

MEMBER INSTRUCTION MANUAL



PROBATION AND PAROLE REMINDER CALL PROGRAM

Reminder Call Program • PO Box 530759, Henderson, NV 89053-0759 • 877.420.0050 • www.remindercallprogram.com

Welcome

Sometimes it is hard to keep track of everything you have to do — phone reminders from the Reminder Call Program give you one less thing to worry about.

This reminder system is for you, we want you to get as much out of it as possible. We have provided both a web and phone interface to make it as convenient as possible to schedule calls. The web interface has powerful features and reports while the phone interface allows you to make changes to your schedules and phone numbers from any phone. Be sure to keep all your schedules up to date and please feel free to contact us with any suggestions you may have.

**Thank you for choosing to join the
Reminder Call Program.**



Member Order Form Instructions

- Fill out the order form completely.
Be sure to fill in all fields.
- Read the terms then sign and date the form.
- Put your yellow copy in a safe place,
you will need the 10-digit ID and passcode
to access your account.
- Using the supplied envelope, mail us a
money order along with the white copy of the
sign-up form, and don't forget to add postage.
- Give the pink copy to your supervising officer.

**A FEW EXAMPLES TO HELP YOU CHOOSE
THE NUMBER OF CALLS YOU NEED**

12 calls: A weekly call for 3 months OR
A monthly call for 1 year

24 calls: A weekly call for 4 months OR
Two calls a week for 3 months OR
Two calls a month for 1 year

36 calls: A weekly call for 6 months

60 calls: A weekly call for 1 year

108 calls: Two calls a week for 1 year

365 calls: One call per day for 1 year

**If you have any questions or concerns,
please contact us on the web at:
www.ReminderCallProgram.com
or by phone at 877.420.0050**

REMINDER CALL PROGRAM SIGN-UP FORM

STEP 1

First Name: _____

Last Name: _____

Phone: (_____) _____ - _____
 Home Cell

Zip Code: _____

Your PO's Name: _____

PO's Phone: (_____) _____ - _____

STEP 2

Choose the **NUMBER OF CALLS** you would like to buy.
Check **ONE** box:

- | | |
|---|---|
| <input type="checkbox"/> \$25 — 12 calls | <input type="checkbox"/> \$95 — 84 calls |
| <input type="checkbox"/> \$40 — 24 calls | <input type="checkbox"/> \$100 — 96 calls |
| <input type="checkbox"/> \$55 — 36 calls | <input type="checkbox"/> \$105 — 108 calls |
| <input type="checkbox"/> \$70 — 48 calls | <input type="checkbox"/> \$110 — 120 calls |
| <input type="checkbox"/> \$80 — 60 calls | <input type="checkbox"/> \$120 — 365 calls |
| <input type="checkbox"/> \$90 — 72 calls | <input type="checkbox"/> \$240 — 730 calls |

STEP 3


Signature: _____ Date: _____
(See Back for Terms)

STEP 4

You can now set-up your phone number and call schedules
through the web or phone interface.

STEP 5

Mail payment and white copy of this form in envelope provided.
Money Order or Cashiers Check ONLY.



White Copy: Mail
Pink Copy: PO
Yellow Copy: Yours

10 Digit ID: _____

Passcode: _____

Reminder Call Program
PO Box 530759
Henderson, NV 89053
877.420.0050
www.ReminderCallProgram.com



Member Web Dashboard

REMINDER CALL SERVICE
1-877-420-0050

Dashboard

Paid: | Available calls: 100 | Pending calls: 15

Active call schedules:

Reminder Type	Frequency	Day	Time	Advanced Notice	Final date
1 Court fine payment	Monthly	13th	11:46 AM	At time of Appointment	01 01/13/2009

Inactive call schedules:

Reminder Type	Frequency	Day	Time	Advanced Notice	Final date
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Completed call schedules:

Reminder Type	Frequency	Start Date	End Date	Success/Failure
1 Drug testing	Weekly	04/15/2008	12/18/2008	30 / 05

Deleted call schedules:

Reminder Type	Frequency	Start Date	End Date	Success/Failure	Date Deleted
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Screenshot key:

- A** Navigation - How to get around
- B** Quick Status - A quick glance at your payment status, call credits, and pending calls.
- C** Active call schedules - Active call schedules with details.
- D** Inactive call schedules - Call schedules that are inactive, due to lack of call credits or unconfirmed phone numbers. These schedules will automatically become active when all requirements are met.
- E** Completed call schedules - Call schedules that have run their course to completion.
- F** Deleted call schedules - Schedules that you deleted before completion with their final stats.



Web Instructions

Adding a schedule through the web:

1. Click the "Add a schedule" link on the side navigation.
2. Select a "Reminder Type", a reminder type is the kind of message you want to be played when the system calls you.
3. Select a "Call Frequency", a call frequency is how often you would like the system to call you from one time to every day.
4. Select a "Phone # to Dial", this is the phone number the system will call you at for this reminder schedule. If the phone number you want called is not on the list you must add the number through the "Phone # Management" interface first. If a phone number is flagged as "Pending", it means you have not received a confirmation call from the system at that phone number. If the phone number has been in the system for more than 1 hour and you have not received a call, you can request a re-confirmation call through the "Phone # Management" interface. Note these confirmation calls will only be made between 9 am and 7 pm.
5. Select when you would like the reminder call:
Monthly, **Weekly**, **Daily**, **One Time**

Monthly

- a. Select a day of the month
 - b. Select the time from the drop downs
 - c. Select how much advanced notice you want
 - d. Set the number of times you want to be reminded.
- Skip down to #6

Weekly

- a. Select a day of the week
 - b. Select the time from the drop downs
 - c. Select how much advanced notice you want
 - d. Set the number of times you want to be reminded.
- Skip down to #6

Daily

- a. Select the time from the drop downs
 - b. Select how much advanced notice you want
 - c. Set the number of times you want to be reminded.
- Skip down to #6

One Time

- a. Select the date from the calendar
 - b. Select the time from the drop downs
 - c. Select how much advanced notice you want
- Skip down to #6

6. Confirm or Cancel

Adding a phone number through the web:

1. Click the "Phone # Management" link on the side navigation
2. Enter a "Nickname" for the phone number
3. Enter the phone number with area code
4. Select your time zone (use our time zone look up tool if you don't know your time zone)
5. Choose if you observe day light savings time.
6. The system will call you at this number between 9 am and 7 pm to verify that the phone number is yours.

NOTE: No calls will be made to this phone number until you have received the confirmation call and verified the phone number.



Phone Instructions

Section 1: Setting up your service for the first time

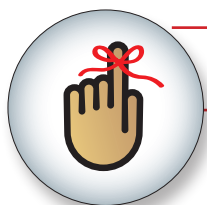
1. Dial 1-877-420-0050
2. Select the "Initial member set-up" option
3. Enter 10 digit ID when prompted
_____ #
(write your 10 digit ID in the blank above)
4. Enter 10 digit pass code when prompted
_____ #
(write your 10 digit pass code in the blank above)
5. Enter the phone number you want to add:
____ - ____ - _____ #
6. Select your time zone:
Press **1** for Eastern Press **3** for Mountain
Press **2** for Central Press **4** for Pacific
7. Do you observe Daylight savings?
Press **1** for Yes Press **2** for No
8. Next, the system will skip you ahead to page 6, "Scheduling a new reminder" (Section 4)

Section 2: Accessing the system

1. Dial 1-877-420-0050
2. Select the "Current members" option
3. Enter 10 digit ID when prompted
_____ #
(write your 10 digit ID in the blank above)
4. Enter 10 digit pass code when prompted
_____ #
(write your 10 digit pass code in the blank above)

Section 3: Adding a Phone Number

1. Once logged in, select the "Manage your phone numbers" option
2. Then select the "Add a phone number" option
3. Enter the phone number you want to add:
____ - ____ - _____ #
4. Select your time zone:
Press **1** for Eastern Press **3** for Mountain
Press **2** for Central Press **4** for Pacific
5. Do you observe Daylight savings?
Press **1** for Yes Press **2** for No



NOTE: Remember pressing ***** at anytime takes you to the main menu

Phone Instructions

Section 4: Scheduling a new reminder

1. Once logged in, select the "Add a schedule" option
2. Select a phone number from your list of registered phone numbers.
3. What type of reminder do you need?
Press **1** for Probation/Parole Check in
Press **2** for Payment Reminder
Press **3** for Court Appointment
Press **4** for General Appointment
Press **5** for Substance Abuse Appointment
Press **6** for Educational Class
Press **7** for Community Service
Press **8** for Drug Testing Reminder
4. How often do you want to be reminded?
(Monthly, Weekly, Daily or One Time)

Press **1** for **Monthly**

- a. Enter Day of the month (1-31) __ __ **#**
- b. Enter Hour (1-12) __ __ **#**
- c. Enter Minute (0-59) __ __ **#**
- d. Select morning or evening
Press **1** for AM (morning)
Press **2** for PM (afternoon/evening)

Skip down to #5

Press **2** for **Weekly**

- a. Enter Day of the week (1-7) __ **#**
- b. Enter Hour (1-12) __ __ **#**
- c. Enter Minute (0-59) __ __ **#**
- d. Select morning or evening
Press **1** for AM (morning)
Press **2** for PM (afternoon/evening)

Skip down to #5

Press **3** for **Daily**

- b. Enter Hour (1-12) __ __ **#**
- c. Enter Minute (0-59) __ __ **#**
- d. Select morning or evening
Press **1** for AM (morning)
Press **2** for PM (afternoon/evening)

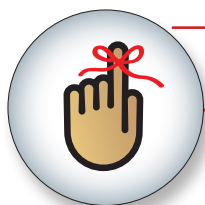
Skip down to #5

Press **4** for **One Time**

- a. Enter Month (1-12) __ __ **#**
- b. Enter Day of the month (1-31) __ __ **#**
- c. Enter Hour (1-12) __ __ **#**
- d. Enter Minute (0-59) __ __ **#**
- e. Select morning or evening
Press **1** for AM (morning)
Press **2** for PM (afternoon/evening)

Skip down to #5

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Phone Instructions

5. How much notice do you want before your appointment?

Press **1** for at time of appointment

Press **2** for one hour before

Press **3** for one day before

Press **4** for two days before

Press **5** for three days before

6. Enter the number of reminders you want:

____ #

Examples:

Once a week for a month enter **4** #

Weekly for a year enter **5** **2** #

Daily for a year enter **3** **6** **5** #

7. Confirmation: your scheduled reminder will now play.

Confirm or cancel your new schedule:

Press **1** to confirm

Press **2** to Cancel and start again

Section 5: Deleting a Schedule

1. Once logged in, select the "Delete A Schedule" option
2. The system will now play back your first schedule:

Press **1** to delete the schedule the system just read you

Press **2** to play your next schedule

Press **3** to play the previous schedule

Section 6: Requesting a phone number re-confirmation

1. Once logged in, select the "Manage Your Phone Numbers" option
2. Then select the "Request a Phone Number Re-confirmation" option
3. The system will play back your first phone number:

Press **1** to select the phone number the system just read you for re-confirmation

Press **2** to hear the next phone number

Press **3** to hear the previous phone number

Section 7: Deleting a phone number

1. Once logged in, select the "Manage Your Phone Numbers" option
2. Then select the "Delete A Phone Number" option
3. The system will start playing back your phone numbers:

Press **1** to delete the phone number the system just read you

Press **2** to hear the next phone number

Press **3** to hear the previous phone number

Section 8: Getting Help

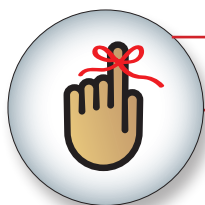
1. Dial 1-877-420-0050
2. Select the "Contact technical support" option
If you receive voice mail, be sure to tell us:

Your name _____

10 Digit ID _____

Phone number (____) - ____ - _____

Brief description of problem



NOTE: Remember pressing ***** at anytime takes you to the main menu