



GoText

Complete Guide

Everything in one place: plans and prices, how messages are billed, every group setting, every member control, adding people, voice calls and text commands.

One shared number

Everyone texts it

No app to install

Works on any phone

Can't text? Still in

Messages read aloud by call



1 Welcome

Start here — what GoText is and how it behaves.

One number. Everyone texts it.

We're so glad you signed up for GoText. From now on it's easy to keep in touch with all your group members at once.

GoText turns one phone number into a group. Everyone texts that single number, and GoText relays each message out to every member with the sender's name in front. Members install nothing and sign up for nothing — if a phone can text, it can be in a GoText group. And even a phone that cannot text can be in one, because any member can be set to receive every message as a phone call that reads it out loud.

Nothing to install

Members use their normal texting app. No accounts, no passwords, no invites to accept.

You stay in control

Decide who can post, who is an admin, who gets calls, and what the group costs.

Landlines welcome

Voice delivery reads every message aloud over a phone call.

One place to look

gotext.app shows every message sent, every member and every dollar spent.

The three places you'll use most

Sidebar > Groups — your groups and their numbers

Sidebar > Billing — plan, card, balance and history

Sidebar > Contact Support — reach a real person



2

Getting started

From sign-up to a live group number.

1

Sign up at gotext.app

Free. No card needed to look around.

2

Create a group

Free. Give it a name. It has no phone number yet.

3

Pick a plan and add a card

Sidebar > Billing, or the Activate button on the group. This is the only moment money moves.

4

Payment clears

Your group's own phone number is issued automatically — usually within seconds.

5

Add members

Members panel > Add people (contacts, paste, CSV or a saved list) or Add one.

6

Send the first message

Type in the message box and it relays to everyone with your name in front.

Before payment

Until payment clears the group has no number, so nothing can be sent or received. The group page shows "number pending payment" and an Activate button in the top bar.



3 Plans

Pick per account. Switch any time — unused value stays in your balance.

	Lite	Weekly	Monthly
Price	\$10 / month	from \$10 / week	\$50 / month
First charge	\$30 (\$10 plan + \$20 sending balance)	\$10	\$50, all of it sending credit
Per text message	2¢ each	included — no per-message charge	1.5¢ each
Photo / voice note	4¢	not available	5¢
Daily allowance	none — pay as you send	100 texts a day at \$10/week	none — pay as you send
Emoji / Hebrew / Yiddish	yes (costs more)	no — plain SMS only	yes
Auto top-up	\$20 steps	no wallet, no top-ups	\$50 steps
Shared payment	one card	several cards can take turns	one card

Choose Lite

Low volume and plain text. A shul notice board, a class list, a small office.

Choose Weekly

A hard ceiling on cost, or a group that splits the bill between several cards.

Choose Monthly

Photos, voice notes, robocalls, Hebrew or Yiddish, or high volume.

Switching plans

Sidebar > Billing > Overview. Any unused value stays in your balance and is spent first.



4

What it costs beyond the plan

The only two things that add to your bill.

Extra live groups

Your first live group is included in the plan. Each additional live group adds \$10 a month to the same bill.

The fee is charged the moment you create the group, prorated for the days left in the current period, then it joins your normal renewal. Weekly-plan accounts and admin accounts are exempt.

A group that is switched off costs nothing — but switching it back on issues a new number, not the old one.

Members

Unlimited on every plan. Members are never charged anything — they only pay their own carrier's normal texting rates.

No setup fee, no contract, cancel any time.

Also worth knowing

Sending a photo or voice note on Lite or Monthly, and voice calls, are charged per recipient like any other message. See the next page for the exact rule.



5 How messages are billed

One rule covers texts, photos and calls.

The one billing rule

Cost = price per text message × the number of people who receive it

A message sent to 40 members is charged 40 times, not once.

Lite: $40 \times 2\text{¢} = \$0.80$ • Monthly: $40 \times 1.5\text{¢} = \0.60

Weekly: no charge — that send simply uses 40 of the day's allowance.

How a message is counted

-  **Plain text**
About 160 characters counts as one text message.
-  **Longer messages**
Anything longer is split into several text messages, and each one is billed separately per recipient.
-  **Emoji, Hebrew, Yiddish**
About 70 characters per text message, so the same wording costs more. Plain text only strips them out.
-  **Photo or voice note**
One media message: 4¢ on Lite, 5¢ on Monthly. Not available on Weekly.
-  **Voice delivery and robocalls**
Charged per person called. The Call group panel shows the estimated total before you send.

Four ways to keep the bill down

-  **Announcement style**
Set Who can post to Admins only so members can't run up the bill.
-  **Plain text only**
Strips emoji and Hebrew so a message stays one text instead of two.



How messages are billed — continued



Switch off photos and voice notes

Turn off MMS where it isn't needed.



Monthly spend limit

A hard cap per group, in \$50 steps. Sending stops for the rest of the month at the limit.



6 Billing — where to change things

Everything about money lives on one page.

Sidebar > Billing

Overview tab

Tab

Wallet balance, payment status, your current plan, the extra-group fee, usage so far, auto top-up settings, the plan switcher and account status.

Payment method tab

Tab

The card on file. Add or replace it here. On Weekly you can hold several cards that take turns paying.

History tab

Tab

Every charge, top-up and refund with the date, the amount, and the reason any payment failed.

1

Change your card

Billing > Payment method > Replace card. The new card is used from the next charge onward.

2

Switch plan

Billing > Overview > plan switcher. Unused value stays in your balance and is spent first.

3

Turn auto top-up on or off

Billing > Overview. Lite refills in \$20 steps, Monthly in \$50 steps. Weekly has no wallet.

4

A charge failed

Sending pauses and the account shows past due. Replace the card and sending resumes automatically.

5

See what a group cost

Billing > History, or the group's own usage line on Billing > Overview.



7 Group settings — every option

Open a group, then the Settings button in the top bar.

Sidebar > Groups > open the group > Settings

The top bar of a group also shows the back arrow, the group name, the member count, the group number, whether it is an admin chat or a full group chat, your plan badge, and a Members button on small screens.

The basics

Group name

Rename the group. Members see nothing change — the number stays the same.

Text

Group number

The number assigned to this group. Read-only. If there is no number yet you get an Activate button here.

Read-only

Who can post

Admins only (announcements) or Everyone (full group chat).

Menu

Sending and joining

Today's allowance

Weekly plans only: how many texts are left today, and a button to buy more for today.

Weekly

Allow photos & voice notes (MMS)

Off means attachments are dropped and the text still relays. Not available on Weekly.

Toggle

Members can add people

Lets any member add someone by texting #add Name Phone to the group number.

Toggle

Auto-Join With Code

New users can text # and your code + their name to your group number to become a member.

Toggle



Group settings — every option — continued

Your Join Code #

Text

Appears when Auto-Join is on. Letters and numbers, up to 16, e.g. BUS42.

Members can call in to hear recent messages

Toggle

Members dial the group number and the latest messages are read to them.

Money, pausing and switching off

Plain text only

Toggle

Keeps letters, numbers and standard symbols. Emoji, Hebrew and special characters are left out; the rest of the message still goes. Always on for Weekly.

Monthly spend limit

Field

Optional cap in \$50 steps. Blank means no limit. Sending stops for the rest of the month at the cap.

Group is active

Toggle

Turn off to pause the group: nothing goes in or out, history is kept, the number is held.

Switch group off

Danger

Releases the phone number and stops all charges for this group. Turning it back on gives a new number, not the old one.

Nothing is saved until you press Save at the bottom of the dialog. Cancel discards the changes.



8

Adding members

Six ways to get people into a group.

Open a group > Members panel > Add people / Add one

Every route in



Add people > Contacts

Search your saved contacts by name or phone, tick the ones you want, or use Select all shown. People already in the group are greyed out and marked "in group".



Add people > Paste

One per line. Any of: 917-555-0132, or Sarah, 917-555-0132, or Sarah 917-555-0132. The dialog counts the valid numbers as you paste.



Add people > Upload

A CSV with a phone column, plus optional name, or first_name and last_name. You see a preview of what will be added.



Add people > Lists

Pick one of your saved Contact Lists and every contact in it is added. Lists over 50 people prompt you to request a dedicated number.



Add one

A single name and phone, typed by hand — the fastest way to add one person.



They add themselves

With Members can add people on, a member texts #add Name Phone. With Auto-Join on, a new person texts #YOURCODE and their name.

What happens on add

Duplicates are skipped automatically and you're told how many were skipped. Anyone who previously left or opted out is reactivated rather than duplicated. New members inherit the group's settings: a muted or paused group stays quiet, posting follows the Who can post rule, and they're included in voice calls.



9

Member controls — every icon

Each row in the Members panel has its own buttons.

A member row shows the name, an owner or admin badge, the phone number, and status notes such as muted, left, phone call or text + call. A red line appears under anyone whose messages are not reaching their phone.

The six buttons on a member row



Can send / can't send

Click to block or allow this person from texting the group. Blocked shows a crossed-out bubble in red. The owner has no such button — the owner can always send.



Make admin / make member

Green shield means admin. Admins can always send, and can add, remove and rename people.



How they get messages

Click to cycle: texts only, then a phone call that reads each message aloud, then text and call together. A crossed-out handset means texts only.



Rename

Change the name shown in front of their messages. If the name is taken, GoText saves a close variant and tells you.



Mute / unmute

A muted member stays in the group but receives nothing.



Remove

Takes them out of the group after a confirmation.

Badges and status notes

owner

You. Cannot be blocked, demoted or removed.

Badge

admin

Can always post and can manage members.

Badge

muted

Still a member, receives nothing.

Status



Member controls — every icon — continued

left

Status

Opted out by texting STOP or #exit. Adding them again reactivates them.

phone call / text + call

Status

Their delivery mode, set with the handset button.

What members can do themselves

Members can manage themselves by texting the group number: #mute to go quiet, #exit to leave, #list to see who's in, #help for the list of commands, STOP to opt out entirely.



10 Voice and calls

Reaching landlines, and people who don't read texts.

1 – Call the whole group (robocall)

Open a group > Members panel > Call group

1

Write the call

Type what the call should say in the Call group box – up to 1200 characters.

2

Or speak it

Press Record and talk, or Upload an audio file. GoText writes it out for you; check the wording before sending.

3

Check the count and cost

The panel shows how many members can be called and roughly what it will cost.

4

Press Call everyone

Then confirm "Yes, call N people". Every phone rings and hears the message read aloud.

2 – Deliver messages by call, per member

Use the handset button on a member's row to switch them to phone call, or text and call together. From then on every group message rings their phone and is read out loud – which is how a landline or a phone that cannot text stays in the group.

3 – Members call in to listen

Turn on Members can call in to hear recent messages in Group settings. A member dials the group number and hears the most recent messages read back – useful for anyone who missed them or doesn't read texts.



Voice and calls — continued

4 — Calls to your number

Sidebar > Voice forwards calls made to your GoText numbers to any phone you choose, shows your call history, and can re-sync routing with the carrier if a call didn't connect.



11 Text commands

Anyone in the group can text these to the group number.

#add Sarah 917-555-0132

Add a member (if allowed)

#remove 917-555-0132

Remove a member (admins)

#list

See who is in the group

#mute

Stop receiving, stay a member

#exit

Leave the group

#help

Show every command

STOP

Opt out completely

#BUS42 Sarah

Join using the group's code

Good to know

Commands are not case sensitive. A code sent without a name gets a one-line reply asking for the name. Someone already in the group who texts the code is told they're already a member. When someone joins by code, both the new member and the group owner get a confirmation text.



12

What is Business?

A separate free application — not a group plan.

Business turns your account into a registered business sender so you can text people who are not members of a group — customers, patients, students, a mailing list. It does not change your plan or your price.

Who it's for

A company, school, shul, store or organisation sending announcements or marketing to a contact list.

Who doesn't need it

If everyone texts one shared number in a group chat, your plan already covers that.

What it unlocks

Broadcasts

Send to thousands of contacts at once.

Contacts and lists

Import from CSV or Google Sheets.

Campaigns

Scheduled and repeating sends.

Auto-replies

Keywords and AI replies.

Two-way inbox

Plus multiple sender numbers.

Call handling

Forwarding and an extensions menu.

Compliance

Opt-out tracking, delivery logs and exports.



What is Business? — continued

How to apply

Sidebar > Business texting. Fill in your name, business name and address, phone, email, the sending name recipients will see, your EIN (12-3456789), an optional website, what you'll be texting about, and two sample messages.

Applying is free. We file the 10DLC registration with the carriers for you; approval is theirs, not ours, and usually takes a few days.

Application status — shown on the same page

Not applied

You haven't started yet.

Status

Submitted

We're reviewing it.

Status

Filed with carrier

10DLC registration is in progress.

Status

Approved

Broadcasts unlocked.

Status

Needs changes

With a note explaining exactly what to fix.

Status



13

Getting help

An answer now, or a real person.

Ask Agent

Answers instantly, day or night. It is an AI assistant and can be wrong, so check anything that matters.

Contact Support

Sidebar > Contact Support. Fill in a support request and a person replies. Use this for billing corrections, a number that isn't working, and business applications.

Where everything lives

Sidebar > Groups — groups, numbers, members, messages

Sidebar > Billing — plan, card, balance, history

Sidebar > Voice — call forwarding and call history

Sidebar > Business texting — the business application

Sidebar > Settings — your account details

Sidebar > Contact Support — reach a person

Thanks for using GoText — gotext.app