



*We are so excited to introduce the community to a new communication tool that will allow us to send emergency or informational messages to residents - FAST. No more guessing about what's going on in the community!*

**INTRODUCING:**

# **One Call Now**

***Our new communication tool***

Our goal is to never leave you in the dark. If there's a power outage, or any other unusual event, we want to ensure that you have all the information about it that we do. To that end, we're providing every resident with a messaging service called One Call Now.

## **WE'LL USE THE SERVICE TO:**

- Keep you informed in an emergency situation
- Invite you to community events
- Provide information and instructions regarding building & maintenance activities
- Send important reminders
- Get your feedback: the service has a polling feature that allows you to answer questions using your phone keypad

The One Call Now system delivers messages via phone, SMS text, push notification and/or email. Each resident can provide up to six phone numbers and five email addresses. This will ensure that important messages will be sent to cell, work and home phones, and keep everyone in the household in the loop.

## **THERE'S AN APP FOR THAT!**

By downloading One Call Now's mobile app (My Call Now), you can choose how you want to receive messages (voice call, SMS text, email or push notification) and which numbers/addresses you receive them on. See **Understanding My Call Now** for instructions on downloading the app and setting up your account. **Note that you will still receive messages regardless of whether or not you download the app; the app just gives you more control over how you receive messages.**

# FREQUENTLY ASKED QUESTIONS

**Q** How will I receive messages?

*A. It depends on the urgency of the situation and your preferences. Options for receiving messages include:*

METHOD	WHAT YOU NEED TO DO TO RECEIVE MESSAGES
<b>VOICE CALL</b> (cell or landline or both depending on which phone numbers you have on file with us)	Make sure we have your current home, work and/or cell phone number on file. <b>A form is provided on the right.</b>
<b>EMAIL</b> (if we have your current email address on file)	Provide us with your email address; <b>A form is provided on the right.</b>
<b>SMS TEXT MESSAGE</b>	Provide us with the correct cell phone number and give us permission to text you by <b>completing the form on the right.</b>
<b>PUSH NOTIFICATION</b>	Download the mobile app (My Call Now) and follow the instructions provided to configure your notification settings

**Q** Why do we need a messaging service?

*A. By using this service, we are able to better communicate with residents while reducing the need to print and distribute notices. It will also allow us to send you urgent messages such as weather/evacuations, neighborhood watch advisories, or amber alerts. We understand that good communication is vital to good community relationships!*

**Q** Will my contact information be kept private?

*None of your personal information will be shared with anyone outside of One Call Now. One Call Now takes the security and privacy of your personal information (i.e. phone numbers, email addresses) very seriously. This is never sold or shared – you will not receive any unsolicited calls as a result of using the service.*

**Q** Do I have to pay any additional fees for this service?

*No, this service is free to our residents!*

# PLEASE COMPLETE THIS FORM

NAME \_\_\_\_\_

UNIT NUMBER  
OR ADDRESS \_\_\_\_\_

PRIMARY PHONE \_\_\_\_\_  
(best emergency contact)

Is it ok to send text messages to this phone? YES NO

PHONE #2 \_\_\_\_\_

Is it ok to send text messages to this phone? YES NO

PHONE #3 \_\_\_\_\_

Is it ok to send text messages to this phone? YES NO

PHONE #4 \_\_\_\_\_

Is it ok to send text messages to this phone? YES NO

PHONE #5 \_\_\_\_\_

Is it ok to send text messages to this phone? YES NO

PHONE #6 \_\_\_\_\_

Is it ok to send text messages to this phone? YES NO

EMAIL  
ADDRESS #1 \_\_\_\_\_

EMAIL  
ADDRESS #2 \_\_\_\_\_

EMAIL  
ADDRESS #3 \_\_\_\_\_

EMAIL  
ADDRESS #4 \_\_\_\_\_

EMAIL  
ADDRESS #5 \_\_\_\_\_

SIGNATURE \_\_\_\_\_