



## Receiving Messages

You may receive two different types of voice messages from the school:

- **Routine notification** calls which do not directly affect the safety of students, staff or parents. These messages may include details/reminders about upcoming events, delays in school transportation, weather cancellations/delays, and absenteeism. (Only the primary number is called for the routine notifications.)
- **Emergency notification** calls are used during critical incidents where a child, staff member, or parent's safety is in immediate jeopardy. These messages will include important information concerning lockdowns, evacuations and/or relocations. (Primary number and all other numbers are called for emergency notifications.)

## Importance of Accurate Contact Information

**The most important thing parents can do is verify the accuracy of their contact information.** Schools must have updated phone numbers and email addresses for One Call Now to work effectively and efficiently. Call your child's school during the operating hours to verify your information is correct. The One Call Now system will call your home, work, cell, or any phone number you choose.

## Security

Only authorized administrators on the school and district level may activate the system. One Call Now keeps all of its clients' information confidential and secure. All data is password protected on secure servers accessible only by school administration. One Call now currently has over 35,000 schools, churches, sports teams, businesses, and municipal organizations that can attest to our commitment of privacy.

## How to Retrieve a Missed Message

Parents can easily retrieve or replay a message that was cut off from an answering machine, answered by a toddler, or received on a cellular phone that dropped the call mid-message:

- Call toll-free (877) 698-3261 or (866) 321-4255 from any touch-tone phone.
- At the greeting, press 1, and then enter the phone number that One Call Now dialed. This is the phone number that you have given to the school to reach you.

Your school can also request a touch-tone response during a message. For example, you may hear a message such as "This is Principal Smith from ABC School with a reminder of the School Play this Saturday at 7 p.m. Please press 1 if you plan to bring a dessert; press 2 if you plan to bring a beverage."

**Please note that if this message is left on voicemail or an answering machine, you will need to call back into the toll-free number to respond to it.** Simply dial (877) 698-3261 or (866) 321-4255 from any touch-tone phone, press 1, enter your phone number, listen to the message, and then respond by pressing 1 or 2.

**To learn more: visit the website at [www.onecallnow.com](http://www.onecallnow.com)**