

INFORMATION PAPER

AGOH-J1-FR
24 March 2008

SUBJECT: FRG Automatic Phone Tree Ohio Army 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 Privacy Act Statement (PAS). 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, 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 FRG phone tree will be based on unit strength; however, each Soldier is limited to one (1) Key Adult for purposes of the automated call program.
 - a. Situation: Automated Phone Tree System – SchoolMessenger
 - b. Step One: All Army National Guard units that submitted a phone tree to the FR office through our Family Assistance Centers (FAC) have been loaded into the FRG Automatic Phone Tree system. Updates or changes to phone trees will be done by sending changes to the brigade FRSA. FRGLs will no longer be able to add or delete from these automated phone trees.
 - c. Step Two: How to begin use. FRGLs should contact their FRSA to obtain the web username and password, telephone User ID and telephone PIN and sign up to participate in an optional thirty (30) minute training session with SchoolMessenger.
 - d. Step Three: **Sending a Message. Remote Telephone Access.** Users will utilize SchoolMessenger primarily by sending telephone messages remotely (i.e. without logging online). Please follow these steps to successfully complete a message over the phone:

1. Dial: 1-866-816-2036.
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.
3. Enter your PIN code and press pound (#).
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.
9. You will be given an option for each list currently saved on your account. Just press the number of the list you want to use.
10. Select the number that corresponds with the type of job you are sending.
11. Select the number of days that you want to allow for your message.
12. To select your default call time setting, 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.

If you submit your message and find that there was an error, you can cancel the job using the web interface.

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

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

Using assigned username and password, users will be able to access SchoolMessenger online and send phone messages to respective units. FRGL's will only have access to contact rosters for their particular unit(s).

1. Upon arriving at the SchoolMessenger website, users will need to **build a list** of individuals that will receive the message.
 - a. To do this, click on the Notifications tab and within the Notifications tab, on the Lists tab. Then click "Create New List." Provide a name and description of this list. Then under "Rules," choose the list content (i.e. which units are to be contacted).
2. Next, **create the message** that should be sent to the individuals on the list that has just been created. To do this, click on the Messages tab within the Notifications tab.
 - a. Users may choose to have SchoolMessenger phone them to record the message. Users choosing this option will be

provided with a popup requesting a phone number to call you as well as a name for the message.

- b. Another option is to “Create Advanced Message.” Click on the Create Advanced Message tab, enter a name for the message, give it a short description and then type what the message should say. Finally, click save and move on to the Jobs tab within the Notifications tab.
3. Once at the Jobs tab, users should first click “**create new job**,” then click “Phone.”
 - a. Then fill in the following information or provide it via drop-down lists: Job name, description, type, List (which refers to the individuals that you wish to receive the message, Start Date, number of days to run, delivery window, and whether you want an emailed report when the job completes.
 - b. Once this information has been filled in, choose which message should be delivered (if you have multiple messages saved). Also, choose the number you wish to show up when the call is made and finally, the number of times the call should be attempted. Additional features that should be checked include: Skip duplicate phone numbers and allow call recipients to leave a message (only if you wish to permit this option). If you wish to let recipients leave a response, you must say in the message to press “0” (zero) at the end of the message and the leave message option must be clicked to on.
4. Finally, click “Proceed to Confirmation.” Then “**Submit Job**” or “Save for Later” if you wish to send it at a later time.

4. Training and Technical Assistance. You are invited to participate in a thirty minute training session with a SchoolMessenger representative by calling and scheduling with your FRSA. The toll free number for SchoolMessenger tech support is: 1-800-920-3897 or you may email: jscholfield@schoolmessenger.com. You may also call 1LT Aaron Testa at 614-336-7152 for any questions or contacting your FRSA. If you do not know who your FRSA is, call 1LT Aaron Testa at 614-336-7152. The SchoolMessenger Website, which offers further technical assistance, is <http://www.schoolmessenger.com/support.html>.

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