Turning the SMS Feature on in Your Account

To get started, our Support team will need to configure some settings on your account. In order to do this, we will need the following information:

1. Our Support team will need to configure this feature. To do this, they will need the following information:
   a. Which call out types would you like this feature turned on for?
   b. Which SIREN notifications you would like this feature turned on for?

We will turn the feature on in both your QA and Production environments so you can test this before you take it live.

How to Turn on the SMS Feature For Employees

After the Support team has configured SMS on your account, you will need to turn the SMS feature on for each employee that you would like to receive text messages during the trial period. Here are instructions on how to do this:

To turn this on for multiple employees at once, follow these steps:

1. Navigate to the Reports section and select Other Reports and then select SMS Conversion.

2. Open the SMS Conversion report. On the Right hand side you will see the checkbox to enable the feature for employees. Check this box and navigate to the bottom of the screen and hit "save."

If you have employees with email to text numbers like number@vtext, you can also remove these from the SMS Conversion Report Screen.

3. After hitting "save" the employee will receive an SMS message asking if they would like to receive notifications from ARCOS. They need to reply with 'Ok' in order to receive the text messages on-going.

Once the SMS feature has been set-up and the employee has received the notification and has agreed to accept SMS messages from ARCOS, they will receive callouts via SMS. Here's an example of how this will appear on their cell phone:
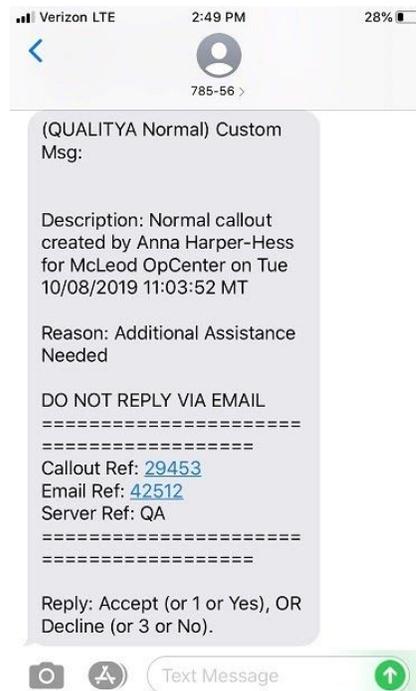
Turn turn this on for one employee at a time, follow these steps:

1. Navigate to the Employee section of the ARCOS platform and select "modify."

2. Find the employee you would like to set-up to receive text messages and click on their name.
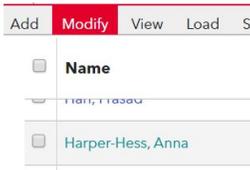
3. Navigate to the phone number section of the employee information.
4. Type in their phone number and be sure their phone type is set to "cell phone."
5. Check the SMS button.
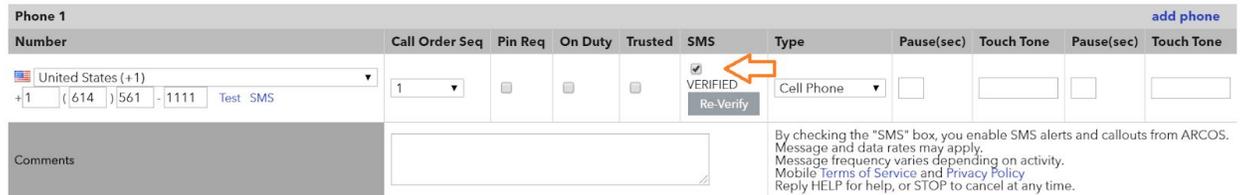
6. The employee will receive an SMS message asking if they would like to receive notifications from ARCOS. They need to reply with 'Ok' in order to receive the text messages.
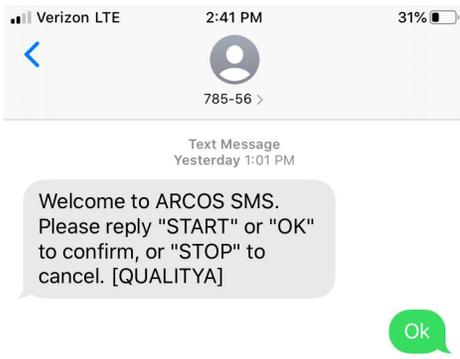
7. Hit the "save" button on the employee page to save the SMS settings, repeat these steps for each user you plan to test this feature.

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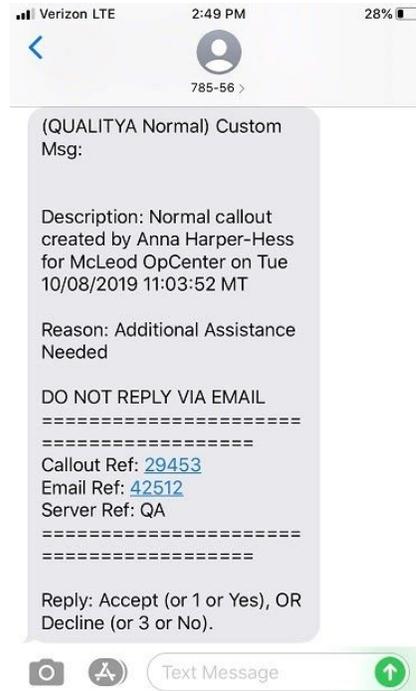
How To Stop Receiving Messages:
1. If at any point in time the employee would like to stop receiving messages, they can respond to any of the messages with STOP.

2. If at any point you would like to turn this feature off for an employee there's two ways to do this:
   a. Navigate to the Employee Record and uncheck the SMS box and we will not send texts to this person. This way is best if you are just turning one employee's SMS on or off.

b. Navigate to the SMS Conversion report and unclick "Enable SMS" and hit save. This will also turn the SMS off for your employee. This method is best if you are turning off several employees at once.