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Signup Process

Signing up for MyRepChat occurs in 3 Phases.

Phase 1: Signup

Phase 2: Sign In

Phase 3: Setup

You can signup to our general account on our website, see link below, or you may have been provided a unique URL from your firm. Both processes work the same.

<https://dart.ionlake.com/dart/web/Login.html?theme=myrepchat>

Note: If you have unique link from your firm that will roll you under your firms pricing and policies. If you sign-up on our website, you will be set to a standardized price and policies.

Phase 1:

1. If you signup using the general URL, you will be provided the opportunity to input a Group Code, should you be affiliated with a broader organization. If you have a Group Code, insert it here, if not, you can simply select Continue. The process after this is the same.

****Note, if you use the unique URL provided by a group, you will not see this step****



MyRepChat Account Signup

Are you a member of a group that uses MyRepChat?

- If yes, enter your group code here
(No code? Ask your group administrator OR [ask us](#))
- If no, just click continue

CONTINUE



VCard

Create a virtual business card that you can send to your clients to get your contact info into their phones

Already created an account? [LOGIN TO COMPLETE YOUR SETUP](#)

2. The second step requires some basic information about the individual establishing an account. This information will also be used to pre-populate your vCard later in the process.



MyRepChat Account Signup

Tell us about you (*=required fields)

<input type="text"/>		
<input type="text"/>		
<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	<input type="text"/>

CONTINUE



CRM Integration

Connect with your CRM to get your contacts into MyRepChat, and create notes for your sms messages

Already created an account? [LOGIN TO COMPLETE YOUR SETUP](#)

3. This step is extremely important for a couple of reasons:
- a We need to verify your email address
 - b Your email address will become your Username once the set-up process is complete
 - c This is the only chance you will have to change your email address (username) without having to contact MyRepChat Support



MyRepChat Account Signup

Verify your email address

Your email address is used as your username when logging into MyRepChat. Enter your email address below then click the "Verify Email Address" button. We will send you an email with a verification code that you will need to provide in order to proceed with the signup process.



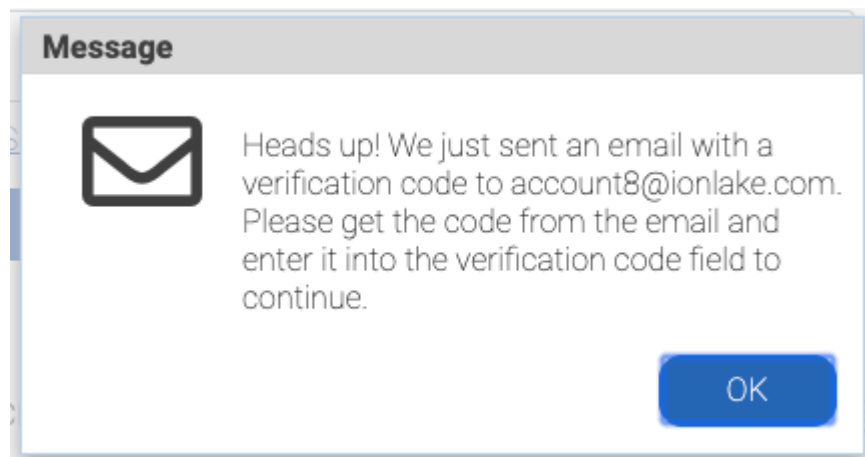
Auto Responses

Create auto responses to incoming texts like a link to your calendar when someone texts "calendar"

VERIFY EMAIL ADDRESS

Already created an account? [LOGIN TO COMPLETE YOUR SETUP](#)

4. You will notice an alert instructing you to check your email



5. Once you have retrieved the email and the code within, insert the Verification Code.
IMPORTANT: The verified email will be your username when logging in to MyRepChat.

****Note that you can have the code resent if you did not receive it and you can also change the email address****



MyRepChat Account Signup

Verify your email address

Your email address is used as your username when logging into MyRepChat. Enter your email address below then click the "Verify Email Address" button. We will send you an email with a verification code that you will need to provide in order to proceed with the signup process.

[CHANGE EMAIL ADDRESS](#)[RESEND CODE](#)

VCard

Create a virtual business card that you can send to your clients to get your contact info into their phones

Already created an account? [LOGIN TO COMPLETE YOUR SETUP](#)

6. The next step is to create your password to use when logging in to MyRepChat via the mobile app or the desktop.



MyRepChat Account Signup

Set your password

Security is really important. For MyRepChat you will need to create a password that is at least 8 characters long, contains at least one uppercase letter, one lowercase letter, and one number.

Password Strength:



Templates

Create templates for messages that you send on a regular basis

Already created an account? [LOGIN TO COMPLETE YOUR SETUP](#)

7. The next step is to verify your mobile phone number. This is a verification step necessary to ensure only real people are creating account.



MyRepChat Account Signup

Verify your mobile phone

We need to verify that we can send a text message to your mobile phone. Enter in your mobile phone number below and click the "Send Code" button.

(Numbers Only)

Area Code		
-----------	--	--

SEND CODE

Already created an account? [LOGIN TO COMPLETE YOUR SETUP](#)



CRM Integration

Connect with your CRM to get your contacts into MyRepChat, and create notes for your sms messages

8. The final step in the initial set up phase of your MyRepChat account is to review and accept the terms of use.



MyRepChat Account Signup

Create your MyRepChat account

One last thing! In order to create a MyRepChat account you must accept our terms of use.

[Click Here to view terms of use](#)

ACCEPT TERMS OF USE AND CREATE ACCOUNT

FINISH

Already created an account? [LOGIN TO COMPLETE YOUR SETUP](#)



Voice Calling

With the voice add-on you can call your clients using the MyRepChat phone number

9. Once you have accepted the terms of use, you can finish the 1st Phase of the signup process.



MyRepChat Account Signup

Create your MyRepChat account



We are busy creating your account, this can take up to a minute to complete, so please be patient.

FINISH



CRM Integration

Connect with your CRM to get your contacts into MyRepChat, and create notes for your sms messages

Already created an account? [LOGIN TO COMPLETE YOUR SETUP](#)

10. Congratulations, your account has been created. Please review the information on the screen to help guide you as you complete the rest of the signup process.



MyRepChat Account Signup

Create your MyRepChat account

Congratulations! You now have a MyRepChat account. Your new account is ready for you to log in. You should have received an email with login instructions. After you have logged in you will be guided through:

- Setting up a MyRepChat phone number
- Creating your VCard
- Connecting your CRM

Let us know if you have any questions by emailing our support team at support@ionlake.com.

FINISH



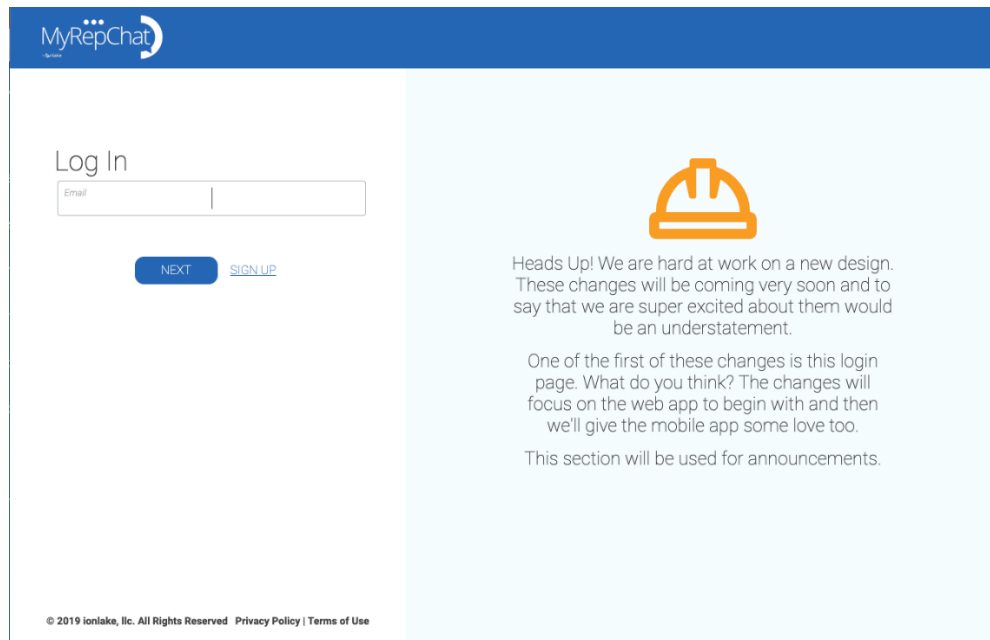
Auto Responses

Create auto responses to incoming texts like a link to your calendar when someone texts "calendar"

Already created an account? [LOGIN TO COMPLETE YOUR SETUP](#)

Phase 2:

1. Now that your account has been completed, to continue the process you will need to log in using the username (email) and password you created during the Signup process.



The screenshot shows the MyRepChat login interface. On the left, there is a 'Log In' section with an email input field, a 'NEXT' button, and a 'SIGN UP' link. On the right, there is a large light blue box containing an orange hard hat icon and a 'Heads Up!' announcement. The announcement states that new design changes are coming soon and that the login page is being updated to focus on the web app. At the bottom left, there is a copyright notice: '© 2019 ionlake, llc. All Rights Reserved Privacy Policy | Terms of Use'.

MyRepChat

Log In

Email

NEXT SIGN UP

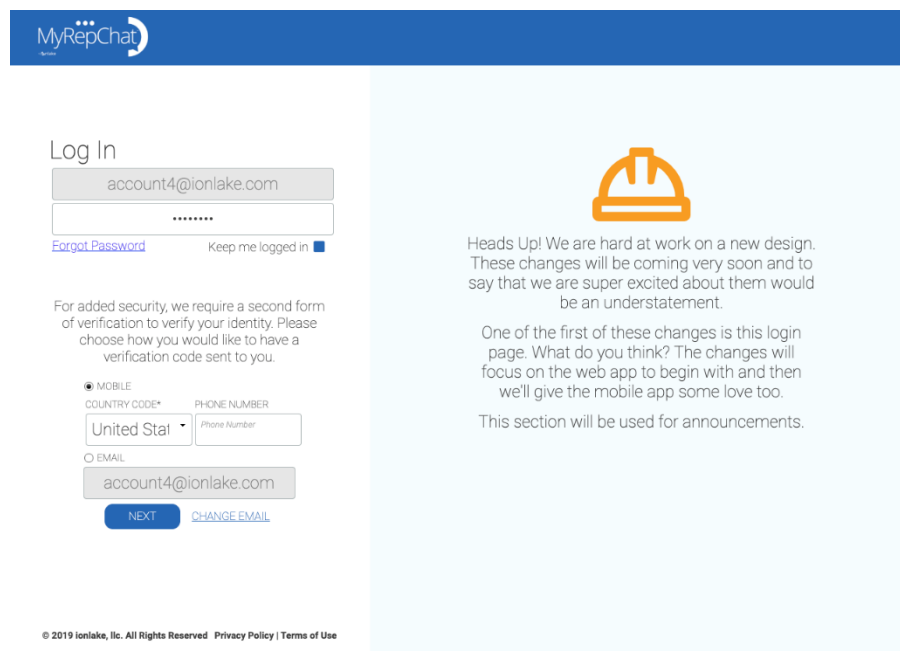
Heads Up! We are hard at work on a new design. These changes will be coming very soon and to say that we are super excited about them would be an understatement.

One of the first of these changes is this login page. What do you think? The changes will focus on the web app to begin with and then we'll give the mobile app some love too.

This section will be used for announcements.

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2. Upon logging in for the first time you will be prompted to set up Multi Factor Authentication.



The screenshot shows the MyRepChat login interface with the login form filled out. The email field contains 'account4@ionlake.com' and the password field contains '*****'. There are links for 'Forgot Password' and 'Keep me logged in'. Below the password field, there is a prompt for added security requiring a second form of verification. The user has selected 'MOBILE' and entered 'United States' for the country code and 'Phone Number' for the phone number. There is also an 'EMAIL' option with the email 'account4@ionlake.com'. At the bottom left, there is a copyright notice: '© 2019 ionlake, llc. All Rights Reserved Privacy Policy | Terms of Use'.

MyRepChat

Log In

account4@ionlake.com

[Forgot Password](#) Keep me logged in

For added security, we require a second form of verification to verify your identity. Please choose how you would like to have a verification code sent to you.

☒ MOBILE

COUNTRY CODE* PHONE NUMBER

United States Phone Number

☐ EMAIL

account4@ionlake.com

NEXT CHANGE EMAIL


Heads Up! We are hard at work on a new design. These changes will be coming very soon and to say that we are super excited about them would be an understatement.

One of the first of these changes is this login page. What do you think? The changes will focus on the web app to begin with and then we'll give the mobile app some love too.

This section will be used for announcements.

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3. Moving forward, should Authentication be required, you will see a screen similar to this:




Log In

[Forgot Password](#) [Keep me logged in](#) ☐

This appears to be a new device. A temporary verification code has been sent your **mobile device ending in 0902**. Enter it here and click Verify to login.

[CHANGE EMAIL](#)



Heads Up! We are hard at work on a new design. These changes will be coming very soon and to say that we are super excited about them would be an understatement.

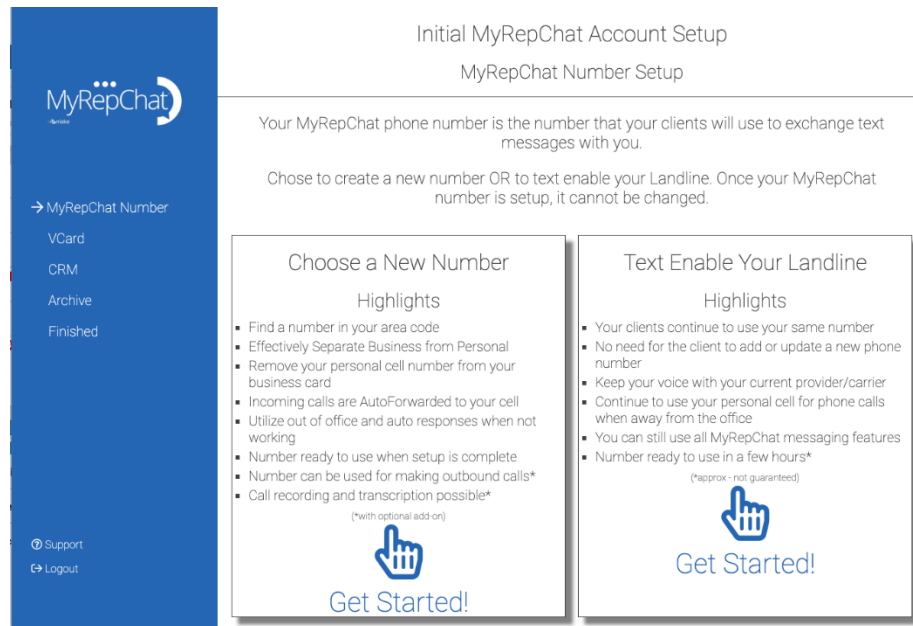
One of the first of these changes is this login page. What do you think? The changes will focus on the web app to begin with and then we'll give the mobile app some love too.

This section will be used for announcements.

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Phase 3:

1. Upon logging in for the first time, you will be prompted to complete the final Set Up phase of MyRepChat. The first decision to make is whether you want to choose a new number for texting within MyRepChat or if you would like to SMS enable a landline.



Initial MyRepChat Account Setup

MyRepChat Number Setup

Your MyRepChat phone number is the number that your clients will use to exchange text messages with you.


Chose to create a new number OR to text enable your Landline. Once your MyRepChat number is setup, it cannot be changed.

Choose a New Number

Highlights

- Find a number in your area code
- Effectively Separate Business from Personal
- Remove your personal cell number from your business card
- Incoming calls are AutoForwarded to your cell
- Utilize out of office and auto responses when not working
- Number ready to use when setup is complete
- Number can be used for making outbound calls*
- Call recording and transcription possible*

(*with optional add-on)


Get Started!

Text Enable Your Landline

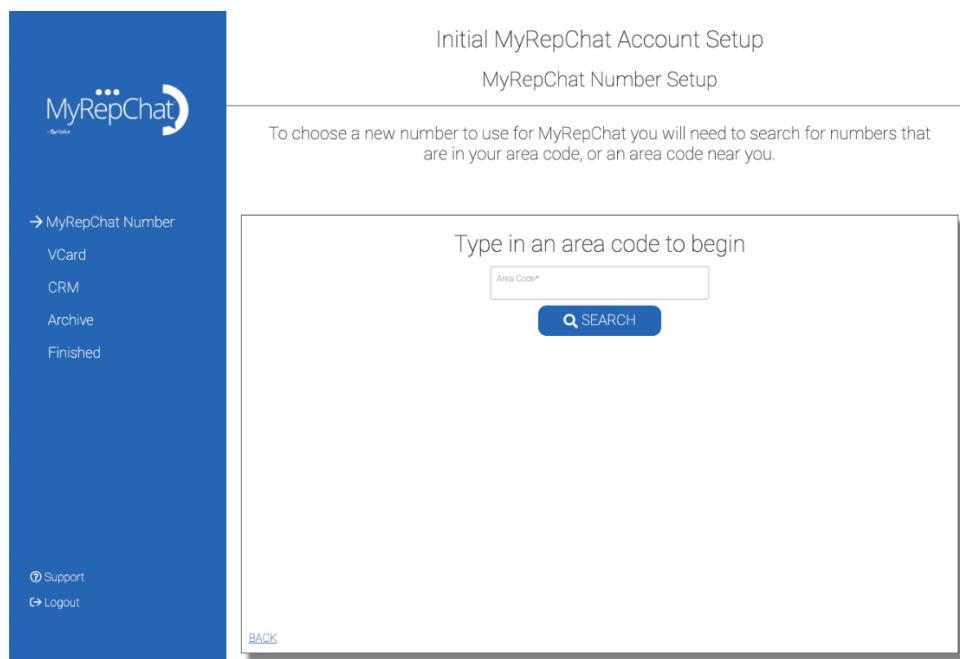
Highlights

- Your clients continue to use your same number
- No need for the client to add or update a new phone number
- Keep your voice with your current provider/carrier
- Continue to use your personal cell for phone calls when away from the office
- You can still use all MyRepChat messaging features
- Number ready to use in a few hours*

(*approx - not guaranteed)


Get Started!

2. If Choose a New Number is selected, you will be guided to the following page to input your desired area code:




Initial MyRepChat Account Setup

MyRepChat Number Setup

To choose a new number to use for MyRepChat you will need to search for numbers that are in your area code, or an area code near you.

Type in an area code to begin

 SEARCH

[BACK](#)

3. Upon entering an area code, you will be presented with a list of available numbers. Please keep in mind that not all area codes have available numbers and you can refresh the list or change area codes if you prefer.

The screenshot shows the 'Initial MyRepChat Account Setup' window, specifically the 'MyRepChat Number Setup' section. On the left is a blue sidebar with the MyRepChat logo and navigation links: 'MyRepChat Number' (active), 'VCard', 'CRM', 'Archive', 'Finished', 'Support', and 'Logout'. The main content area has the heading 'MyRepChat Number Setup' and a sub-heading 'To choose a new number to use for MyRepChat you will need to search for numbers that are in your area code, or an area code near you.' Below this is a search interface titled 'Type in an area code to begin'. It features a text input field containing '612', a list of available numbers: '(612) 888-8979', '(612) 888-8716', '(612) 888-8438', '(612) 888-8714', '(612) 712-2707', '(612) 326-0261', and '(612) 888-8734'. Below the list are two buttons: a blue 'REFRESH' button and a blue 'CHANGE AREA CODE' link. A 'BACK' link is located at the bottom left of the main content area.

4. When a number is selected, you will be asked to confirm your selection:

The first dialog box is titled 'Message' and contains a large question mark icon. The text reads: 'Are you sure you want (612) 888-8979 for your dedicated MyRepChat messaging number? This cannot be changed.' There is an 'OK' button at the bottom right.

The second dialog box is also titled 'Message' and contains a large checkmark icon. The text reads: 'Congratulations! +16128888979 is now YOUR dedicated MyRepChat number. You can write it down if you want to, but it will always be visible in MyRepChat.' There is an 'OK' button at the bottom right.

5. If you choose to SMS enable your landline number, you will be guided to the following page to complete the process:

The screenshot shows the 'Initial MyRepChat Account Setup' page, specifically the 'MyRepChat Number Setup' section. On the left is a blue sidebar with the MyRepChat logo and navigation links: 'MyRepChat Number' (active), 'VCard', 'CRM', 'Archive', 'Finished', 'Support', and 'Logout'. The main content area has the heading 'Initial MyRepChat Account Setup' and 'MyRepChat Number Setup'. Below this is a text block explaining the SMS enabling process. A form titled 'SMS Enable a landline' contains three input fields: 'Area Code', 'Prefix', and 'Last 4'. A blue 'VERIFY PHONE NUMBER' button is below the fields. A 'BACK' link is at the bottom left of the form.

Initial MyRepChat Account Setup
MyRepChat Number Setup

Adding SMS texting capabilities to a phone number is a process that you must follow from start to finish. It is important you are next to the phone that you want to enable. If you are not, please logout now and come back later to start this process.

SMS Enable a landline

Area Code Prefix Last 4

VERIFY PHONE NUMBER

[BACK](#)

6. After entering a number and selecting the Verify Phone Number button, you will see a dialogue like this if the number you entered is a landline and we can SMS enable the number. If you do not get this dialogue box, please read the alert in full to know what, if anything, can and needs to be done in order for us to SMS enable the number entered.

The dialog box is titled 'Begin Phone Setup'. It contains a message about using the phone number for MyRepChat and lists five requirements for SMS enabling a landline. At the bottom, there is a text input field, 'CONTINUE' and 'CANCEL' buttons, and a disclaimer.

Begin Phone Setup

Great News!! We should be able to use your phone number for MyRepChat. In order to complete this process you need the following:

- To be near the phone
- For the phone to be available to take a call
- To know the billing address for this phone
- To know the email address of the person with the authority to make changes to this phone line
- To type the words "I Understand" in the space provided below

You are about to begin a multi-step process that must be completed all at once. If you are not prepared to complete this, click the cancel button now and login again at a later time when you can complete it.

CONTINUE CANCEL

SMS Enabled landlines is a BETA product

7. We must first know the business information for the phone number that you wish to SMS enable.

MyRepChat

→ MyRepChat Number

VCARD

CRM

Archive

Finished

Support

Logout

Initial MyRepChat Account Setup

MyRepChat Number Setup

Adding SMS texting capabilities to a phone number is a process that you must follow from start to finish. It is important you are next to the phone that you want to enable. If you are not, please logout now and come back later to start this process.

SMS Enable a landline

6121112222

Please provide the physical address for this phone and the email of the person with the authority to make changes to the phone line.

delete me

4836 Quail Ave N

CrystalMNMN55429

account2@ionlake.com

Note: By adding texting to your number you are agreeing to let us route some data to from MyRepChat. This will not impact your current voice setup, carrier settings, or billing.

CONTINUE

8. The next step requires us to place a call to the number you wish to SMS enable so we can verify that it can receive phone calls and that you are in position to act on behalf of the number.

MyRepChat

→ MyRepChat Number

VCARD

CRM

Archive

Finished

Support

Logout

Initial MyRepChat Account Setup

MyRepChat Number Setup

Adding SMS texting capabilities to a phone number is a process that you must follow from start to finish. It is important you are next to the phone that you want to enable. If you are not, please logout now and come back later to start this process.

SMS Enable a landline

6121112222

In order to proceed, we need to call the number and someone needs to answer the phone call and type in a 6 digit verification code. You can provide an extension to the phone number if needed, and provide up to a 60 second delay before the number is called.

EXTENSION

(Optional)

DELAY BEFORE CALLING (0-60 SECONDS)

0

INITIATE CALL

9. After answering the phone and when prompted, please type the number displayed on the computer in to the landline phone to complete the verification process.

The screenshot shows the 'Initial MyRepChat Account Setup' page. The left sidebar is blue with the MyRepChat logo and navigation links: 'MyRepChat Number' (selected), 'VCard', 'CRM', 'Archive', 'Finished', 'Support', and 'Logout'. The main content area is white and titled 'MyRepChat Number Setup'. It contains a paragraph explaining the SMS setup process. Below this is a box titled 'SMS Enable a landline' with three input fields containing '612', '111', and '2222'. A message states: 'You will receive a call shortly, answer answer it and provide the verification code below when prompted.' The verification code '975310' is displayed. A link 'Missed the call? [Go Back](#) to re-initiate the call (3 Attempts Max)' is provided. A blue 'CONTINUE' button is at the bottom.

Initial MyRepChat Account Setup

MyRepChat Number Setup

Adding SMS texting capabilities to a phone number is a process that you must follow from start to finish. It is important you are next to the phone that you want to enable. If you are not, please logout now and come back later to start this process.

SMS Enable a landline

612 111 2222

You will receive a call shortly, answer answer it and provide the verification code below when prompted.

975310

Missed the call? [Go Back](#) to re-initiate the call (3 Attempts Max)

CONTINUE

10. The final step in this process involves ionlake sending an electronic LOA that **must be signed** before we can complete the process.

The screenshot shows the 'Initial MyRepChat Account Setup' page, similar to the previous one. The left sidebar is the same. The main content area is titled 'MyRepChat Number Setup' and contains the same introductory paragraph. Below is a box titled 'SMS Enable a landline' with three input fields containing '612', '111', and '2222'. A message states: 'Almost finished. Now we need someone who is authorized to allow us to use this line for MyRepChat to sign a Letter of Authorization (LOA). The LOA document is completely online. Click the Send LOA button to have the document emailed to account2@ionlake.com. Once we receive the signed LOA we will begin processing the change with your carrier (can take up to 2 days). When it is completed you will get a confirmation email and can begin sending/receiving messages in MyRepChat.' A blue 'SEND LOA EMAIL' button is at the bottom.

Initial MyRepChat Account Setup

MyRepChat Number Setup

Adding SMS texting capabilities to a phone number is a process that you must follow from start to finish. It is important you are next to the phone that you want to enable. If you are not, please logout now and come back later to start this process.

SMS Enable a landline

612 111 2222

Almost finished. Now we need someone who is authorized to allow us to use this line for MyRepChat to sign a Letter of Authorization (LOA). The LOA document is completely online. Click the Send LOA button to have the document emailed to account2@ionlake.com. Once we receive the signed LOA we will begin processing the change with your carrier (can take up to 2 days). When it is completed you will get a confirmation email and can begin sending/receiving messages in MyRepChat.

SEND LOA EMAIL

11. The next step is setting up your Virtual Business Card (vCard). The information in your vCard will come from the information you added in the Signup Phase. You can add a photo and edit this information here as well as in your account settings when logged in to your account at a later point.

MyRepChat

✓ MyRepChat Number

→ VCard

CRM

Archive

Finished

Support

Logout

Initial MyRepChat Account Setup

VCard Setup

A VCard (Virtual Contact Card) is a standard format that is used to share contact information across devices. Not all devices work with the standard, but don't worry, we got you covered. We make the VCard available in several formats so your clients can choose what works best for them.

VCard Information

Photo

UPLOAD NEW PHOTO

Use a .png, or .jpg image file. The file will be resized and uploaded; after the file is uploaded you will need to click save button below to save your VCard with the new photo.

Work Email

Company Name

SKIP

MyRepChat

✓ MyRepChat Number

→ VCard

CRM

Archive

Finished

Support

Logout

Initial MyRepChat Account Setup

VCard Setup

A VCard (Virtual Contact Card) is a standard format that is used to share contact information across devices. Not all devices work with the standard, but don't worry, we got you covered. We make the VCard available in several formats so your clients can choose what works best for them.

VCard Information

First Name

Account Name

Your Title

account2@ionlake.com

4836 Quail Ave N

Crystal

MN

55429

Work Number

+16128888979


NOTE (OPTIONAL - 512 CHARACTERS MAX)

Note: Do not use : or ; characters anywhere in your vcard.

SAVE

SKIP

12. Adding contacts is essential to MyRepChat and our CRM integrations make this very simple. This step allows you the opportunity to connect your CRM to the MyRepChat. You can set your CRM here or by selecting SKIP in the bottom right you will be provided instructions on how to set this up at a later point in time.



MyRepChat

✓ MyRepChat Number

✓ VCard

→ CRM

Archive

Finished

Support













Logout

Initial MyRepChat Account Setup


CRM Setup

MyRepChat works with many popular CRMS. By connecting MyRepChat to your CRM, MyRepChat will be able to query your CRM for contacts when you send/receive messages, and can send the messages back to the CRM as notes.

CRM Setup

 <p>AllClients CRM</p>	 <p>Base CRM</p>	 <p>Capsule</p>	 <p>Copper</p>
 <p>Hubspot</p>	 <p>Junxure</p>	 <p>Less Annoying CRM</p>	 <p>Office</p>
 <p>Omni</p>	 <p>OneHq</p>	 <p>Redtail</p>	 <p>Salesforce</p>

[SKIP](#)



MyRepChat

✓ MyRepChat Number

✓ VCard

→ CRM

Archive

Finished

Support


Logout

Initial MyRepChat Account Setup

CRM Setup

MyRepChat works with many popular CRMS. By connecting MyRepChat to your CRM, MyRepChat will be able to query your CRM for contacts when you send/receive messages, and can send the messages back to the CRM as notes.

CRM Setup



Wealthbox

MyRepChat can send messages to contacts from your Wealthbox account. Imported Wealthbox contacts will have notes added to them for all the messages you send/receive to these contacts through MyRepChat. To get started, you will need to:

- Go to your [access token](#) page in Wealthbox.
- Create a new access token for MyRepChat.
- Copy and paste the token into the text box here.
- Click the save button.

Once the token has been saved, you can click the Test button to test the connection to Wealthbox.

TOKEN*

123456

ENABLE ☐

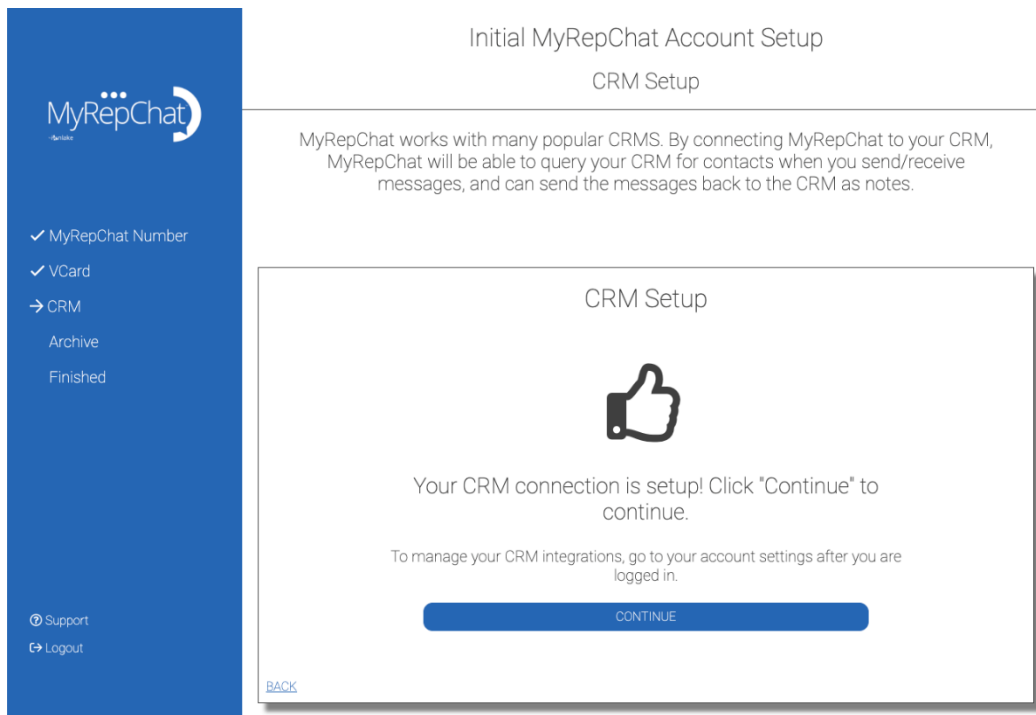
ACTIVATE NOTES ☐

SAVE SETTINGS

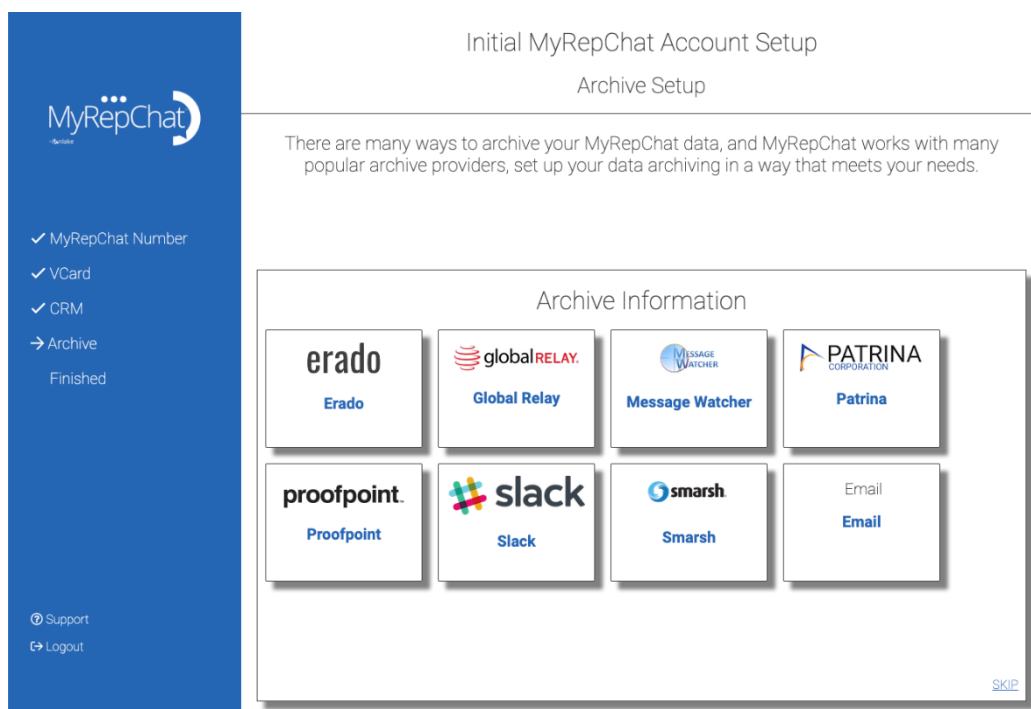
TEST

REMOVE SETTINGS

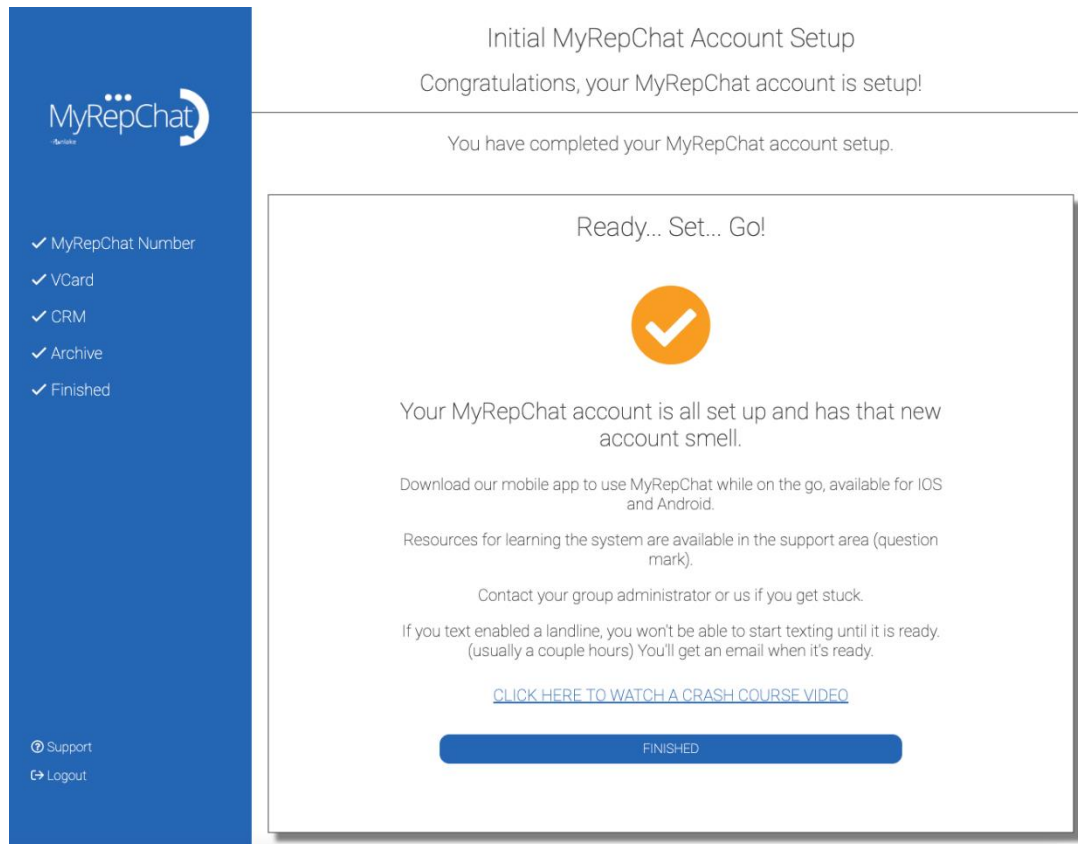
[BACK](#) [SKIP](#)



13. If you have an existing relationship with an archiving firm, you can make the connection between MyRepChat and your archiver here. If you do not have an archiver, you can also choose to have ionlake archive your messages. You can also skip this step and complete later.



14. You are ready to get started with MyRepChat.



****If you are part of a group, you may not be able to log in to MyRepChat until your administrator has approved your account****

MyRepChat® FAQs

1. Can I change my email address after my account is set up?

Yes; however, you will need to contact support@ionlake.com to do so once the account has been created. The best practice is to ensure you use the correct email address upon account creation.

2. Can I change my password after my account is set up?

Yes, this can be done within your account settings.

3. Why do I need to verify my personal mobile phone number?

This is important in the verification process. We need to ensure you are creating the account and that you are in fact a human being intentionally creating an account. We do not force you to use this number for anything once the account is created.

4. I have sent the email verification a few times and I have not received the email.

Some spam filters will reject our verification email resulting in your inability to move forward in the process. If this happens, you can either use a different email address that can receive the email so the process continues and contact us after the account is created to change the email or you can contact us prior to creating the account and we can help with the verification process.

5. If I create my account without using the group code, can this be fixed later in the process?

Yes, this can be corrected; however, your organization may have specific policies in place that need to be followed. Going around these policies, even if by accident, may result in potential ramifications with your group. Best practice is to verify if you have a code and sign up under the right group from the beginning.

6. Can more than one person use the same email address?

No, your email address is how we identify you as a user for MyRepChat.

7. Can the office details (address) be the same for more than one person?

Yes, this information can be used for more than one person.

8. How does the service work?

Users will be asked to download an app on their mobile device. Once the app is installed, the user will be provided with a new separate business phone number that can be used for both texting and phone calls. Users will also receive access to an online portal allowing them to send and receive text messages from their computer.

9. How can I access the service from my computer?

Once your account has been activated, the online portal can be accessed by going to the website <https://dart.ionlake.com/web/Login.html> . It is recommended you bookmark this page.

10. Does MyRepChat® have a Mobile App?

Yes, download and install the mobile app (available for Android and IOS) on your mobile device. You can find it in the App store for Apple devices, or the Google Play store for Android devices- search for MyRepChat®.

11. Do I need a separate device to use the texting service?

No, the app can be downloaded on your existing device. The app acts like a phone within a phone making it simple to keep your personal communications separate from business.

12. How will my clients know my new business phone number?

We recommend you reach out to your clients sharing your new number and explain that you are now able to communicate via text message for business purposes. You should also explain that nothing sensitive should be communicated via text messaging. You can also have them text the word "VCARD" to you and it will automatically transmit your contact information to them.

13. How am I going to know if an incoming call or text message is personal or business?

- If a user chooses to SMS enable a landline number, all incoming calls will go to the landline. If a new number is created, then by default all incoming calls will be forwarded to the voice number located within the Basic Tab of Account Settings.
- If Voice Features are turned on in the Add Ons Tab of Account Settings, then all inbound calls will run through the cell phone of the user. The user will receive an inbound call and it will show their own MyRepChat Number. Upon answering the call, they will be notified of the person calling and provided the chance to answer the call, "Press 1", or send the call to voicemail, "Press 2".

14. Will I be able to import my existing contacts in my cellphone to the new app?

Yes, if you allow the app to access your mobile phone's contacts; however, this is not dynamic connection similar to your CRM integration.

15. How long does it take to get MyRepChat® account approved?

Accounts are created instantly; however, if your firm prefers a pre-review before the account goes live it could take longer before you can begin texting with a client.

16. What is a vCard?

A vCard is a virtual business card. You can text the "vCard" to your client and they will receive your MyRepChat® information and they can then add you as their contact.

15. Will I be able to text more than one client at a time?

Yes, please keep in mind that all messages are sent 1 to 1. This means that even if you send a message to 10 people, our system will send an individual message to each recipient.

16. Do I need to accept the app's request to access my phone's contacts, microphone and notifications?

If you would like for your contacts to be automatically imported into the program, you will need to allow access. The voice function within the app requires access to your device's microphone. Notifications must also be enabled to alert you of an incoming text or phone call.

17. When using the app to make phone calls, does it count against my cellphone's minutes?

The app will attempt to first use a Wi-Fi connection for the call. If Wi-Fi is not available, and your cellular network is used for the call, then the minutes used will count toward your plan.

18. How can I change/reset my password?

Forgotten Password

You will need to request a password reset from the main log in page in the app.

Changing Password

You can change your password in the Settings page located in the upper right-hand corner near the gear icon.