



## OneCall Now® - Service Summary

### What is OneCall Now?

OneCall Now is a telephone and email messaging service used by schools to quickly reach families with important school news. Schools have unlimited use of the OneCall Now service for all urgent and non-urgent messages to families (and staff too).

### How Does OneCall Now Work?

Your school makes one phone call, records a voice message and, in their own words, sends it to the phone numbers given to your school on the OneCall Now Permission form when you enroll your child(ren). **If for any reason your phone numbers change, please notify your school office.**

### Frequently Asked Questions

#### What if no one is at home to receive school announcements?

If there is no answer, announcements will be left on your answering machine or voicemail service. If you do not have an answering device, OneCall Now will redial within a defined timeframe until the call is answered. Urgent messages may have a longer delivery span than non-urgent calls.

#### If our phone number is protected by a call blocking service, will I receive school announcements?

Your school's name and phone number will appear on your Caller ID. Some call blocking services require that you program the school phone number into your service for calls to go through.

#### How do I add more numbers or email addresses to my contact list?

To add multiple contact numbers to your list, simply contact Judy Baker at (814) 874-5603 or [JudyBaker@BarberInstitute.org](mailto:JudyBaker@BarberInstitute.org) to provide additional phone numbers and email addresses.

#### My work phone number requires dialing an extension. Should I use this as a contact number?

OneCall Now announcements are deliverable to work numbers with extensions. Be sure to include the extension on the Parent Permission form.

#### Will local radio and television continue to broadcast news such as closings and delayed openings?

Yes. Radio and TV broadcasts will continue to be an important source of information for families. OneCall Now goes much further, making it more convenient for you to be contacted – where you want to be reached – with urgent school news.

### Privacy Notice

OneCall Now and its affiliates are **NOT** in the business of selling or sharing any information, personal or otherwise, provided by schools or families. You can be assured your personal information will only be used by your school to send announcements to families.