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**Introduction**

Super Groups allow large organizations to connect and manage multiple Groups within One Call Now’s database.

Super Groups work best for large organizations, such as:

- Property Management Firms with multiple property locations
- Businesses with regional or international offices
- School districts
- Large Mega Churches with church plant locations
- Sports leagues and clubs

A Super Group is a group specially designed to connect and manage other groups within a larger organization. A Super Group is able to send messages to its own Roster as well as Rosters and Subgroups of all other Groups within the organization. For example, a school district with multiple buildings has a group for each building, transportation, board office, etc. each with their own Rosters. With a Super Group setup, consistent and effective communication can occur in large organizations.

In addition to being able to manage all groups within the organization, the Super Group also functions as its own individual Group. It can have and use its own Audio Library, Message Builder messages, Send a Message, and any other Group feature included with the service plan.

When working with All Groups, the Rosters display together as one comprehensive list for viewing and searching. You have the ability to delete or edit individual Group members. Additionally, our system lists the Message Reports for all Groups so the Detail Message Report for any Group message can be easily located and reviewed. The Import Wizard can be used to import members for all Groups at one time. Lastly, the Super Group Leader can review the overall service plan usage.

The Super Group Leader can initiate any message to all Groups simultaneously. Using Saved Messages, the Super Group Leader can initiate a message by phone to all Groups as well (even multimodal messages), without the need for a computer and Internet connection.

In addition to managing and notifying all Groups, the Super Group Leader can access any one of the associated Groups through the website at One Call Now. The Super Group Leader can review or change Call Delivery Options, PINs, passwords, Roster members, Subgroups, or any other feature/setting. The Super Group Leader can also initiate messages to a single Group’s Roster this way without needing the other Group Leaders’ credentials (Group ID, PIN, or Password).

**The Super Group Leader Menu**
The Super Group has a Group ID, PIN, and password like all other Groups. The first time you log in to One Call Now you will use your PIN and will be required to create a more secure password.

- For security, One Call Now recommends, at a minimum, a six to eight character combination of letters, numbers, and symbols.

The Group Leader Menu contains all the links for accessing the different features and settings of your One Call Now Group. The Super Group Leader Menu is slightly different from that of the Group Leader Menu. A drop-down menu allows you to access to each Group including your Super Group.

1. Login to your Super Group account online.

2. To login and view the top-level Group menu, click the drop-down arrow under Change Group and select the top listing. This listing will be labeled with a descriptive name for the larger organization such as District, League, District, or simply All Groups.

   a. After selecting a different Group, the Group Leader menu may change (each level has different permissions for the Group). In addition, some tools and reports are available when working as the Super Group but do not exist for regular Groups.

   b. Click the arrow ➤ to the right of a menu item to view and access the submenu items.
Manage All Group Rosters

Members in all groups can be edited from the Super Group Leader menu. Additionally, the Roster Report can display all contact information (phone numbers, email addresses, etc.) for all members in one report.

Manage Roster

3. Login to the Group by selecting the Group in the Change Group drop-down menu.

4. Click Manage Group.

5. Click Roster.

The Roster member listing includes the Roster members of all associated groups.

The Roster includes edit (✓) and delete (✗) icons, the Roster member’s name, the external ID if used, the group where the Roster member is located, the number of phone numbers and main contact/primary numbers, if applicable, the number of email addresses, preferred language, and lastly a check mark or red circle indicating the current status. Inactive members (✗) remain in the Roster but do not receive messages.

- The number of Roster members appearing on a single page can be changed by typing in the box indicating page size. Use the arrow buttons to page through the Roster.
The Roster can be searched by Roster member name or external ID or by phone number. Select which item to search through using the "Search by" drop-down menu and enter the text or number to search for in the box to the right.

Click the edit icon (éd) to change a member’s information. There is a tab for phone numbers, and if applicable, one for email addresses and Subgroups. If your plan includes SMS text messaging the texting status of any mobile phones will appear to the right of the phone numbers. Click the "Save" button to save any changes.

Click the delete icon (û) to delete a member from that Group.  
NOTE: Remember that phone numbers and people may be in multiple Groups.

To add Roster members to a specific group select that group from the drop-down menu in the Super Group Leader menu. Super Group Leaders cannot add to other Group Rosters from the Super Group.

Main Contact/Primary Number

Main Contact/Primary Number allows the Group Leader and Messengers to send phone messages to either all phone numbers listed for a member or just main (or primary) numbers. Messages which are
more informational in nature may be delivered to only Main Contact numbers while messages which are more critical like lockdown or evacuation situations may be delivered to all phone numbers listed for a member.

The Main Contact/Primary Number feature is active by default for all schools and school districts and most other group accounts. 

NOTE: Main Contact or Sequence Order can be chosen, for more information on Sequence by Phone, please refer to the online Help & Support Center (https://help.onecallnow.com).

Main Contact/Primary phone numbers can be easily identified when a Roster is imported; but it must first be enabled. To enable this feature:

1. Login to your One Call Now account online.
2. Select the Super Group from the drop-down menu such as District, League, or simply All Groups.
3. Click Manage Group.
4. Click Set Primary Number.
5. Check the box to the left of "Enable Primary Number Identification."
   a. Check the box to the left of "Allow each group in district to choose their own Primary Number settings" to give the individual Groups the ability to identify and change primary numbers within their Rosters. To allow the Super Group administrator to manage all Rosters, leave this box Unchecked.
6. Select the option to use "Search Phone Description to set Primary Numbers" or "Import Wizard Column Identification."
   a. Selecting the "Search Phone Description to set Primary Numbers" option will activate the search options.

   ![Primary Number Identification Method]

   - Import Wizard Column Identification
   - Search Phone Description to set Primary Numbers

   ![Set primary phones after automatic Roster updates]

   ![Phone Description Contains Home or view Roster]

   b. Search for one or two key words that are either present or are absent in the phone descriptions, such as Home, Primary, or Cell to mark individual phone numbers as primary. This is useful if the Roster is already in place, the Roster file does not have specific columns to identify main contact/primary numbers, or the Roster is updated by direct
synchronization. The search for primary numbers can take place automatically whenever the Roster is updated automatically using One Call Connect Plus or another application. If using this option click "Run Now" to mark phone numbers as Main/Primary.

NOTE: For more detailed information on this setting, see the Roster Management Guide.

c. Selecting “Import Wizard Column Identification” will prompt for this additional configuration upon the next use of the Import Wizard to import a Roster. The step entitled Additional Configuration will require you to identify which column or columns in your file contain the main/primary phone numbers.

Subgroups/Admin Subgroups

Each Roster can be sub-divided into smaller groups called Subgroups. These Subgroups allow you to target messages to those who need to receive it. Subgroups can be created by individual Groups, in the Super Group, or across all Groups. To create a Subgroup across all Groups, you use the Admin Subgroups feature!

For example:

OCN School District has multiple Elementary School buildings with the following Subgroups for each Elementary school:

The Super Group has created Subgroup 99 to contact Staff Members and now wants to:

- a new Subgroup for Board Members
- a Subgroup to contact all parents of students in specific grade levels across the entire District*

*Subgroups that span over the enter Super Group (such as all students in a specific grade or department) are called Admin Subgroups.
Let’s add two new Subgroups to our Super Group account. A standard Subgroup that includes only Super Group level members (Board Members) and an Admin Subgroup to contact all 4th grade students across the entire district:

1. Login to your Super Group account.
2. Ensure that the Subgroups in the District are setup in the same format (i.e. Subgroup 02 is Grade 2 for all buildings, Subgroup 05 is Grade 5 and so on).
3. From the Group Leader Menu, click Manage Group then Manage Subgroups.
4. Click the Add Subgroup button.
5. Type 98 in the Subgroup Number box to create Subgroup 98.
6. Type Board Members in the Subgroup Name box.
7. Leave the Admin Subgroup box Unchecked.
8. To add Board Members to Subgroup 98, place a check mark in the box to the left of their name in the list.
9. Click the green Save button at the end of the list.

Now let’s create an Admin Subgroup for all of the 4th graders in the district:

1. Click the Add Subgroup button.
2. In the Subgroup Number field, type “04” and enter Grade 4 in the Subgroup Name box:
3. Check the box next to Admin Subgroup
4. Scroll to the bottom to click the Save button and create your Admin Subgroup for all 4th Graders in your District.
5. Once saved, the View All Groups box will appear to confirm that you are adding an Admin Subgroup. Review the list to learn which Groups in your District will be affected by this change.

![Image of the One Call Now - Admin Subgroup Members window]

6. Click the Save button to add your new Admin Subgroup or click Close to make changes.

**NOTE:** The Admin Subgroup setting remains even after a Roster is edited or reloaded at the Group level.

When you create an Admin Subgroup from the Super Group, there are changes made at the Group level, they include:

- When a Subgroup becomes an Admin Subgroup, a description is added to the Subgroup Name as shown below. This allows Groups to know which Subgroups are shared at the Super Group.
level:

- Subgroup Number and Subgroup Name for Admin Subgroups can only be changed from the Super Group. This is what the Subgroup screen will look like for your associated Groups after an Admin Subgroup is created.

- **127818 : Concord Elementary**
  - 2-Digit Subgroup Number: 04
  - Subgroup Name: Grade 04
  
  *This is an Admin Subgroup controlled by the parent. You may add members and messengers to your group, but cannot change the Subgroup number or name.*

- Admin Subgroups cannot be deleted at the Group level

  **127818 : Concord Elementary**

---

**Import Wizard**

If you have your calling list information in a spreadsheet; it is easy to import your members’ names, phone numbers, and preferred languages into your One Call Now Roster using the Import Wizard. Depending on your plan, your list may have up to six (6) phone numbers and five (5) email addresses per member.
Import Wizard supports several file extensions (the three or four letters following the dot in a file name) Supported file types include Microsoft Excel (.xls and .xlsx), Comma Separated (.csv), Tab Delimited (.txt), and Pipe Delimited (.txt).

A descriptive header is the top row in each column and describes the data in that column. For example, you might use Name, Phone, or Preferred Language. Descriptive headers are not required, but are helpful and recommended.

Your file must contain one member per row. In addition, there must be at least one column for the members' names and another for phone numbers or email addresses. Phone numbers do not have to have the area code included if they are all located within the same area code.

1. From the Group Leader Menu, choose Manage Group, and then Import Wizard from the Group Leader menu.

2. Click the Start Import button to begin.

3. Click the Select button to locate your file on your computer.

4. Enter a default area code if prompted. This area code will be added to any 7-digit phone numbers found in the file.

5. Choose either the Replace, Add, or Delete option.
   a. Replace will delete your current Roster and replace it with the information in the new file.
   b. Add will keep your current Roster and add new members or update them if you have made changes in your file.
c. Choose Delete if you are deleting members based on an external ID, such as a Student ID, in your file. For more information, view the help file for deleting using the Import Wizard.

6. If you upload multiple files into your Roster (for example: Students/Tenants separate from Staff/Employees), you can Tag the files so one file does not overwrite another. These tags are not Subgroups. For more information about Roster Tagging, see the Help & Support Center, search keyword: Tags.

7. Click the Next Step button.

8. On the preview and map page, the first few rows of your file are displayed. If your member file does not contain descriptive headers, change the option referencing descriptive headers to "No."

   **Preview and Map Your File**

   Your file has been analyzed and the system has matched some of the columns from your file with terms it recognizes. The first ten records of your file are listed below. Please check these records against the column headings and make any necessary adjustments.

   **You can map up to 6 Phone Numbers and 5 Email Addresses per member name.**

   ![First row in the file contains descriptive headers:](Yes ☑ No)

   a. If your file includes a header row, the Import Wizard will attempt to assign a data type for each column. If your file does not include a header row, use the drop-down arrow buttons at the top of each column to assign a data type or to correct any that are in error. For information that cannot or should not be imported, such as addresses, select "Do Not Import."

   b. If first and last names are in separate columns, select how you wish names to appear. You can include information from additional columns as well, such as grade, student ID number, etc., with the Roster name listing.

   c. The Group column will list the child Groups in the Super Group. For example, if the Super Group were a school district, then the child Groups would be each building in the district.
d. For Super Groups, there are two options to map a column as a Subgroup: Subgroup or Admin Subgroup. Select the appropriate option from the drop-down list:

9. Click the Next Step button.

10. If you have Primary Number enabled, choose which column in your file identifies the Primary Numbers for your members.
11. When importing a list for a Super Group, such as a school district, multi-location business, or sports league, the next step has some additional configuration options. Select the appropriate Group ID from the drop-down for each of the buildings, branches, (or teams) under Unique Value and make any changes, if necessary. You can check or uncheck any Group to include or exclude it from the import.

Below is a list of Groups that were mapped in the previous step. Some values have automatically been assigned based on the column header.

---

<table>
<thead>
<tr>
<th>Induder</th>
<th>Group Mapping</th>
<th>Column Name (Column Number)</th>
<th>Unique Value</th>
<th>Records Found</th>
<th>Group ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️ 1</td>
<td>School_Number (1)</td>
<td>005 - Raymond Elementary - 163112</td>
<td>3,788</td>
<td>163112: 005 - Raymond</td>
<td></td>
</tr>
<tr>
<td>✔️ 2</td>
<td>School_Number (1)</td>
<td>015 - Northern Estates Middle School - 170709</td>
<td>4,430</td>
<td>170709: 015 - Carter Mid</td>
<td></td>
</tr>
<tr>
<td>✔️ 3</td>
<td>School_Number (1)</td>
<td>070 - Watkins High School - 187795</td>
<td>3,684</td>
<td>500023: 070 - Watkins H</td>
<td></td>
</tr>
</tbody>
</table>

---

12. When you have Subgroups in your file, there are several options for additional configuration:

- If you chose Replace or Add in step 5, there are some additional options as well.

  a. Replace

     How should we update your Subgroups:
     - Clear existing members from all mapped Subgroups below
     - Delete all existing Subgroups

     - Clear Subgroups - clears and replaces any members from Subgroups included in the file for this import. No changes will be made to any Subgroups in your account that are not listed in the file.

     - Delete Subgroups - erases all Subgroups from your current Roster and adds only the Subgroups in your file.

  b. Add

     How should we update your Subgroups:
     - Leave existing members in all Subgroups
     - Clear existing members from all mapped Subgroups below

     - Leave Subgroups - leaves everyone in Subgroups (This is for adding additional people to the Subgroups.)
- Clear Subgroups - for each Subgroup listed in your file, all current members will be cleared from the matching existing Subgroups. This leaves the Subgroups intact, but opens those Subgroups for a new set of members. No members are deleted from your Roster. **This action is great for importing a daily absentee list!**

- You can combine multiple Subgroups from your file on this screen. Simply enter the same Subgroup name and number as shown below.

13. Ensure that the Subgroup mappings are correct and make any changes, if necessary. As with Groups, you can check or uncheck any Subgroup to include or exclude it from the import. Additionally, you can rename any Subgroup in the Subgroup Name box.

14. Click the Next Step button.

15. Review the number of members and the number of phone numbers.
16. Review how your file columns are being mapped. Use the Previous Step button to correct anything that is incorrect.

Please verify the import information:
- Import File: jonsSuperGroupRoster.xlsx
- Roster Action: Replace
- Number of Records in File: 11,901
- Number of Groups: 3
- Number of Members: 11,900
- Number of Phone Numbers: 11,821
- Number of Email Addresses: 0

Results of the import will be emailed after processing.

<table>
<thead>
<tr>
<th>Column Mapping:</th>
<th>Column Index</th>
<th>Map To in Roster</th>
</tr>
</thead>
<tbody>
<tr>
<td>School_Number</td>
<td>1</td>
<td>mapped to Group</td>
</tr>
<tr>
<td>equals &quot;005 - Raymond Elementary - 163112&quot;</td>
<td>163112 - 005 - Raymond Elementary</td>
<td></td>
</tr>
<tr>
<td>equals &quot;015 - Northern Estates Middle School - 170709&quot;</td>
<td>170709 - 015 - Carter Middle School</td>
<td></td>
</tr>
<tr>
<td>equals &quot;070 - Watkins High School - 187795&quot;</td>
<td>500023 - 070 - Watkins High School</td>
<td></td>
</tr>
<tr>
<td>Last_Name</td>
<td>2</td>
<td>mapped to Last Name</td>
</tr>
<tr>
<td>Area_Code</td>
<td>5</td>
<td>mapped to Area Code 1</td>
</tr>
<tr>
<td>Phone_Number</td>
<td>6</td>
<td>mapped to Phone Number 1</td>
</tr>
<tr>
<td>20All Students</td>
<td>7</td>
<td>mapped to Subgroup 20 / All Students</td>
</tr>
</tbody>
</table>

☐ Save a template of your import configuration for future re-use?

If changes need to be made, please click "Previous Step" before proceeding.

Click "Import" to start the processing of this file. Your job will be submitted to our servers for processing. Depending on the size of your job this might take a few minutes. You will receive an email notification once the processing is complete. If there were any errors detected during the job they will be noted in an attached file.

17. Click the Import button.

Emailed Import Results

When the Import Wizard has loaded your Roster, you will receive an email with the results. If any problems are found, a file with the affected member records will be attached. This file will be a "comma separated" file that can be opened in Microsoft Excel or other spreadsheet software. It can also be opened in Windows Notepad.

The file will contain the Row, External ID of the member, the phone number or email address in error, and the reason why the number was unable to be imported. The phone number may have had too many or too few digits. The phone number might also have an invalid exchange within the listed area code. An exchange is the three digits after an area code.

Your Roster will include the member, but not the phone number or email address that was in error.
Roster Report

The Roster Report displays all Groups’ Roster members and their individual contact information:

1. Log into your web account.

2. Click the drop-down menu and select the top listing such as District, League, or simply All Groups.

3. Click View Reports.


The Roster Report tool can be used to display all members of all groups or to create a report of members that meet certain criteria.

- To display all Groups’ members simply click the “View Results” button. Depending upon the size of the Rosters, the report may take several minutes to generate.
- The report generated will display each Group’s Roster, grouped together.

**150945 - OCN School District (1 member)**

<table>
<thead>
<tr>
<th>Member Name</th>
<th>ID / Other</th>
<th>Active</th>
<th>Destination</th>
<th>Description</th>
<th>Status</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>McCord, Valerie</td>
<td>1</td>
<td>Yes</td>
<td>(937) 875-</td>
<td>Home</td>
<td>Primary Phone</td>
<td>English</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(937) 335-</td>
<td>Work</td>
<td>Primary Phone</td>
<td>English</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(937) 615-</td>
<td>Home</td>
<td>Primary Phone</td>
<td>English</td>
</tr>
</tbody>
</table>

**150947 - OCN Elementary School (9 members)**

<table>
<thead>
<tr>
<th>Member Name</th>
<th>ID / Other</th>
<th>Active</th>
<th>Destination</th>
<th>Description</th>
<th>Status</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bailey, Shannon</td>
<td>100001</td>
<td>Yes</td>
<td>(937) 573-</td>
<td>Home</td>
<td>Primary Phone</td>
<td>English</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(937) 524-</td>
<td>Cell</td>
<td>Primary Phone</td>
<td>English</td>
</tr>
<tr>
<td>Beckner, April</td>
<td>100002</td>
<td>Yes</td>
<td>(937) 573-</td>
<td>Home</td>
<td>Primary Phone</td>
<td>English</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(937) 479-</td>
<td>Cell</td>
<td>Primary Phone</td>
<td>English</td>
</tr>
<tr>
<td>Brownlee, Christina</td>
<td>100003</td>
<td>Yes</td>
<td>(937) 573-</td>
<td>Home</td>
<td>Primary Phone</td>
<td>English</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(937) 479-</td>
<td>Cell</td>
<td>Primary Phone</td>
<td>English</td>
</tr>
<tr>
<td>Cagle, Todd</td>
<td>100004</td>
<td>Yes</td>
<td>(937) 573-</td>
<td>Home</td>
<td>Primary Phone</td>
<td>English</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(937) 875-</td>
<td>Cell</td>
<td>Primary Phone</td>
<td>English</td>
</tr>
<tr>
<td>Caughell, Jodene</td>
<td>100005</td>
<td>Yes</td>
<td>(937) 573-</td>
<td>Home</td>
<td>Primary Phone</td>
<td>English</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(937) 269-</td>
<td>Cell</td>
<td>Primary Phone</td>
<td>English</td>
</tr>
<tr>
<td>Cave, Larry</td>
<td>100006</td>
<td>Yes</td>
<td>(270) 312-</td>
<td>Cell</td>
<td>Primary Phone</td>
<td>English</td>
</tr>
<tr>
<td>Lucas, Justin</td>
<td>100021</td>
<td>Yes</td>
<td>(937) 573-</td>
<td>Home</td>
<td>Primary Phone</td>
<td>English</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(937) 308-</td>
<td>Cell</td>
<td>Primary Phone</td>
<td>English</td>
</tr>
<tr>
<td>Lurie, Josh</td>
<td>100022</td>
<td>Yes</td>
<td>(937) 573-</td>
<td>Home</td>
<td>Primary Phone</td>
<td>English</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(937) 418-</td>
<td>Cell</td>
<td>Primary Phone</td>
<td>English</td>
</tr>
</tbody>
</table>

**150946 - OCN High School (41 members)**

<table>
<thead>
<tr>
<th>Member Name</th>
<th>ID / Other</th>
<th>Active</th>
<th>Destination</th>
<th>Description</th>
<th>Status</th>
<th>Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bailey, Shannon</td>
<td>100001</td>
<td>Yes</td>
<td>(785) 691-</td>
<td>Cell</td>
<td>Primary Phone</td>
<td>English</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(937) 573-</td>
<td>Home</td>
<td>Primary Phone</td>
<td>English</td>
</tr>
</tbody>
</table>
Click “Search the Roster” radio button to create a report of members that meet specific criteria. The drop-down menu and text box will become active. Additional search options for Member Status and Destination Status will appear. Searches can include member information, Member Status, and a destination status.

- Use the drop-down menu to search for Roster member information: name, external ID, phone number, or email address as applicable. Then enter the text or number to search for in the box to the right.
- The Member Status check boxes refer to Active or Inactive as marked in the Group Rosters.
- Destination Status refers to the statuses of the different ways members can be contacted. The statuses for phones are Receives Calls and Requested Removal. The statuses for SMS Text Messaging are Receives Text and Does Not Receive Text. The statuses for Email are Opted In, Opted-Out, and Bounced.
- When searching by Destination Status only the destination type selected is included in the search. Searching by Destination Status can be combined with Member Status and with member information selected from the drop-down menu such as name or phone number.
5. Click the “View Results” button.

Subgroup Report

The Subgroup Report allows a Super Group Leader to view which members are in which Groups.

1. Click View Reports.
2. Choose Subgroup Report.

3. The Search box allows you to search all Group Rosters. To view all members in all Subgroups, click the View Results button. If you wish to print your report, click the Printer Friendly Version button.
4. The report displays the following information about each member in each Subgroup:

5. Admin Subgroups appear this way:

**Messaging**

The Super Group Leader can initiate a message to all groups’ Rosters at one time using the online tools or the telephone interface.

**Send a Message**

**Using Your Computer**

It is easy to use your computer to send messages to the numbers in your Roster! You can send different types of messages, such as phone, SMS text or email messages. In addition, you can send any
combination of these three at the same time. When you send more than one type, or mode, of messages at the same time, we call that a multimodal message.

There are two kinds of phone messages. There are Text-to-Speech messages and recorded voice messages. These can be recorded using our call-in system or you may record them yourself on your computer. Both types of recordings can be saved in the Audio Library and used again.

**Note:** Not all plans have Text-to-Speech. Please call your Client Specialist at 877.698.3262, option 3 for more information.

SMS text messages require the recipient to opt in to receive your texts. Each text they receive from you will give them the option to opt out at any time. For email messages, you can send rich text, plain text or HTML messages.

No matter how you send the message, you will be able to see the results afterwards in a detailed report.

**Send your Message**

Follow the steps below to send a message.

1. Choose **Messaging**, then **Send a Message** from the Group Leader menu.

2. Select the type of message you would like to send:
   a. **Informational**- Standard messages (not related to an emergency) delivered using your Standard Call Delivery Settings such as school delays due to weather or event reminders.
   b. **Priority**- Urgent or critical messages that need to reach all members such as equipment failures or school lockdown. Messages are sent immediately (instead of waiting for the Start Time in the Group Profile) using a 2-hour call window and is sent to ALL numbers (instead of only primary numbers).
   c. **Message Builder**- When you choose the Message Builder option, certain messages you have built and saved will be displayed.

4. Select the source of your contact information.

5. Click the **Next** button.

6. Enter an optional Message Name if you wish.

7. Select the delivery method(s) (Phone, Email, and/or SMS Text Message).
Phone Message

Select the type of phone message to deliver. You can choose to use our impressively human sounding Text-to-Speech engine, or a recorded file. Certain options, such as Text-to-Speech, Message Builder and Stock Library are not available on all accounts. Our Client Specialists can help you upgrade your account if you would like to have these options. Call 877.698.3262, option 3.

Text-to-Speech

Our Text-to-Speech engine can speak your message for you. Impressively human sounding with 19 languages available, the Text-to-Speech engine saves time when sending messages.

1. Type your message in the text box. For best results, use correct punctuation. Our advanced Text-to-Speech engine can detect commas and even exclamation marks! If you do not use periods and commas within your message, the converted text may play too fast to be easily understood.
   
   a. Letters or numbers that need to be pronounced separately like a website or street address should be typed out.
      For example, "one call now dot com" or "1 2 3 Main Street."

2. Select one of the Text-to-speech voices from the drop-down list.
a. If you are planning to send a message in one of our supported languages, select the preferred language and voice from the drop-down list, then click the Translate button.

3. Click the Next button.

Notes:

- If your message was typed in a language other than English—Spanish, for example—select the corresponding voice. There is no need to click Translate. The Spanish voice will use the appropriate language pronunciation rules to read the message. As a rule, using short sentences and avoiding slang will improve the translations.

- Messages translated from English into another language using Google Translate may not translate those messages perfectly.

- It is always a good idea to listen to your message before sending it to make sure it sounds the way you want it to, whether it is in English or any other language. Click the Listen to Message button to preview your message.

Polling Options

The One Call Now service can be used to ask your members questions! To request an answer/response from your Group, you will record your message (including the questions you want answered) and:
4. Choose one of the following options:

   a. None – No response is being requested from your members.

   b. Touch-Tone – You can ask your members a question and give them several different multiple-choice options.

       For example, you could record a message such as “We are having the annual meeting Friday and Saturday, April 15th and 16th. If you plan to attend on Friday, press 1. If you plan to attend on Saturday, press 2. If you plan to attend both days, press 3. If you cannot attend, press 9. Please press 1, 2, 3, or 9 when prompted.” After the messages are delivered to your members, you can view the message report to see which members chose which options.

   c. Transfer (optional feature) – You can use this option to all your members to be transferred to a number you choose to speak to someone live.

       For example, using the scenario above, your message might be, “We are having the annual meeting Friday and Saturday, April 15th and 16th. If you plan to attend on Friday, press 1. If you plan to attend on Saturday, press 2. If you plan to attend both days, please contact the Main Office now by pressing 3. If you cannot attend, press 9. Please press 1, 2, 3, or 9 when prompted.” Check with a Client Specialist for more information. Call 877.698.3262, option 3.

**Recorded File**

When you choose the Recorded File option, a list of all prerecorded audio files stored in your Audio Library will be displayed. You can also choose to upload a new audio file to your Audio Library by clicking the Upload New Audio File button.

1. Select the audio file you wish to send.

   a. Click the speaker icon to preview the audio file.

2. Click the Next Step button.

   **Note:** If you have Advanced Language options, you may choose to send either a multilingual or single language message. Accounts with Basic Language options are limited to single language messages.

**One Call Stock Library**

Stock messages are delivered in multiple languages based on your group members’ preferred language setting. There are 30 common messages recorded by native speakers in 11 languages, including English.
1. Choose the Stock Message from the listing.
   a. Click the speaker icon to preview the message.

2. Click the **Next Step** button.

**Email Message**

Sending email messages is easy with One Call Now.

1. Enter the subject line for your email message.
2. Compose your email in the text box. You can use the standard formatting tools as you would in most word processors. If you have the HTML code, you can select HTML mode for your email message.
   a. You can translate your email subject line and content into another language by selecting a supported language from the drop-down list on the right and then clicking the **Translate Email** button.
3. **Optional:** Click the Attach a File link and then click on the **Select** button to find files you want to send to your members.
4. Click the **Next** button.
Notes:

- Attachments are limited to 2 megabytes per file and will be attached to your email as links to the files stored on our servers.

- Up to five files can be attached to your email message.

- Allowed file types are: .bmp, .gif, .jpg, .pdf, .png and .tiff for Content/images, .ppt or .pptx for Microsoft Powerpoint, .rtf, .txt, .xls, .xlsx, .doc, .docx and .csv for text or Microsoft Word and Excel files.

**SMS Text Message**

By default, an introduction is filled in for you. You may edit this if you wish. However, an introduction is required for all SMS text messages.

1. Type your message in the provided box.

2. Click the Next button.

Notes:

- SMS Text messages can be sent in languages other than English, but not all phones can display special characters that may be needed to display certain languages.

- Text messages are limited to 130 characters. A counter shows how many characters have been typed.
If a Text-to-Speech phone message is also being sent, the system will display the content of that message below the SMS text message box. You can use this to copy and paste parts of the message into the SMS text box.

- An opt out clause, "Reply STOP to opt out" is automatically added to all text messages sent through One Call Now.

**Select the Message Recipients**

Now that you have selected how you want to contact your members and what you would like to tell them, you can now choose which members should receive the message.

**Select Your Contacts**

- **Select Subgroup(s)**
- **Send to All Members**
- **Send to All Groups (**)**

*Select your Subgroup(s)*

<table>
<thead>
<tr>
<th>Subgroup Number</th>
<th>Subgroup Name</th>
<th>Active Members</th>
<th>Active Phones</th>
<th>Primary Phones</th>
<th>Active Emails</th>
<th>Receive Text Msg</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Grade 01</td>
<td>319</td>
<td>321</td>
<td>321</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>02</td>
<td>Grade 02</td>
<td>354</td>
<td>356</td>
<td>356</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>03</td>
<td>Grade 03</td>
<td>340</td>
<td>346</td>
<td>346</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>04</td>
<td>Grade 04 (Admin)</td>
<td>649</td>
<td>652</td>
<td>652</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>05</td>
<td>Grade 05</td>
<td>404</td>
<td>400</td>
<td>400</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>99</td>
<td>Staff</td>
<td>499</td>
<td>603</td>
<td>603</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>

1. Your Subgroups will display when the page loads. You can either choose to send to select Subgroup(s), all your members, or to All Groups.

   **NOTE:** If you select a Subgroup marked “Admin”, your message will be sent to all members of this Subgroup in all associated Groups' Rosters.”
   
   a. Messengers will only be shown their assigned Subgroups.

2. Click the **Next** button.
Schedule and Send

Scheduling a delivery is simple and quick.

1. **Start Date** – Select the day you want your messages to be delivered by typing a date in the date box or by clicking the calendar icon.

2. **Start/End Hour** – Select the time deliveries should begin and end. Your Group’s call delivery hours are displayed by default. Additional options appear if Phone Message is one of the message types selected when you first begin to send a message.
   
   a. You can change from the defaults for this message only by typing in the Start Hour and End Hour boxes or by clicking the clock icon. Please allow at least one hour for message delivery.
   
   b. The End Hour box does not appear for email or SMS text messages.
   
   c. Check the box next to “Continue next day” if call delivery attempts should be continued to any phone numbers that were not answered on the first day. Attempts will begin at the Start Hour the next day following the original delivery.

3. **Save Message** – if you would like to Save your message to be used in the future, check the box next to “I would like to save this message for future use.” Assign a unique, numeric code (up to 8 digits) and a Message Name.

   **Save Message**

   - [ ] I would like to save this message for future use
   
     * **Message Code (Maximum of 8 digits):**
     
     2066

   * **Message Name:**
     
     Annual Meeting

   **Message Description (Optional):**

   4. To save and send your message, click the **Save and Send** button. To save your message to be used in the future, click the **Save Only** button.
Sending Your Message by Phone

A special Subgroup code is used to identify All Groups as the recipients of a message being recorded and scheduled over the phone by the Super Group Leader. The auto-attendant will not prompt you for this special Subgroup code. You must know the code to specify to send a message to All Groups. This special Subgroup code is ** (star star).

1. Dial 877.698.3261. (Additional numbers are 866.321.4255 or 614.384.2335)

2. You will be prompted, as a Group Leader, to press the pound sign (#) followed by your Group ID and PIN. (Press #, your Group ID and PIN all in a row. For example, #1234561111.)

3. At the One Call Now Leader Menu, press 1 to send a message to your Group.

4. If a Group Greeting has not been recorded, you will be prompted to record a Group Greeting. This introduction can be played before every message you send. You will only do this step one time. Your Group Greeting is three seconds. Record and accept your Group Greeting.

5. The Group Leader can turn off the Group Greeting.

6. You will be prompted if a touch-tone response should be recorded from your members or not. Press 1 to record or capture a touch-tone response, or press # if you do not need a touch-tone response.

7. At the tone, begin recording your message. Press # to end your recording when you are finished.

8. Listen to your message for clarity and completeness particularly if capturing a touch-tone response. Press 1 to accept, or press 2 to re-record your message.

9. You will hear a prompt to enter your 2 digit subgroup number:
   - To send a message to All Groups, press **.
   - To send a message just to this Group’s Roster, such as central office staff or league officials, press 00.
   - To send your message to a Subgroup within your Roster, enter the two-digit subgroup number.

   **Note:** To send your message to All Associated Groups, be sure to press ** as 00 is not All Groups.

10. Press 1 to accept your subgroup selection.

11. To send the message to an additional Subgroup, press the two-digit Subgroup Number. On the other hand, press # if you are finished entering your Subgroups.

12. At the prompt, press # to send your message or press 1 to modify your delivery times and options. This allows you to override your default delivery times and settings for making attempts on a second day.
13. Your message will be delivered after you hear “Message delivery has been confirmed.” If you hang up before that prompt is played, your message delivery is cancelled.
Super Group Export

Super Groups can export their entire Super Group (all groups within the organization).

1. From the Change Group drop-down list, choose either All Groups, District, or League.

2. Click View Reports, and then Super Group Export.

3. You can choose to either open or save the file once you have clicked Super Group Export. This export is similar to the top-level Roster view and you will see all child Groups and the members in each Group. Below is a screenshot of a sample file opened in Microsoft Excel.
Viewing Reports

Two types of reports are available to Super Group Leaders. The first are Message Reports that provide access to the Message Reports of all associated Groups. The second type of report is only available to Super Group Leaders: Group Usage Reports that summarize the use of One Call Now by each Group.

Message Reports

Message Reports contain detailed information about the messages you send. They tell you how they were created, by either phone or the One Call Now website. You can also see how messages were delivered. In addition, you can see when messages were scheduled for delivery and when they were actually delivered.

A Message Report is generated as soon as a message delivery is started. It will show the status of all messages that are actively being delivered, waiting to start, or those that have already been completed.

Reports show what happened at each message destination (phone, email or SMS text). They also show whether we reached an answering machine or a live person, or if the phone was busy or never answered. The report shows whether email and text messages were successfully received and in what language each message was delivered as well.

Generate a Message Report

Naturally, you may want to see the results of your call. Follow the directions below to generate a report.

1. Click View Reports, and then Message Reports from the Group Leader menu.

2. The Message Reports page opens with a listing of messages scheduled, if any, for today.

3. There are many options available to you to help you search the Message Reports.

   a. Select Date Range – choose one of the six options.
b. Select Subgroups – click this button to search for messages delivered to specific Subgroups.

c. Status – click the drop-down list to search for messages by their status.

d. Source – click the drop-down list to filter messages by their source.

e. Type – click the drop-down list to filter messages based on the type of message or how it was created.

4. Click the **View Results** button to display the results of your selected search criteria.

**Summary Message Reports**

The default view on the Message Reports page is the Summary Message view. You will notice a table showing all calls that match the search criteria you picked. If you come to Message Reports after sending a message, you will see the call(s) scheduled for delivery and the Future options selected in the Date Range.

**Column Headings**

Below is a description of the column headings for the Summary Message Reports. Please note that the column headings are stacked. There are two headings per column. For example, Deliveries and Remain are two different items in the same column.

- **Message Date** – This is the day the message was scheduled to be sent out. This is also the link to the Detail Message Report.

- **Message Day** – This is the day of the week.
• **Start Hour** – The time the message delivery started or will start. Email messages will show the scheduled start time regardless of when the email was actually created.

• **End Hour** – The time of the last message delivery or the last possible delivery attempt for active messages or those waiting to start.

• **Status** – The state of the message delivery.

• **Type** – Describes in which mode the message was sent. Not all types of messaging, such as Text-to-Speech or SMS text, are included with all service plans.

• **Messenger** – Person who initiated the message, either the Group Leader or a Messenger.

• **Source** – How the message was created.

• **Deliveries** – Total number of scheduled deliveries to phone or emails.

• **Remain** – Total number of deliveries that have yet to be completed.

• **Delivered** – Total number of successful deliveries completed. For messages that are still actively being delivered, this number is updated in real time.

• **Unreached** – Number of message deliveries that were not, or have not, yet been delivered.

**Icons**

The people icon (⿰) indicates that the message was sent to one or more Subgroups. Click on it to view the Subgroup numbers and names that were included in the message delivery.

The graph icon (📊) indicates that a touch-tone poll response was requested from Group members. Click the icon to view the poll results.

The icons in the last column will be a speaker (📢), envelope (✉️), or an SMS bubble icon (/messages). If there is not an icon, this means that the message was personalized to each recipient. In this case, the exact message can be accessed from the Detail Message Report.

• **Click speaker icon (📢)** to listen to the phone message.

• **Click the envelope or the SMS bubble icon (✉️/_MESSAGES)** to view the text of either an email or a text message.
Detail Message Report

Click on the Message Date to open the Detail Message Reports. These reports contain additional controls and message delivery details. The top half of the Detail Message Reports page shows the Message Report tabs.

Totals Tab

The left hand box displays the Message Status that is the current condition of the message. The icon(s) will link to the actual message content.

- Status will indicate if messages are In Progress, Waiting to Start, Paused or Complete. In Progress messages will show a Cancel button. To end delivery attempts that are in progress, click the Cancel button and click ‘Yes’ to confirm the cancellation.

- Another button, Add to Audio Library, allows you to copy this message to your Audio Library. (Not available for multilingual messages as the message is already in your Audio Library.)

- A date and time stamp of the status may appear. This indicates when a message was started paused, or cancelled.

- First Attempt – Date and time the first attempt to deliver the message was made.

- Last Attempt – Date and time the last attempt was made.

- Members – Total number of Group members being contacted for the message.

- Reached – The Group members who were successfully contacted.
• Unreached – The number of Group members who did not receive your message through any of the delivery destinations (email or phones) that may be listed for the member.

• Deliveries – Total number of deliveries originally set to be delivered.

• Reached – The number of successful deliveries.

• Unreached – The number of uncompleted deliveries.

• Subgroups Selected – Shows the Subgroup number(s) and the Subgroup name(s) of each Subgroup selected to receive the message.

• Delivery Languages – Identifies the language the message was sent in, how many members received it in that language, number of deliveries.

Setup Info Tab

Click the Setup Info tab to view the details of the message initiation.

• The left hand box contains the Message Setup.

• Message Initiated – The date and time the message was created.

• Scheduled Start Day – The day the message is scheduled to start.

• Start Hour – The earliest a message could be delivered. Messages that are scheduled to start when recorded are referenced to the top of the hour. (Example: a message recorded at 2:25 PM is given a Start Hour of 2:00 PM)

• End Hour – The latest a phone message delivery could be delivered.

• Continue Next Day – Either Yes or No indicating whether phone message delivery attempts should be made on the following day. Only phone numbers that were not reached successfully on the Scheduled Start Day will be called.

• Response Requested – Indicates whether a touch-tone response was collected in phone deliveries for Polling or Hot Transfer (optional feature).
- Originator – Group Leader or Messenger who created the message.
- Origination Number – Caller ID number which was displayed for phone messages.
- Initiated by – Source, either phone or website.
- Message Type – How the message was created (i.e. Text-to-Speech, Stock Library)

**Control Panel Tab**

Message Reports for phone messages will have a third tab. Click the Control Panel tab to change, pause, or cancel the delivery of active phone messages. The Control Panel will have some options grayed out if a message has completed.

- Message Remote Control box shows the current Status along with buttons to pause or cancel a message delivery.
- Pause – To halt message delivery temporarily, click the **Pause** button and then ‘Yes’ to confirm. Paused messages may be restarted.
- Cancel – To stop a message without the option of restarting it, click the **Cancel** button and then select ‘Yes’ to confirm. Cancelled messages cannot be restarted.
- The Update Message Settings box shows your delivery schedule. Change the Start Date by typing a new date in the date box or by clicking the calendar icon. Change delivery times by typing in the
Start Hour and End Hour boxes or by clicking the clock icon. Allow at least one hour for message delivery.

- Check the box "Continue phone calls on the next day" if you want delivery attempts to be made on the following day to any phone numbers that were not answered on the first day. Attempts will begin at the Start Hour.

- Click the **Update Settings** button and then ‘Yes’ to confirm the delivery schedule changes.

- The updated settings will apply to any message deliveries, which have not been successfully completed. Messages, which have already been successfully delivered, will not be delivered again.

**Delivery Records**

On the lower half of the Message Reports are your Delivery Records. Click your browser’s refresh button, or press F5, to update the Message Report. It will show the latest real-time results. Results can be sorted and viewed by group member or by individual message delivery. By default, you will see individual message destinations. These might include individual phone numbers or email addresses.

- Click the **View by Delivery** button to sort by individual phone number or email address.

- Click the View by Member to sort by each group member.

- Click the **Show Unreached** button to show only the members or destinations that did not have a message successfully delivered.

- Click the PDF icon to save the contents of the table to a PDF file.

- Click the Excel icon to export the contents to an Excel file. Records with over 2,000 entries will be saved as a CSV file.
You can also search for specific information by using the "Search By" drop-down menu. You can select one of five filters, type what you want to find and click the **Search** button. This is useful when you need to find all deliveries to answering machines, for example. You can also use this method to help find a phone number called in error or to verify delivery of a message to a specific member.

If a speaker icon is located to the left of the member name, the message was personalized. Click on the icon to listen to the specific message.

**Delivery Records by Deliveries**

<table>
<thead>
<tr>
<th>Status</th>
<th>First Attempt</th>
<th>Delivery Time</th>
<th>Duration (secs)</th>
<th>Attempts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reached Call In</td>
<td>09/14/2010 8:51 AM (ET)</td>
<td>09/14/2010 8:51 AM (ET)</td>
<td>17</td>
<td>0</td>
</tr>
<tr>
<td>Reached Person</td>
<td>09/14/2010 8:51 AM (ET)</td>
<td>09/14/2010 8:51 AM (ET)</td>
<td>12</td>
<td>1</td>
</tr>
</tbody>
</table>

- Name – Group member’s name as listed in the Roster.
- Destination – Destination of the message (i.e. the phone number or email address of the recipient).
- Description – Any description of the destination listed for the member in the Roster.
• Status – The following descriptions tell you what Status the message is in at the time you are viewing the report.

<table>
<thead>
<tr>
<th>Status Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>App Notification</td>
<td>Indicates that the recipient received the message via the My Call Now app.</td>
</tr>
<tr>
<td>Unreached Active</td>
<td>Indicates that an attempted delivery to the destination has not taken place but is scheduled.</td>
</tr>
<tr>
<td>Reached Person</td>
<td>Indicates that the message was delivered to a person.</td>
</tr>
<tr>
<td>Reached Machine</td>
<td>Indicates that the message was delivered to an answering machine or voice mail.</td>
</tr>
<tr>
<td>Reached Email</td>
<td>Indicates that the message was delivered to an email address.</td>
</tr>
<tr>
<td>Reached by Text</td>
<td>Indicates that the message was delivered to the recipient's phone by SMS text.</td>
</tr>
<tr>
<td>Unreached Disconnected</td>
<td>Indicates that the recipient’s phone company has the phone number marked as disconnected.</td>
</tr>
<tr>
<td></td>
<td>(We cannot determine if the disconnection is temporary or not-or even if phone is actually disconnected since sometimes phone companies return invalid information.)</td>
</tr>
<tr>
<td>Unreached Busy</td>
<td>Indicates that a busy signal was encountered in the last delivery attempt. The message, however, is still active and additional delivery attempts will be made</td>
</tr>
<tr>
<td>Unreached No Answer</td>
<td>Indicates that the phone number was not answered in the last delivery attempt. The message, however, is still active and additional delivery attempts will be made.</td>
</tr>
<tr>
<td>Unreached Expired</td>
<td>Indicates that the destination was not reached before the End Hour was reached.</td>
</tr>
<tr>
<td>Unreached Cancelled</td>
<td>Indicates that message was cancelled before this phone number was reached.</td>
</tr>
<tr>
<td>Unreachable Bad Destination</td>
<td>Indicates the email address used was undeliverable or invalid.</td>
</tr>
<tr>
<td>Unreachable Requested Removal</td>
<td>Indicates that the member has requested to be removed from your calling list.</td>
</tr>
<tr>
<td>Unreachable Pending</td>
<td>Indicates that the message has not yet been delivered to the recipient but we are still attempting to deliver it.</td>
</tr>
<tr>
<td>Unreachable</td>
<td>Indicates that the recipient requested not to be contacted by your group.</td>
</tr>
</tbody>
</table>

• First Attempt – Date and time the first attempt was made to deliver the message. Email and SMS text messages will show the time the message was initiated.
• Delivery Time – Date and time the message was successfully delivered. Messages, which are waiting to start, do not display. First Attempt and Delivery Time are local to your Group member based on the area code and exchange. The time zone is indicated in parentheses.

• Duration – Length of time in seconds of the connection between the One Call Now system and the member's telephone.

• Attempts – Number of attempts made to the destination to deliver the message.

Group Usage Report

Many of the tools of the Super Group Leader are enhancements to the tools available to Group Leaders. The Group Usage Report is only available to Super Group Leaders. The Group Usage Report summarizes the usage of One Call Now telephony by each of the associated Groups. This allows the organizations to ascertain the value of One Call Now, to address training issues that may hinder usage, or identify situations where overuse is occurring.

1. Log in to your One Call Now account using your Group ID and password at One Call Now.

2. To change role click the drop-down menu and select the top listing which is descriptive of the larger organization such as District, League, or simply All Groups.

3. From the Group Leader Menu click View Reports and then Group Usage Report.

4. Select the date range for the interval of time that the report will cover.

   a. Selecting Date Range will activate the calendar controls.

   b. This Year and Last Year refer to a calendar year and neither a fiscal nor a school year.
5. Click the "View Report" button. A summary table displays each Group ID and Group Name, whether the listed Group is Active or Inactive (useful for organizations that are seasonal in nature such as sports clubs), the number of phone messages initiated, and the number of messages delivered.

<table>
<thead>
<tr>
<th>Group ID</th>
<th>Group Name</th>
<th>Status</th>
<th>Messages</th>
<th>Credits</th>
<th>Phone Messages</th>
<th>Phone Credits</th>
<th>SMS Messages</th>
<th>SMS Credits</th>
<th>Email Messages</th>
<th>Email Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>150945</td>
<td>OCN School District</td>
<td>Active</td>
<td>6</td>
<td>32.00</td>
<td>5</td>
<td>32.00</td>
<td>0</td>
<td>0.00</td>
<td>1</td>
<td>0.00</td>
</tr>
<tr>
<td>150946</td>
<td>OCN High School</td>
<td>Active</td>
<td>455</td>
<td>1,253.00</td>
<td>349</td>
<td>1,089.00</td>
<td>53</td>
<td>164.00</td>
<td>53</td>
<td>0.00</td>
</tr>
<tr>
<td>150947</td>
<td>OCN Elementary School</td>
<td>Active</td>
<td>2</td>
<td>2.00</td>
<td>1</td>
<td>2.00</td>
<td>0</td>
<td>0.00</td>
<td>1</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td></td>
<td>463</td>
<td>1,287</td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

a. This report will only list phone messages.

b. The default option is to organize the results by Group. Un-checking the Organize by Group box and then clicking "View Report" will create a report listing all phone messages initiated for the selected time period.

6. Click the plus icon to expand each Group’s listings. The date of the message; the Caller ID, or origination number; the number of phones scheduled and answered; to how many Subgroups and which ones are listed.

<table>
<thead>
<tr>
<th>Group ID</th>
<th>Group Name</th>
<th>Status</th>
<th>Messages</th>
<th>Credits</th>
<th>Phone Messages</th>
<th>Type</th>
<th>Origination Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>150945</td>
<td>OCN School District</td>
<td>Active</td>
<td>0</td>
<td>32.00</td>
<td>5</td>
<td>Phone Call</td>
<td>(937) 875-1427</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>150946</td>
<td>OCN High School</td>
<td>Active</td>
<td>455</td>
<td>1,253.00</td>
<td>349</td>
<td>Phone Call</td>
<td>(937) 875-1427</td>
</tr>
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<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>150947</td>
<td>OCN Elementary School</td>
<td>Active</td>
<td>2</td>
<td>2.00</td>
<td>1</td>
<td>Email</td>
<td></td>
</tr>
</tbody>
</table>

a. To view message deliveries in detail, click the Message Start Date hyperlink. This will open a new browser window.
Impersonating Group Leaders

All maintenance for Groups associated with your Super Group can be accomplished while logged in as the Super Group Leader.

7. From the Group Leader menu, click the arrow next to the Change Group drop-down menu and select the Group.

8. Click Manage Group.

9. Click Group Listing.

10. All associated Groups will be listed. Click the “Login” button to login to that Group. The current session as Super Group Leader will end when you login as another Group Leader.

   a. Remember it is not necessary to login as the Group Leader of other Groups to access and modify those Groups.
Notifications

One Call Now can email notifications of actions to the Super Group Leader and/or to other persons as designated by the Super Group Leader. The actions and activities that prompt One Call Now notification include the completion of a phone, email, or SMS text message delivery; an addition or edit submitted for inclusion in the Roster using Family Profile; a request from a phone number to opt-out of receiving messages from your Groups; and Roster imports using the Import Wizard. (Not all service plans include all the above listed features.) You may designate existing Messengers for notifications or add up to six persons who are not an existing Messenger.

1. Log in to your One Call Now account using your Group ID and password at One Call Now.

2. To change role click the drop-down menu and select the top listing which is descriptive of the larger organization such as District, League, or simply All Groups.

3. From the Group Leader Menu click Settings and then Notifications.
   a. Email Status indicates whether emails sent to the address are bouncing or if the owner has specifically opted-out of receiving emails from One Call Now.
   b. To add persons who are not Messengers, type their first and last names in the boxes provided along with their email address.

4. Click the “Select from Messengers” button to add persons from your list of Messengers.

5. Check the boxes to the left of the Messengers who should receive notifications and click the “Add” button.

6. Check the boxes for the notifications for the notifications you wish each person to receive. Columns will appear only for the features included with your Group’s service plan.

<table>
<thead>
<tr>
<th>Name</th>
<th>Email Address</th>
<th>Email Status</th>
<th>All Groups Notifications</th>
<th>All Message Reports</th>
<th>Family Profile</th>
<th>Opt-out Notices</th>
<th>Import Wizard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valerie McCard</td>
<td><a href="mailto:vm@onecallnow.com">vm@onecallnow.com</a></td>
<td>Opt-in</td>
<td></td>
<td></td>
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<td>Carter</td>
<td>carter.staj</td>
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</tbody>
</table>

Save  Select from Messengers  Cancel

- **All Groups Notifications**: Check to receive selected reports from all Groups within your Super Group. Then check the types of notifications you would like the email recipient to receive.
- **All Message Reports**: Receive all message reports sent for your group. Messengers will receive reports for messages they initiate.
- **Family Profile**: Receive reports of all additions and changes made through the Family Profile.
- **Opt-out Notices**: Receive reports of all recipients who have requested not to be contacted by your group.
- **Import Wizard**: Receive reports of roster import results.
a. All Groups Notifications means that the person will receive notifications for actions and activities that occur in ALL associated Groups.

b. All Message Reports means that the person will receive the Message Report Summaries for all messages initiated to Group members.

c. Family Profile means that the person will receive notification when Group members enter additional phone numbers and email addresses to their contact information in the One Call Now Roster.

d. Opt-out Notices means that the person will receive Opt-out Notices. These are notifications sent when the owner of a phone number has opted-out of receiving messages from your Group. These phone numbers should be removed from the Group Roster because they may be listed in error.

e. Import Wizard means that the person will receive notices when a Roster file has been imported to the One Call Now Roster. These notices will include errors, such as area code and exchange combinations that do not exist or phone numbers that have previously opted-out of your Group.

7. Click the “Save” button.
Your Group ID and PIN

Write your Group ID and PIN on the wallet card (provided below). Cut it out and keep it handy so you can make calls any time. Your Group ID and PIN will be used when calling our toll free number to send a message. To login to One Call Now to manage your Group online you will also need your One Call Now password.

1. Dial 877.698.3261
   (or 866.321.4255 or 614.384.2335)
2. Precc # followed by your Group ID and PIN.
   (i.e. #1234567890)

   **Group ID: ___________ PIN: ________**

3. Follow the prompts to send your message!

Questions?
Visit onecallnow.com or call 877.698.3262 option 3

Need more cards for your Messengers? Here is a [PDF Version](#) of the wallet card with 6 cards on it.