



# NOTIFY PLUS MY SERVICES MANAGEMENT

## USER GUIDE

This mass notification tool can quickly send hundreds of voice, text and email messages at one time!

### get started

Enter the URL [myservices.gondtc.com/notify](https://myservices.gondtc.com/notify) into your PC's browser. Login.

**NOTIFY PLUS**

Please enter your Username and Password to sign in to your NotifyPlus account

Enter Username

Password

Sign In

[Forgot Password?](#)

User Name will be assigned. Customer will need to call our office for the default password. This will need to be changed after first login.

### features

- **Announcements:**  
Manage audio files that are available to be played for notification calls.
- **Phonebooks:**  
Organize and store your phone numbers and email addresses.
- **Jobs:**  
Add, delete, manage and activate your Notify Plus notifications. This is where you decide what Announcement will be sent out to which individuals from your Phonebooks.
- **Account:**  
Change your password or log out of the service.

**Manage My Notify**

- Announcements
- Phonebooks
- Jobs
- Account

To open the Main Menu, press the three lines in the top left corner. A drop down menu with the four administrative features will appear: Announcements; Phonebooks; Jobs; Account

**Important Note!** You may be subject to FCC requirements to use the Opt Out option and to record the name of your company in the Preamble Announcement (Introduction Message) if your jobs are purely for sales/telemarketing calls. Failure to do so may violate the FCC Report Order No. 02-278. The FCC requires additional reporting for these types of calls. There are exemptions to this order that include political non-profit, and informational reminder notifications. Refer to the FCC.gov website and search Order#02-278 for further guidance.  
Notify NDTC at 662-1100 to activate the Preamble Announcement feature.

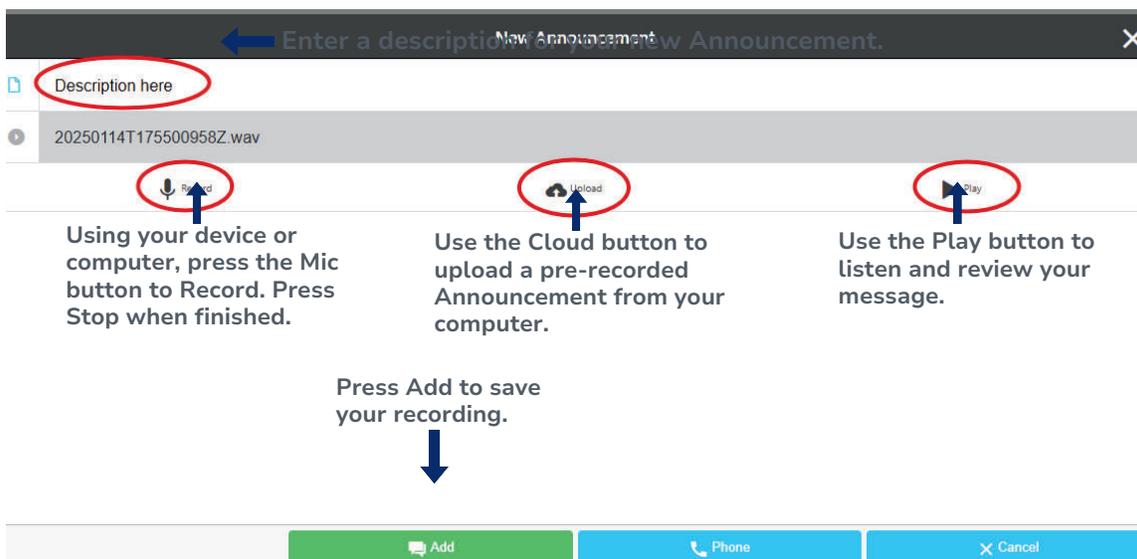
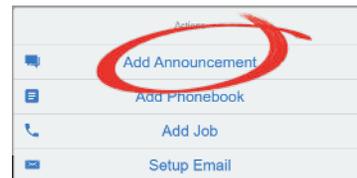
The Preamble Played before Announcement Introduction Message setting option is used to select an audio file to be played before every Announcement (Introduction Message). This option could be used to meet FCC Robo-Call requirements (see Page 2) or as a generic intro for the main notification message. To select an audio file, click the Green Plus button in this field. A standard file selection window will be displayed. Locate and select the .wav/MP audio file that will be played and click the Save button. To delete the current audio file that is being played, click the Red button in this field. The play sound and volume control can be used to listen to the Preamble. You can also use the Notify Access Number to record your Preamble announcement (Introduction Message).

## ANNOUNCEMENTS

### Adding Announcements:

From the main menu in the upper left corner, press Announcement. To record a new Announcement press the blue + plus button in the lower right corner of the screen. The Action window will appear. Select Add Announcement. Follow the instructions below:

#### Action Window

A screenshot of the 'New Announcement' form. The title bar says 'New Announcement' and the main text says 'Enter a description for your new Announcement.' Below this is a text input field containing 'Description here', which is circled in red. Below the text field is a list of audio files, with the first one being '20250114T175500958Z.wav'. Below the list are three buttons: 'Record', 'Upload', and 'Play', each circled in red. Below the 'Record' button is the instruction: 'Using your device or computer, press the Mic button to Record. Press Stop when finished.' Below the 'Upload' button is the instruction: 'Use the Cloud button to upload a pre-recorded Announcement from your computer.' Below the 'Play' button is the instruction: 'Use the Play button to listen and review your message.' Below these instructions is the text: 'Press Add to save your recording.' with a downward arrow. At the bottom of the form are three buttons: 'Add', 'Phone', and 'Cancel'.

# ANNOUNCEMENTS CONT'

## Editing Announcements

You can edit your Announcements by selecting an Announcement from your Announcement list which will open the Edit Announcement window.

## Recording Announcements through the Admin Center Phone-In Option:

You can call the Notify Plus Admin Center to record your Announcement. Dial 665-0500 and you will be asked to enter your Subscriber ID, your 10-digit phone number including area code. You will then be asked to enter your Password, default is 0000.

Once you have logged in, if there are no recorded Announcements in your library you will hear the Announcement Menu below:

**Announcement Menu: Press 1 - to play your Announcement;**

**Press 2 - Re-record your Announcement;**

**Press 3 - Delete this Announcement;**

**Press 5 - Pick a new Announcement;**

**Press 8 - Change your password;**

**Press 0 - Hear these instructions again.**

**There will also be an option 6, if you have Introduction Message Menu activated. See Page 2 for special note about FCC Report Order No. 02-278.**

You have the option of recording up to 20 notification Announcements, using the Pick a New Announcement (5) option and using your phone pad by selecting a number for your Announcement from 0-19. If the number you select has no previously recorded Announcement the prompt will go back to the Announcement Menu.

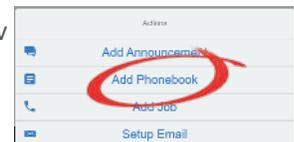
Once you have finished recording your announcement, press the # key. After the recording is complete, it will be assigned a date and timestamp. You can now rename in the Edit Announcement window.

# PHONEBOOKS

## Adding Phonebooks

From the main menu in the upper left corner, press Phonebooks. To create a new Phonebook press the blue + plus button in the lower right corner of the screen. The Action window will appear. Select Add Phonebook. Follow the instructions below:

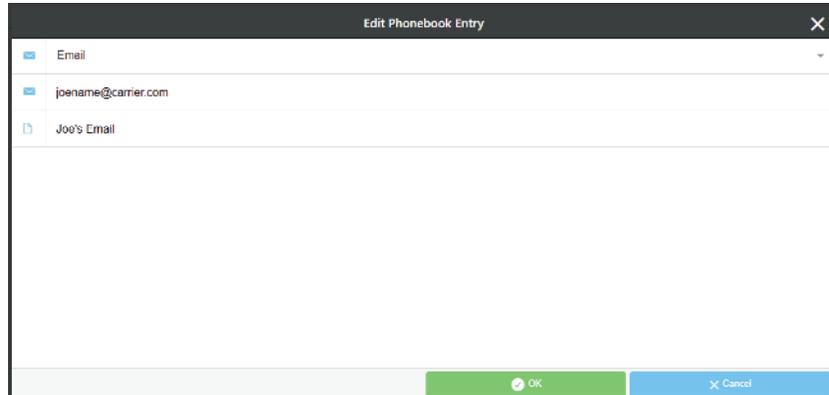
Action Window



The 'Add Phonebook' window shows a text input field for a description, with a red circle around the 'description' label and an arrow pointing to the input field. Below this is a 'Phone' dropdown menu, also circled in red, with an arrow pointing to it. The text says 'Gives you an option of phone or email'. Below the dropdown are fields for 'Enter Address' and 'Description'. A note states: 'Phone and texting contacts must include their area code.' At the bottom, there is an 'Insert' button circled in red. A second screenshot shows the 'Add Phonebook' window with the 'Add' button circled in red. Text below says: 'Then press Add to save your entry.'

## Editing Phonebook Contacts

Open the Phonebook and choose a contact. By selecting any of the three fields, you can modify the type of notification (Phone, Email, or Text), the contact's phone number, or their name. Click OK to save your changes. Once you're done, click Update to close the entry and save the updated details in the Phonebook.



To remove a contact, press Remove, and a trash can icon will appear next to all contacts. Click the trash can to delete the contacts you want to remove.

## Import Batches of Phone Numbers and Email Addresses

You can upload multiple contacts at one time with the Cloud Upload button. Creating a CSV file is suggested. Data in this format needs to be in three columns:

**Column A:** 10-digit phone number or email address.

**Column B:** a description or can be left blank.

**Column C:** number "0" if it is a phone number, the number "1" if it is an email address, and "2" if it's SMS/cellular.

See sample below. Be sure to use the CSV File type when you save your notification contact data.

	A	B	C	D
1	701-999-8877	Joe's Work	2	
2	701-555-4444	Joe's Home	0	
3	joename@carrier.com	Joe's Email	1	
4				

*Important Note: You must **save and close** the newly created CSV file before uploading into the Phonebook.*

To import your CSV file, select the Phonebook to which the addresses will be added and press the Upload button. When the Upload button is pressed a standard file selection window will be displayed. From this window, select the CSV file that contains the addresses to be imported and press the Open button. Then press Update to save.

## Exporting Lists

Addresses in the Phonebook can also be exported to a CSV file by selecting the Phonebook in the Phonebook list and press Download. You can then retrieve the CSV file from your downloads and open it, save it, or print it.

# JOBS

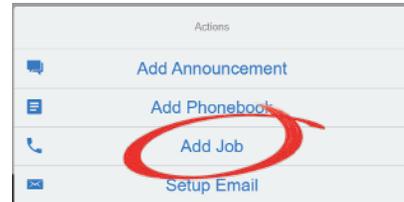
The Jobs section is used to add, delete, and manage Notify Plus notification jobs.

From the Main Menu press the Jobs button. This will display completed or scheduled Jobs. Select any of the Jobs in your list to review or to delete the Job.

## Schedule a Job

To schedule a new Job, press the Blue + button in the lower right corner. This opens the Action window where you can select Add Job. Follow the instructions below:

### Action Window

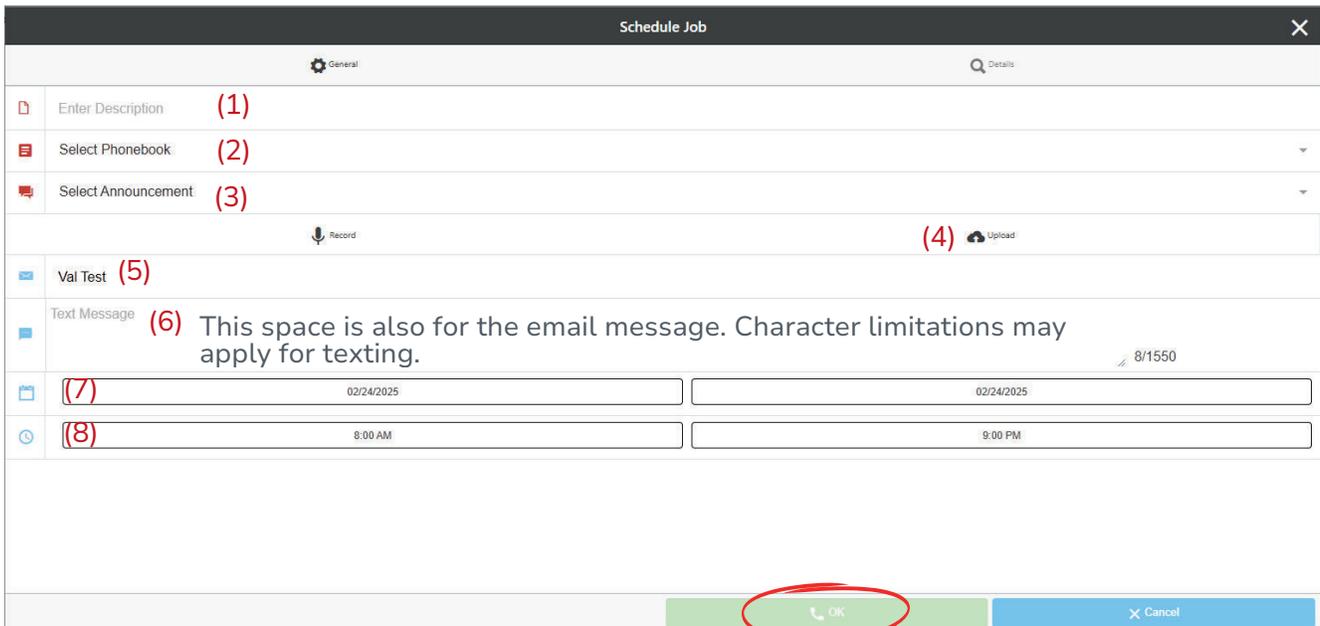


Enter a Description(1); Select a Phonebook(2); Select Announcement(3) or use Upload(4) to add a new announcement that has been recorded and saved in a MP file. Once an Announcement has been selected a Play button will allow you to listen to the Announcement. You can enter an Email Subject(5) line if you are sending Email notifications.

For Text Notifications(6) enter the text message that you would like them to receive (Opt-In Required\*). Please contact our office if you would like to activate the Text Notification feature.

The Calendar(7) and Time(8) fields allow for scheduling of future Jobs. By default, Notify Plus will only send out Jobs between 8:00AM and 9:00PM. Please contact our office if there is a need to change those default times.

Press the OK button to schedule or send out the Notification Job or selected Phonebook.



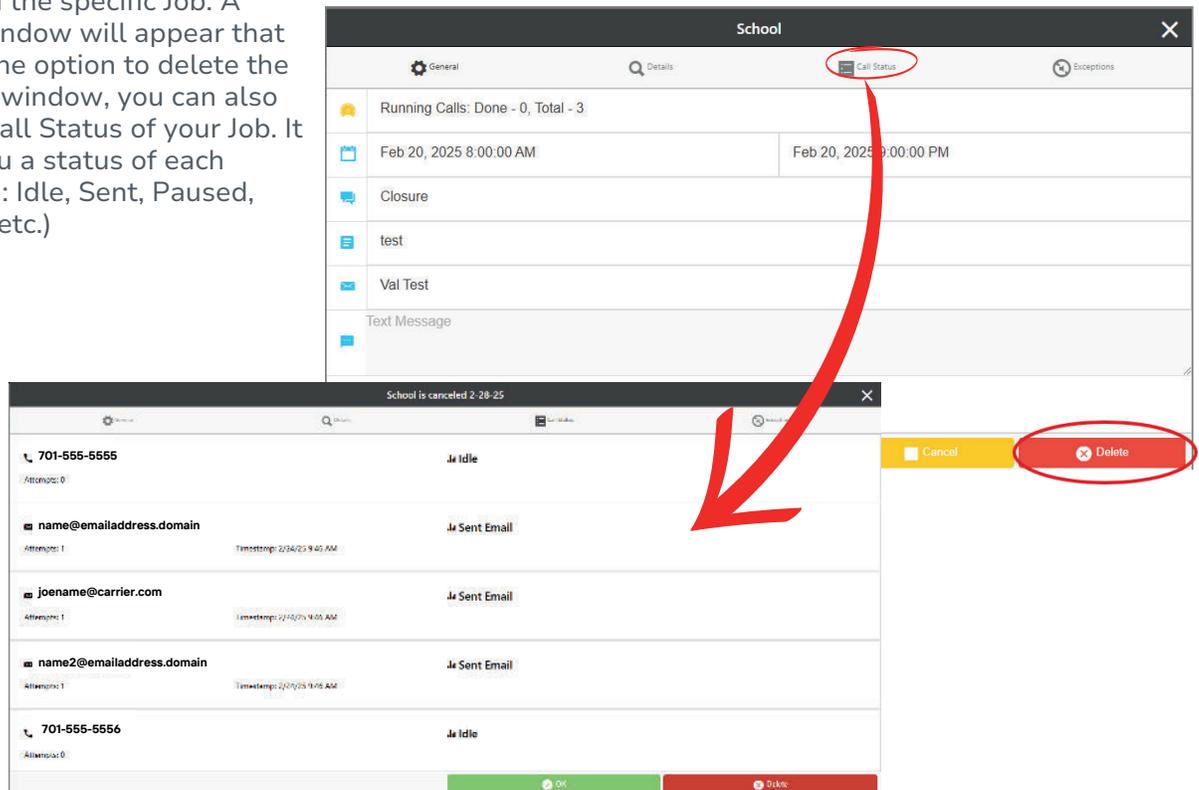
The 'Schedule Job' form includes the following fields and options:

- Enter Description (1)
- Select Phonebook (2)
- Select Announcement (3)
- Record (4) and Upload (4) buttons
- Val Test (5) field
- Text Message (6) field with a character limit of 8/1550
- Calendar (7) fields for date selection (02/24/2025)
- Time (8) fields for time selection (8:00 AM and 9:00 PM)
- OK button (circled in red)
- Cancel button

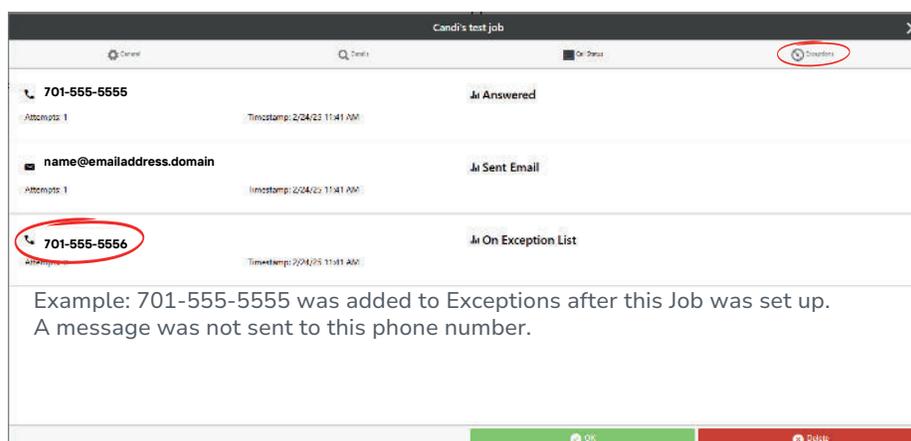
\*Text Notification Opt-In Verbiage: As part of the notification service, we can send you SMS alerts about schedule changes, closures, etc. Message frequency will vary. Message and data rates may apply. You can reply STOP at any time to opt out. Please provide your email and phone number you would like to receive these message at.

## Delete a Job/Check Status

To delete a scheduled or finished Job, click on the specific Job. A different window will appear that will allow the option to delete the Job. In this window, you can also check the Call Status of your Job. It will give you a status of each address (eg: Idle, Sent, Paused, Answered, etc.)



The Job **Exceptions** tab is used to manage the list of phone numbers or email addresses that should NOT be contacted if they are found in the phone book associated with this Job.



To add a Job **Exception** after setting up a Job, go to the Exceptions tab and press the Insert button. Select the Address type(phone number or email), enter the phone number or email address and press the Add button. Once you've entered all of your Job Exceptions, press OK to save it. Exceptions can be removed from the Exceptions tab by selecting them and pressing the Delete button.

## Job Details

Within a job there is a **Details** section which provides additional features for your jobs that affect call notification attempts as well as special response options for your notification contacts. This service contains defaults so that you would not normally need to adjust settings in the Details section.

Setting	Value
Retries	2
Delay (min)	10
Double Delay	Yes
Min Time (sec)	10
Email	Send When Complete
Response	Disabled
Opt Out	Disabled

- Retries:** Enter the number of times the job will re-dial each phone number that has not successfully answered a call. Note: Select “0” and the number will be called just once.
- Delay (min):** Select the amount of time you want the service to wait before it attempts to redial phone number contacts who haven’t successfully received the announcement.
- Double Delay:** Selecting yes doubles the Redial Delay time between every attempt related to the Redial Delay feature.
- Min time (sec):** The minimum number of seconds the announcement must be played for the call to be considered successful. This number should closely match the length of your Announcement if you want them to hear the entire notification message.
- Email:** “Send When Complete” allows the service to send an email report when the job is complete. To add or delete completion report email addresses press the Blue + button and select Setup Email.
- Response:** Disabled. Call our office to activate this feature.
- Opt Out:** Select Enabled to give called numbers the option of opting out of future jobs. Select Disabled to turn off the Opt Out option.