

INFORMATION PAPER

AGOH-J1-FR
26 July 2012

SUBJECT: FRG Automatic Phone Tree Ohio National Guard

1. **Purpose.** To explain general purposes of automatic phone trees and rules of use.
2. **Facts.** All unit Family Readiness groups (FRGs) are required to have a manual phone tree with participants derived from service member Family Data Sheet (FDS). The FR office is additionally funding automated phone trees. Currently this service is provided by the vendor SchoolMessenger. Phone trees are a mechanism to disseminate information to Soldier families as part of the Family Readiness Program (Air National Guard units may also be using this service). Examples include unit safe arrival at annual training site, unit departure from out of state annual training site, 30 day reminder of upcoming unit picnic, wishing families a safe and happy holiday, and passing information to families in case of State Active Duty mobilization – especially a no notice mission such as our experience during Hurricane Katrina recovery, If a unit is currently deployed, the FRG Automatic Phone Tree is expected to be used monthly to maintain communication and provide updates from the Commander. Automated phone trees are never used to pass bad news such as a wounded or injured Soldier.
3. Maximum number of Key Adults on unit a FRG phone tree will be based on unit strength. Units are limited to 10 calls per fiscal year. Deployed units have unlimited use of the system.
 - a. Situation: Automated Phone Tree System – SchoolMessenger
 - b. Step One: All Army National Guard units will submit an updated phone tree to their brigade FRSA annually with their FRG Annual Report. Phone tree contacts and information will be based on FDS's which are to be updated annually. No contact may be listed on the phone tree if the information for that contact is derived from an FDS that is over a year old. The brigade FRSA will load the phone tree into the SchoolMessenger system. Updates or changes to phone tree will be done by sending changes to the brigade FRSA. No one will be able to add or delete from these automated phone trees with the exception of the brigade FRSA.
 - c. Step Two: How to begin use. FRGLs, MLs and Commanders should contact their brigade FRSA to obtain the web username and password, telephone User ID and telephone PIN to access the SchoolMessenger system.

Username _____
Password _____
Phone User ID _____
PIN _____

- d. Step Three: **Sending a Message.** Users can utilize SchoolMessenger by sending telephone messages remotely (i.e. without logging online), or by logging in online. **Please follow these steps to successfully complete a message over the phone:**
1. Dial: 1-866-816-2036 from a touchtone phone
 2. Enter your Telephone USER ID at the prompt and press pound (#). Your Telephone USER ID will be assigned to you at the same time as your website login information. If you do not have a Telephone USER ID or have lost yours contact your brigade FRSA.
 3. Enter your PIN code and press pound (#). Your PIN code will be assigned to you at the same time as your website login information. If you do not have a PIN code or have lost yours contact your brigade FRSA.
 4. Press 1 to begin recording your default message.
 5. Press any button to stop recording.
 6. After you listen to your recording press 1 to save it in the system, press 2 to replay the message or press 3 if you need to re-record your message.
 7. Press 2 to record your message in alternate languages.
 8. Press 1 to begin selecting options to create a job for your message. IF YOU DO NOT follow this step your message will not be delivered.
 9. You will be given an option for each contact list currently saved on your account. Press the number of the list you want to use. If you are not given any options for contact lists contact your brigade FRSA to load your contact list(s) for you.
 10. Select the number that corresponds with the type of job you are sending. You will likely be sending a General message.
 11. Select the number of days that you to allow for your message. You will likely choose 1 day. This tells the system how many days to continue to attempt to contact numbers on your contact list it was unable to reach initially.
 12. To send your message immediately, press 1. To select a new call time, press 2 and follow the prompts.
 13. Confirm that your job is correct and press 1 to submit your job or follow the prompts to make any corrections.
 14. You should receive an email with a report showing the details of the call. If you do not receive a report contact your brigade FRSA.

e. Users may also utilize SchoolMessenger through the Website located at:

<https://asp.schoolmessenger.com/ohioarmynatguard/start.php>

Please follow these steps to successfully complete a message using the website:

1. Enter your website LOGIN. Note your website LOGIN is case sensitive (i.e. if some letters are capitalized or lower case you must type in the LOGIN exactly as it was given to you). If you do not have a website LOGIN or have lost yours contact your brigade FRSA.
2. Enter your website PASSWORD. Note your website PASSWORD is case sensitive (i.e. if some letters are capitalized or lower case you must type in the PASSWORD exactly as it was given to you). If you do not have a website PASSWORD or have lost yours contact your brigade FRSA.
3. Click **SIGN IN**
4. Click the **BROADCASTS** tab on the top
5. If your FRG phone tree appears under the **LISTS** tab at the top then proceed to step 8. If there are no lists then click the **ADD NEW LIST** button.
6. Create **LIST NAME** and **DESCRIPTION** in the appropriate boxes. For example, **812TH FRG** in the List Name box and **FAMILIES** in the description box.
7. Under **FIELD** select **UNIT GROUP** in drop down box. Next to that under **CRITERIA** select **IS** and choose your group. Then click **ADD**. Scroll to the bottom of the page and click **DONE**.
8. Click the **MESSAGES** from top banner.
9. Choose **ADD NEW MESSAGE**. Complete **MESSAGE NAME** and **DESCRIPTION** for example “Welcome Home” in the **MESSAGE NAME** box and “Location” in the **DESCRIPTION** box. Click **NEXT**
10. Choose **PHONE** option under Message Content
11. Choose top option **RECORD**
12. Click **NEXT**
13. Ensure the phone number you want to be called at to record your message appears under **VOICE RECORDING**. If you wish to be contacted at a different number type the number you want to be contacted at in the box under **VOICE RECORDING**.
14. Click **CALL ME TO RECORD**
15. The automated system will call you. Follow the prompts to record your message. You will have the option to re-record if necessary. When you complete your message press 1 to save. The automated system will end the call.

16. A pop up box will appear. Click **PLAY** to listen to your recorded message. Click **RE-RECORD** to have the system call you again to re-record your message.
17. Click **NEXT**
18. Choose **BROADCASTS** from top banner.
19. Click **ADD NEW BROADCAST**
20. Complete **NAME** and **DESCRIPTION**, for example Name is Welcome Home Ceremony, Description is Location.
21. Choose **GENERAL** bubble for Type
22. Choose a **START DATE, DAYS TO RUN, START TIME, END TIME**. The **END TIME** will default to 9:00 p.m. Please do not schedule calls any earlier than 10:00am.
23. Choose the list you would like your call to go to.
24. Select a **Message** from the drop down box.
25. Click **PROCEED TO CONFIRMATION**
26. Review the settings for your Auto Call.
27. Choose **SUBMIT BROADCAST** if you are ready to proceed or you can choose **MODIFY BROADCAST SETTINGS** if you need to make changes.
28. You should receive an email with a report showing the details of the call. If you do not receive a report contact your brigade FRSA.

4. **Technical Assistance.** You may contact your brigade FRSA with any questions, training needs, or issues using the system.