HazardCall Community Manager Onboarding Checklist

Print this document, fill-in account information provided by HazardCall Customer Service, check-off items as completed.

Property Name: _____ Manager: _____

Community Web-portal Login Username: _____ Password: _____

YOUR SET-UP STEPS:

1. _____ Estimate a start date: _____ and inform HazardCall Customer Service (HCS)

2. _____ Receive announcement letter, opt-out form, and contacts format from HCS

3. _____ Distribute letter to residents via mail/email, posting in the office, bulletin board, social media, etc.

4. _____ Collect and note all opt-out forms from residents choosing not to receive service

5. _____ Using the contact format, create .csv file of all eligible residents and email HCS

6. _____ HCS notifies you that all residents are successfully loaded in the account

7. _____ Schedule a screen share training session to get comfortable with HazardCall features

Optional – several days before launch date

_____ Remind residents that the HazardCall program will begin and they should expect a text message

_____ Log in to the Community Web Portal using the login email and password provided

Go to Settings>Add/Manage Residents
Select "Community Broadcast To All Residents" and compose and send the following message:
"This is a reminder that the HazardCall program will begin in X days. Be sure to click the link when you get the next message." (X is the number of days until launch)

On the start date

_____HCS sends residents the Welcome message. Those with smartphones can download the HazardCall app
All residents are activated in the system to receive emergency calls. Those with smartphones will receive enhanced text messages.

_____ Inform residents that if they are experiencing any issues downloading the app to contact HazardCall via email at support@hazardcall.com

Questions? Email support@hazardcall.com

After the start date

_____ Add new residents manually OR email updated .csv files to HCS

_____ If the newly-added resident has a smartphone, log in to the Community Web Portal using the login
email and password provided. Go to Settings>Add/Mange Residents, locate the resident.
Select "Send Welcome Message"

If the newly-added resident has a landline this is not necessary