



## Quick Guide: Sending a Broadcast Message

Sending a Broadcast Message is a way to send voice messages to multiple people at the same time. Case Managers can use broadcast messaging to reach all of their clients with a message (to tell them about an upcoming event, for example). CVM Managers can use broadcast messaging to communicate with all of the Agency case workers who are distributing voice mail boxes. By using broadcast messaging, you can easily ensure that important information is being received by your CVM clients and the agencies who work directly with them.

By default, for every Agency added to the system, a distribution list (the “Client” list) is automatically created that includes all voice mail users for that Agency. By using the Client distribution list, therefore, the Agency case worker can easily send a message to every voice mail user affiliated with that Agency. (There is another list that can reach every voice mail box in the system, but this is only available to the CVM Manager for the given geography).

This document describes how to send a broadcast message to your clients. To do this, you will only need a phone. Note:

- This can only be done by the CVM Manager or by the case worker with an administrative password to the system at an Agency (“agency password”).
- The CVM Manager or the Agency case manager must first setup their own voice mail box on the system by going through the enrollment process on their agency CVM box. When a message is delivered to a distribution list, the client first hears “this is a message from [name of the Agency]”.

### To send a Broadcast Message:

1. Call the **RESET** number \_\_\_\_\_.
2. Press \* when the system answers.
3. Enter your **AGENCY EXTENSION** \_\_\_\_\_, and then push the # key. *(The system will ask for a ten digit phone number, but enter your agency extension instead)*
4. Enter your **AGENCY PASSWORD** \_\_\_\_\_, and then push the # key.
5. *(If this is the first time you have accessed this account, you will be asked to go through the enrollment process, which involves recording your agency name. Once you’ve gone through enrollment, you can proceed with the rest of these instructions)*
6. Press **2** to create a message.
7. Follow the prompts to press # the correct number of times.
8. Enter **CLIENT DISTRIBUTION LIST EXTENSION** \_\_\_\_\_. *Each Agency distribution list has a unique extension number.*
9. Enter the **CVM MANAGER AGENCY EXTENSION** \_\_\_\_\_. Your City CVM Manager wants to receive all messages you send to your clients.
10. Follow the system prompts to send your message.

*Clients have the option to press the “4” key at the END of your broadcast message to leave you an instant verbal reply in your CVM box. If you want clients to reply to your message, be sure to include instructions at the end of the message for them to press 4.*

### To check messages in your CVM box (replies to broadcast messages)

1. Call the **RESET** number \_\_\_\_\_.
2. Press \* when the system answers.
3. Enter your **AGENCY EXTENSION** \_\_\_\_\_, and then push the # key. *(The system will ask for a ten digit phone number, but enter your agency extension instead)*
4. Enter your **AGENCY PASSWORD** \_\_\_\_\_, and then push the # key.
5. Press **1** to hear new messages  
**3** to hear saved messages