NOTES:

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!

STAR
COMMUNICATIONS

1-800-706-6538

For Tablets and Smartphones Load Your ManageMyNotify App from the *Market or Apple Store*
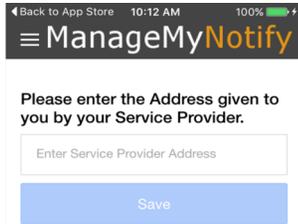
Enter the following web address: (https://starapmax.stmc.net/Notify/) in your App and press the Save button. Next, Press the Continue button.

For Desktop ManageMyNotify, enter the web address in your PC's browser bar* and when it opens, enter your username and password and press the Sign In button.
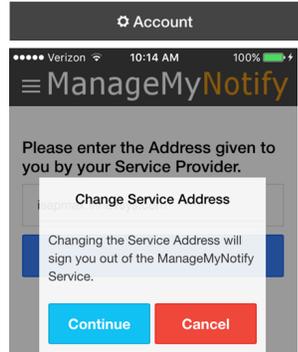
ManageMyNotify service is fully functional with Google Chrome, Microsoft Edge and Mozilla. Internet Explorer and Safari are not supported with this service.
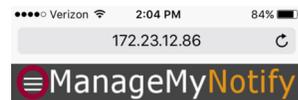
Please contact our office to receive your user Name and Password

To Open the Main Menu you can: Press on the area circled in Red.

There are four administrative features to this service: Announcements, Phonebooks, Jobs and Account.
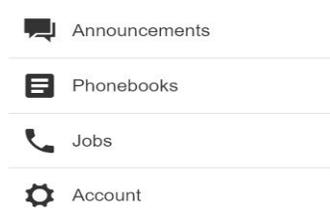
Announcements - Manage audio files that are available to be played for notification calls.

Phonebooks - Organize and store your phone numbers, email addresses and text addresses .

The **Jobs -** Add, delete, manage and activate your ManageMyNotify jobs.

Account - Change your password or log out of the service.

Additional Job Features

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 created 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

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 Yes .
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. To add or delete completion report Email addresses, press the Blue + button and select Setup Job Report Email.
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. Response must also be Enabled to use the Transfer feature.
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 6 of this brochure.*

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

Spreadsheet File Creation Procedure

Data in this format needs to be created using three columns: Column A, containing the 10 digit phone number, Email address or text phone number. Column B, can have a description or can be left blank, and Column C, which 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 phone number. 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 save and close the newly created file before Uploading into a Phonebook.

Cloud Upload

If displayed, ManageMyNotify allows you to upload files from your computer into the service. These files could be Announcement recordings or Phonebook contact entries.

Download

All addresses in a phone book can be exported to an Excel Spreadsheet file by opening a Phone book and pressing the Download button if displayed.

Use Download to Create a Template Spreadsheet for Your Contacts

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

You must have your account activated if you wish to send text messages, please contact our office. There may be an additional fee for sending text messages.

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 website and search Telemarketing and Robocalls for further guidance.

Announcements

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

To record a new announcement press the Blue + button to open the Actions window and select Add Announcement.
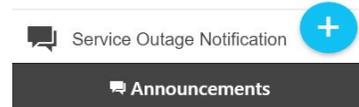
Enter a description for your New Announcement in the Description field.
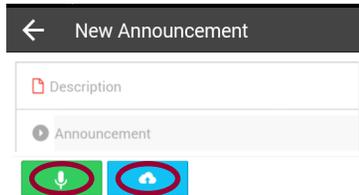
You can use your device or computer to Record by pressing the Mic button if displayed. Press Stop when you have finished recording your message. Press this button to Save your Recording.
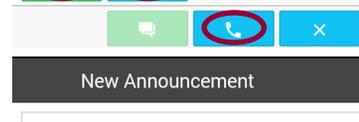
The Cloud button if displayed allows you to upload a pre-recorded announcement from your Computer.
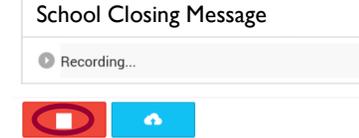
You can also call the ManageMyNotify Admin Center to record your announcement. Press the Phone button for a list of Access Numbers.

Admin Center Phone-In Announcement Recording Instructions

After dialing in you will be asked for your subscriber ID, which is your 10 digit phone number including area code. You will then be asked to enter your Password, your default Password is 0000.

Once you have logged in, if there are no recorded announcements in your library you will hear: "You currently have no active announcement" prior to hearing: 'Announcement Menu"

Press 1 to play your Announcement, Press 2 to re-record your Announcement, Press 3 to delete this Announcement, Press 5 to pick a new Announcement, Press 8 to change your Password. Press 0 to hear these instructions again.

You have the option of recording up to 20 notification announcements, using the Pick a New Announcement (5) option and using your phone pad select a number for your announcement from "0-19". If the number you select has no previously recorded announcement the prompt will say, "You currently have no active announcement.

After you have recorded your Announcement press the # key. Once your announcement has been recorded, the announcement will have a date and timestamp which you can rename from the Edit Announcement window.

Editing Announcements

You can edit your announcements by selecting an announcement from your announcement list which will open the Edit Announcement window.

To listen to the selected announcement press the Play button. To change the Announcement description type in the new description. The Download button allows you to save a copy of your record-ed Announcement. To Delete this Announcement press the Red Delete button. Press the Update button to update the Announcement.

Edit Announcement   ✕

📄 Annual Meeting Poll

⊙ PhoneRecording19.wav

▶ Play   ☁ Download   ❌ Delete

💬 Update   ✕ Cancel
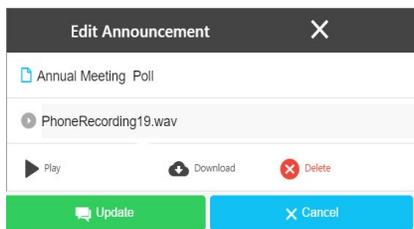
Phonebooks 📃

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.

≡ ManageMyNotify

📄 August Reminders

📄 City Water All Residents

📄 City Water Quadrant 1   ➕

📧 Phonebooks

← Add Phonebook

📄 Description

Phone

Email

Text Message
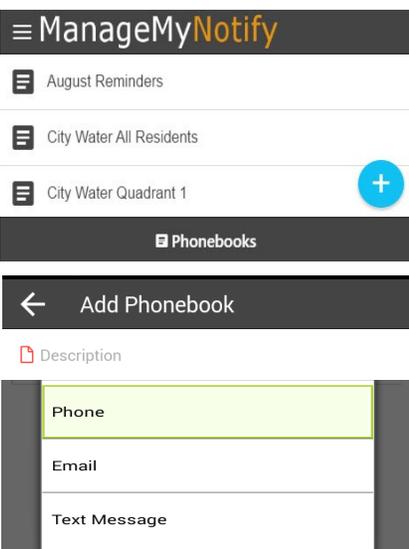
To create a new Phonebook press the Blue＋ button and select the Add Phonebook option.

In the Description field create a name for your new Phonebook.

Press the Green Add button and choose from the drop down options to add your Phone, E-Mail or Text Contact. If Text Message is not displayed, please contact our office if you want to activate this feature. Phone contacts must include their Area Codes.

Upload multiple contacts at one time with the Cloud button.

See page 6 for instructions on uploading multiple contacts from a Spreadsheet.

Press the Green Check button to finish adding your contact to the Phonebook. It is important to press the Add button to save your Phonebook when complete.

Editing Phonebook Contacts

Edit Phonebook Entry   ✕

📞 Phone

📞 605-990-7202

📄 Bob Feller

✓ OK   ✕ Cancel

Open a Phonebook and click on a contact to open the Edit Phonebook Entry window.

Clicking on any of the three fields will allow you to change the type of notification (Phone, Email or Text message), the contact phone number or the name of the contact.

Click OK once the edits have been made.

Click Update to close the entry and save the new changes in the Phonebook
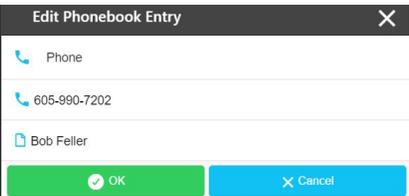
Jobs 📞 The Jobs section is used to add, delete, and manage notification jobs.

≡ ManageMyNotify

📅 Tue 11/8/2016 10:40:12

✓ hc   Compl...   Done: 3   Total: 3

← Schedule Job

⚙ General   🔍 Details

📄 Enter Description

📕 Select Phonebook   ▾

💬 Select Announcement   ▾

☁ Upload

✉ Important reminder message!

💬 Text Message

27/150

📅 12/02/2016   12/02/2016

🕐 8:00 AM   9:00 PM

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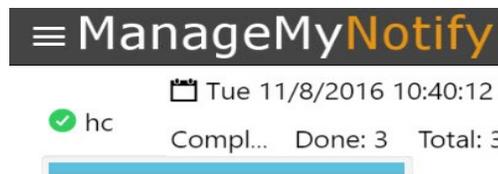
From the Main Menu press the Jobs button, this will display completed and scheduled Jobs. You can select any of the Jobs in your list to review details or to delete the Job.

To schedule a new Job press the Blue + button to open the Actions window and select Add Job.
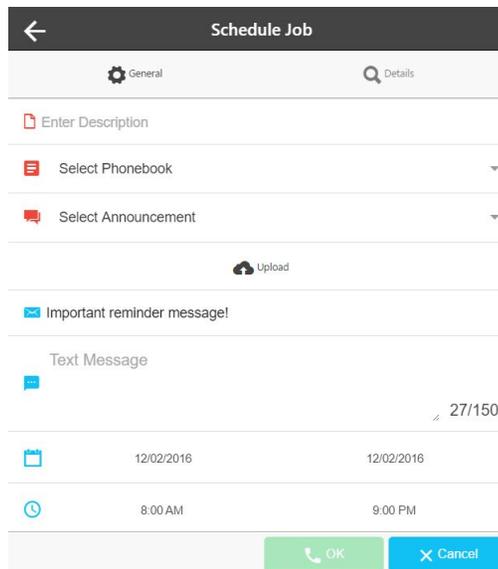
Quick Job Feature (Red Fields)

Create a Name for your new Job in the Enter Description field, Select a Phonebook, Select an Announcement, press the Phone button and your Job will start immediately!

Use Upload to add a new announcement for this Job. Once an Announcement has been selected a Play button will allow you to listen to the Announcement.

You can enter an Email Subject or text line if you are sending Email or text notifications.

For Email or Text Notifications enter the message that you would like recipients to receive. Please contact our office if you would like to activate the Text Notification feature.*

Use the Calendar field to set specific Job Start and End dates. You can also use the Time field to select the time range when you would like the Job to run. Press Set to complete your selections.

Press the Phone button to schedule or send out the Notification Job to your selected Phonebook.

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. When you signed up for this service we created certain defaults to meet your needs, refer to page 7 for more information on the Additional Job Features of this service.

Additional charges may apply