ManageMyNotify

Mobile App and Web User Guide

This Mass Notification Tool can quickly send hundreds of Voice, Text and Email messages with your tablet, PC or Smartphone!
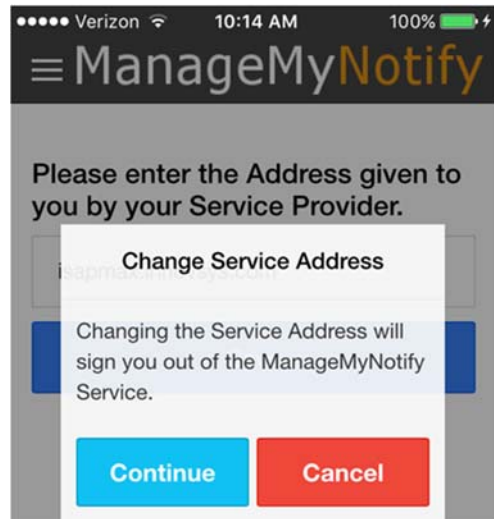
Citizens

For Tablets and Smartphones Load Your ManageMyNotify App from the Market or Apple Store

Enter the following web address https://myphone.citizens.coop/Notify
on your App or PC's web browser. and press the Save button.

Next press the Continue Button

Notes:

Federal Robocall Restrictions May Apply!

Important Note!

You may be subject to FCC requirements to use the **Opt Out** option of this service and to record the name of your company in the Preamble Announcement (Introduction Message) if your jobs are purely for sales/telemarketing calls. Failure to do so may violate FCC regulations.

The FCC requires additional reporting for these types of calls. There are exemptions to this order that include political, non-profit and informational reminder notifications.

Refer to the FCC.gov web site and search Telemarketing and Robocalls for further guidance.

Please Enter Your Unique User Name and Password to login to your ManageMyNotify account

Please contact our office to receive your user Name and Password

To Open the Main Menu you can: Press on the area circled in Red, swipe from the left side of your mobile device or drag your mouse from the left side of your web browser screen.

There are three administrative features to this service: Announcements, Phonebooks and Jobs. **Announcements** are used to manage the announcement audio files that are available to be played for notification calls. **Phone Books** are used to organize and store your phone numbers, email addresses and text addresses . The **Jobs** section is used to add, delete, manage and activate ManageMyNotify jobs.
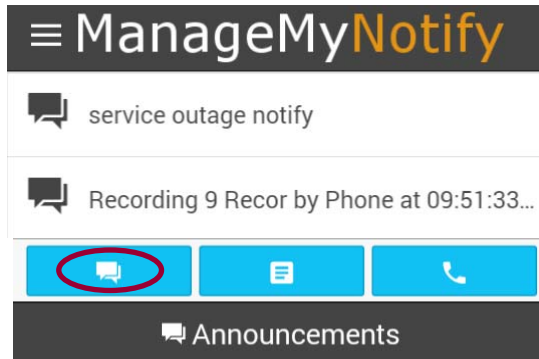
Announcements

These are the recorded messages that you can send to your Phonebook contacts. From the Main Menu press the Announcements button to access your current Announcements.

To record a new announcement press the button circled in Red.

Enter a description for your New Announcement in the Description field

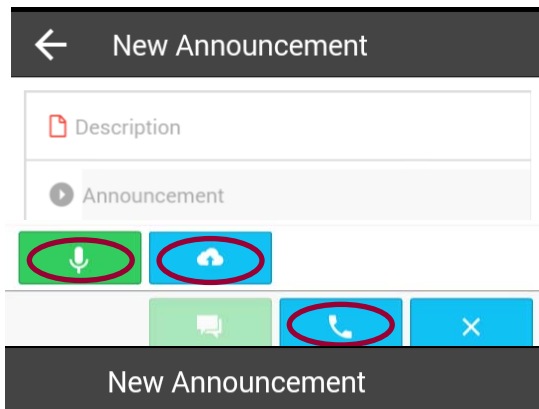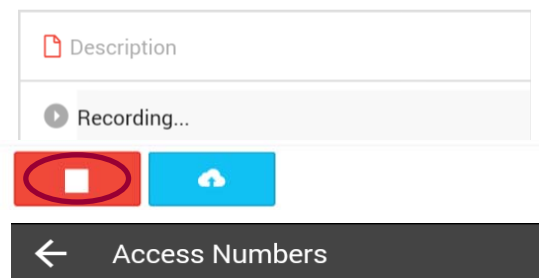You can Record an Announcement using your mobile device or computer by pressing the Microphone button if displayed.

The Cloud button if displayed allows you to upload files from your internet browser or your Mobile App. These files could be Announcement recordings or Phonebook contact entries.

You can also Record by calling the ManageMyNotify Automated Admin Center by pressing the Phone button.

When using your device or computer to Record press the Red button when you have finished recording your message.
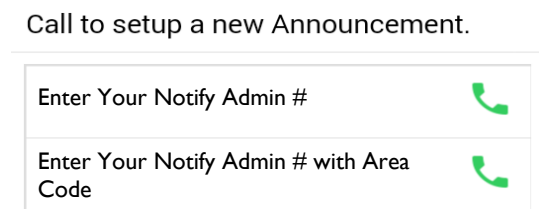
If you choose to Record from the ManageMyNotify Admin Number, follow the voice prompt instructions to complete your recording.

Press this button to Save your Recording

Call Status and Exceptions

These two features can be found in the Scheduled and Completed Jobs section. Call status will give you a report on the status of a contact for a completed Job. This allows you to see if your contact received the Notification message. If the Status is "Idle" that means the notification process has not been completed for that particular Phonebook Contact.

Exceptions are used to manage contacts that should not be contacted if they are found in the Phonebook associated with this job. To add a job exception, press the Insert button and an Add Exception entry form will be displayed. Select the Address Type (Phone Number, Email or Text) enter a phone number or Email address in the Address field, the Description is optional. Press the Add button to complete the entry. Exceptions can be removed by selecting them and pressing the Remove button. *Note: Phone numbers or Email addresses/text addresses that are added or deleted from the Exceptions list are not permanently removed from the Phone Book.*

Cloud Upload

If displayed, ManageMyNotify allows you to upload files from your Desktop browser or your Android Mobile App. These files could be Announcement recordings or Phonebook contact entries.

How to Import Batches of Phone Numbers, Email and Text Addresses

CSV Spreadsheet File Creation Procedure (suggested)

Data in this format needs to be created using three columns: Column A containing the 10 digit phone number, Email address or text number. Column B can have a description or can be left blank and Column C needs to have the number "0" if it is a phone number and the number "1" if it is an Email address or "2" if it is a text address. Use the CSV File type when you Save your Notification contact data.

	A	B	C
1	6059997438	scott phone	0
2	6055558888	scott text	2
3	tomtelephone@gmail.com	scott email	1

Important Note: You must close the newly created file before Uploading into a Phonebook

Download

All addresses in a phone book can be exported to a CSV, TXT, or XML file by opening a Phone book and pressing the Download button if displayed. A standard Save As window will be displayed, allowing a file type and location to be specified for the addresses that will be exported. Once the file name and type of file have been entered, press the Save button to complete the file export. All addresses in the selected phone book will be included in the export. *(To set up a template guide for creating large spreadsheet lists for import into your phonebook use this function after you have added to your Phonebook a single phone #, text or Email address .)*

Text Message Notification

If you have not had your account activated for sending text messages please contact our office as there may be a small fee for every sent text message.

Jobs 📞

There are additional options to administer your ManageMyNotify Jobs by using both the General and Details tabs in the Jobs section.

Details

The Details section provides additional features for your ManageMyNotify Jobs that affect call notification attempts as well as special response options for your notification contacts. When you set this service up with us we create certain defaults to meet your needs so that you would not normally need to adjust settings in the Details section. The glossary below explains the functions of the Details settings.

Retries	Enter the number of times the job will re-dial each phone number that has not successfully answered a call. *Note: Select "0" and the number will be called just once.*
Delay (min)	You can select in minutes the amount of time you want the service to wait before it attempts to redial Phonebook contacts who haven't successfully received the recorded announcement.
Double Delay	You can double the Redial Delay time between every attempt related to the Redial Delay feature by selecting True .
Min Time (sec)	Enter the minimum number of seconds the announcement must be played when a call is placed for the call to be considered successful. This number should closely match the length of your Announcement if you want them to hear the entire notification message.
Email	Set to Send When Complete to have ManageMyNotify send an Email report when this job is complete. Please contact our office to add or delete the Email addresses where you wish to have the report sent.
Response	Setting this option to Enabled will allow the called person to press a digit on the phone in response to the notification announcement (e.g. "Press 1 if you agree, press 2 if you disagree.") The pressed digit will be displayed in the job report Email.
Transfer 1,2,3	Set to Enabled to transfer the call to a phone number or another subscribed service such as Voice Mail when a digit on the phone is pressed. This setting will be disabled if Response is set to Disabled. You can have up to 3 different Transfer options.
Digit	Choose the digit (0-9) on the phone that can be pressed to transfer the call. This setting will be disabled if Transfer is set to Disabled.
Transfer Type	Choose the type of transfer that will occur. Options include Address or Service. This setting will be disabled if Transfer is set to Disabled.
To	The target of the call transfer. If the Type is an Address then a 10 digit phone number must be entered in the field. If the Transfer Type is Service then a subscribed service like Voice Mail must be selected. This setting will be disabled if Transfer Enabled is set to No and is required if Transfer is set to Disabled.
*Opt Out	Select Enabled to give called numbers the option of opting out of future ManageMYNotify Jobs. Select Disabled to turn off the Opt Out option.
*Digit	Choose the digit on the phone that can be pressed to opt out of future ManageMyNotify jobs. **Please see compliance note on page 10 of this brochure.*

Editing Announcements 💬
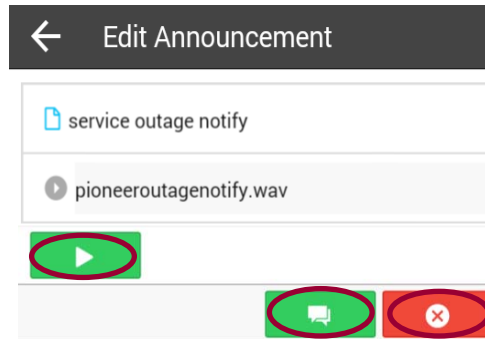
You can edit your announcements by selecting an announcement from your announcement list which will open the Edit Announcement screen.

To listen to the selected announcement press the Green Play button

To change the Announcement description press the current description and then use your device keypad to type in the new description. Press the Green Announcement button to update the description. To Delete this Announcement press the Red Delete button.
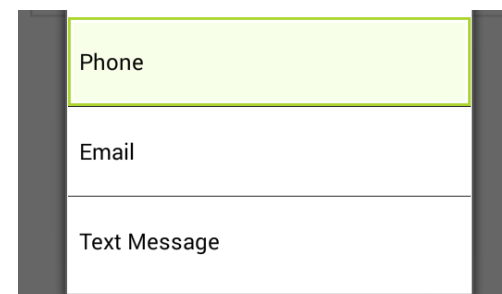
Phonebooks 📇

Phonebooks are used to organize and store your Phone numbers, Email addresses and Text addresses . From the Main Menu press Phonebooks to access your current Phonebooks. To create a new Phonebook press the Phonebook button to open Add Phonebook

Press on the Description to create a name for your new Phonebook.
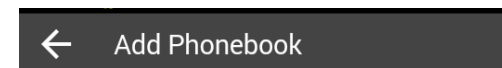
Next press the Green Add button and choose from the Drop down options to add your Phone, E-Mail or Text contacts. **Phone contacts must include their Area Codes.** *If you are adding Text Contacts please see page 9.*
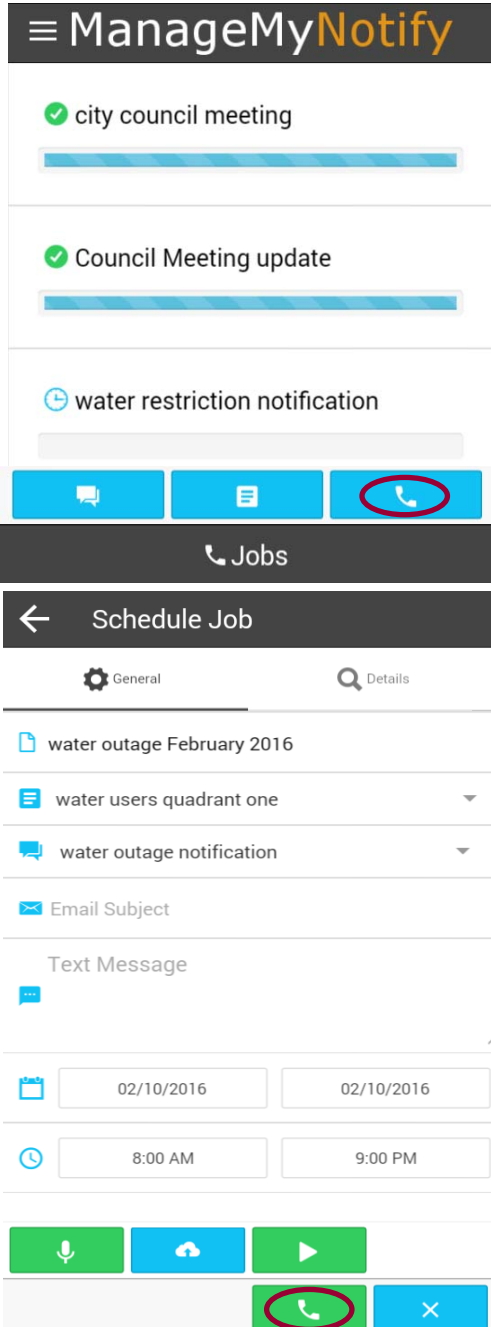
Upload multiple contacts at one time with the Cloud button. See page 9 of this User Guide.

Text Message is the 10 digit cell phone number for your contact.

Press the Green Check button to finish adding your contact to the Phonebook.

Jobs 📞 The Jobs section is used to add, delete, and manage notification jobs.

From the Main Menu press the Jobs button, this will display completed and scheduled Jobs. You can select any of the Jobs in your list to review details or to delete the Job.

To schedule a new Job press the Phone button circled in Red.

Enter a Description for your Job. Next press the Select Phonebook dropdown menu and choose your Phonebook of contacts that you want to Notify.

Next press the Select Announcement dropdown and select the recorded Announcement that you want your Phonebook contacts to hear. If displayed you can press the Microphone button to Record an announcement for this Job.

Press the Phone button circled in Red to immediately send out a Notification Job that will deliver your recorded announcement to your selected Phonebook.

The following pages in this User Guide contain a complete list of features that include sending text and email

Jobs 📞 There are additional options to administer your ManageMyNotify Jobs by using both the General and Details tabs in the Jobs section.

General
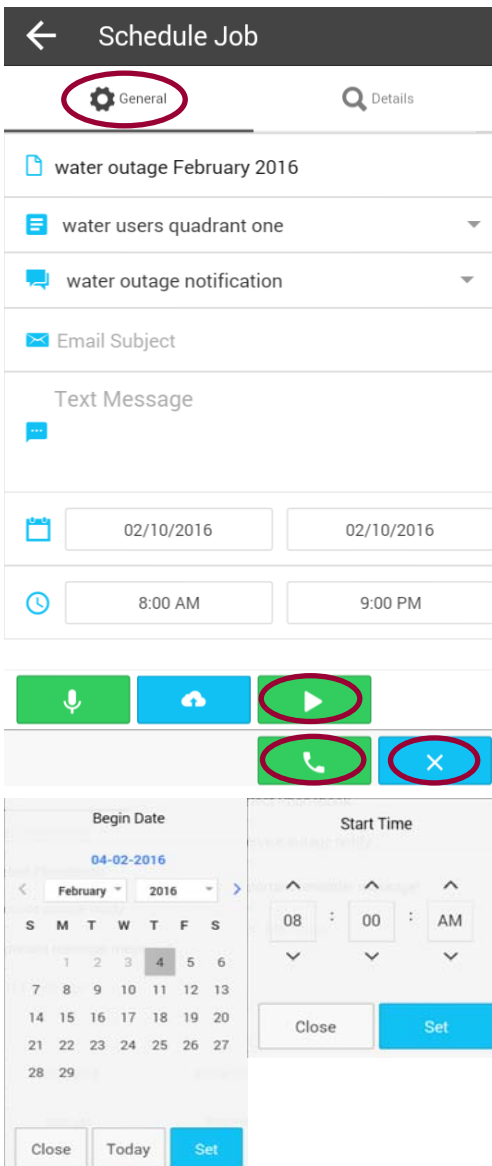
In addition to sending out recorded announcements, the service will also send out email and text notifications. These text and email notifications can also include an attachment containing a selected Announcement.

To send out an email notification enter the subject line text you want in the Email Subject field.

The Text Message field is where you can type the message that you want included in either your email or text notification message.

The Calendar and Time fields allow for scheduling of future Jobs. By default ManageMyNotify will only send out Jobs between 8:00 AM and 9:00 PM. **Please contact our office if there is a need to change those default times.**

You can schedule Notification Jobs in advance by using the Begin Date and End Date calendars. If you want to have your Jobs run during a certain time frame you can use the Start Time and End Time feature.

From the General section you can listen to the selected announcement by pressing the Green Play button. Pressing the Green Phone button will Schedule or run a Job. The Blue X button will exit the Schedule Job screen without saving the Job.