

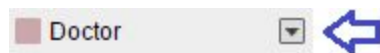


How to Send ReminderCall.com Appointment Reminders to Customers Using Google Calendar

*~Note: Technical support is included with your account.~
Please call (888) 858-6673 if you would like us to do this with you.*

I. Share your Google Calendar with ReminderCall.com

- A. Log into Google Calendar at www.google.com/calendar
- B. Click on the **down arrow** next to the Calendar you want to share.



C. Select **Share this Calendar**

- Display only this Calendar
- Hide this calendar from the list
- Calendar settings
- Create event on this calendar
- Share this Calendar** ←
- Edit notifications



Choose custom color

D. In the **Share with specific people** field, enter the following email address:

337665783356-ju34objltdrbb2ocj6cr2o0388p2qr87@developer.gserviceaccount.com

Make sure there is a dash between the 6 and the first j, sometimes it doesn't copy well.

- II. Where it says **Enter email address**, verify that the permission settings are **Make changes to events** and click the **Add Person** button, the **Save** button and **Back to calendar**.

Share with specific people

Person	Permission Settings	Remove
<input type="text" value="jr87@developer.gserviceaccount.com"/>	Make changes to events	Add Person
<input type="text" value="xjxoxq4@gmail.com"/>	Make changes AND manage sharing	

Tip: Sharing with coworkers?
Companies can move to Google Calendar to make sharing easier. [Learn how](#)

« Back to calendar

III. Connect Your Google Calendar to ReminderCall.com

A. Locate your **Calendar ID** Within Google Calendar

1. If you only have one calendar, your Google Calendar ID is your email address.
2. If you have several calendars, click the down arrow next to the calendar you wish to use for your appointment reminders. Select **Calendar Settings**

Display only this Calendar

Hide this calendar from the list

Calendar settings ←

Create event on this calendar


Share this Calendar

Edit notifications

Doctor ▾ ←

3. Scroll down to **Calendar Address** and copy the Calendar ID (Calendar ID: [xxxxx@xxxx.google.com](#)) .

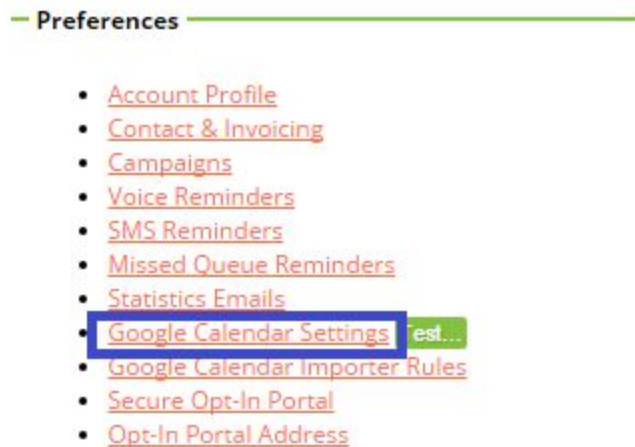
Calendar Address:
[Learn more](#)
[Change sharing settings](#)

[XML](#) [ICAL](#) [HTML](#) (Calendar ID: [fecieb2am82d27aj2mc5ir9dag@group.calendar.google.com](#)) 
 This is the address for your calendar. No one can use this link unless you have made your calendar public.

Copy your Google Calendar ID.

- B. Paste your Google Calendar ID into the Calendar Email section of your ReminderCall.com account.
 1. Locate Your Google Calendar Settings within ReminderCall.com
 - a) Go to the **Account** Tab
 - b) Under **Preferences**, Click on **Google Calendar Settings**

Account Settings



- c) Scroll down and paste your Google Calendar ID in the **Calendar Email** Field of the **Google Calendar Preferences** box.

Google Calendar Preferences	
<p>➔ Calendar Email: <input type="text" value="@group.calendar.google.com"/></p> <p><i>Email assigned to calendar</i> <i>Ex. john.smith@gmail.com</i> <i>Ex.</i> <i>fp1u2odgpdqiuqfjud6l49hdcs@group.calendar.google.com</i></p>	

d) Click the **Update Preferences** Button

Update Preferences

Congratulations! Your Google Calendar is now connected to ReminderCall.com.

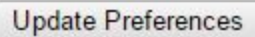
IV. Set Your Reminder Dates and Times

- A. Configure your appointment reminders using the **Google Calendar Preferences Table** from Step II (Go to your **Account tab** and click on **Google Calendar Settings**):

Google Calendar Preferences	
Calendar Email: <i>Email assigned to calendar</i> <i>Ex. john.smith@gmail.com</i> <i>Ex.</i> <i>fp1u2odgpdquaffjud6l49hdcs@group.calendar.google.com</i>	<input type="text"/>
Auto-queue Reminders from Google Calendar:	<input checked="" type="radio"/> True <input type="radio"/> False
Days Before Appointment To Make Call:	<input type="text" value="1"/>
Call Days: <i>Days of the week on which you schedule appointments.</i>	<input checked="" type="checkbox"/> Sunday <input checked="" type="checkbox"/> Monday <input checked="" type="checkbox"/> Tuesday <input checked="" type="checkbox"/> Wednesday <input checked="" type="checkbox"/> Thursday <input checked="" type="checkbox"/> Friday <input checked="" type="checkbox"/> Saturday
Queue Time: <i>Time of day to retrieve calls from Google Calendar.</i>	<input type="text" value="9:15 AM"/>
Reminder Time: <i>Time of day to queue reminders for delivery.</i>	<input type="text" value="12:15 PM"/>
Avoid Reminders Off Days: <i>For days checked under "Active Days", the system will queue reminders normally sent on an off day on the first available day before it.</i>	<input type="radio"/> True <input checked="" type="radio"/> False

1. Auto-queue Reminders from Google Calendar
 - a) Select **True** if you want Google Calendar to send your appointment reminders automatically. Your reminders **will not be sent** if this setting is not true.
2. Days Before Appointment to Make Call
 - a) Select how far in advance to send your reminders (most professionals send their reminders the night before the appointment, in this case, set to **1**).
3. Call Days
 - a) Select the days of the week that you schedule appointments.
4. Queue Time

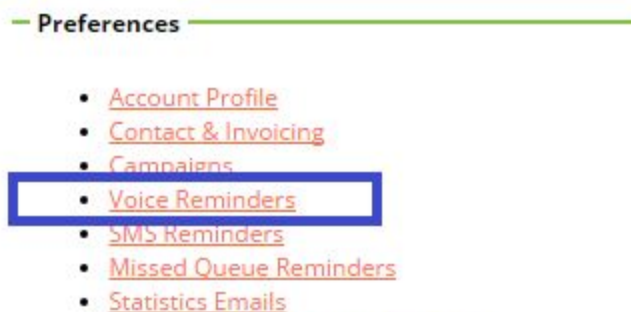
- a) Select the time of day for ReminderCall.com to upload all appointments from Google Calendar.
 5. Call Time
 - a) Select the time of day to send appointment reminders (**should match or come after Queue Time**).
 6. Avoid Reminders Off Days
 - a) Keep default setting of **False** to send reminders on days that you do not see customers.
- B. Click the **Update Preferences** Button

A rectangular button with a light gray background and a thin border, containing the text "Update Preferences" in a dark gray font.

V. Create Your Voice Appointment Reminders

- A. Locate Your Reminder Call Settings within ReminderCall.com
 1. Go to the **Account** Tab
 2. Under Preferences, Click **Voice Reminders**

Account Settings



B. Enter Your Reminder Call Preferences

Reminder Calls Preferences	
CallerID Number: <i>Numbers only. 10 digits.</i>	<input type="text"/>
Message Template: <i>Valid dynamic fields are <Name>, <ApptDate> and <ApptTime>.</i>	This is a very important call from Reminder Services for <FirstName>, <LastName>, for an appointment on <ApptDate>, at <ApptTime>. This
Maximum Simultaneous Calls: <i>Maximum 40. Default 40. Number of calls to be delivered simultaneously.</i>	<input type="text"/>
Default Area Code: <i>For queuing calls from CSV files.</i>	<input type="text"/>
Text-to-Speech Voice:	English - Female (New) ▼
Text-to-Speech Voice Speed: <i>Speed at which the text-to-speech voice reads.</i>	[Unset/Default] ▼

1. CallerID
 - a) Check that the CallerID is the number you wish your customers to see when they receive your appointment reminder call.
2. Message Template
 - a) Enter the appointment reminder message that you would like to send. Here is a sample script for a simple appointment reminder:

This is a reminder from [Your Company] that <FirstName> <LastName> has an appointment on <ApptDate> at <ApptTime>. Press 1 to confirm this appointment. If you have any questions or need to reschedule please call our office at [Your Phone #].

The information between < and > is called a variable. Variables will be updated with the information you have entered into Google Calendar. The variables you can use with Google and Calendar and ReminderCall.com are:

<FirstName>

<LastName>

<ApptDate>

<ApptTime>

<ShortDate> (SMS/Text messages only)

3. Maximum Simultaneous Calls

- a) This is a campaign setting normally left blank.

4. Default Area Code

- a) This is a setting that is normally left blank.

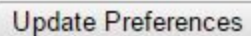
5. Text-to-Speech Voice

- a) Select a voice for your reminder calls. If you wish to use a French or Spanish voice, you must enter a French or Spanish message in the Message Template box.

6. Text-to-Speech Voice Speed

- a) Set the speed at which the text-to-speech voice reads. You can leave the setting on default for a normal speed.

C. Click the **Update Preferences** Button

Update Preferences

Congratulations! You have created your appointment reminder calls!

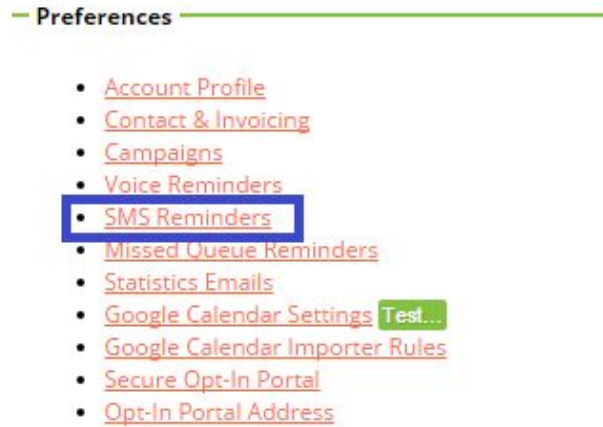
VI. Create Your Text Message Appointment Reminders

A. Locate Your Text Messages Preferences Within ReminderCall.com

1. Go to the **Account** Tab

- Under Preferences, click on **SMS Reminders**

Account Settings



- Enter your Text Messages Preferences

Text Messages Preferences	
<p>Disable Voice Reminder Failover:</p> <p><i>By default, failed SMS reminders will be retried as voice reminders. Set to True to disable this feature.</i></p>	<p><input type="radio"/> True <input checked="" type="radio"/> False</p>
<p>Replies Email:</p> <p><i>Replies made to text messages will be delivered to this email address.</i></p>	<input type="text"/>
<p>Message Template:</p> <p><i>Using any of <FirstName>, <LastName>, <Name>, <ApptDate> and <ApptTime> in your message will replace that text with the relevant data for that reminder.</i></p>	<p>Reminder: <FirstName> has an appointment with Reminder Services on <ShortDate> @ <ApptTime>. Reply C to confirm. Questions? Call our office at 1-888-858-6673.</p> <p><i>Remaining characters: 2</i></p>

Update Preferences

- Disable Voice Reminder Failover
 - When a SMS reminder is accidentally sent to a land line, ReminderCall.com sends a reminder to the land line instead. To

enjoy this feature, keep setting to **False**. To disable this feature, change this setting to **True**.

2. Replies Email

- a) Enter the email address where you would like to receive the replies to your SMS reminders. You can also see and reply to inbound SMS replies in your dashboard.

3. Message Template

- a) Enter the SMS appointment reminder that you would like to send to your customers. **You must limit your message to 160 characters.**
- b) Here is a sample script for a simple appointment reminder SMS:
Reminder: <FirstName> has an appointment with Dr. Smith on <ShortDate> @ <ApptTime>. Reply C to confirm. Questions? Call our office at (888)858-6673.

C. Press the **Update Preferences** Button.

VII. Add reminders to your Google events.

A. Double-click a date in Google Calendar to open the event window.

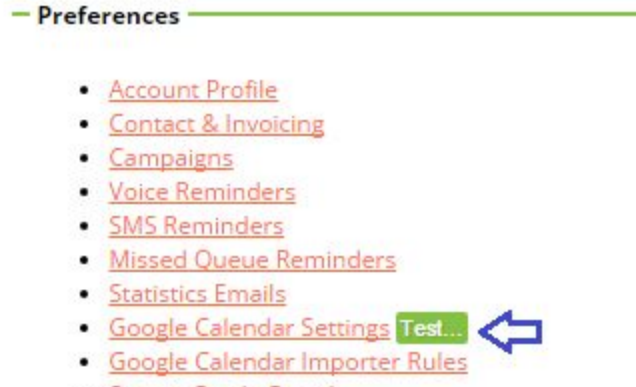
1. To send a **reminder call**, enter your customer's name and phone number in the What field, like this: **John Doe 555-555-1212**
2. To send a **reminder text message**, enter your customer's name, phone number and the word SMS in the What field, like this: **John Doe 555-555-1212 SMS**
3. **Remember** to click the **Edit** button and enter the **TIME** of the appointment.
4. Click the **SAVE** button.

VIII. Testing your appointment reminders (optional)

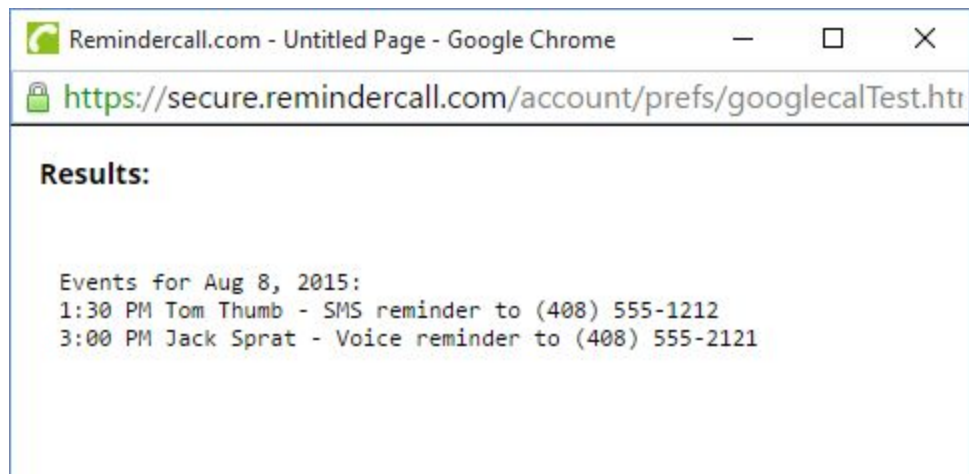
- A. Create an appointment on today's date, at a future time, in your Google Calendar.
- B. Go to the **Account** Tab in your ReminderCall.com account.

C. Next to the Google Calendar Settings, click on the **Test** button.

Account Settings



D. You should see this result:




**If you are not seeing results at this step,
 please call support at (888) 858-6673 ext. 1**

IX. Sending only SMS reminders or Voice reminders

- A. In your ReminderCall.com account, go to the Account tab.
- B. Under Preferences, click on the Account Profile link.

- C. Choose which reminder type you would like to send. If you would like to send both types, leave the default setting on.

Profile Preferences	
<p> Reminder Type: Which type of reminder should be sent. Leave blank to send both.</p>	<p>[Unset/Default] Reminder Calls Text Messages</p>
<p>Time Zone:</p>	<p>Eastern</p>
<p>Dial-in PIN: Numbers only. 4 digits.</p>	<p></p>
<p>Disable Fuzzy Delivery Time: By default, reminders will be delivered up to 5 minutes before scheduled delivery time. Set to True to disable this behavior and only deliver calls after the scheduled delivery time has passed.</p>	<p><input type="radio"/> True <input checked="" type="radio"/> False</p>
<p>Preferred Reminder Type:</p>	<p>SMS</p>

Update Preferences

- D. Click the Update Preferences Button.

**To learn how to use your account to send event invitations,
collection calls, snow-day closures and more,
please call us at (888) 858-6673.**