

COVID-19 Emergency Appointment Reminders

We at Teletask understand that the COVID-19 (AKA Coronavirus) has caused unprecedented changes for each of your offices. We want to do our part to help during this difficult time.

Please follow the steps below to create a new “Appointment Reminder COVID-19” message. Note this script example is for WIC, but can be modified for any organization. Once you have followed the steps below, please email support@teletask.com so we can apply the changes needed on the back end so the file “upload configuration” is set to read this message. **Please do not add any files to your Upload folder until you have received confirmation from our support team that the message is ready to send.**

1. **Log-in** to: <https://hms.teletask.com/>, your email address is your username.

2. **Click on Messages**  in the top menu bar.

3. **Press Create Message**  button in the top right-hand corner.

4. **Click the Select** button for *Import Scheduled Message*.

Import Scheduled Message

Select

Messages are scheduled after contact information is imported / transferred. Scheduling options include:
Scheduled to send immediately, at a set time of day, or relative to an appointment time/date.

5. **Enter the Name** "Appointment Reminder COVID-19" for the new message.

Name

Appointment Reminder COVID-19

6. **Select the languages** you would like to use. *Add additional languages* as applicable.

Languages 

English

Note: Languages are used when the participant's profile has a language preference for a particular language. If you only select English as your language, all messages will be sent in English regardless of the participants preference.

7. Either check the box to Schedule Messages Relative to Appointment Time, or not (you can check your current appointment reminder to see how it's set)

Schedule Messages Relative to Appointment Time

8. **Check** the boxes for the *Message Type* you want to send; our options are *Text*, *Voice*, and *Email*.

Message Type Text Voice Email

9. If Schedule Message Relative to Appointment Time was selected, Select Send Time for the message, you can choose either Hours before the appointment time or days before and to send at a particular time.

Select Send Time

Hours Before Date

OR

Days Before Date

Send at

10. **Press** the *Next* button to save your changes in the *Properties* section and proceed to the *Contents* section.

11. **Click** the *Start* button for the *Text*, *Voice*, or *Email* message you want to create. You will only see the applicable options for the message you select, so it may look a bit different from the image below.

Components	Status	Text	Voice	Email
English	<input type="radio"/> Draft	<input type="button" value="Start"/>	<input type="button" value="Start"/>	<input type="button" value="Start"/>
Spanish	<input type="radio"/> Draft	<input type="button" value="Start"/>	<input type="button" value="Start"/>	<input type="button" value="Start"/>

12. Update the English Text, Voicemail, or Email with your message. We have provided some example text for you.

SMS Text:

You were scheduled for an appt {apt_date}, {apt_time} at the {clinic_name}. Due to the current situation with COVID-19 we have temporarily changed how we will be issuing benefits, we will be calling you to provide services and food benefits over the phone. If you are new to WIC or do not have a current cert you will need to come to the office for your appointment. Questions? call {clinic_phone}. Thank you for your patience.

Voice:

You were scheduled for an appointment {apt_date}, {apt_time} at the {clinic_name}. Due to the current situation with COVID-19, the coronavirus - we have temporarily changed how we will be issuing benefits. If you are currently certified with our Wick program, our staff will be calling you to provide services and food benefits over the phone. If you are new to Wick or do not have a current certification you will need to come to the office for your appointment. If you have questions - please call us at {clinic_phone}. Thank you for your patience.

Email:

You were scheduled for an appointment {apt_date}, {apt_time} at the {clinic_name}. Due to the current situation with COVID-19, the coronavirus - we have temporarily changed how we will be issuing benefits. If you are currently certified with our WIC program, our staff will be calling you to provide services and food benefits over the phone. If you are new to WIC or do not have a current certification you will need to come to the office for your appointment. If you have questions - please call us at {clinic_phone}. Thank you for your patience.

13. Once you have updated the English sections, you can **press** the *Translate Now*

A blue rectangular button with the text "Translate Now" in white.

button to have *Google Translate* translate the English messages into the other languages you have selected. You can also go in and manually edit the text for each foreign language as applicable.

14. Once you have finished updating your messages **click** the *Next* option in the bottom right-hand side of the screen to proceed to the *Recipients* section.

Save & Exit

15. Without making any other changes please click the Save & Exit button for the message.

16. Please email support@teletask.com and let us know that you have completed this process and which account you are with. We will then email you in response once we have made the back end changes. After a response email is received, you can start adding your documents to your Uploads folder as normal and the new message will be sent out.