Kochavim texting · for the office

Signing in, chats, people, messages, missions

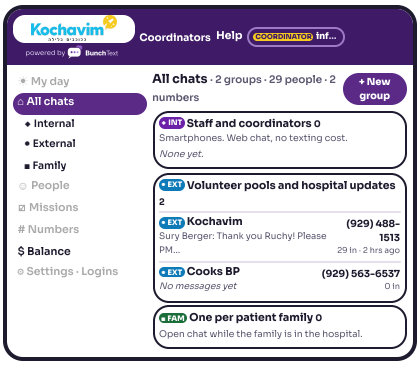
powered by BunchText

The office runs everything from a computer at **kochavim.bunchtext.com**. Volunteers only ever need a phone.

1 Signing in

Open **kochavim.bunchtext.com**, click **Office · Sign in**, then **Sign in with Google** with the office email, **info@kochavimcare.org**. No separate password.

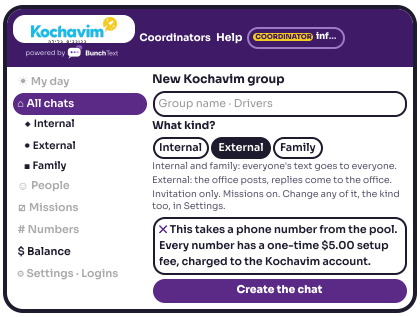
You land on **My day**: a greeting, today's numbers and the open missions. The left column is the whole portal: My day, All chats (every chat in three boxes, Internal, External and Family, each with its number, how many are in, and the last message), People, Missions, Numbers, Balance, Settings. The pill at the top right shows your level (Owner for the office login), with **Sign out**; **Help** next to it opens these guides; **Suggestion box** sends us an idea or a problem, with screenshots, and each one gets a number and a reply thread. Clicking the Kochavim logo brings you back to My day.



2 Adding a chat

+ New group: a name and a kind. **Internal** is for staff on smartphones: web chat only, no phone number, no texting cost; people sign in with their @kochavimcare.org Google account. **External** is office-run by text: the office posts, replies come back to the office. **Family** is an open chat by text while a family is in the hospital.

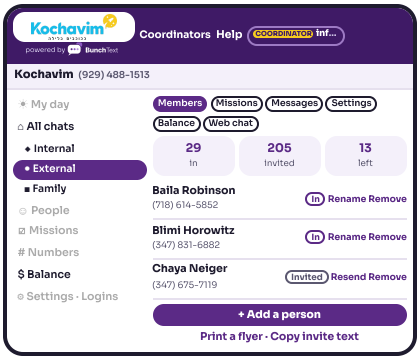
An External chat waits, with no number, until you click **Take a number · $5** (a one-time setup fee to the Kochavim account); an Internal chat can take one later from its Settings. A **Family** chat asks for the hospital, the coordinator, the family's phones and volunteers from your pools (type a name or a tag like Driver), shows the invite text, and one click takes its number and invites everyone; texts arrive with the sender's name first, "Blimi H: ..." (since Oct 7, 2026, on every Kochavim chat; missions keep the chat's name). Picked the wrong kind? Change it in Settings. Every chat is invitation-only with Missions on.



3 People

Open a chat and **Members** shows who is in, who was invited and hasn't answered, who left. **+ Add a person** takes a name and mobile number, or a whole CSV (Name, Phone, List). Each person gets the invite text and joins by replying YES. **Resend** nudges someone who hasn't answered. **People** in the left column is everyone across all chats in one table: Name, Mobile, Gets it by, Tags, Status, Smartphone, Last heard, Missions, Added (click a heading to sort). The chats are fold-away bands inside it with an **Open chat ›**. Filter by Status, Tag or Phone, group by chat, status or tag, or search; **Export CSV / PDF** gives exactly what is listed. Tags (Driver, Cook, Sitter, an area, your own), a smartphone mark and **Urge to use the app** (one text with the chat link) sit on each person; the Lists section is under the table.

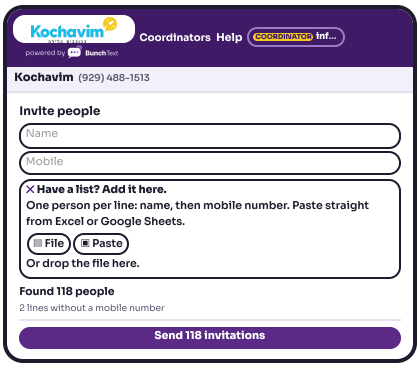
Lists (inside Members) are labels, like Drivers or Cooks, so a text can go to one list instead of everyone; they sit under the member list on Members and on the People page. Inside a chat its tabs (Members · Missions · Messages · Settings · Balance · Web chat) are a row of pills at the top of the page; the folders stay on the left.



Many people at once. + Add a person opens **Invite people**. Under the name-and-mobile rows is **Have a list? Add it here**: click **File** and pick a spreadsheet (Excel, CSV or text), or copy the cells in Excel or Google Sheets and click **Paste**, or drag the file onto the box. One person per line, name then mobile number; a third column can be a list name (Drivers, Cooks). The screen shows who it found, then **Send invitations** texts each one; they join by replying YES. Up to 1,000 at a time, sent one a second.

On an **Internal** chat the same button asks for name and **@kochavimcare.org** email instead. Those people are in at once, no YES; each gets an email with the chat link.

Name, Phone, List · one per line
Baila Robinson, 718 614 5852, Drivers
Blimi Horowitz, 347 831 6882, Cooks



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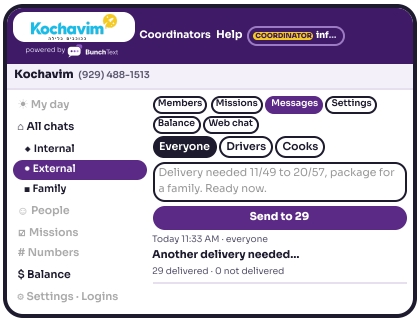
Messages, missions, settings, balance

powered by BunchText

4 Sending a message

Messages: type, pick **Everyone** or a list, send. It goes out as a text from the chat's number and into the app chat. Pictures can be attached if the chat has pictures turned on (4¢ per picture per member).

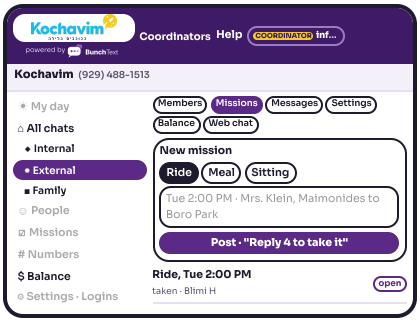
Under each message you see how many got it and how many didn't. Shabbos, and quiet hours if the chat has them, hold a message and send it after. Each office post is signed with the name of the login that wrote it. A message is one text (160 characters, 70 with Hebrew); **Long texts** in the chat's Settings lets a patient list or schedule run to 4 texts, each charged at the normal rate.



5 Posting a mission

Missions · New mission: kind (Ride, Meal, Sitting, or your own words), when, and a note. The text goes out ending in **Reply N to take it**. The first volunteer to reply the number gets it; the card shows who.

Mark done closes it, **Thank** texts a thank-you to the taker only. **Who helped most** counts missions per person.

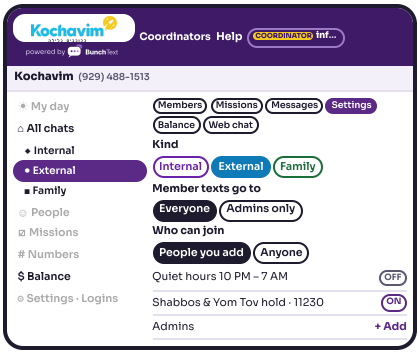


6 Settings that matter

Kind: Internal, External or Family, if a chat was made the wrong kind; "Member texts go to" resets to match, the number stays. An Internal chat that needs a number shows **Take a number · $5** right here. **Member texts go to**: Everyone (open chat) or Admins only. **Who can join**: people you add, or anyone who texts the number. The explainers sit behind the **? hints** button at the top right. **Daily limit**, **quiet hours** (off unless turned on) and **Long texts** per chat. **Shabbos & Yom Tov hold** by zip code. The chat's **Logo** and **Calls** (voicemail or a spoken announcement) live here too; the printable flyer is at the bottom of Web chat.

Logins (Settings · Logins in the left column): add a login by mobile number or email with a role, Owner, Admin, Coordinator (chosen chats only) or Viewer; **Change** next to a login switches its role or its chats. They sign in the same way.

Close... (family chats, type CLOSE): one goodbye text, the number rests two weeks, a stray text gets "the chat is closed, text the office". **Reopen** within 7 days. A family chat that goes quiet closes on its own.



7 Balance and reports

One balance for all Kochavim chats, except a **sub-account** (Kochavim Monsey), which has its own balance, card, auto-refill and statement: Balance lists it under **Sub-accounts**, and Open shows its own page. Its owner signs in here and sees only her chats. **Balance** in the left column: load by **card**, by **bank transfer** (2% extra credit), or by **wire/ACH** from your bank (details on the page, same 2%). Texts are 1.5¢ each, 1¢ after 5,000 in a month across the organization. Web chat is $10 a month per chat.

This month by chat lists every chat with messages posted, texts sent and cost, then the fees (web chat, new numbers) and the total. **Monthly reports** shows texts and cost per chat, and the same statement is emailed to info@ on the 1st, listing each sub-account. One receipt per load goes there too, auto-refill included.

