USING A DEDICATED VIRTUAL MOBILE NUMBER (VMN) TO SET UP A TEXT HOTLINE

A dedicated VMN is a number that exclusively belongs to you which you can use to send and receive text messages. Clients and users can directly text to the number without you having to send a message.

We used Messagebird.com. as our provider for a Virtual Mobile Number.

The following instructions apply to setting up an account with Messagebird only.

INSTRUCTIONS

1. **SET UP AN ACCOUNT**
    *It is free to set up an account with **Messagebird**, however, you will need to add funds (using a credit card) to purchase a VMN.*

    .   Go to www.messagebird.com and click **SIGNUP** from top right corner of page.

2. **PRICING**
    Current pricing information can be found at www.messagebird.com/en-ca/pricing

    .   Dedicated VMN: C$0.50 per month (minimum 3 months)

    .   To receive messages: FREE

    .   To send messages: C$0.007

3. **PURCHASE A DEDICATED VMN (Virtual Mobile Number)**
    .   Select **NUMBERS** option from menu on left side of website

    .   Click **BUY A NUMBER** button

    .   Select **CANADA** from the drop down box*
        * If no option for Canada is available, contact Messagebird for information about the next release of numbers

    .   Select billing interval (3/6/12 months)

    .   Choose your number

    .   Select **BUY NUMBER**

    NOTE: For use in Canada you will have to apply for a 'permission'. It takes between 24-48 hrs for authorization to be received.

Numbers

Buy a number
Give your customers around the world a direct, localized way to reach you.

COUNTRY
Select the country where you'd like to set up your number.

Canada

NUMBER CAPABILITIES
Select the service or services you'd like to use with this number.

☑ SMS   ☐ VOICE

PHONE NUMBER
Choose one of the available numbers.

Choose a phone number

INTERVAL
Choose your preferred interval for renewing this number.
You'll be billed up front.

✓ 3 MONTHS
$0.50 / month $1.50

○ 6 MONTHS
$0.50 / month $3.00

○ 12 MONTHS
$0.50 / month $6.00

‹ Back   BUY NUMBER

4. **SET UP YOUR CONTACTS AND CALL GROUP**

This step is a little long winded but allows you to set up rules (see below)

. Select **CONTACTS** from left menu

. Select **GROUPS** from the top menu

. Click **ADD GROUP**

Contacts   ALL   GROUPS   IMPORT   EXPORT

Below is the list of your groups. Here you can add, manage and delete groups.

🔍 Name   🔍 Search   ⊕ Add Group

. Input a Physician name

. Select View contacts icon 👁

	Name	Number of contacts	Date	25 ⌄
☐	Dr A.N. Other	0	17:08	👁 ↗ ✎ 🗑

. Add contacts using **ADD CONTACTS** button.

. Add the Physicians cell number, and name (again)

. Check the corresponding Physician name at the bottom of the page.

. Click **ADD**

Add contact

Canada (+1)

+1	123456789

Dr A.N.

Other

Custom 1

Custom 2

Custom 3

Custom 4

Groups:

☐ Dr A.N. Other

Cancel   Add

5. **CREATE MESSAGE RULES**

*Set up an **IF THIS, THEN** rule: (IF THIS, THEN rules trigger certain actions based on inbound messages/calls)*

. Select **NUMBERS** from the left menu

. Select the **EDIT** icon to the right of your purchased VMN number

CANADA   2 RULES   DESCRIPTION   CAPABILITIES
+14509906200   Suboxone Forwarding   SMS & VOICE

. This will take you to the configuration page. Select **CREATE A NEW RULE**

SMS CONFIGURATIONS

CREATE A NEW RULE

Use SMS configuration and drop down options to set up an auto response to text sent to the VMN

e.g. **IF 'message contains'** *suboxone* **THEN 'send reply'** *Thank you for your message, a Mentor will contact you within 4 hours*

IF

Message contains ⌄

Suboxone

THEN

Send reply ⌄

Thank you for your message.
A Mentor will contact you

. Add a new rule by selecting ➕

. Create another rule to forward the original text request to the mentor's cellphone
e.g. **IF** 'message contains suboxone' **THEN** Forward to Group 'select contact'

. Click **SAVE**

DESCRIPTION ?

SMS Configurations

1

IF

Message contains ⌄

Suboxone

THEN

Forward to group ⌄

Dr A.N. Other (1 contacts) ⌄

➕

📞 NO VOICE CAPABILITIES

Unfortunately this number is unable to support
Voice functionality, but fear not! To use our Voice
services, simply head over to our Numbers page
and purchase a Voice-capable Number.

‹ Back

SAVE

6. **TEST!**