# Mockup: Made-Up-Service (MUS) Service Technical Documentation

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# Overview

Made-Up-Service (MUS) is an integrative messaging platform that allows users to send communication campaigns with ease.

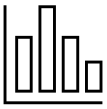
With innovative UI and user-friendly capabilities, sending communications has never been easier.

## Benefits & Features

Cloud Compatible

VPN Safe

Auto-Generated User Notifications



Metric Tracking

**Cloud Compatible**

MUS is cloud compatible and can be directly downloaded to any applicable devices for ease of use.

**VPN Safe**

MUS has been vetted for security compliance and is VPN safe across all platforms available.

**Auto-Generated User Notifications**

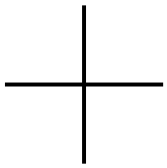
Need to make changes to your account that could affect other users? MUS uses the latest scripts to ensure that an auto-generated notification is sent out to any affected users, saving you the hassle.

**Metric Tracking**

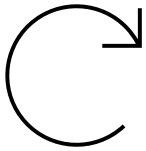
Once you set up the key metrics of your communication campaign, our metric tracking feature populates your metrics into easily presentable figures and tables to give you a better view of your campaign's success.

# How-To Guides Overview

Stay up to date on the latest documentation to assist you with your MUS needs. Learn more about how to create your account and manage MUS through the how-to guides and training listed below.



Create Account



Update Account

Delete Account

## Create Account

This How-to Guide presents the prerequisites and steps required to Create an Account for Made-Up-Service (MUS).

### Prerequisites

1. **Mailer ID**: Before you create your account, you need to make sure that you have send-as permissions for the mailer you want to create the account for. If you do not have send-as permission, you need to contact your mailer's administrator to request this access.

### Instructions

1. Navigate to the **MUS Dashboard** [dashboard link].
2. Click **Manage**.
3. Click the **Log In** option and enter the appropriate user. The **User Page** is displayed.
4. Scroll down to the **User Services** section. Click the **Services Available** button which will option a drop-down menu where you will then select the **MUS** option. The **MUS Create Account** form displays.
    - **Note**: If you already have services associated with this User, you will need to Add a New Service to your existing services. Scroll down to the **User Services** and click the **Add a New Service** button on the top left-of your User Page.

5. **Name**: Enter a **name** for your account.
    - **Naming Conventions**: The name should be a minimum of 2 characters and a maximum of 9 characters long (alphanumerical values only).
6. **Description**: Enter an appropriate **description** for your account.
7. **Account Region**: Select the region that your account is in from the drop-down menu. Currently available regions include **South**, **North**, **East**, and **West**.
    - **Note**: Based on the geographical location you select, you may be subject to additional fees. Refer to our Pricing and Policies page here for more information.
8. **Mailer ID**: Enter the name of the **Mailer ID** you would like to use for your account.
    - **Note**: Ensure that the Mailer ID ends in "@muo.com".
    - **Note**: If you do not have send-as permission for the mailer you are adding, your account will not be processed. Refer to the prerequisite section for more information.
    - **Note**: You will not be able to edit this field later as this mailer ID is associated with your user account. If you need to change or add a different mailer ID in the future, you will need to create a new account.
9. **Targeted Audience**: Enter the email address of all targeted audience members that you want to send your communication campaigns to.
    - **Note**: You can update this list through the Update Account form at any time. Refer to the documentation here for more information.
10. Click **Create Account**.
    - **Note**: Upon submitting this form, it will take approximately 3-5 business days for your account to be activated by the MUS team.

## Update Account

This How-to Guide presents the steps required to Update an Account for Made-Up-Service (MUS).

### Instructions

1. Navigate to the **MUS Dashboard** [dashboard link].
2. Click **Manage**.

3. Click the **Log In** option and enter the appropriate user. The **User Page** is displayed.
4. Scroll down to the **User Services** section and click on the MUS account you created. Click the **Update MUS Account** button. The **MUS Update Account** form displays.
5. **Name**: Update the **name** for your account as needed.
    - **Naming Conventions**: The name should be a minimum of 2 characters and a maximum of 9 characters long (alphanumerical values only).
6. **Description**: Update the **description** for your account as needed.
7. **Account Region**: This field is currently not editable as Account Region can only be changed through the Made-Up-Organization (MUO) platform.
    - **Note**: Refer to the documentation here for more information [link to organization documentation].
8. **Mailer ID**: This field is not editable.
9. **Targeted Audience**: Update/Remove/Add the email address of all targeted audience members that you want to send your communication campaigns to.
10. Click **Update Account**.
    - **Note**: Your account will be updated within 1-2 minutes of submitting this form.

## Delete Account

This How-to Guide presents the steps required to Delete an Account for Made-Up-Service (MUS).

### Instructions

1. Navigate to the **MUS Dashboard** [dashboard link].
2. Click **Manage**.
3. Click the **Log In** option and enter the appropriate user. The **User Page** is displayed.
4. Scroll down to the **User Services** section and click on the MUS account you created.
5. Click the **Delete MUS Account** button. The **MUS Delete Account** form displays.

- **Note**: You will receive an **Are You Sure** notification immediately on your screen. If you would like to proceed, click **Yes**.

6. Click **Delete Account**.
    - **Note**: You will receive a deletion of account notification after your account deletion has been processed by the MUS team.

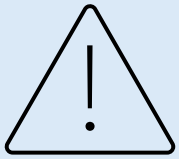
# Pricing & Policies

## Pricing

Pricing for this service is based on a quarterly payment model based on a few different factors:

- Geographical Location
- Number of Accounts Required
- Factor 3

Pricing begins once the Made-Up-Service (MUS) is provisioned and billed quarterly until the service is removed or deleted.



To calculate the cost of MUS, visit our Cost Calculator [tool link].

## Policies

For information on our policy that governs the use of MUS, view the Terms and Conditions policy document here [documentation link].

This document lays out the policies under which Clients are granted access to MUS. You can also refer to this document for the definition of Client and Provider roles, and the terms under which access may be revoked for violation of this policy.

# FAQs

## General

**Q: How do I access this platform?**

A: MUS can be accessed using the link here [dashboard link].

**Q: How do I request a new account?**

A: You can request a new account by reviewing the *Create Account* documentation here.

**Q: Can I have multiple Email ID's associated with one account?**

A: As your account is centered on sending communications from one central email ID, you are not able to have multiple email ID's for one account. You will need to create a new account for each Email ID you want to use.

**Q: Who do I contact with any concerns?**

A: Follow the contacts provided below:

- Refer to our Help & Support page here.
- For more information on Known Issues, please contact mailer@mus.com.
- For any other troubleshooting concerns, raise a case here.

## Pricing

**Q: What is the cost for creating an account?**

A: Please refer to our Pricing & Policies page here for more information.

**Q: Why is there a difference in pricing between resources in the South and West regions?**

A: MUS follows a geographical pricing model to accommodate and support costs specific to each region. As the cost of living in the West region is higher than in the South region, individuals requesting an account in the West region should expect a higher cost of MUS than those in the South region.

**Q: Are any discounts available?**

A: As we charge at cost, additional discounting is currently unavailable. There is a Free Trial Tier option that you can utilize for the first month of this service, after which you will be charged.

# Help & Support

| MUS Support Model | |
|---|---|
| **Self Help**<br>For guides and instructions on performing various activities, exploring features, or preliminary troubleshooting of technical difficulties.<br> FAQ<br> Documentation | **Engage Support Team**<br>For technical support either raise a support case or engage directly through Click to Chat.<br> Support Case [link]<br> Click to Chat [link] |