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.

A Incident Manager	r Events C	allout SIREN	SIREN Ma	ass Calling	Crew Mgr	Planning I	Resource Assist	RA Lite	Workbench	sMART	Location	Employee	Schedule	List Mnt	Reports	Advanced Reports	Log Trace	Shift	Sys Admin	Phone Book
Saved Callout Detail	Callout Summary	Availability	Overtime	Callout List	Crew Tracking	Dispatcher F	Report Roster Pu	ish Schedu	ule Other Rep	oorts Perf	ormance Dash	nboard								
Other Repor	rts																			
Manual Charges/Cred	lits Future Err	ployee Mods	Exception Re	aport Cl	lockout Report	Exception Re	elease Excepti	on Summary	Inbound A	ctivity N	lobile Usage	Corrected	Responses Su	nmary (Corrected Resp	oonses Counts Re	source Availabili	ity R	esource Availabi	ty (by Config Clas
Resource Availability C	Graph Callou	t Acceptance Int	erval Vehic	de On Call	Bad Numbers	Audit Rep	port Employee	Activity	Swaps Yea	rly On-Call	Daily / We	ekly On-Call	Over Shift I	Aax Hrs	User Account	Callout Metrics	Daily Call Usa	ige I	Notification Histo	y toSig Locs (
toSig Locs Events	toSig Locs Reaso	ns toSig Loo	s Troubles	toSig Locs T	Types SMS C	Conversion	SMS Stats Report													

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."

SMS Conversion										
Back Print to CSV to XLS Generated: Wed 03/18/2020 07:38									1	
Name	Location	Class	Sequence	Phone Type	Phone Number	SMS Status	Verification Source	Matching Email	Enable SMS	Remove Email
Access, Location (Test)	McLeod OpCenter	ARCOS User	2	Cell Phone	(203) 566-5656					
Afzal, Himad	McLeod OpCenter	Journeyman	1	Cell Phone	(111) 111-1111	PENDING				
Alexander, Hannah Q. (Test Nickname)	McLeod OpCenter	Line Mechanic-A	2	Cell Phone	+61 280742963					
Algennah, Sarah	McLeod OpCenter	ARCOS User	1	Cell Phone	(614) 715-4455					
Alvey, John	McLeod OpCenter	Line Mechanic-A	1	Cell Phone	(111) 111-1111	INVALID				
Api Json, Api	McLeod OpCenter	ARCOS User	1	Cell Phone	(614) 653-3928	PENDING				
Apismstest, Corey	McLeod OpCenter	ARCOS User	1	Cell Phone	(419) 575-5431	PENDING				
Apismstest, Smstest	McLeod OpCenter	ARCOS User	1	Cell Phone	(614) 716-9160					
Bacon, Suzanne	McLeod OpCenter	Line Mechanic-B	1	Cell Phone	(111) 111-1111					



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."



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.

Phone 1										add phone
Number	Call Order Seq	Pin Req	On Duty	Trusted	SMS	Туре	Pause(sec)	Touch Tone	Pause(sec)	Touch Tone
United States (+1) ▼ +1 (614)561 -1111 Test SMS	1 •				VERIFIED Re-Verify	Cell Phone 🔻				
Comments						By checking the "SM Message and data Message frequency Mobile Terms of Se Reply HELP for help	MS" box, you (rates may app varies depen rvice and Prive b, or STOP to (enable SMS ale Ily. Iding on activity acy Policy cancel at any tin	rts and callout: ne.	s from ARCOS.

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.



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:



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.

		Today 2:45 PM	STOP
AR Ha "S" [Q	COS SM rper-He TART" to UALITYA	IS stopped for: ss, Anna. Please text o re-start. v]	
0	A)	Text Message	

- 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.