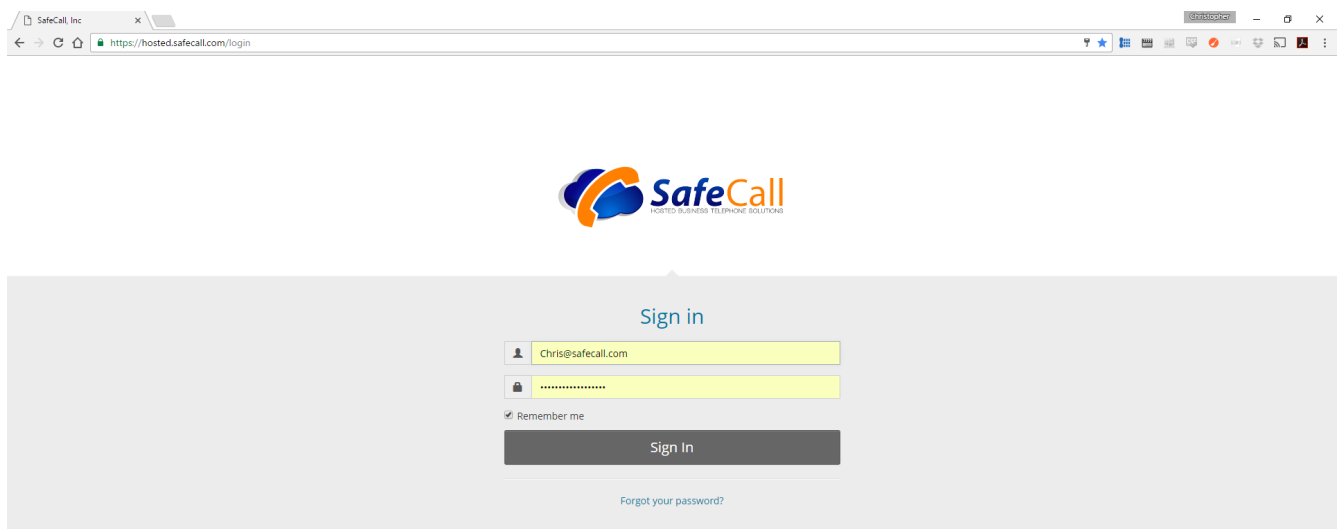


Creating a Holiday/Office Closure Calendar through the SafeCall Portal

This step by step guide will walk you through setting up certain dates in the calendar year that you wish to handle your calls differently than you normally do, such as Christmas Day or your office being closed for vacation. You can route your calls to a custom Auto Attendant, direct callers directly to a mailbox, or even send callers to another telephone number!

It only take a few minutes to setup all the holidays for the year and then you won't have to worry for the rest of the calendar year if your calls are being handled appropriately. One of the many benefits of the SafeCall portal!

The first step is to open your web-browser of choice (Google Chrome, Safari, Internet Explorer, etc) and in the address bar, enter the following address: <http://hosted.safecall.com> and press enter.



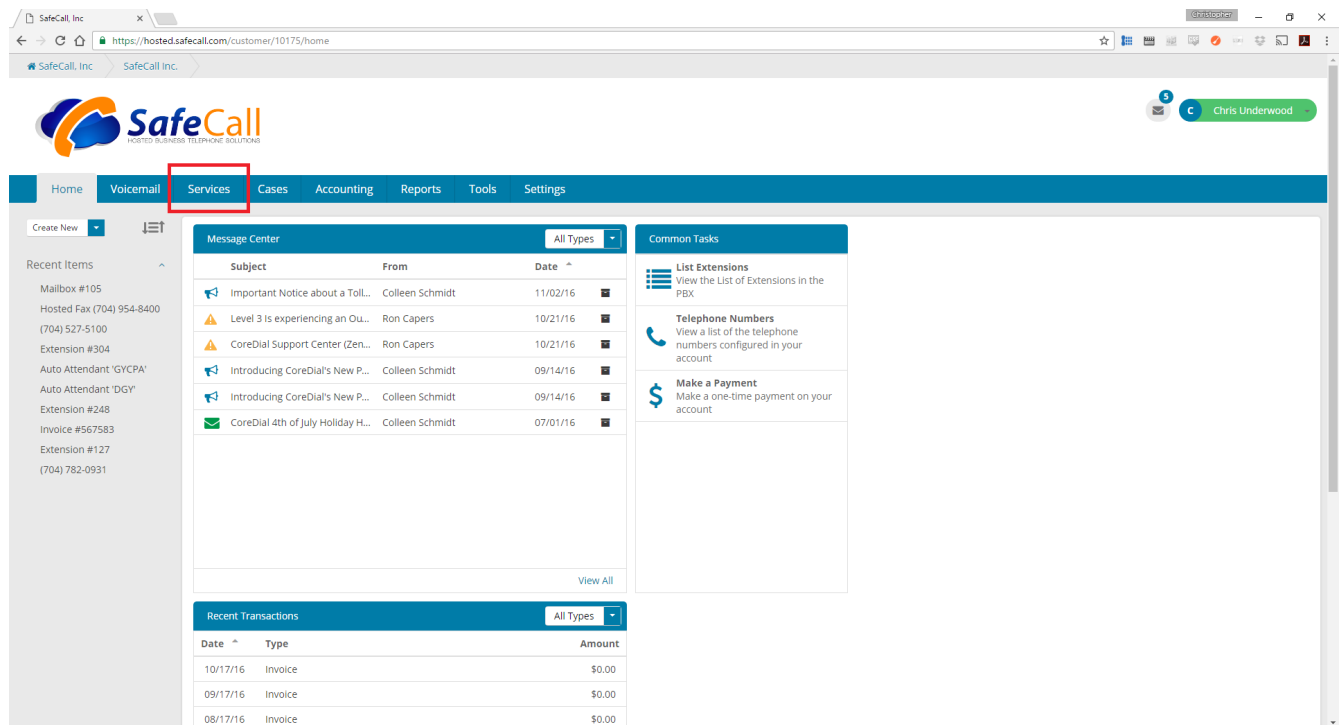
The screenshot shows a web browser window with the address bar displaying <https://hosted.safecall.com/login>. The page content includes the SafeCall logo, a "Sign in" heading, a username field with "Chris@safecall.com", a password field with masked characters, a checked "Remember me" checkbox, a "Sign In" button, and a "Forgot your password?" link.

You should see the page above load in your browser. Enter the user name and password given to you by your SafeCall representative in the appropriate fields.

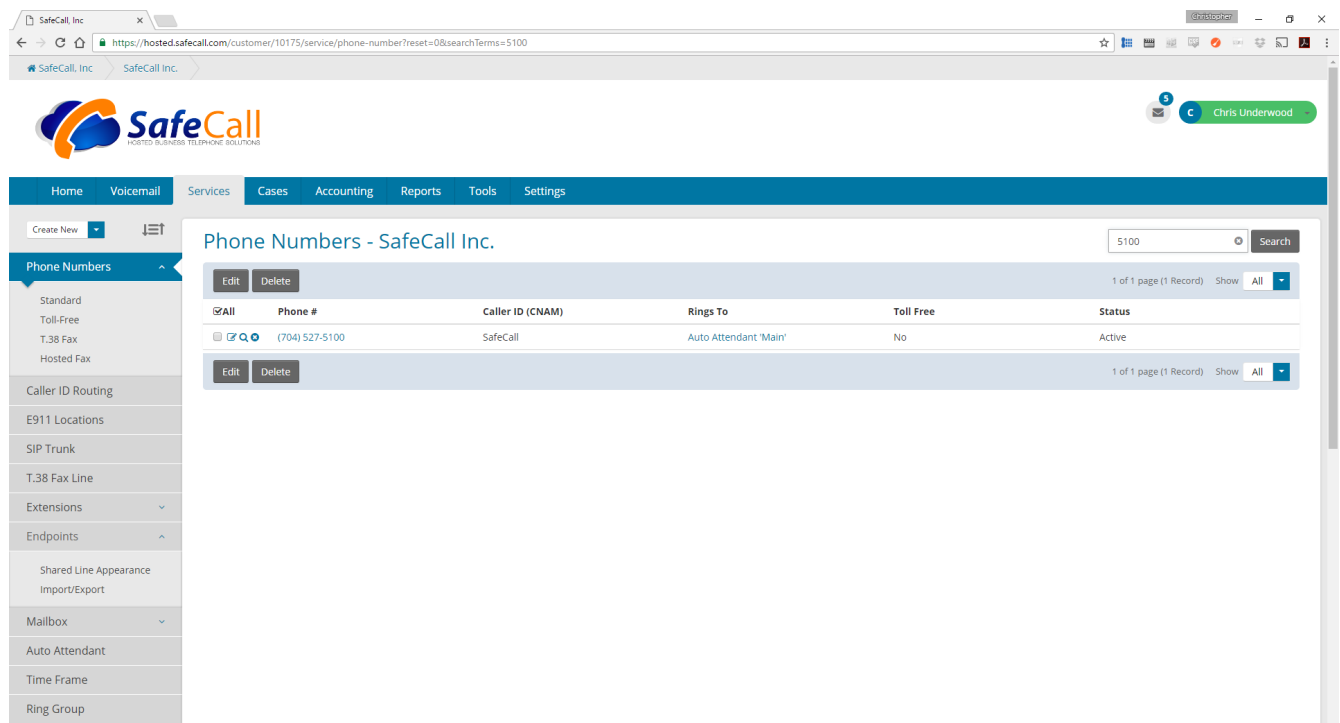
If you do not know your user name or do not have one, please contact SafeCall customer service at 704-527-5100, Option 1 or customerservice@safecall.com. If you forgot your password, please click the 'Forgot Password' link, under the Sign In button and follow the instructions to reset your password.

Click the **Sign In** button to continue to the next page.

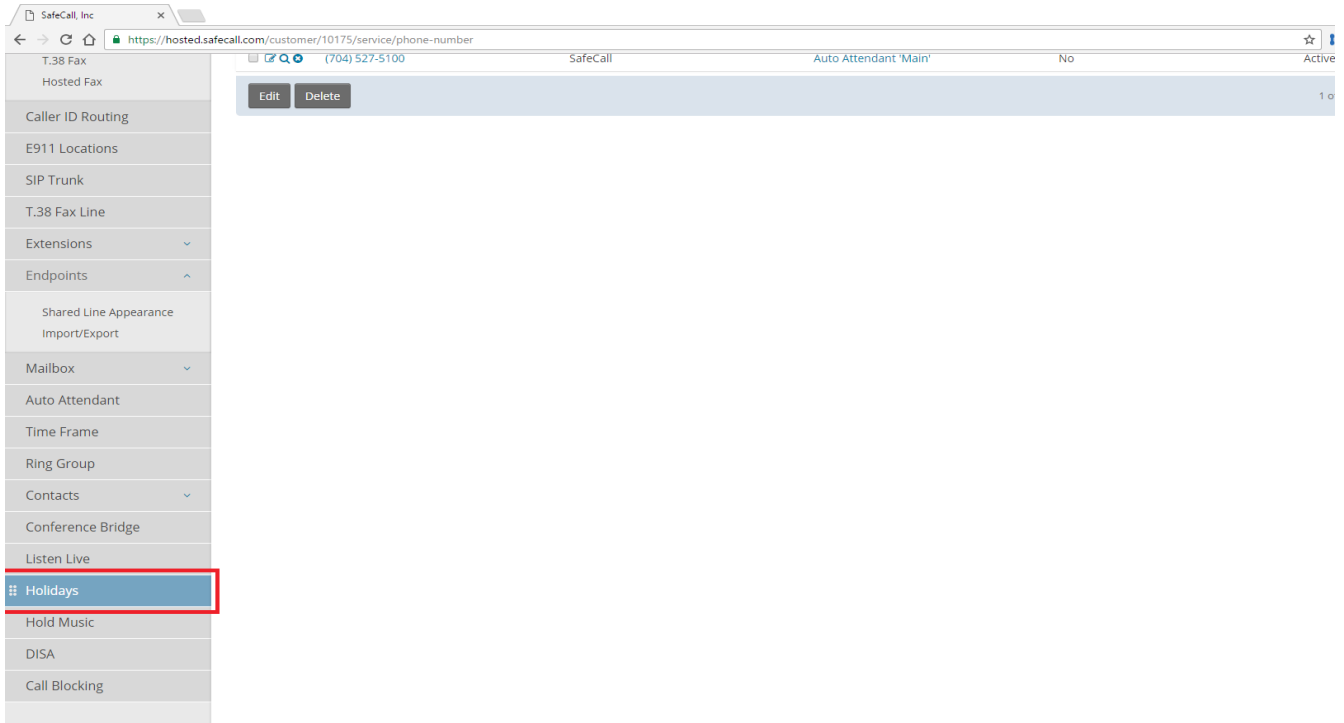
Once you are logged into the portal you should see the home screen, shown below.



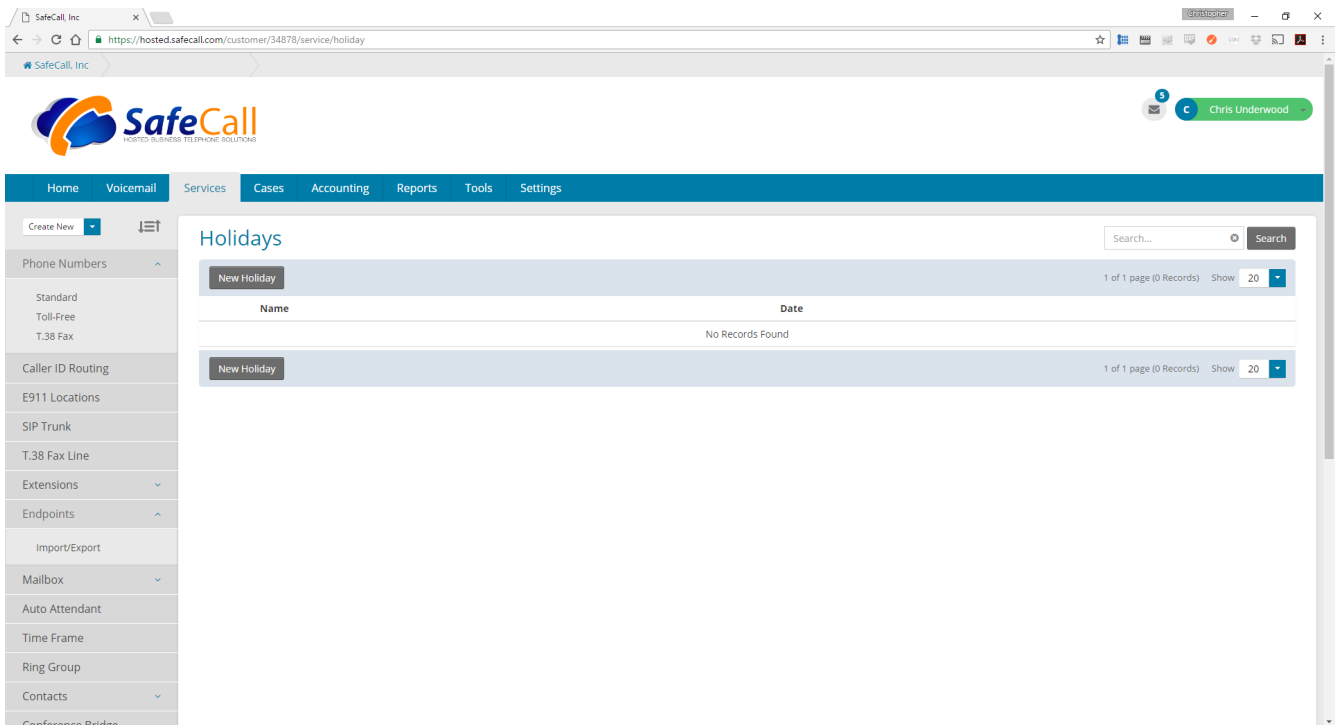
From the home screen of the portal, you will want to navigate to the **Services** tab, towards the top part of the screen (highlighted in red above). Click on the **Services** tab to proceed. You should see the page below:



Once the **Services** page loads, you will need to scroll down a few lines on the page and find the section on the left labeled **Holidays**. Left click on the **Holidays** (in the red box below) section to proceed.



You should then see the page below:

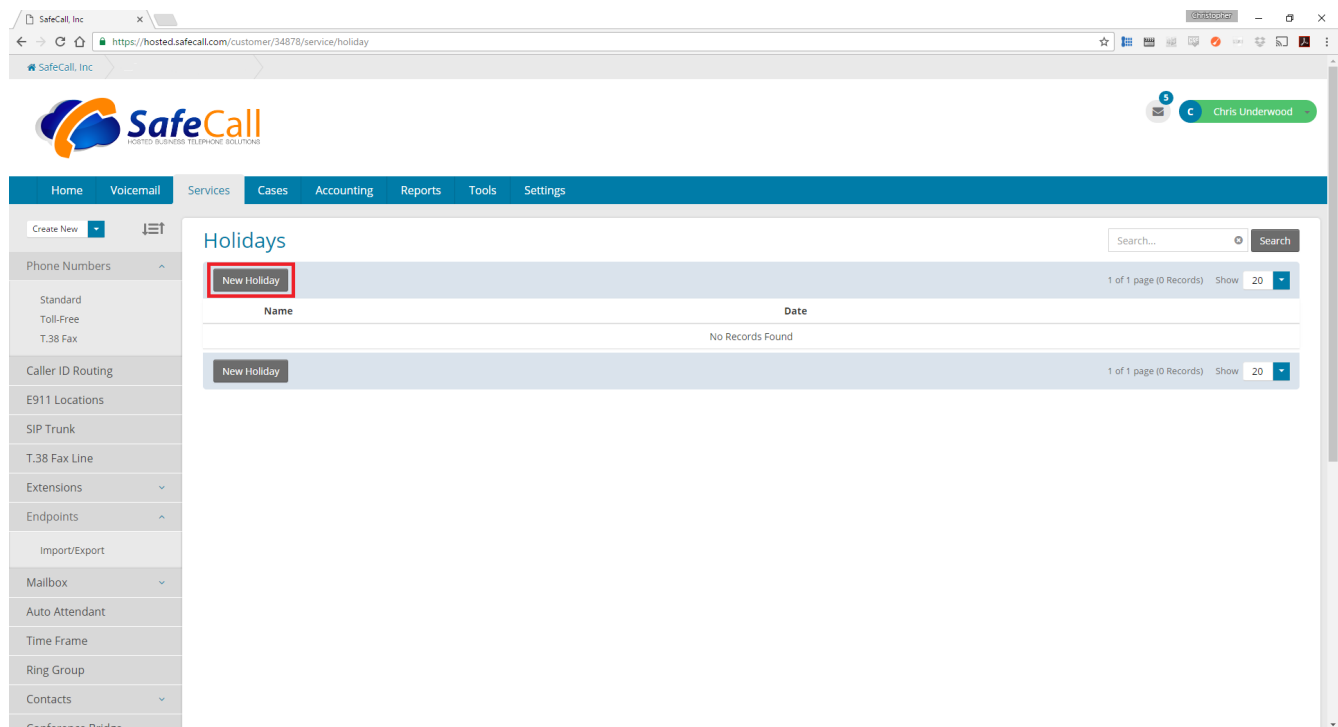


At this point you will need to have a list of the dates that your office will be closed or unattended. The first step is to enter all the dates, then we will decide what the calls need to do on those dates.

Common holidays that occur on the same day every year are New Year's Day, Independence Day, Veterans Day, and Christmas Day.

NOTE! If you setup a date for a holiday/closure that **DOES NOT OCCUR ON THE SAME DATE** every year, then you will need to remember to delete the holiday date either after it is over, or at the beginning of the new calendar year. Otherwise, the holiday may occur on a different date on the next calendar year and your phone system will follow the programming for that date, thinking it is a holiday/closure.

To create a date to be a holiday/closure, click the **New Holiday** button (highlighted in red below).



(continued on the next page)

You should see the page below load on your screen.

The screenshot shows a web browser window with the URL <https://hosted.safecall.com/customer/34878/service/holiday/-1>. The page title is "New Holiday". The interface includes a navigation menu with "Home", "Voicemail", "Services", "Cases", "Accounting", "Reports", "Tools", and "Settings". A sidebar on the left lists various service options like "Phone Numbers", "Caller ID Routing", etc. The main form area has a "General Information" section with a "Name" field containing "New Year's Day" and a "Date" field set to "January 1". There are "Save" and "Cancel" buttons at the top and bottom of the form. The "Save" button at the bottom is highlighted with a green box.

Create a name for your holiday and type it in the **Name** field (above in red).

Use the drop-down box labeled **Date:** (above in blue) to decide which month and day you wish the holiday/closure to occur on.

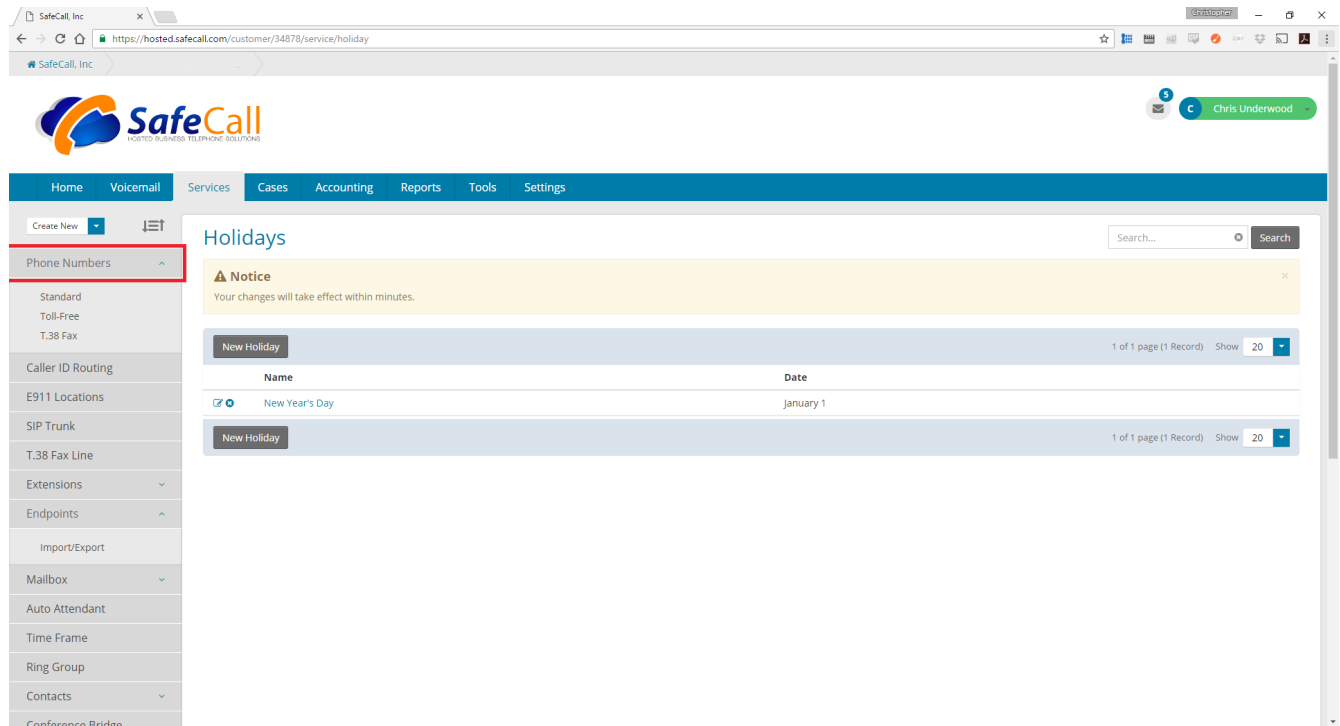
Once you have completed the name and date field, press the **Save** button (above in green) to complete the process. You should be returned to the Holiday section of the Services tab and see a screen similar to the one below. You should also see the Holiday you just created.

The screenshot shows the "Holidays" section of the SafeCall interface. A yellow notice banner at the top says "Notice: Your changes will take effect within minutes." Below this is a table with two columns: "Name" and "Date". The table contains one entry: "New Year's Day" on "January 1". There are "New Holiday" buttons and pagination controls (1 of 1 page, 1 Record, Show 20) for both the table and the section below it. The user's name "Chris Underwood" is visible in the top right corner.

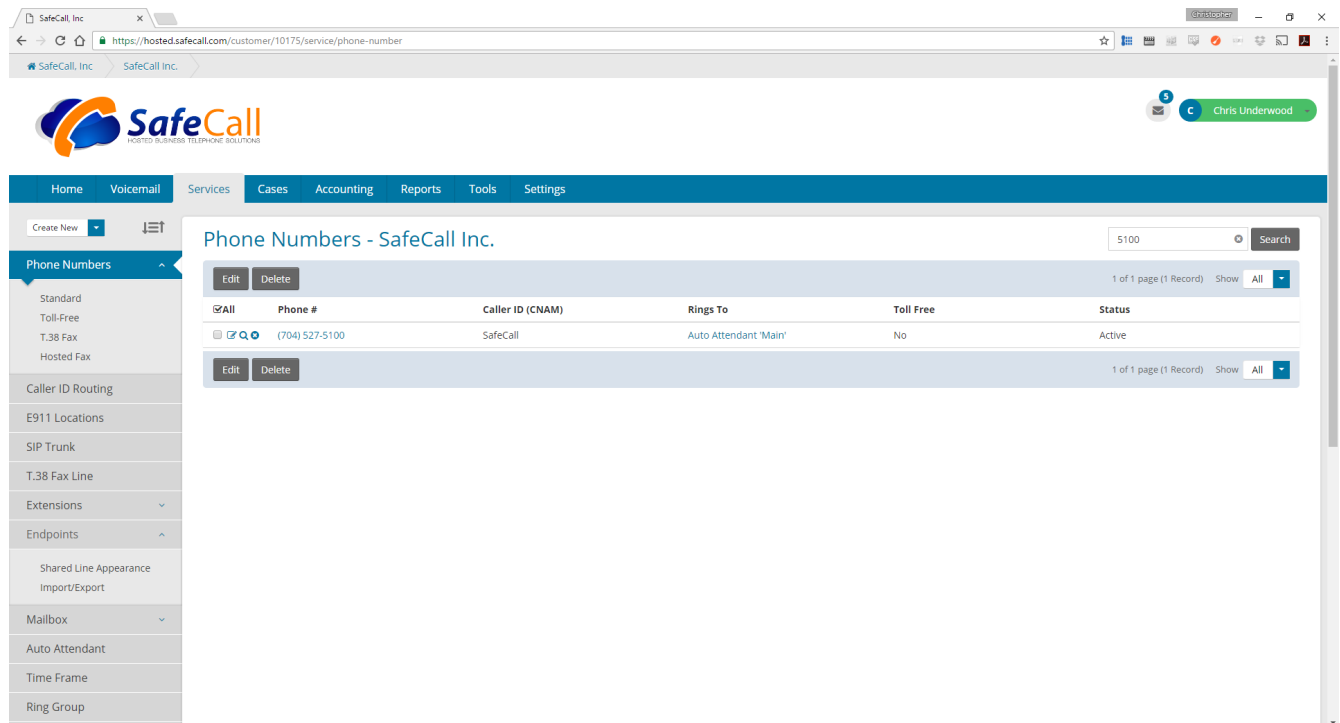
You can create as many holidays or closures as you need to through the calendar year. Just repeat the steps we used to create a holiday and add as many as you need to.

The next step is to determine how you want your calls to be handled on the holiday/closure when the date you setup occurs. Most likely, you will want the calls to go to your after hours Auto-Attendant or a mailbox. (To create an auto-attendant, see the Auto-Attendant Setup guide).

In the SafeCall portal, you will need to locate the **Phone Numbers** section on the left hand side of the screen, and left click on the **Phone Numbers** section.

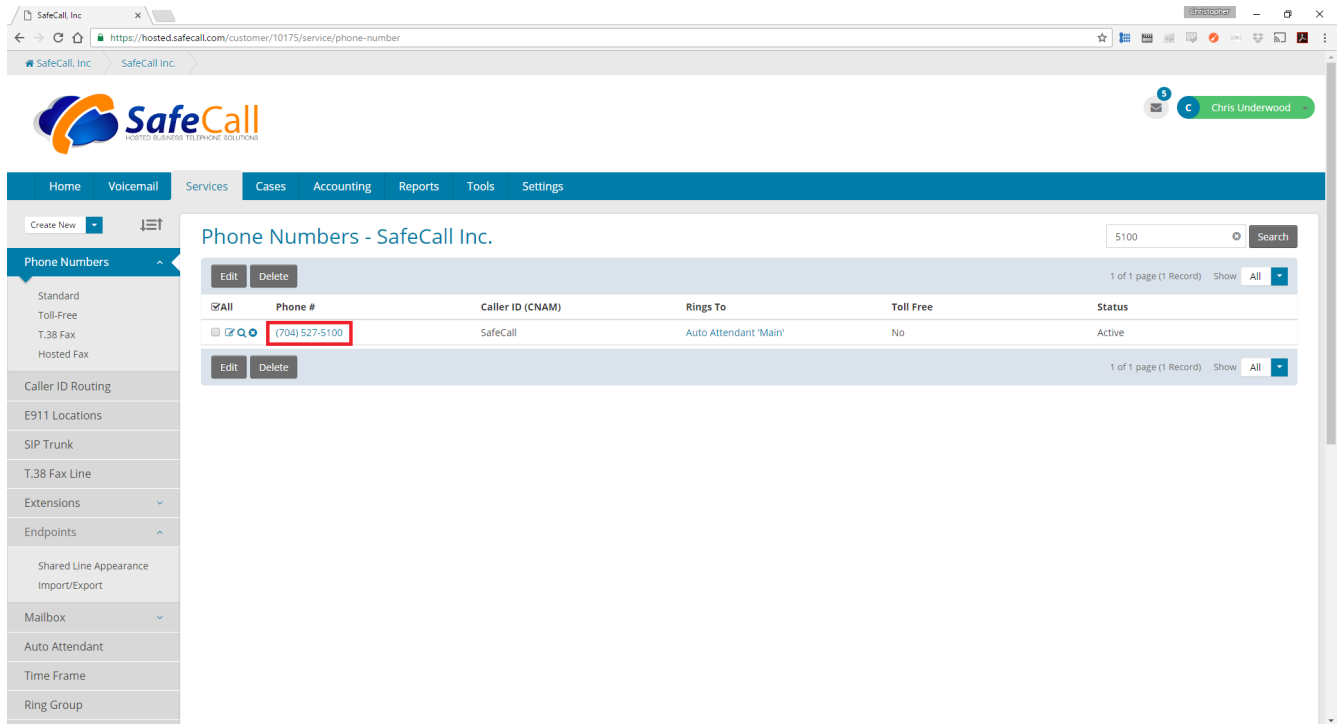


A page similar to the one below should load.



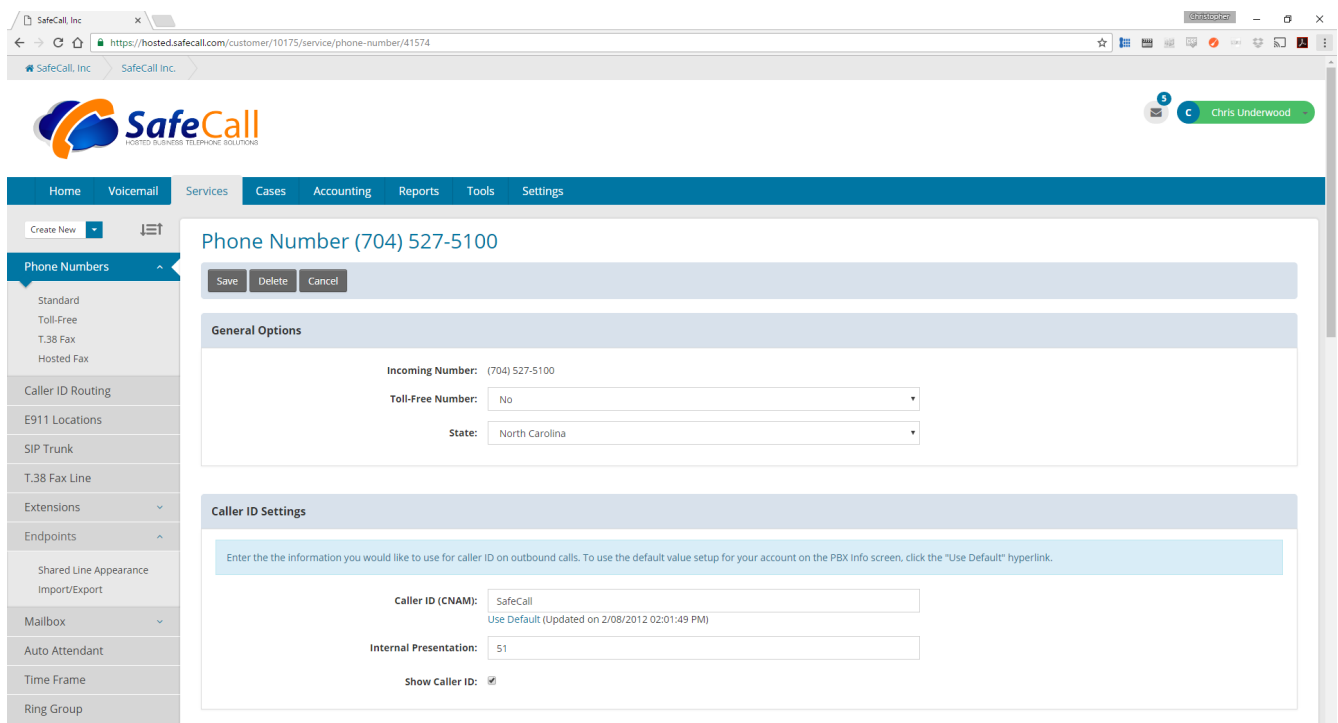
You will want to locate your main business telephone number on the **Phone Numbers** screen, or locate the numbers you wish to be affected by the holiday/closure dates you setup.

Select the group of numbers you wish to edit by selecting their check-boxes, or simply click on the phone number you wish to edit.



The screenshot shows the SafeCall web interface. The browser address bar displays <https://hosted.safecall.com/customer/10175/service/phone-number>. The page title is "Phone Numbers - SafeCall Inc.". A search box contains the number "5100". Below the search box is a table with the following columns: "Phone #", "Caller ID (CNAM)", "Rings To", "Toll Free", and "Status". The table contains one row with the phone number "(704) 527-5100", Caller ID "SafeCall", Rings To "Auto Attendant 'Main'", Toll Free "No", and Status "Active". The phone number is highlighted with a red box. The left sidebar shows a navigation menu with "Phone Numbers" selected. The top navigation bar includes "Home", "Voicemail", "Services", "Cases", "Accounting", "Reports", "Tools", and "Settings".

You should see a page like the one below:



The screenshot shows the SafeCall web interface for editing a phone number. The browser address bar displays <https://hosted.safecall.com/customer/10175/service/phone-number/41574>. The page title is "Phone Number (704) 527-5100". The form has a "Save" button, a "Delete" button, and a "Cancel" button. The "General Options" section includes fields for "Incoming Number" (704) 527-5100, "Toll-Free Number" (No), and "State" (North Carolina). The "Caller ID Settings" section includes a "Caller ID (CNAM)" field (SafeCall), an "Internal Presentation" field (51), and a "Show Caller ID" checkbox (checked). The left sidebar shows a navigation menu with "Phone Numbers" selected. The top navigation bar includes "Home", "Voicemail", "Services", "Cases", "Accounting", "Reports", "Tools", and "Settings".

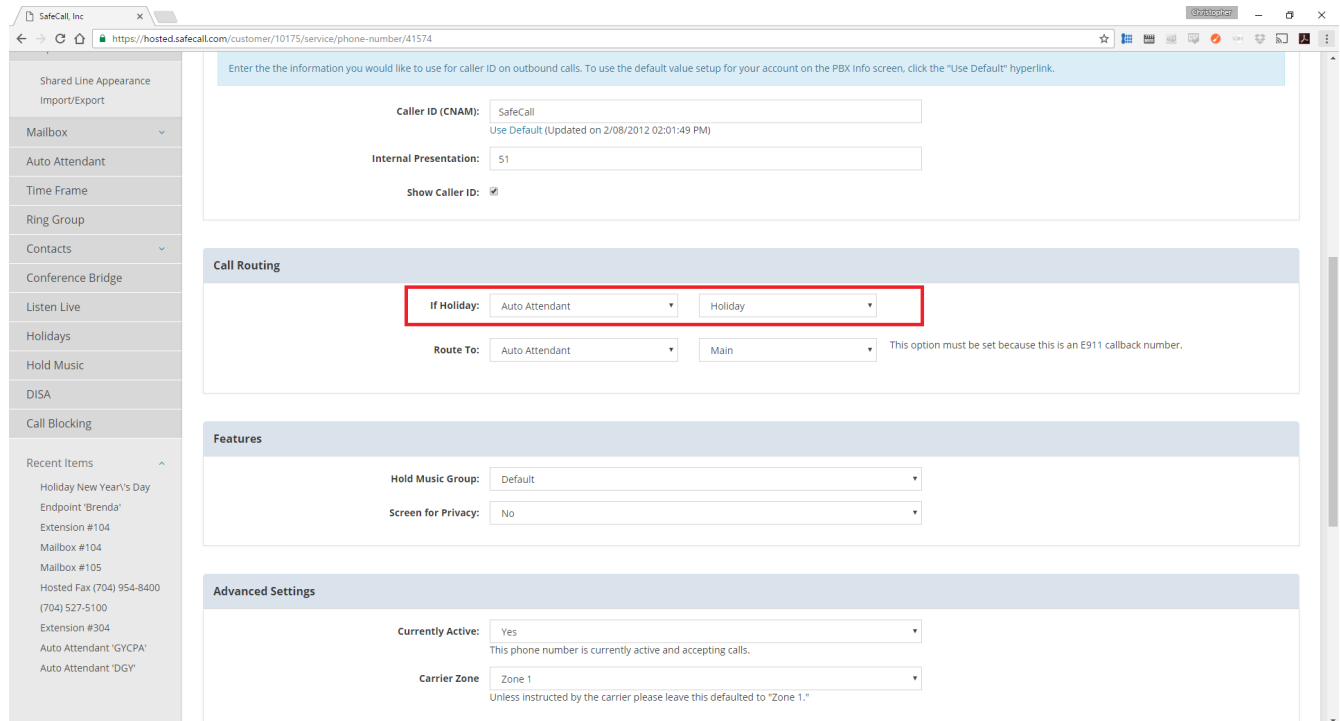
Scroll a few lines down the page under you see the section labeled Call Routing.

Under the **Call Routing** section there are two options, **If Holiday:** and **Route To:**

The **Route To:** section controls the routing of your phone number for regular days (ones that you have not setup as a holiday/closure). Calls will normally follow this programming.

The **If Holiday:** section is what we want to pay attention to. (in red below)

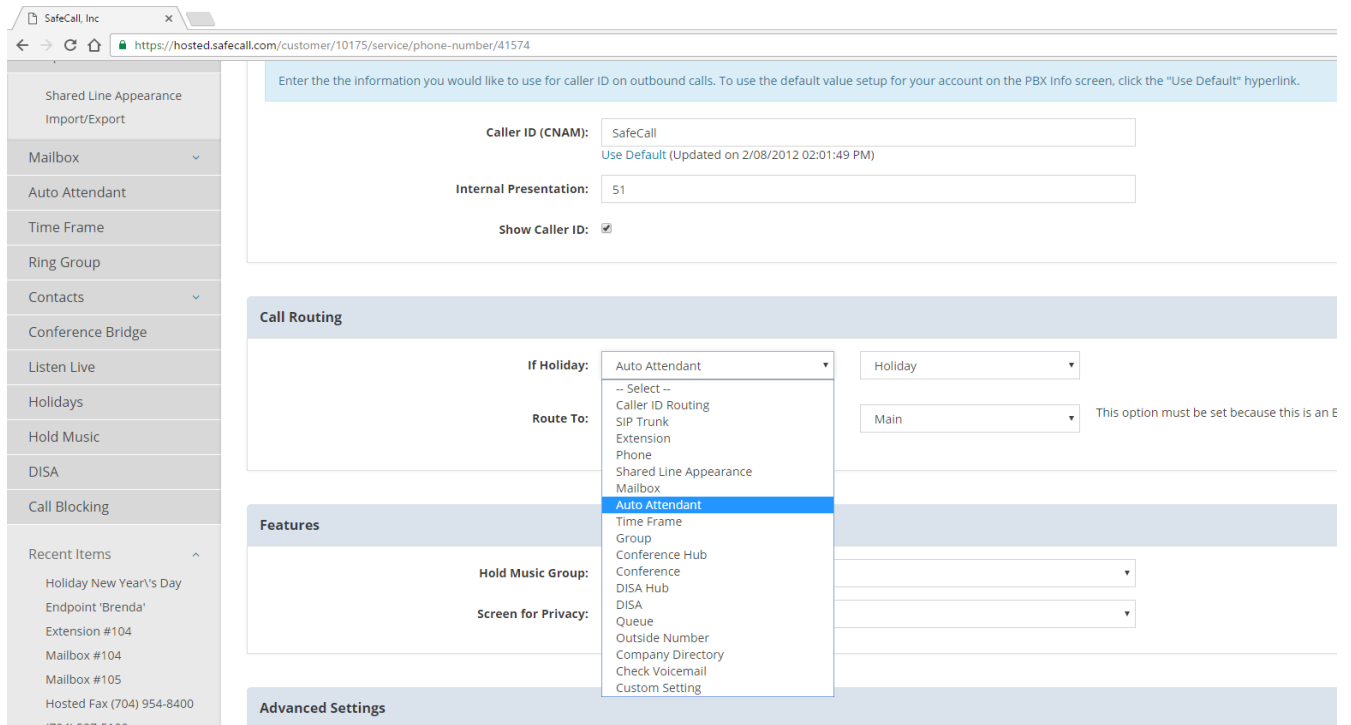
This section controls what happens when a date that you have setup as a holiday/closure occurs.



If you click the drop-down box next to the **If Holiday:** field it will give you a variety of routing options.

If you want to route your calls to a mailbox for the holiday, then choose mailbox and then select the mailbox number.

Most commonly, people choose to route callers to an Auto-Attendant to be handled appropriately.



If you would like to route your calls to an Auto-Attendant, then choose Auto-Attendant in the drop-down list and in the box to the right, choose which Auto-Attendant you wish the calls to go to. If you need help setting up and Auto-Attendant, refer to the Setting up and Auto-Attendant Guide.

You can also choose Outside Number if you wish to forward your calls to another number for the holiday. Select Outside Number and then in the box to the right enter the ten digit telephone number you wish calls to be forwarded to on that date.

Once you have made your selection, scroll towards the bottom of the page and select **Save**. The programming will take effect within five minutes or so.

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Congratulations! You have now setup the call routing for Holidays or Closures. On the dates that you specified under the **Holidays** section, the phone calls will ring how you have them setup under the **Phone Numbers** section. Always remember to delete the holiday after it passes, or next year your phones will not ring correctly!

If you have any trouble with any of the steps in this guide, or questions about other sections of the SafeCall Portal, please reach out to our Customer Service Department at 704-517-5100 Option 1 or customerservice@safecall.com

Thanks for partnering with Safecall!