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SEND A MESSAGE

1. Write the message you want to send. This will be the email you send, the voicemail you record, and the text message you send.

    Information to include in the email include:

    Subject Line – Should say SunLand Water District (insert subject after)
    Email content:

    - Open with stating this email is from the SunLand Water District
    - What is the issue?
    - What streets/address range does it specifically affect
    - What other parts of SunLand does the issue affect?
    - What should residents do? Be specific
    - Who should they contact if they have questions/concerns? What is the contact information (regardless if it's in the signature line of the email)
    - Ask them to pass this information onto their neighbors so the word gets out quickly
    - When will SWD contact them again with an update?

2. Open OneCallNow website – www.onecallnow.com
3. **Login**
    a. **Group ID: 337553**
    b. **Password: 5762Woodcock!**
    c. Pin: 6641 (needed to create a phone message)
4. Left side of screen - Go to Messaging, click the arrow next to Messaging
5. Click on Send a message
6. Send a Message screen
    a. Type of Message
        i.   Informational – if it's not an emergency
        ii. Priority – if it's an emergency and you need the entire neighborhood to receive the message
    b. Source of Information
        i.   Contacts – always choose this
        ii. Canned call – do not use
7. Click green Next button
8. Message Name: enter a name for your message (whatever you want it to be)
9. Message Selection: Phone/email/sms text message (choose one, two or all)
10. Polling options: this will likely always be None
11. Phone: Enter or select your phone message
    a. **Not Preferred:** *Text to Speech* - type what you want said and OCN converts your text to speech (computer voice message)
    b. **Preferred:** *Audio Library Message* - Record a message using your voice via office phone and it saves it for you. Come back to this once you've recorded your message

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12. Record your voice message by calling 1-877-698-3261, follow the prompts.
    a. As the group leader, wait for the recording to ask for your group ID and PIN #. Hit # then immediately enter both your Group number and Pin number
    b. Group337553/Pin6641
    c. In the next set of choices, choose 6 to record and save a message for future use
    d. You are allowed to record up to 45 seconds of a message
    e. Record message then hit # when you are done
    f. To save the message, press 1
13. Choose the voice message you recorded
    a. Go back to the OCN website/Send a Message/Phone
    b. Click the green Select button
    c. Choose your most recent recording
14. Email Message
    a. Choose default sender (karen@sunlandwater.com)
    b. Enter an email subject line. Ex: Water shutoff on Hogans Vista
    c. Type in your email message: copy/paste the letter you wrote in Step 1 above.
        i. Include your signature line from your email
15. SMS Text Message
    a. Enter up to 320 characters, edit your original letter down to 320 characters
16. Click Green Next button
17. Contacts: Choose your contacts. We have groups by street, division, commercial, renters, SVE, etc
    a. *Select Subgroups:* click the boxes next to the subgroups you want to send the notice to
    b. *Send to All Members:* When you want to send a message to everyone in SunLand
18. Click Green Next button
19. Schedule and Send
    a. Choose the date you want to send your messages.
    b. Click the start hour/end hour for OCN to continue attempting to contact residents until ONC receives a response.
    c. Continue next day – only check this if it's important that everyone receive the message
20. Save Message: Click this box if you want to save the message for future use
21. Click Send

HAND-DELIVER NOTICES
We have one address we need to hand-deliver letters to:
280 Blakely Blvd/Division 17 – Jim D'Evelyn, they are a renter at this address

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REPORTS/CHECK STATUS OF YOUR MESSAGE
View reports to see which accounts received the message sent and which did not.
In case of an emergency message, this is important to ensure everyone received the message.
**If certain accounts do not receive the message, then deliver your letter door-to-door to those homes.

1. Left side of screen – go to View Reports, click arrow next to View Reports
2. Click Message Reports
3. Select Date Range: Choose the date the message was sent (usually Today)
4. Skip Status/Source/Type unless you want to filter by those items
5. Click View Results
6. Results are broken down by calls, email, and text message
   a. Look at numbers under Deliveries/Delivered/Remain/Unreached. These numbers are shown in a four-quadrant block
        i. Upper Left: total # of deliveries to make
       ii. Bottom Left: # of deliveries remaining to make
      iii. Upper Right: # of deliveries made
       iv. Bottom Right: # of unreached accounts
7. Click on each of the highlighted/underlined dates to see results