Overview for Website Dashboard Links

This information was compiled to help you learn all of the different features Rainout Line has to offer.   The website is easy to use and this guide gives an overview of the different options available. It may help to print it off and follow along as you learn how to use the service. If you have any questions please don't hesitate to email us at sales@rainoutline.com.

Settings:

Main Settings:

1. Enter your street address.
2. Set your time zone.
3. Add any additional information you would want shown. Example, mailing address if different from street address and your direct phone number for your organization.
4. Set your Master Pin. This pin is for complete access.
5. Upload your logo or picture. This is for the website and will also show on the iPhone and Android app.
6. Caller Routing. Main Menu Greeting is the default setting. If you have multiple extensions you can chose to route all calls to a specific extension. This will not work if you have multiple extensions that need to be updated on the same day.
7. Extension Sort Order. This determines the default sort order for extensions on the web page.

Record Menu:

Currently the default setting is to use the automated text to voice technology.

This is where you have an option of recording a personalized recording for your line. Understand that when using multiple extensions that if you enable and disable extensions our automated system will change the menu for you. Otherwise if you chose to have a personalized recorded menu, every time you enable or disable an extension you will need to re-rerecord your personalized message.

ADD an Extension:

Extensions are the best way to manage your Rainout Line. We encourage you to set up the number of extensions you need to best fit your needs. The idea is to keep the messages more direct and specific and easier to manage.

All you need to do here is complete the form.

1. Full Extension Name: This is self explanatory. Example: Metropolitan Soccer Sports Association Complex.
2. Short Name for Telephone and Apps: Example Metro Sports Complex
3. Extension Number: Default will be the next extension number available. However you have the ability to change your extensions to whatever you would like.

4. Extension Pin: You have the option to either set the extension pin as the same pin number as your Master Pin or set a different extension pin just for that extension. This will give you the ability to have someone at a specific park update that extension only. Alternatively if you are using extensions for different sports, Baseball, Fastpitch Softball etc., each director can control their own extension.

5. Status Clips: The default for your status clip is "It's a go", "Delayed", "Canceled", or "Questionable". This covers any status that would come with running events. If none of these status messages suits your needs, please let us know, we are always working to make the service better for all of our users.

6. Street Address: You want to enter the street address of the facility. Currently the default is of your company's street address. If you have multiple locations you need to make sure this is changed for each extension.

7. Set your time zone.

8. Additional Info: Just in case you would need to note any special circumstances.

Users:

This is how you add others and give them limited or full access to the site.

Linking & Banners

This is absolutely the most important menu item. We have created links for you to connect your customer directly to your customized website dashboard and also at the same time post your individual Rainout Line number. One of the largest complaints from participants is that they can't find the number to call. The customer banners have been designed to include everything a participant would need to get up to the minute status information. This page will show you exactly how it will look on your site. We have made it so easy to publish this on your site. Just copy and paste the source code to the right of the link you picked. Do this as many times as needed. This is completely FREE and should be used to help your customers take full advantage of all the Rainout Line has available.

Listen to Phone Menu

Our text to speach system is very good however as with all new technology changes are inevitable. Please check your message to make sure you have no problems understanding the original message. If you do have an issue, contact our tech department so that we can take care of this for you.

Download our Free App:

To download our free app all you need to do is go to the market on any of your devices that support Android or iPhone apps and search for **RainoutLine.com .**

Updating the Rainout Line from your Free Android or iPhone device:

Once you have downloaded the app you can set your device up as an admin device. Just click on the lock at the top of the app and enter your 4 digit pin number. Once you have completed this your device will always be set so you can update the complete system from that device. There is no limit to devices you can own and set up this way.

Once you have set your device up you will notice at the bottom of each extension the 4 possible ways to update the system. Just click on the status you desire and your off and running. You will find out this is one of the easiest ways to update the information on the fly.

After you choose a status the app will give you a choice to either write a custom status or record one. It will also so some of the statuses you have saved that you could pick from. Once you have chosen and either recorded or written your status you will notice a box marked to send notifications. The default is always set to send out all notifications to automated email and text alerts and post to Facebook and twitter accounts. After you agree to this your status will be updated immediately and sent out throughout the entire network.