

Call Multiplier Instructions:

Launch a campaign:

1. Receive request from a served agency and record information and complete phone script.
2. Dial Call Multiplier at 877.357.3575 and follow voice prompts.
3. Enter 6 digit group ID (179978)
4. Enter our team's 4 digits PIN (0439). Note that the PIN is last 4 digits of Duty Phone number.
 - a. Press 1 to launch a campaign to all members and follow the prompts.
 - b. Press 2 to launch a campaign to a specific subgroup and follow the prompts.
 - i. Enter the appropriate subgroup number(s) for campaign.
 1. EOC
 2. SAR Communications
 3. Public Services. Note that this subgroup includes all SFARES members.
 4. Management
 5. Test
 6. FAC
 7. Skywarn
 - ii. Press 1 to confirm the subgroup number.
 - c. Press 1 to record responses. Note that a campaign can record responses called polling. Example: Press 1 if responding. Press 2 if unable to respond.
 - d. Press 2 if sending 1-way message, i.e., no polling.
 - e. Record the message within in 45 seconds.
 - f. Listen to the message.
 - i. Press 1 to listen to it again.
 - ii. Press 2 to re-record.
 - iii. Press 3 to accept and send.
 - iv. Press 4 to cancel.
 - g. Stay on the line until acknowledgement/"Goodbye" is spoken.

Check response status:

5. Go to Call Multiplier website www.callmultiplier.com and login.
6. Login with user id (the first initial and last name, all one word, lower case) and password (sfares). Please change your password after logging in the first time.
7. Select message detail for the relevant date and time.
8. Select Print View, and then print the report.
9. Contact those responding with additional information, etc.
10. Attach the printout to the Activation Form as part of a record of events.

Contact "Served Agency" at Call Back number

11. Contact the Served Agency with resources responding.
12. Record call back time in Mission Closeout Information area
13. Coordinate with the Team Leader (or Leaders if appropriate) to provide access to the Santa Fe Sheriff's Posse Building and Team Go-Kit locker.