change Admin Options" link from any instance of the moodletxt block. For a full explanation of how to find the control panel, please see 1)vi) – *Adding Your First txttools Account*.

i) Allowing Moodle Users to Access moodletxt

As of moodletxt 2.4, the block has migrated to the roles and capabilities system used in modern Moodle systems. As a result, the user admin panel is no longer present, and moodletxt now allows for finely grained control of user actions via a set of pre-defined capabilities. These are:

Capability	Effect when enabled	Default Allocation*
block/moodletxt:addressbooks	User can create and use contact address books	Teachers and admins
block/moodletxt:adminsettings	User can control moodletxt's settings in the admin panel	Admins
block/moodletxt:adminusers	User can control inbound user filters in the admin panel	Admins
block/moodletxt:defaultinbox	User can be set as the default inbox for a txttools account	Teachers and admins
block/moodletxt:globaladdressbooks	User can create global address books accessible by all users	Teachers and admins
block/moodletxt:personalsettings	User can edit their personal settings	Teachers and admins
block/moodletxt:receivemessages	User can receive inbound messages	Teachers and admins
block/moodletxt:sendmessages	User can send SMS messages	Teachers and admins
block/moodletxt:viewstats	User can see messaging stats	Admins

*This refers to the "legacy" roles included as default within a Moodle system. Your own system may have been configured differently, in which case you will need to add these capabilities yourself.

You can view and assign these capabilities as normal, using the controls located under Site Administration > Users > Permissions or within the "assign roles" link at any given course/block level.

ii) Editing Inbound Message Filters

When an SMS message is received by moodletxt, it can be filtered to arrive in the inbox of a specific user or set of users. Messages are filtered for each txttools account in the system, based on

either a keyword in the message text, or the source phone number of the message. If an inbound message matches no existing filters, it is delivered to whichever user is specified as the txttools account's default inbox.

To administer inbound filtering, go to the moodletxt admin panel and locate the form on the right of the screen labelled "Inbound Message Filters".
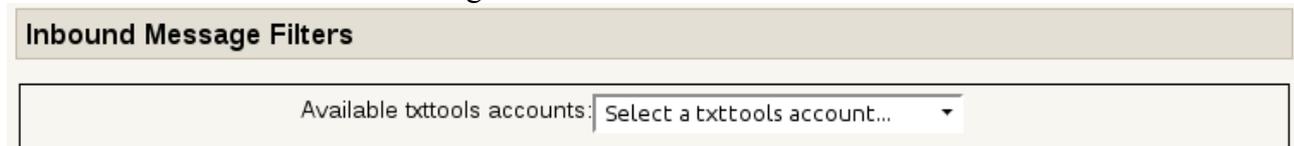
This form uses a step-by-step process to edit the filters in place, and add new ones. Firstly, select the txttools account within the system you wish to apply filters on from the drop-down labelled "Available txttools accounts". You will see the word "Loading" appear underneath for a short period whilst moodletxt loads the existing filter structure for that account.

Note: In terms of filtering, txttools accounts are independent of one another. It is quite possible to have the same keyword filter on several different accounts, routing messages to different users. Similarly, it is possible to set up one keyword across all accounts that is always filtered to the same user.

Once the "Loading" message has disappeared, the two lists of existing filters will be populated and unlocked. You now have two options.

1) To edit an existing filter on the system, select it from either the keyword or phone number filter list. You will see another loading message while the details of that particular filter are pulled out of the database. When this disappears, you should be able to see the filter's recipients in the large select box underneath.

2) To create a new filter, click the "Create New" link to the right of either the keyword or phone number filter lists, depending on which you wish to create. The filter list will be replaced with a text box. In this box you enter the **operand** for your new filter – that is the keyword or phone number on which you wish to filter messages. Once you have done this, the large recipient list underneath should be unlocked.

You have now specified the filter you wish to edit. Below the two filter options on the page is a larger select box. This box holds a list of all the recipients specified for a particular filter. For a new filter, this will be blank, and for an existing filter, it will show the list of previously selected recipients for that filter.

To add a new recipient to a filter, locate the textbox labelled "Add users to filter". This is an auto-

completing search box. As you type in it, it searches the Moodle database for the user you are looking for and displays possible selections onscreen. You can search by either first name, last name or username. For example, typing "Pre" into our moodletxt test server would display "Preece, Greg (admin)".

Once the user you are looking for is displayed, select them by either highlighting them with the arrow keys and hitting return, or by clicking on them with the mouse. You should see the user being added to the recipient list.

To remove a recipient from a filter, select them from the recipients list and click the "Remove selected users from filter" button below it. They will be immediately removed from the recipients list. You can remove multiple users at the same time by either holding CTRL to select multiple individual entries, or holding SHIFT to select a consecutive group.

Once the filter has been edited/created to your satisfaction, and the recipients list appears correct, click the "Save the filter" button at the bottom of the form, and it will be saved back to the database. If you have removed all recipients from an existing filter, then that filter will also be deleted once the recipients have been removed.

iii) Viewing txttools Accounts and Restricting Access

As of moodletxt 2.4, it is possible within the module to see details of message credit balances on each account, as well as to allow/deny either inbound, outbound or all access for a given account. In order to view and utilise these listings, locate the "txttools Accounts" form on the left side of the admin panel, and look for the "View Full Account Listings" link, just under the header.

Clicking this link will launch a page showing all your txttools accounts, including their currently message balances, their access state, and the date and time of their last update. (If your installation is relatively new or does not have cron enabled, these update times may be blank, or say "Never updated".)

Clicking "Update Credit Info For All Accounts" will fetch updated credit balances for all txttools accounts. A progress bar will be displayed whilst this is happening. If an account is updated successfully, it will be highlighted in green, and you will see the account's details update in real time. If an account fails to update, it will be highlighted in red. To find out why an account may have failed to update, hover your mouse over the yellow warning triangle on the far left of that account's entry, and an error message will be displayed.
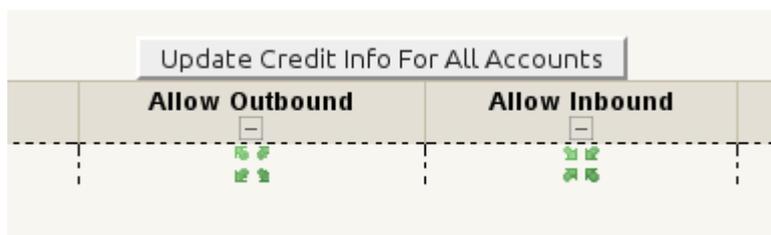
In the centre of each row, under "Allow Outbound" and "Allow Inbound", you will see two icons: one set of arrows pointing outward, representing outbound access on that account, and another set of arrows pointing inward, representing outbound access. When these arrows are visible, that account is enabled for sending/receiving SMS messages.

To disable outbound access on an account, click on the icon in the "Allow Outbound" column for that account. The icon will be replaced with a timer animation, and after a few moments you should see a red cross appear. Outbound access (sending SMS messages) is now disabled on this account.

To re-enable it, click on the red cross, and after a few moments you will see the green arrows re-appear, showing that outbound access is enabled again. Disabling inbound access (receiving SMS messages) is done in exactly the same way, using the icon under "Allow Inbound".

iv) Adding a New txttools Account to the System

If you wish to add a new txttools account to moodletxt, the process is very simple. Firstly, ensure that you are logged in as an administrator, and navigate to the moodletxt control panel as described above.

Once you have arrived at the moodletxt control panel, look for the section entitled "Txttools Accounts." It should be under the "Courses and Teachers" section on the left of the page. Then locate the box titled "Add a New Account."
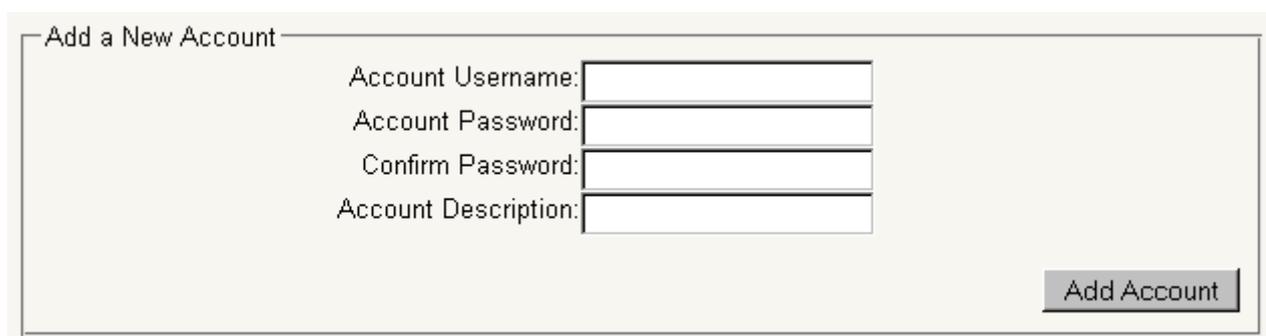
The form shown in this box is the same simple form used when first installing moodletxt. Enter the new account's username and password as indicated. You may also enter a short description of the account in the last box.

You must also select a user to receive any unfiltered inbound messages that arrive through this account. This is required even if you do not intend to use this account for inbound messaging, and is to prevent inbound messages being lost because of incorrect filtering. Please note that only administrators can own default inboxes.

Once you have completed this form, click the "Add Account" button. The page will refresh, and you should see a short message confirming that the account has been added. You can now assign Moodle users to the account as normal.

Please remember that all txttools accounts added to the moodletxt system must be enabled for use with moodletxt. If the account you are adding has not been activated, or you are unsure, please contact txttools using the contact information displayed at the end of this document, and we will be happy to help.

v) Changing a txttools Account Password/Default Inbound Inbox

If you wish to change the password/default inbox saved for a txttools account, ensure that you are logged in as an administrator, and navigate to the moodletxt control panel as described above.

Once you have arrived at the moodletxt

control panel, look for the section entitled "Txttools Accounts." It should be under the "Courses and Teachers" section on the left of the page. The list box at the top of this section shows all the txttools accounts currently held on file.

To change the password for an account, select it from the list. You should notice the boxes beneath the list become active, and the current default inbox owner should be selected from the list provided.

The page will refresh, and the new password will be validated with the txttools system, to ensure its correctness. If the new password is correct, a short message should be displayed notifying you of the change. The password and new default inbox (where applicable) will be updated with immediate effect.

Section 4: Sending Your First Text Message With moodletxt

This section of the manual will walk you through the process of sending your first text message using moodletxt. Please ensure that you have been granted access to use a txttools account on your given course, then open your preferred browser and navigate to that course page.

On one edge of the page, (left or right, depending on where you positioned it) you should see the moodletxt block. If you cannot see this block, then it has either not been added to this course, or you do not have permission to use it. To add the block to this course, see section 1)viii). To manage user access to moodletxt, see section 3)i).
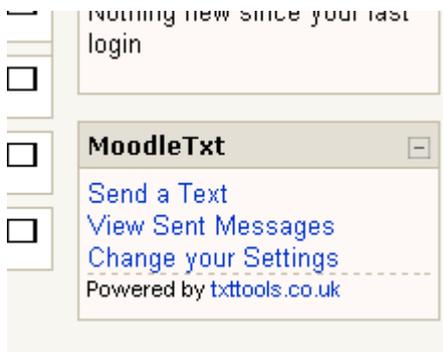
The moodletxt block should be displaying a number of links similar to those shown here. Click on the first link, "Send a Text." The compose page will be displayed. This is quite different to the send page on the txttools website, as different types of recipient are available. To make using the page easier, it is organised as a wizard, with each message sent .

Step 1: Select Recipients

Firstly, you must select the recipients for the message. You may send a text message to one or more individuals, to a pre-defined group of users/contacts, to additional recipients you specify on the page, or any combination of the three.
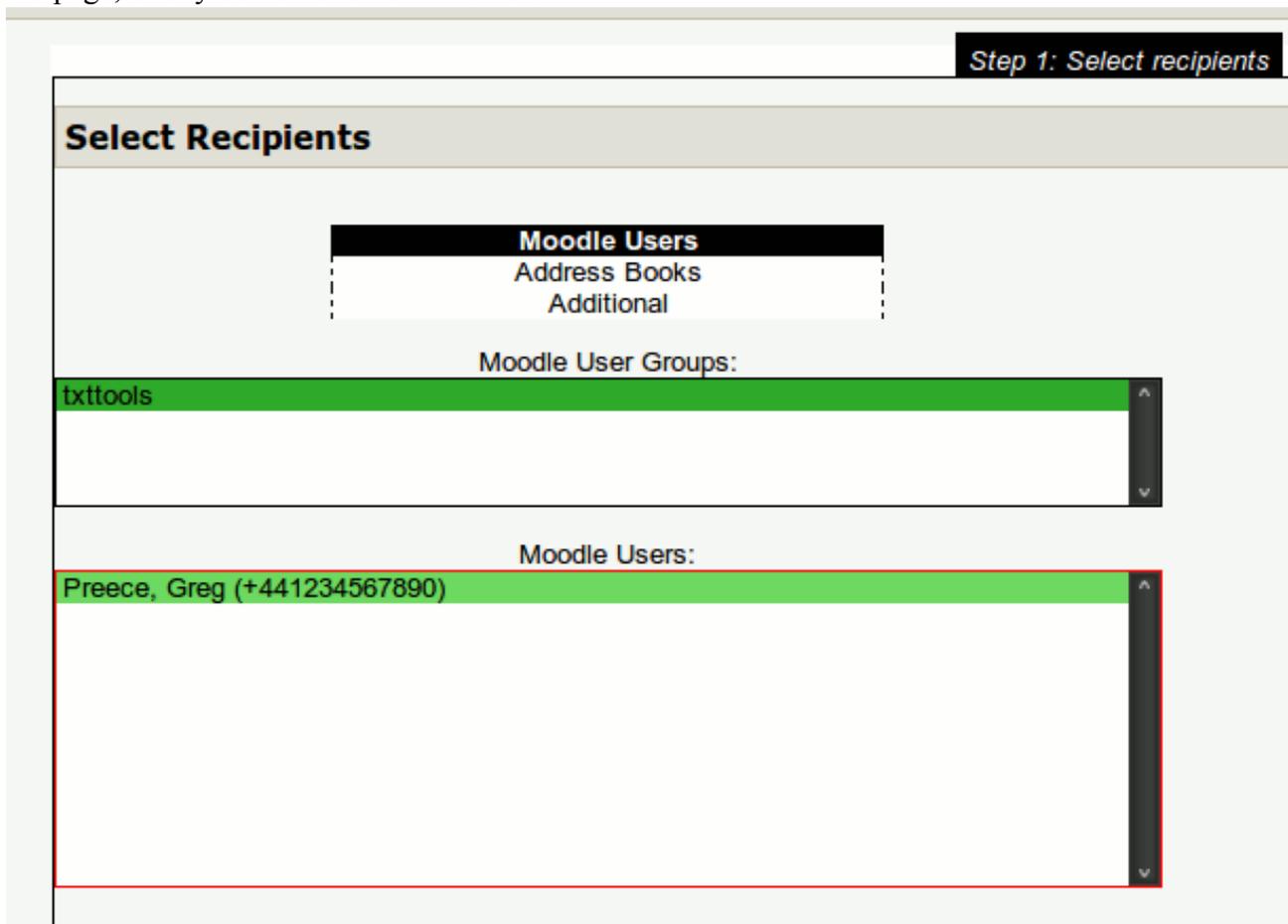
On the left of the screen you will see three buttons, labelled "Moodle Users," "Address Books" and "Additional." Moodle users are the user accounts and user groups defined in your Moodle installation. Address Books contain the contacts and groups you define within moodletxt, and

Additional recipients are those you create on the send page itself. Click on one of these buttons to display the appropriate contact list.

To select Moodle users and user groups, click the "Moodle Users" button. (This is the button selected by default when the page loads.) Two lists will appear – the top list is a list of the Moodle user groups that have been defined within the system, and the bottom list is a list of the individual users available on the current course.

To add a user or user group to the recipient list, select them from the list on the left of the screen and click the "Add" button in the centre of the screen. You should see them move across to the "Message Recipients" list on the right of the screen. Once the contact has been moved to the "Message Recipients" list, they have been selected and will receive a copy of the SMS message.

To remove a recipient from the message, highlight them in the "Message Recipients" list and click the "Remove" button in the centre of the screen. You should see the contact move back across to the user list on the left.

You can select/deselect contacts from your address books in the same way, by first clicking the "Address Books" button, and then moving groups and contacts to/from the "Message Recipients" list.

(To select more than one contact from a list, hold down CTRL on Windows/Linux, or the Apple key on a Mac, and click on each contact. You can also select a group of sequential contacts by clicking on the first contact, then holding the SHIFT key and selecting a contact further up/down the list. This will select every contact in a range.)

Finally, if you wish to add additional recipients to the message, clicking the "Additional" button brings up a set of three boxes that allow you to add new contacts to the message on the fly. Enter the contact's first name, last name and phone number in the appropriate boxes, and click the "Add" button. The new contact will be added to the "Message Recipients" list on the right of the page.

If you want to remove recipients from the message, select one or more of them from the list in the "Message Recipients" box and click the "Remove" button in the centre of the page. The selected recipients will move back to the boxes on the left of the page, and will no longer receive a copy of the message. (Any contacts you added with the "Additional" tab will be destroyed when removed from the recipients list.)

Once you have finished selecting recipients, you now need to move to the next stage of the wizard. You can do this by clicking the "Next" link at the bottom right of the page, or by clicking the "Step 2" title at the top of the page. When you click either of these links, you should see the current screen slide away to the left, and the next step of the wizard will appear. Throughout the wizard, you can use the "Back" and "Next" links, or the page titles, to navigate back and forth through the send form.

Step 2: Compose Message

Now that the message's recipients have been selected, you must enter the message itself. Inside the large textbox marked "Message", type your intended text message. As you type, you should see the number of characters you have used displayed directly above the message box.

This section has several extra functions. If you wish to use a pre-defined message template, select it from the drop-down list marked "Templates," and it will automatically fill the textbox with the template for you. If you wish to add your own customised signature to the message, checking the "Add Signature" checkbox will append your signature to the end of the message in the textbox. For more information on adding templates or setting your signature, see section 6: "Changing Your Individual User Settings."

Also, underneath the message text box. you will find three buttons, labelled "First Name," "Surname," and "Full Name." Clicking on any of these buttons will insert a "tag" into the message. This tag will be automatically replaced, for each recipient, with the appropriate name, allowing you to add a personal touch to the message. For example:

"Hello %FIRSTNAME%, welcome to DMU."

Will be converted automatically to:

"Hello Jaime, welcome to DMU."

Once you have entered your message, click "Next" to go to the next step of the wizard.

Step 3: Message Options

Locate the boxed section titled "Unicode Messaging Options". As of 2010, the txttools website supports Unicode messaging, which allows users to send text messages in languages and character sets other than English. Unicode messages can contain many different alphabets, but are shorter in length (70 characters as opposed to 160), and so cost more credits.

Because Moodle also uses Unicode, this feature is available in moodletxt. As of 2.4, the option has been added to suppress Unicode messaging when it is not desirable. If the message you are writing contains Unicode characters, you should have seen a warning appear at the bottom of the previous slide, notifying you of this. If you wish to suppress Unicode messaging for this message, check the "Restrict message to GSM character set" option in this section.

Please note: If your message contains Unicode characters and you choose to suppress them when sending, then those characters within the message may appear garbled on the receiver's phone. For more information on Unicode messaging and the options available, contact txttools via any of the methods detailed at the end of this document.

Next, locate the boxed section titled "Scheduling" This section allows you to control when your messages are sent, as well as how long they will "live" on the network.

Firstly, you can specify how long a message that isn't delivered straight away should keep attempting delivery before failing and reporting back. This is the "time to live" field shown in the image above. Select the number of hours you would like this text message to live for from the drop-down box.

You can send the message immediately, or you can schedule it to be sent at a later date/time. To send a message straight away, make sure that the "Send now" radio button is checked. To schedule a message, make sure that the "Schedule for..." radio button is checked, and then use the drop-down boxes to the right to choose the date and time on which you want the message to be sent.

Below the scheduling section, you should see a section marked "Select Txttools Account." If you have access to more than one txttools account, the drop-down list allows you to select which account you want to send the message through.

Once you have selected your scheduling and account options, click "Next" to go to the message review screen.

Step 4: Review & Send

The final screen in the wizard allows you to review all of the message details you have entered so far before sending the message. Displayed are the message recipients, its content, and the scheduling options you entered previously. If you want to change any of these, you can do so by clicking the appropriate title at the top of the page. Once you are happy with your message, click the "Send Message" button and the SMS message will be sent through txttools. **Only click this button once.**

Section 5: Viewing Previously Sent Messages

This section shows you the various ways to view the messages you have sent previously, and how to view delivery information for each one.

i) Overview of All Messages Sent

To view a summary of all the messages sent from your account, navigate to a course page where you have access to moodletxt. The second link on the moodletxt block, "View Sent Messages," will take you to the overview page.

View MoodleTxt History

10 sent messages and 0 recipients were found in the database.
10 of the messages sent originated from this account.

User Account	Txttools Account	Message Text	Time Sent
admin	gpreece	Test message	10:14:38 6th February 2007
admin	gpreece	Test message	10:14:37 6th February 2007

This page is very easy to understand. Some general statistics regarding messages sent are shown at the top left of the page. Below this, each message you have sent from your account is listed. For each message, the following information is shown:

User Account: The username of the Moodle account from which this message was sent.

Txttools Account: The txttools account through which this message was sent.

Message Text: A shortened summary of the message sent.

Time Sent: The time at which this message was sent from the system.

Clicking on the Moodle username for a message will take you to the Moodle profile for that user.

Clicking on the Message Text summary for a message will take you to a page giving more detailed information on that particular message, its recipients, and its status.

ii) Viewing More Details on a Specific Message

By clicking on the message text summary on the "Sent Messages" page, you may view additional details on a particular message. The "View Sent Message" page gives full details on the recipients of a given message, along with the status of the text messages sent.

View Sent Message

Message Details

Message Author: admin

TimeSent: 10:24:41 14th February 2007

Scheduled For: 10:24:41 14th February 2007

Message Text: Testing MoodleTxt 1.1 and Moodle 1.7 on the Beastie.

When the page loads, the details of the message sent will appear at the top left. This includes the Moodle user from which the message was sent, the time at which it was sent, the time it was scheduled to be sent at, and the actual text of the message. Below this, the recipients of the message are listed.

For each recipient, the following information is shown:

Current Status

Sent to User	Sent to Number	Time of Update	Message Status
admin	+447000000000	10:24:42 14th February 2007	🟢

Sent to User: This field shows the Moodle username of the recipient (if known).

<u>Sent to Number:</u> The phone number to which the text message was sent.

<u>Time of Update:</u> The time and date at which this message's status information was last updated by the txttools system.

<u>Message Status:</u> The current status of this text message. There are three icons that are used to denote the status of a message. A red icon with a cross through it means that the message has failed. The recipient will not receive the message, and it should be checked and re-sent to this recipient. A green icon with no cross or tick means that the message has been sent, and no further information has yet been received. A green icon with a tick means that the message was received by the recipient.

If some of the messages on this page have not yet been completely resolved, and you wish to check for updated information, simply click the "Update Status" button, below the Status Key on the right hand side of the page. The page will refresh (this may take a moment while the txttools system is contacted), and the most up-to-date information will be displayed.

moodletxt allows for extra personalisation of your text messages. For commonly sent messages, you can store a message template, that can be quickly retrieved and sent. It also allows a user to store a message signature, which can be automatically added to an outgoing message.

Before continuing with this section, please ensure that you are on the user settings panel. You can access this panel in a number of ways. The first method is to navigate to your chosen course page, and click the "Change your Settings" link on the moodletxt block. The second method is to click the "moodletxt" link on the navigation bar from any moodletxt page.

### i) Creating a New Message Template

On the user settings panel, locate the section on the left entitled "My Message Templates," and within it, the text-box labelled "Add New Template." Type your template in this box and click the "Add Template" button at its bottom right edge. The page will refresh, and you should receive a message saying that the template has been saved. An abbreviated summary of the template will appear in the list box titled "Existing Templates."
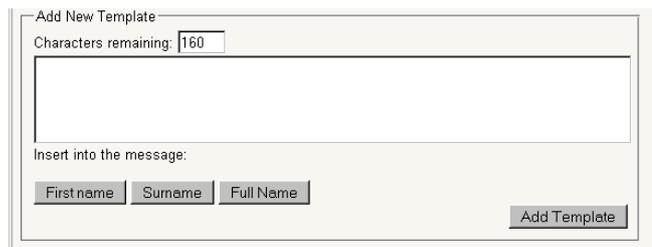
ii) Editing/Deleting Existing Message Templates

On the user settings panel, any of your templates already stored on the system will be displayed under "My Message Templates," in the list box titled "Existing Templates."

To edit one of these templates, select it from the list. The buttons to the right of the list will be activated. Click on "Edit Template," and the template will be displayed in the text-box below the list, now titled "Edit Existing Template." Simply make the appropriate changes, and click the "Update Template" button at the bottom right edge. The page will refresh, and a message will confirm that the template has been updated.
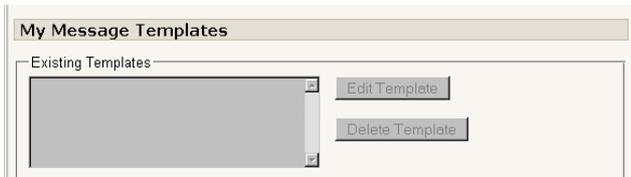
To delete a template, select it from the list, and click the "Delete Template" button. The page will refresh, and the template will be removed from the template list.

iii) Changing Your Message Signature

On the user settings panel, locate the section on the right entitled "My Signature." In the long text box provided, your existing signature will be displayed. If you do not have a signature set, this box will be blank. Make the appropriate changes to the text in the box and click the "Update Signature" button. The page will refresh, and a message will be displayed notifying you that the signature was updated.

As of version 2.3, moodletxt allows you to create your own address books. These can hold contacts not available in the main moodletxt system. To manage your address books, go to any course on which you have outbound moodletxt access, and click the "Manage Address Books" link on the block.

i) Adding and deleting address books

After clicking the "Manage Address Books" link on the moodletxt block, you will be taken to the address book creation/deletion page. On the left hand side of this page you will see a list of your existing address books. Click on any one of them to view/edit it (see section (iii) below).

On the right of the page are the controls for adding and deleting address books. To create a new address book, enter its name in the form labelled "Add a New Address Book," and select whether you want it to be public or private. Private address books are visible only by you, and public address books can be seen by anyone. Click the "Add Address Book" button and your address book will be created, after which it will appear on the left of the screen, under "Your existing address books."

To delete an address book, select it from the first dropdown list under "Delete an existing address book." This will erase the address book and all contacts within it. If you want to preserve the contacts and merge them into another address book, select the destination from the second dropdown list. When you're ready, click "Delete address book" and the address book will be erased.

ii)   Adding a contact to an address book

When you are viewing an address book onscreen, click the "Add a Contact" button at the top left of the screen. A form will be displayed allowing you to add a contact to the address book. At the top, fill in the four boxes for first/last name, company and phone number with the contact's details.

Below, you will see two list boxes. The list on the left of the screen is the list of available contact groups that the new contact can join. To add this contact to one or more groups, select them from the list on the left and click the ">>>" button, which will transfer them to the list box on the right. The new contact will be added to any groups in this list when it is created.

(To create new contact groups, see Section 7)iv) below: "Managing address book groups")

Once you have filled in the contact's details and selected the groups it will be a member of, click one of the two buttons at the bottom of the form to create it. The first button will create the contact and return you to the same form, allowing you to add another contact. The second button will create the contact and return you to the address book page.

iii)   Viewing and editing an existing address book

To view any of your existing address books, select the "Manage Address Books" link from the moodletxt block. You will be taken to the address book management page. On the left of this page are listed your existing address books. Clicking on the title of any of these address books will open it, displaying the list of contacts it contains.

	Last Name	First Name	Company Name	Phone Number
☐	Lawson	James	Cy-nap Ltd	+441234567890
☐	Preece	Greg	Cy-nap Ltd	+441234567890

The contact list is initially sorted by surname, but you can sort by any of the available columns simply by clicking on that column's header. An arrow in the column header will indicate in which direction the column is sorted – to reverse the order, click the header again.

The list can also be filtered, to make it easy to quickly find a contact. At present, the list can only be filtered by surname. At the top right of the screen you will see the filter/paging options, shown below:

To look up a surname, begin typing it into the box labelled "Last Name." When you stop typing, or pause for a moment, the table will update itself automatically, filtering out any surnames that do not match the entered text. To remove the filter, simply clear the text box.

Below the surname filter box you will see the paging options for the contact list. The numbers in the left hand box show your current page, and the total number of pages available. The arrow buttons allow you to move forward and backward through the list. To the right of this paging option you will see a dropdown list allowing you to specify how many contacts you wish to list on each page – simply select the desired number of contacts and the list will automatically update itself.

Changing the Address Book Name/Type

To change the name or type of the address book, locate the currently displayed name and type to the top right of the contact list:

If you want to change either of these values, simply edit them to your satisfaction and click the "Update" button.

Editing a Contact

To edit any of your contacts, simply locate them in the table and double-click on their record with the mouse. The row in the table will change to an edit form, with the existing values already filled in.

Change the values in this row to your satisfaction, and then either hit the return key, or click on the "Save" button at the end of the row. The contact will be updated, and the list will return to normal. If you have clicked on a contact by accident, clicking the "Cancel" button at the end of the row will return the contact list to normal without updating any settings.

Deleting Contacts

 To delete one or more contacts from the address book, select them from the table by checking the checkboxes to the left of each contact you wish to delete. (You can check or uncheck all boxes

using the buttons at the bottom left of the contact list.) Once you have selected the contacts you wish to delete, click the "Delete Selected Contacts" button underneath the contact list, and the contacts will be removed from the address book.

Alternatively, you can select the contacts you wish to *keep* in the address book, and click the "Delete All But Selected Contacts" button. This will erase all contacts in the address book except the ones you have selected to keep. This is useful for clearing out a class or year whilst keeping a few key contacts intact.

iv)   Managing address book groups

To view and manage the groups available within a given address book, first access the contact list for that address book, and then click the "Manage groups" link at the top left of the page. You will be taken to the Groups Management page. This page consists of three forms, allowing you to add, edit and delete groups.

Adding a Group

Adding a group to the address book couldn't be simpler. Locate the form at the top of the page labelled "Add a Group." This form has two boxes – one for the name of the group, and one for a short description of what the group contains. If you fill these in and click the "Add Group" button, the new contact group will be created.

Updating Group Members

Locate the form labelled "Update Group Members" in the centre of the page. If you wish to add or remove members from a group, first select the group you wish to modify from the large dropdown box at the top of the form.

Once you have selected a group, you should see the form update, with the current group members being moved from the list of potential members on the left to the list of current members on the right.

To add contacts to the group, select them from the list of poential members on the left, and click the ">>>" button. You will see them move to the list of group members on the right. To remove contacts from the group, select them from the right hand list and click the "<<<" button.

Once you are satisfied with the list of group members, click the "Update Group" button, and the group membership list will be updated.

Deleting Groups

If you wish to delete a contact group, locate the section of the page labelled "Delete a Group," near the bottom. The first step to deleting a group is to select the one you wish to delete from the dropdown list at the top of the form.
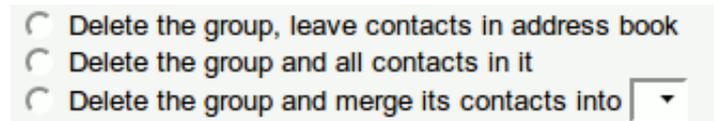
Once you have done this, you need to confirm what should happen to the contacts that are already in the group being deleted. Three options are available, and are shown below the group list. The first option allows you to remove the group without affecting the contacts contained within it. The second option will remove the group and delete its members from the address book. This is useful for erasing old classes/years from the book. Finally, the third option will remove the group and transfer its contacts into another group, allowing you to merge groups together. If you select this option, be sure to select a destination group from the dropdown list provided.

Once you have decided what you want to happen to the group's members, click the "Delete Group" button and the group will be erased from the address book.

In addition to its standard text messaging functions, moodletxt comes with several advanced features that grant the user greater control over moodletxt, as well as enabling the use of automatic status updates. Please note that this section of the documentation is intended for **system administrators only.**

i) Changing System-Wide Settings

Please ensure that you are logged in as an administrator, and navigate to the moodletxt control panel (Admin Navigation > Modules > Blocks > moodletxt > Settings). On the right of the page, below the section labelled "User Access," locate the section titled "System Settings." In this section, you will see a number of options relating to the operation of moodletxt.

The first two options allow you to disable including the bundled jQuery packages within moodletxt. moodletxt ships with copies of the jQuery JavaScript library and its UI extension bundled into the software. If either of these files appear in your current Moodle theme, you can disable the moodletxt includes here, in which case moodletxt will use the versions already installed.

Please note: Unless you have customised your Moodle installation, it is unlikely that you will need to change these options, as by default Moodle uses the Yahoo! User Interface library, which does not conflict with jQuery.

System Settings

☑ Automatically get status updates on "View Message" page

The third option allows you to enable/disable the automatic fetching of status updates when viewing a message on the "View Message" page. Normally, when the "View Message" page is displayed, it automatically connects to txttools and retrieves the latest status updates. This assumes, of course, that you do not have XML Push or the cron script (see below) running in order to get the status updates.

If you have enabled XML Push or the cron script, then unchecking this box and clicking "Update Settings" will prevent the "View Message" page from automatically getting status updates, and it will load faster as a result. Users will still be able to press the "Update Status" button on the "View Message" page to manually retrieve status updates.

The fourth option, "Automatically get inbound messages on inbox page" enables/disables the same functionality, but refers to inbound messages rather than outbound status updates.

The fifth checkbox allows you to define whether or not the source of an inbound message should be shown on the inbox page. Unchecking this box means that the phone number a message was sent from will not be shown. This is useful in classroom/group interaction situations where responses need to be anonymous.

(Note: if you are installing moodletxt 2.3 or above from scratch, this will be unchecked by default. If you are upgrading from 2.2 or below, it will be *checked* by default.)

XML Push Username: [   ]

XML Push Password: [   ]

The sixth and seventh options relate to XML Push (see below). In these two boxes you may enter the username and password for your XML Push account. Clicking "Update Settings" will save

these details, and they will be immediately available for use.
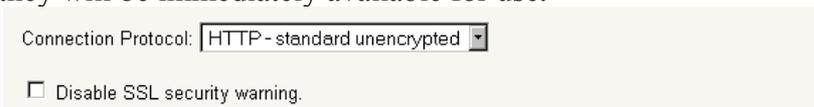
Connection Protocol: HTTP - standard unencrypted

☐ Disable SSL security warning.

The eighth and ninth options relate to SSL compatibility. The first selection box allows you to switch moodletxt from using standard HTTP connections to secure SSL connections, and vice versa (though the latter is not recommended for security reasons). Its associated checkbox allows you to disable SSL security warnings when HTTP connections are in use.

For more information on the difference between HTTP and SSL connections, please see section 8, "Troubleshooting."

RSS Update Interval: Hourly

RSS items expire after: After 7 Days

The next pair of options relate to the automatic moodletxt news updates described below. The first option allows you to set how long moodletxt should wait before checking for new updates. The second option lets you decide how long a new news update should be displayed in the control panel before disappearing.

The following three settings relate to moodletxt internationalisation, and are required for moodletxt to operate.

National Prefix: 0

Default International Prefix: +44

Take phone numbers from: Phone 2

The first of these settings, the National Prefix, is the number (or numbers) that all mobile numbers begin with in your country, when dialling internally. For example, all domestic UK numbers begin with 0 (and this is the case for most countries). **If you are installing moodletxt in the UK, you will not need to change this, as moodletxt uses the UK phone system for its default settings.**

The second setting, the International Prefix, is the set of numbers that replace the National Prefix when dialling into your country. For example, when dialling a UK number from abroad, you would drop the 0 from the beginning of the number and replace it with +44. You must use the "plus" format rather than the "double-zero" format in this box – for example, you must write +44, rather than the alternative of 0044. **If you are installing moodletxt in the UK, you will not need to change this, as moodletxt uses the UK phone system for its default settings.**

(An excellent list of National and International Prefixes can be found at http://www.kropla.com/dialcode.htm – Please note that this webpage refers to the International Prefix as the Country Code.)

The penultimate setting tells moodletxt which of the two phone number fields on a Moodle user's profile it should retrieve phone numbers from for use in moodletxt. Within Moodle, users can store two of their phone numbers. Unfortunately, Moodle refers to these simply as "Phone 1" and "Phone 2," rather than "Landline" and "Mobile" or similar.

As a result, it is necessary for you to choose which of these two fields will be used in your Moodle system for moodletxt numbers, and to ensure that phone numbers are stored appropriately. Once you have decided which of the two fields would be most appropriate given your current setup, change this setting appropriately. The default is to use the "Phone 2" field.

The next setting is simply the default name used for inbound/outbound messages that are sent/received from unknown numbers. You can set this to whatever you wish. The default is "Moodler."

Finally, the bottom 4 entries on the list allow you to input details of a proxy that moodletxt should connect through when sending and receiving messages. If a host address and port number are available, then moodletxt will attempt to use proxy connections.

Please note: At present moodletxt supports basic HTTP authentication, and proxies without an authentication method. NTLM and Digest authentication methods are not supported at present.

ii) Viewing User Message Statistics

From version 1.1, moodletxt allows administrators to view message statistics for all users on the Moodle system. The "View User Statistics" page is available via the 4th link on the moodletxt block (visible only to administrators), or the link at the top left of the moodletxt control panel. (Admin Navigation > Modules > Blocks > moodletxt > Settings)

By default, the page will display message sent statistics grouped by user, with the user that has sent the most messages shown at the top of the list. By using the drop-down menu on the right hand side of the page, this display can be changed to show the number of messages sent grouped by date, with the most active dates at the top of the list.

This feature is planned to expand greatly in future versions of moodletxt, and any suggestions for welcome additional functionality are of course appreciated.

Note for users of previous versions

Users of previous moodletxt versions will be happy to hear that their previous moodletxt installations will have been recording these statistics prior to upgrading to version 1.1, so they will be able to access statistics for both before and after the upgrade.

iii) Automatic News Updates via moodletxt.co.uk RSS Feed

Starting with version 1.1, moodletxt is capable of getting the latest moodletxt news updates from the RSS feed at moodletxt.co.uk and displaying them in the control panel. This is done so that we can keep all our moodletxt users up-to-date with the very latest releases and newest functionality. By default, moodletxt will check for new updates daily, and display new updates for 1 week before retiring them.

If a new update is found, it will be displayed at the top of the control panel, as shown in the screenshot below.
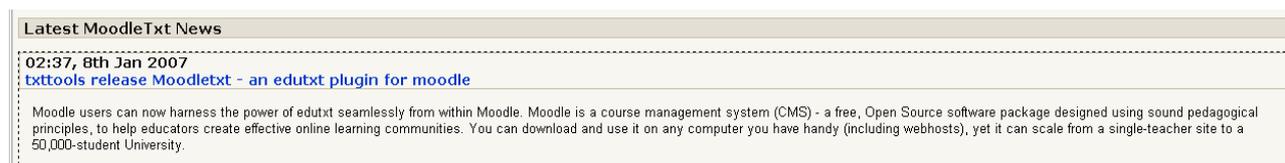
iv) Using the XML-Push Script to Receive Automatic Message Updates

For those moodletxt administrators whose Moodle installations are publicly accessible from outside their local network, txttools offer a free service that automatically sends message status updates to your moodletxt installation as soon as they arrive, without the need for moodletxt to fetch them when run. This solution provides the quickest and most convenient update of message status

records, and ensures that the information contained within your installation is up-to-date and useful.

To use XML Push, please first ensure that you are sure of the URI path of your Moodle installation. Beneath this, the XML Push script is located at "/blocks/moodletxt/push.php." For example, if your URI for Moodle is normally:

http://www.yoursite.com/moodle

Then the path to XML Push will be:

http://www.yoursite.com/moodle/blocks/moodletxt/push.php

(This URI should also be displayed on the moodletxt admin page, in the section entitled "Automatically Updating Status Information.")

Once you have made a note of this URI, you must decide on a username and password for txttools to use to authenticate themselves on your installation. This username is used so that only txttools may send data through to your system, and helps to keep your installation secure – if the correct username and password are not supplied, XML Push simply shuts itself down, not accepting any further data.

When you have decided on a username and password for XML Push to use, please save them in moodletxt's system settings via the method described above.

Now you should have all the information necessary to activate XML Push with txttools. At this stage, please contact txttools (using the contact information displayed at the end of this document) with the following information:

1) A list of all the txttools accounts that will need to be enabled for use with XML Push (this is normally a list of all the accounts stored in moodletxt).
2) The URI path to XML Push on your installation.
3) The XML Push username and password stored on your installation.

Txttools will then activate your account(s) for use with XML Push. This process is normally completed quickly, but can take up to 24 hours.

If your change your XML Push username or password in the future, or add/remove any txttools accounts from the moodletxt system, please notify txttools of any changes that need to be made.

If you have XML Push enabled, you will normally want to disable the automatic fetching of status updates on the "View Message" page, as detailed in the section immediately above.

v) Using the moodletxt cron Script to Get Automatic Message Updates

("Cron script" is the term generally used to refer to a user-defined script or program that is automatically run at regular intervals.)

For those moodletxt administrators whose Moodle installations are not publicly accessible outside their local network, but who still wish to retrieve automatic status updates, moodletxt comes with a cron script that, when run, will fetch message status updates for any messages that require them.

As of moodletxt 2.4, this cron script will respond to the main Moodle maintenance script, so if you already have this running at regular intervals, no action is required to enable cron – moodletxt will automatically fetch inbound messages and status updates every time the Moodle maintenance script

runs.

If your Moodle maintenance script is not enabled, or does not run often enough for moodletxt use, you can still use cron to fetch message details. moodletxt provides a script that is another entry point to the cron system, which you can set to run at shorter intervals separate from the Moodle maintenance script. The path to this script is "/blocks/moodletxt/cron.php", under your main Moodle installation directory. For example, if you have Moodle installed on Microsoft Windows at:

D:\Apache\public_html\moodle

Then the path to the cron script would be:

D:\Apache\public_html\moodle\blocks\moodletxt\cron.php

By specifying this file to be run in your chosen scheduling software, at an interval of your choosing, you can emulate the efficiency of the XML Push service without changing your security configuration.

<u>Section 9: Frequently Asked Questions</u>

i) Where does moodletxt get its phone numbers from?

Moodletxt takes the phone numbers displayed for sending from Moodle's own user profiles. Within Moodle, each user is allowed to store two phone numbers. During installation, you choose which of these phone numbers moodletxt should use for sending text messages to (see section 1) vii) – "Essential System Settings").

Within moodletxt, when a teacher/staff member on a course attempts to send a text message, the phone numbers of all students enrolled on the selected course are retrieved and displayed in the recipient list (see Section 4 – Sending Your First Text Message With moodletxt).

Phone numbers are not retrieved from the txttools website. This is a common mix-up that occurs when users first install moodletxt. The txttools system does not allow for the transfer of contact information to and from moodletxt.

It is possible that future releases of moodletxt will support such functionality, or that a separate address book will be added to moodletxt, to allow for non-users to be texted via the system. To stay notified of new features and future releases, you can use the RSS feed on the moodletxt control panel to view important moodletxt news (see Section 8) iii) - "Automatic News Updates via moodletxt.co.uk RSS Feed").

Alternatively, by texting "MOODLETXT" to 88020, you can subscribe to a free text-based update system, where you will receive notifications of new moodletxt developments via text message.

ii) Does moodletxt work in any country?

As of moodletxt 2.2, the plugin can work in any country without the need for modification. However, in order to work internationally, several system settings need to be configured correctly during or after installation. For a full run-down of how to install moodletxt, along with how to set it up to work outside the UK, please see Section 1 of the documentation.

iii) How is moodletxt tested?

moodletxt is tested on as wide a range of Moodle installations as possible. The diagram shown on the next page details the combinations of web servers, PHP versions and databases we currently test on.
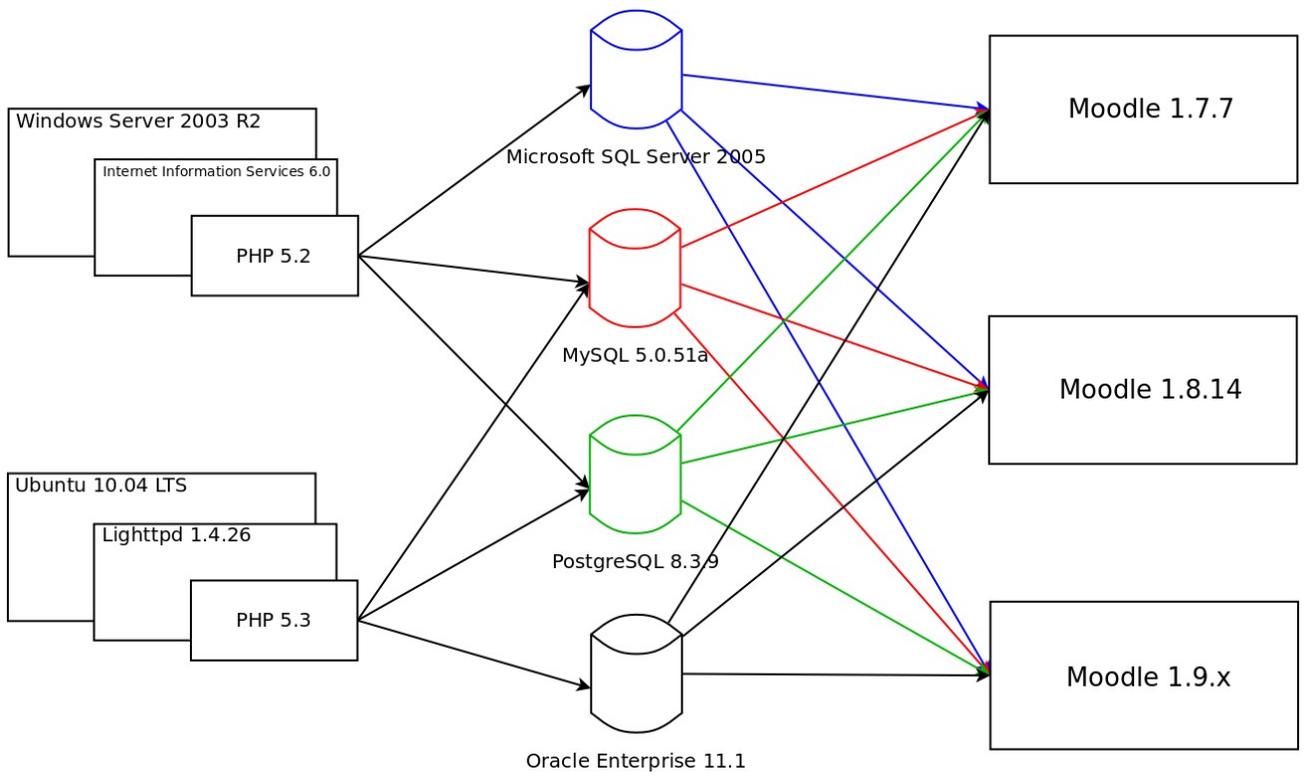
i) SSL Auto-detection Message

During installation, or when viewing the admin panel, the user receives a message from MoodletTxt explaining that SSL transmissions have been disabled, and HTTP will be used instead.

moodletxt is capable of communicating with the txttools.co.uk system via two different methods:

1) HTTP – a standard, unencrypted transmission
2) SSL – an encrypted, secure transmission

However, your system may currently be incapable of supporting SSL transmissions, or SSL may not currently be set up for use. As a result, moodletxt will automatically test your SSL capabilities when it is installed, and when the moodletxt Admin Panel is viewed.

If you have SSL selected as the transmission method to use, and your system does not support it, then moodletxt will display a message explaining this, and set the system to use HTTP. If HTTP continues to be used, then moodletxt will display further warnings when the admin panel is viewed (though these can be disabled – see Section 8, "Advanced Functionality").

For SSL support to be enabled, your system will need to be configured to use SSL. Unfortunately, because of the huge number of different systems and software packages, txttools does not provide support in this regard. Please contact your local system administrator.

Once SSL support has been enabled on your system, you may reset the system to use SSL using the methods described in Section 8, "Advanced Functionality."

ii) Cannot Send Text Messages Through txttools Account

When attempting to send a text message using txttools account details that are known to be correct, an error message is given saying that the message cannot be sent.

You will generally encounter one of three reasons for this error:

1) The txttools XML service is currently unavailable
2) You are using a txttools account that has not been activated for use with moodletxt.
3) Your authentication details are incorrect – ie, the password stored for this account in moodletxt is incorrect*

*Advanced authentication should prevent this from moodletxt 1.1 onwards.

The txttools XML service is the application that moodletxt uses to send text messages. To obtain information on possible outages and recovery times, please contact txttools support via any of the methods given in section 9, "Obtaining Support."

If you think that your account may not be XML enabled, please contact txttools support with the username to be activated via any of the methods given in section 9, "Obtaining Support." Once we have received your request, we will check the status of your account and activate it if necessary. This only takes a few minutes.

If you would like to change the password on your txttools account to bring it in line with the one stored in moodletxt, please log in to the txttools website at www.txttools.co.uk, click the "Account" button at the top right of the screen, and then select "Change User Password" from the options that

appear. (If you cannot remember your password, please contact txttools support and request that it be reset.) Once you have done so, remember to change the details stored in moodletxt by going to the admin panel and following the steps shown in section 3, "User/Account Administration."

If you are still encountering problems with sending messages, please contact txttools support, and we will try our best to help.

iii) Messages Over 160 Characters in Length Do Not Appear In "Sent Messages"

When sending a message over 160 characters in length, the text message is sent successfully, but the message does not appear on the "Sent Messages" page.

This problem is caused after moodletxt 2.2 when the module's upgrade script has not been run properly. The database requires modification in order to store messages over 160 characters long. Without this modification, the messages are not stored, and so do not appear in "Sent Messages."

For instructions on how to run the upgrade script, please see section 1) vi) - "Upgrading From a Previous Version"

iv) After installing moodletxt, I cannot see the link to send messages, only receive.

If, when viewing the moodletxt block via a given course, you can only see the link to view received messages, it is likely that you have not correctly set up user permissions within moodletxt. For security reasons, users must be granted the ability to send and receive messages through moodletxt.

To set up user permissions, please see Section 3 of the documentation.

v) I get an error when installing on Oracle that the table names are too long

Moodle plugins must follow a strict set of rules when creating their database tables. moodletxt is required to have table names that follow this format:

<prefix>_block_moodletxt_<tablename>

Unfortunately, as Oracle has a 30 character limit on table names, if your table prefix is longer than 6 characters, moodletxt will not have enough space remaining for its table names, and installation will likely fail. If you encounter such a problem, consult your database server admin. It may be necessary to change your Moodle table prefix, which is possible after installation, but will require editing your site's configuration files.

Section 11: Obtaining Support

Txttools offer free support to all moodletxt users. If you are experiencing difficulties using moodletxt, or you wish to activate/deactivate accounts for use with moodletxt or XML Push, then please contact Txttools via any of the following means:

Telephone: +44 (0) 113 234 2111
Fax: +44 (0) 113 243 8193
E-mail: support@txttools.co.uk

NEW – To stay up to date with the latest moodletxt developments via your mobile phone, text "MOODLETXT" to 88020. This service is provided free of charge via txttools.co.uk, and you can stop receiving updates at any time by texting "MOODLESTOP" to the same number.

Our support staff are available between 9am and 5pm, Monday to Friday, and will always be happy to help with any problems or queries you may have. Thank you for choosing moodletxt.