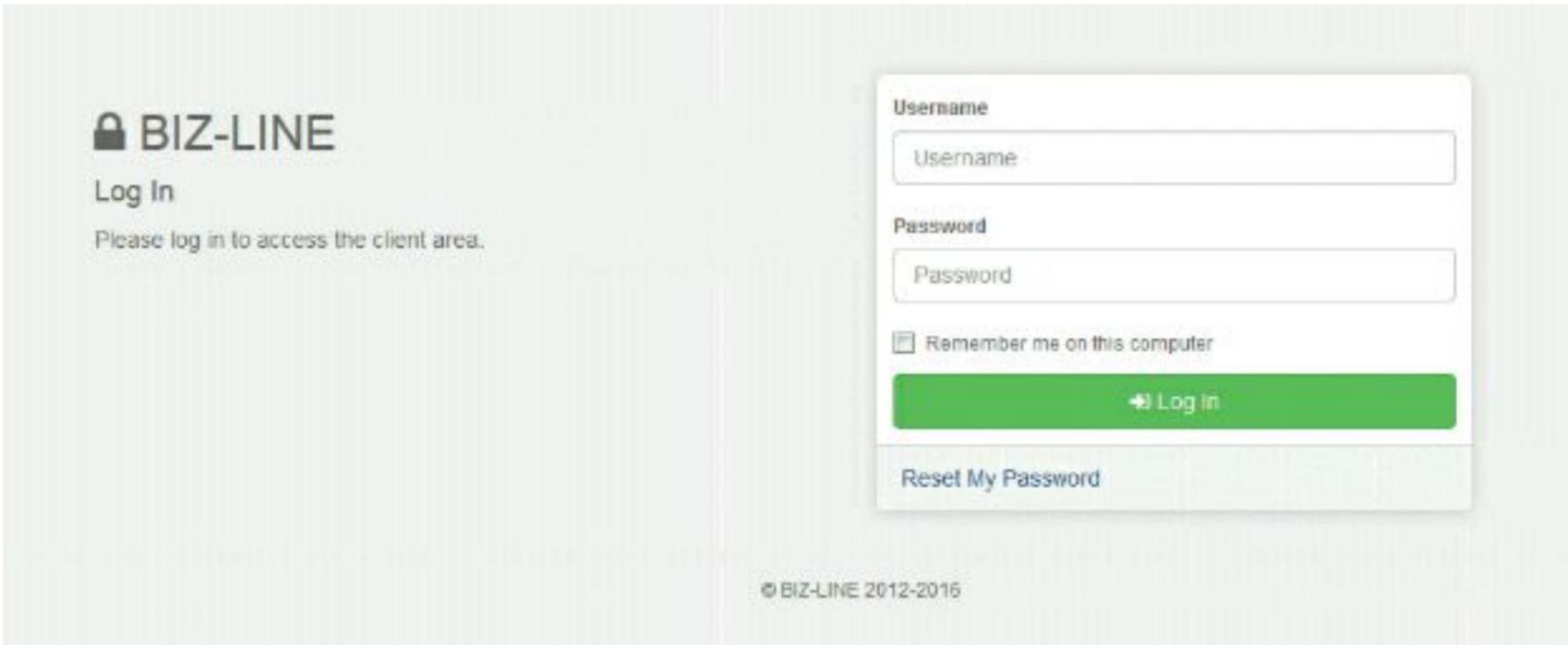


Quick User Guide - Appointment Reminder

Appointment Reminder is the most convenient and easy to use tool that automates telephone appointment confirmations, cancellations and reschedules. All you need to do is to specify phone numbers and names to be called, and the service will automatically call your list at a selected time to allow the recipient to confirm, cancel or reschedule an appointment. You have the full flexibility to control all call details, from the number of retry attempts to choosing how far in advance clients need to be notified.

To manage your Appointment Reminder please follow the steps below:

1. Access our Online Portal at <https://myaccount.biz-line.ca/client/login/>

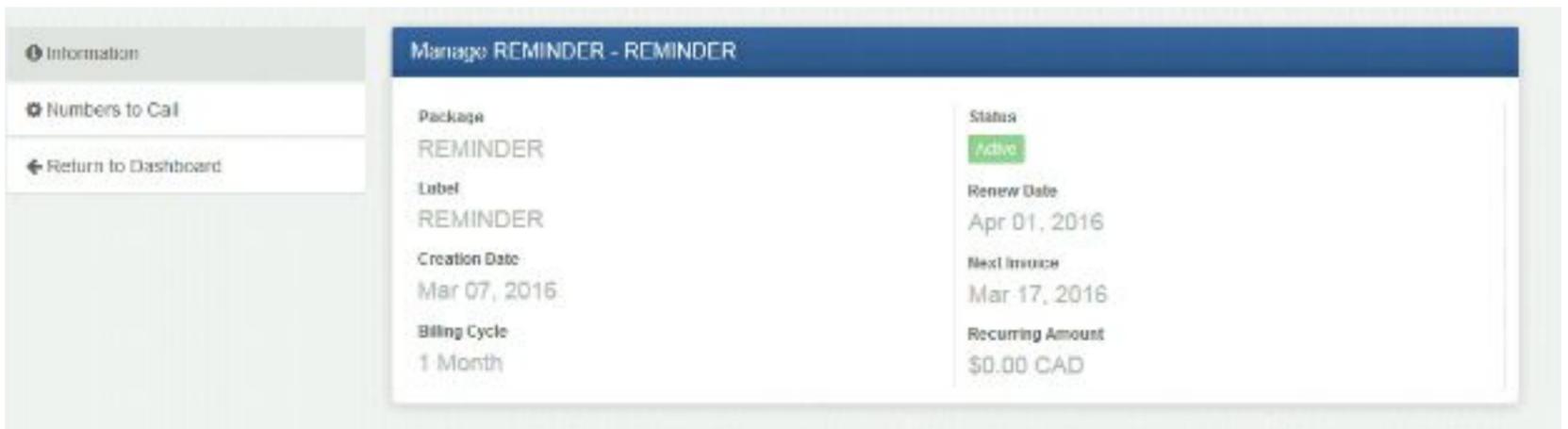


2. Sign in to your account using your Username (your e-mail address) and Password that you received in your welcome email. If you forgot the password, you can reset it using the Reset My Password option. Just click on the link and follow the instructions you receive in the email.

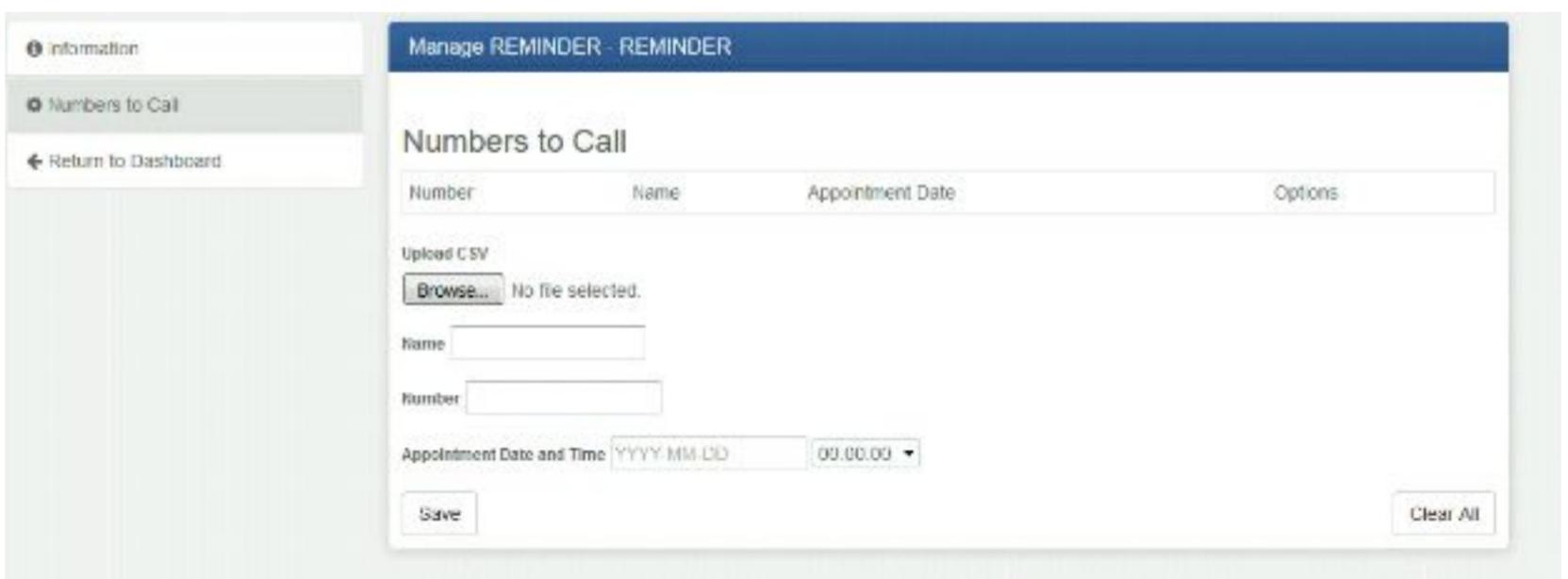
3. Once you are logged in, go to Services --> Appointment Reminder. Select Manage.

Package	Label	Term	Date Created	Date Renews	Options
REMINDER	REMINDER	1 Month @ \$0.00 CAD	Mar 07, 2016	Apr 01, 2016	Manage
BROADCAST	BROADCAST	1 Month @ \$0.00 CAD	Mar 07, 2016	Apr 01, 2016	Manage
BRONZE	10012370	1 Month @ \$0.00 CAD	Mar 07, 2016	Apr 01, 2016	Manage

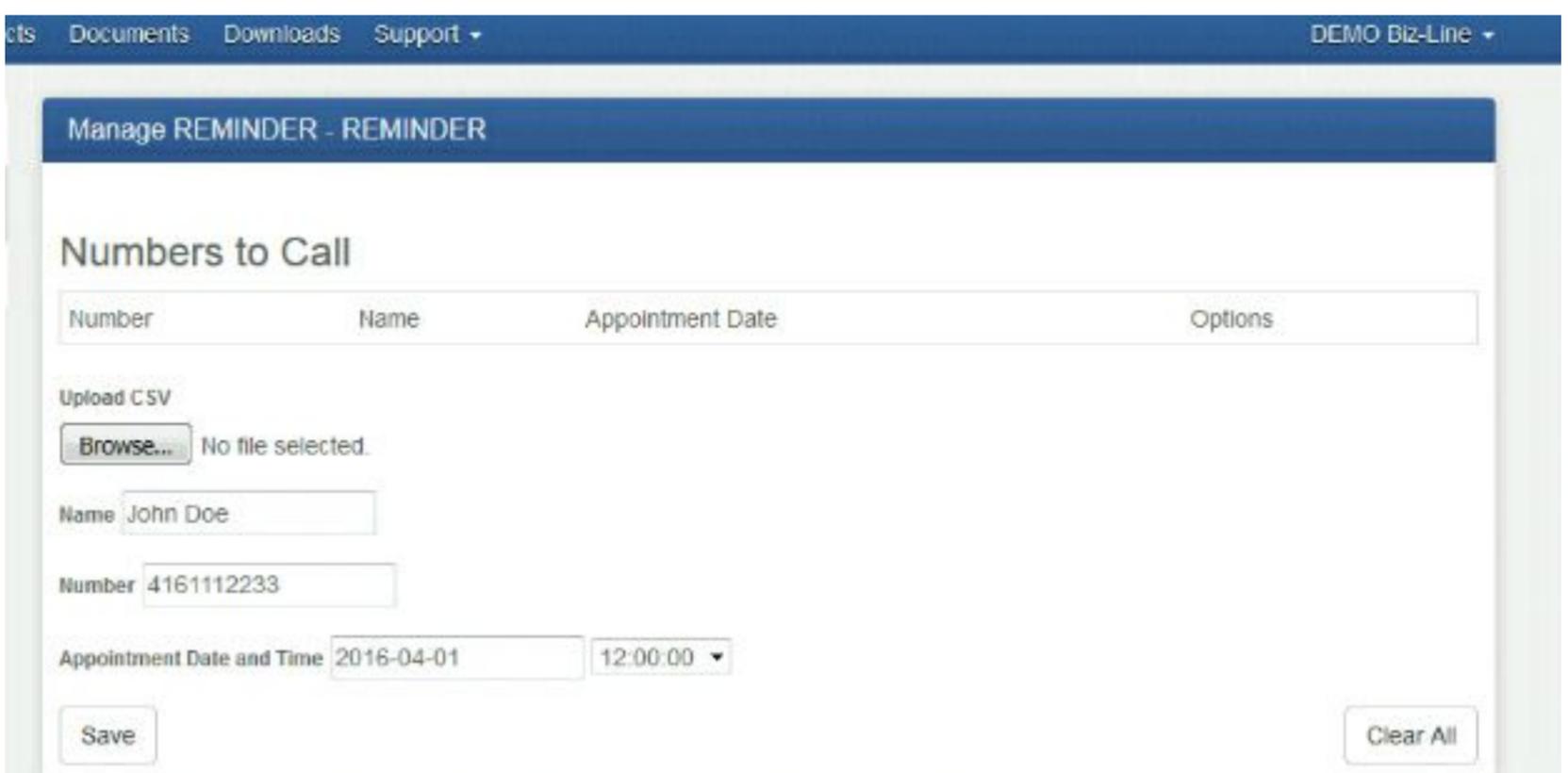
4. On the left, you will see several options. Click Numbers to Call.



5. Here, you will be able to add and remove numbers to be called and edit your call list.



6. You may add phone numbers manually by entering the recipient name, phone number, appointment date and time directly into the form.



Press Save to add the number to your calling list.

The screenshot shows a web interface titled "Manage REMINDER - REMINDER". Under the heading "Numbers to Call", there is a table with the following data:

Number	Name	Appointment Date	Options
4161112233	John Doe	2016-04-01 12:00:00	Edit, Delete

Below the table, there is a section for "Upload CSV" with a "Browse..." button and the text "No file selected.". There are also input fields for "Name", "Number", and "Appointment Date and Time" (with a date format "YYYY-MM-DD" and a time dropdown "00:00:00"). At the bottom, there are "Save" and "Clear All" buttons.

Every number on your list has a Delete button on the right, which removes the entry from the list. If you select Clear All, it will remove all entries on the list.

This screenshot is identical to the one above, but with two red circles highlighting specific elements. One circle highlights the "Delete" button in the "Options" column of the table. The other circle highlights the "Clear All" button at the bottom right of the interface.

7. You may also import a list of numbers by uploading a CSV file.

Manage REMINDER - REMINDER

Numbers to Call

Number	Name	Appointment Date	Options
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Upload CSV

Browse... No file selected.

Name

Number

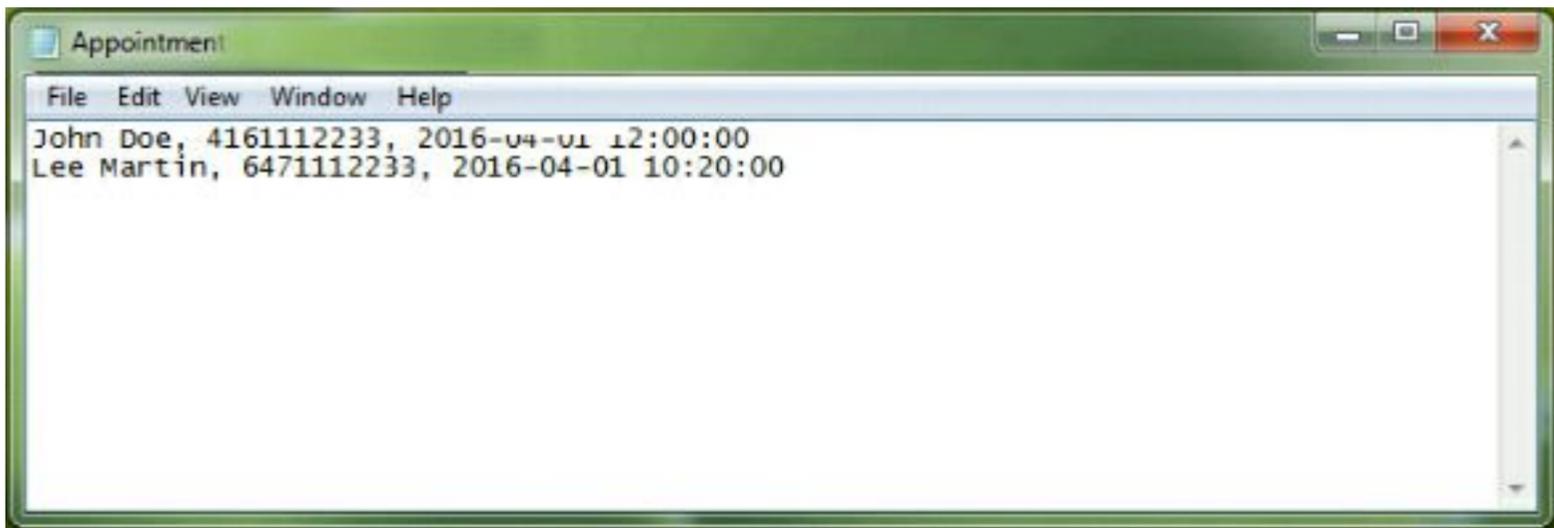
Appointment Date and Time

It needs to be formatted in the following way:

Name, Phone Number, Date (YYYY-MM-DD HH:MM:SS)

For example: John Doe, 4161112233, 2016-04-01 12:00:00

Lee Martin, 6471112233, 2016-04-01 10:20:00



When the list is ready to be uploaded, click on Browse to select the file and press Save.

Manage REMINDER - REMINDER

Numbers to Call

Number	Name	Appointment Date	Options
Upload CSV			
<input type="button" value="Browse..."/> Appointment.txt			
Name <input type="text"/>			
Number <input type="text"/>			
Appointment Date and Time <input type="text" value="YYYY-MM-DD"/> <input type="text" value="00:00:00"/>			
<input type="button" value="Save"/>			<input type="button" value="Clear All"/>

Your calling list will be updated accordingly.

The data was successfully updated.

Manage REMINDER - REMINDER

Numbers to Call

Number	Name	Appointment Date	Options
4161112233	John Doe	2016-04-01 12:00:00	Edit, Delete
6471112233	Lee Martin	2016-04-01 10:20:00	Edit, Delete

Upload CSV

No file selected.

Name

Number

Appointment Date and Time

You may update the list any time. All changes will be applied immediately. The automatic dialer will begin calling the customers on your list 2 days before their appointment time, trying to reach a live person up to 3 times until it receives a reply (a confirmation, a cancellation or a reschedule request). A detailed report will be emailed to you.

Please note that the pre-recorded audio files, the outgoing Caller ID and other campaign parameters need to be set up by a Biz-Line representative when adding the service.

