PRTC Mass Announcement

Notify User Guide

1. Go to Notify.prtc.us and enter your account number and password.

2. Once logged in, you will see the screen below. From this screen, you will set up your call outs and contact list.To add your contacts, simply enter your information as indicated in this screen example.

3. The Start and End time highlighted in yellow **must** be between the times of 7:00am and 8:00pm. All other information is fully customizable.

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4. When adding contacts, you can either add them individually or upload them through a CSV file. To import via CSV file, follow the steps below:

    a. Click the "Download CSV File" link, it will download the file in the correct format needed.

    b. Copy and paste or add numbers in column A using 10 digits, no dashes (Ex. 8430001111)

    c. Save the CSV file.

    d. At the bottom, see "Add via CSV file:" and click "Choose File"

    e. After you choose the file, click "Upload CSV"

    f. All contacts should upload. Click "Save Contacts"

5. When adding contacts, enter the phone number as it should be dialed. For out of area or long-distance numbers, dial 1 + area code + number.

6. When you have finished adding contacts, click "Save Contacts".

7. Next, upload a mass announcement audio file. This is the announcement that the contacts in your contact list will hear. This can be done by clicking "Choose File" to select an announcement from your computer or via the Telephone User Inter face (TUI) at 843-538-5000.

    a. Using the TUI Interface, you will need your account number and password to begin.

    b. Follow the voice prompts to record your announcement.

8. Once your announcement has been recorded, you can start your mass announcement service.

9. Verify that your delayed start date and time are correct. (This is the time and date the announcement will begin)

10. Verify that your stop calling date and time are correct. (This is the time and date the announcement will stop)

11. Click Start "Mass Announcement Service".

12. Once the mass announcement service is complete, click on Reports, and select the date of announcement to receive a detailed call report.

Mass Announcement Service call report

Contact lists: [Test ▾]

Download call report

Date	Contacts				Call attempts						
	Total	Successful	Retrying	Unsuccessful	Total	Unanswered	Too short	Timeout	Busy	Automaton	Failed
2021-09-01 08:24:50 AM	3	3	0	0	3	0	0	0	0	0	0
2021-09-01 08:22:47 AM	0	0	0	0	0	0	0	0	0	0	0
2020-12-10 07:21:37 AM	4	3	0	1	5	1	1	0	0	0	0
2020-12-09 07:16:12 AM	4	0	0	4	4	0	1	0	0	0	3
2020-12-09 07:15:13 AM	0	0	0	0	0	0	0	0	0	0	0
2020-12-08 04:48:28 PM	0	0	0	0	0	0	0	0	0	0	0
2020-11-30 03:18:05 PM	0	0	0	0	0	0	0	0	0	0	0