

## Autocall/Schoolmessenger



**What you need to know about auto call/schoolmessenger.** The auto call system is an easy and efficient method to communicate with families. All unit commanders be sure your phone tree is up to date. The phone tree is built from the information provided by the service member on their Family Data Sheet (FDS). The Brigade FRSA can build the phone tree and then uploaded it into the auto call system. Phone trees are required to be updated yearly.

### **You can use auto call/schoolmessenger for many things:**

- ❖ Holiday party invitations/reminders
- ❖ FRG meeting reminders
- ❖ Unit has arrived safely to their annual training site
- ❖ Happy Holiday messages i.e. Have a safe and Happy Memorial Day from the 838MP
- ❖ Deployed unit commanders can use it to send wellness messages back home
- ❖ Steady state FRG's can use autocall 10 times per year. Deployed units have unlimited access to auto call.
- ❖ Auto call is only for communication to family members. It cannot be used for unit information to the service members.

**REMEMBER! Auto call is never to be used to deliver bad news such as a wounded or injured service member.**

**The BDE FRSA establishes a username and password for all users as well as maintains the phone trees in the auto call system.**

### **There are 2 methods to use the auto call system. Both are easy!**

1. You can schedule a message for auto call by calling 1-866-816-2036 and following the steps at the end of this document.
2. You can schedule your message through the following website:  
<https://asp.schoolmessenger.com/ohioarmynatguard/start.php>

### **There are many options for the message:**

- ❖ You can choose the day and time you want to send the message? (You could prepare a Thanksgiving message Wednesday night and have it send Thursday afternoon.)
- ❖ How long do you want the system to attempt to make calls?
- ❖ What type of message are you sending? i.e. general, important, emergency Most messages are general.

### **Once your call is complete, you can get a report.**

Once the message is sent, the BDE FRSA can pull a report and see how many numbers were answered, how many voice mail messages were left, the number of disconnected numbers and who did not get reached with the message?

## Using auto call by phone

Please follow these steps to successfully complete a message over the phone:

**Phone ID:**

**Pin:**

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, contact your BDE 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, contact your BDE 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.
10. Select the number 1 for general autocal job.
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. Ask your Brigade FRSA for a report to see who received your message.



## Using Autocall on the WEB

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

**Login:**

**Password:**

1. Go to <https://asp.schoolmessenger.com/ohioarmynatguard/start.php>
2. 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, contact your BDE FRSA.
3. 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, contact your BDE FRSA.
4. Click **SIGN IN**
5. Click the **red NEW BROADCASTS** on the right.
6. In the subject line give a short description of your message i.e. 73<sup>rd</sup> Holiday party invite
7. Click the **Add Message Recipients** in the middle of the page.
8. In the drop down choose **Custom recipients List**.
9. **Check** the box next to your unit list. **Click green Add Recipients**
10. **Click** the green **Continue** in the bottom right.
11. **Click** the **+Phone**
12. **Check** the box next to **Call Me to Record**
13. Ensure correct phone number is listed
14. **Click** Green **Call Now to Record**
15. Autocall will call the phone number listed
16. **Follow prompts on the phone call to record message**
17. Once you have finished your message on the phone **Click load saved message in the upper right**
18. After the correct message loads click the green **Continue** on the right
19. Look at the summary to ensure everything is accurate
20. Click the green **Send Now** or **Schedule to send later** depending on when you wish to send your message

**If at any time you need technical assistance, please contact your BDE FRSA!**