Rainout Line

Setup and Transition Guide

Thank you for purchasing your new Rainout Line. We are here to help. This is a quick start setup designed to get you up and running in just a few minutes. Your Rainout Line phone number is activated and ready to use, all you need to do is make a few decisions on how best to set up your custom website dashboard. Don't worry the system is completely flexible and can be changed as many times as you need to get it to work best for your organization. Print this guide and follow along as you set up your new line.

If you just finished purchasing the Rainout Line, you are already logged in and can skip to step 2.

1. Log in to the system. Follow the link that was emailed to you and set up your password. After you set your password you will be taken to your "Favorites" page. Click on the organization and you will see your custom website dashboard.

2. On the left side of the screen you will see a menu. Click on "Settings", then "Main Settings".

3. Enter your Organizations Address.

4. Set your time zone, this will ensure status update time-stamps appear properly to your users.

5. Upload your logo or picture. This image will be displayed on the website as well as iPhone and Android apps.

6. If you plan on only having one extension continue to number 7. Otherwise, under Extension Sort Order you can chose how you wish your extensions to appear on the website. You can chose by Name (alphabetically), Extension Number, or Time Updated (This will move the latest updated extension to the top of the page). This is a completely flexible system so try it different ways to see how you think it will be best for your users.

7. Enter a website or webpage address. This allows app users to quickly navigate to this address. Examples might be a scheduling webpage, scores and stats, or just your website home page.

8. Click SAVE CHANGES

9. Click the "Go to Website" link to test the address you entered in step 7. This will open in a new window.

10. If you would like to give additional users the ability to update your Rainout Line, click on "Settings" and then "Users". Now enter their email address and click "Next". This will email them a link to configure their password. Now select the permission level you would like to assign them for one or all of your extensions.

Adding Extensions

Extensions are the best way to manage your Rainout Line. We encourage you to set up as many extensions needed to best fit your organization. We feel it's important to keep your messages as specific and short as possible. This will give your participants the ability to track only the information they are interested in and receive it quickly and accurately.

Different Ways to use Extensions

Extensions can be used in different ways by different organizations. Here are some examples to help you determine how you might best be able to use them.

For each **Complex** - Example: Westside Softball Complex
For Each **Field** - Example: North Park Field 1
Specific **Sports** – Example: Branson Baseball, Branson Soccer
Facility – Branson Community Center, Branson Aquatic Center Pool / Tennis Courts / Golf Course, etc
Day – Men's Monday Night League
Age/Class – Coed Softball, 12 and Under etc

Note that your Rainout Line is to be used by your organization only. Extensions should not be used to provide the service to other organizations under your number.

Add an Extension

1. Go to your Rainout Line Dashboard (you must have proper permissions to edit this Rainout Line).

2. Click "Settings", then "Add Extension".

3. Complete the fields on the page. Detailed instruction tips will appear as you enter each field explaining the purpose and usage of each one.

4. Click "Save Changes". This will create a new Telephone Main Menu Greeting that includes the new extension and show the extension on your dashboard and app.

Edit an Extension

1. Go to your Rainout Line Dashboard (you must have proper permissions to edit this Rainout Line).

2. Click the Gold Key in the Favorite column for the extension you would like to edit. *(Or from the extension's individual page, click "Settings" and then "Edit Extension")*

3. Go to Step 3 in the "Add an Extension" section.

If you did not setup extensions when signing up for the service, you will see that you were automatically setup with 1 generic extension. You will likely want to edit this extension if you change to a multi-extension system.

Transitioning from Existing Solutions

We understand that changing from your existing status update solution can be overwhelming, but IT'S NOT! Below are **Three Simple Steps** to complete the transition and publish your new Rainout Line.

1. **Banners and Links** are the most important tools to connect your customer with the status of any event. We have created personalized custom banners that display your Rainout Line number and link directly to your website dashboard. Click on the **Banners and Links** hyperlink on your Rainout Line Dashboard to see what we have designed for you. This page shows how each banner will appear on your website. We have made it so easy for you to publish on your website by placing the source code of the banner just to the right of each option. Just copy and paste the source code directly into your website where you would like the banner to appear. We recommend you place it somewhere at the top of your home page. This will get the information out the best. There is no limit to how many different banners you can place on your site. **<u>The key here is to make it impossible for your participants not to find the information.</u>**

2. For customers Transitioning from a different status line solution, the first thing you will want to do is record an outgoing message on the old line that gives the new Rainout Line number and directs them to your website where they can click your banner to view all status information. You might also instruct them on the ability to download the Rainout Line apps from the Apple and Android app stores, and the ability to sign up for email and text alerts.

   Example:
   TK Sports has a new rainout line. Please call 813-261-0401 to receive the latest updates on our status. You can also visit our website and click the Rainout Line banner to view the status online. Once again the new number is 813-261-0401.

3. If you have an email database for most of your teams and coaches. Send out an email blast that describes what you have done for them and gives them the new number.

   Example:
   Understanding that customer service is our highest priority, TK Sports has purchased a new Rainout Line solution to keep you up to date when adverse weather affects our events. Our new Rainout Line number is 813-261-0401. You will see a new banner posted on the home page of our website that will connect you directly to our status dashboard.

   Our new Rainout Line offers you a FREE iPhone and Android app to quickly check the status information. To download the app for TK Sports just go to the market on your phone and search Rainout Line. Download the RainoutLine.com app and search for TK Sports. When it appears click the star on the right side of the page and you are all set. There are many other ways for you to get the updated status. Subscribe to Email and Text alerts or follow us on Facebook or Twitter.

   We are excited to provide our valuable customers with the latest technology to make your participation just a little more enjoyable.