TFCC ALERT Instructions

Go to http://tfccalert.net and enter username & password

1. Select a Message scenario and click Begin. In most cases you’ll be using the broadcast message with hosted contacts option.

2. Click Select Contacts
   a. Make sure the Groups tab is selected and check the box(es) next to the name of the Group(s) you wish to notify then click Finish.
3. Select which device(s) to send the Message to
   a. For phones, choose which order to call by clicking on the all at once link
   b. For other devices/methods, check the box next to each address/number to notify

4. Enter Message Name and Message text. **Note the typed message tips! Click the button below the message box for instructions on how to enter acronyms, numbers, etc. so that the system speaks them properly.**
   REMINDER: Please always start with Region “x” in the message name. This helps to more easily differentiate the messaging for reporting/data analysis purposes.

5. Choose the source of the message, i.e. text-to-speech or your own voice
   a. Let system convert typed message to speech.
      i. Select and choose the language type you would like the message to be spoken in from the drop down menu.
   b. Record Message via phone (NOTE: You must complete all the steps to set up your message, then click send. A dialogue box will then pop up with
Instructions and the number to dial for you to record your message. It's a good practice to repeat your message so that longer outgoing voicemail greetings on the receiver's end won't cut off the beginning of your incoming message.)

i. Dial into a toll free number to record the message

6. Set Message Delivery Options section

**Phone Call Delivery Options**

Select the number of times you would like calls to be retried and how long to wait between each retry.

<table>
<thead>
<tr>
<th>Option</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caller ID:</td>
<td>4045551212</td>
</tr>
<tr>
<td>Retries/Time Between Attempts:</td>
<td>Retry 3 times, 1 minutes between attempts</td>
</tr>
<tr>
<td>Call Throttle Rate:</td>
<td>No throttle rate</td>
</tr>
<tr>
<td>Leave Ans Machine/VM Message:</td>
<td>Yes</td>
</tr>
<tr>
<td>Stop Calling if:</td>
<td>Call Answered, Answering Machine</td>
</tr>
</tbody>
</table>

a. We recommend leaving default options ii. and iii. in place as-is but you may adjust them if necessary

i. **Caller ID display** - Caller ID number that will be displayed to message recipient

ii. **Number of Retries and wait between retries** – Make sure to let message run long enough to accommodate retries (see step 7.)

iii. **Call Throttle Rate** – Adjusts the number of calls sent at one time. If you see calls undelivered due to “network error” in your reports, it’s probably caused by the local switch being unable to handle large call volumes. In that case, adjust the throttle rate down.

iv. **Leave message on an Answering Machine or voicemail** – Yes/no

v. **When to Stop Calling** - Determines whether reaching a person or voicemail is acceptable for message completion
7. **Set Message Schedule** section
   a. Select the **Start-Time** and **Stop-Time**
      i. Be sure to set the stop time to provide enough time for message to be completed. Since our groups are relatively small a good rule of thumb is to allow the message to run for about one hour.

8. Use the pull down menu to select your organization as the “Owner” of the message and Click **Send**.