

Remote Dial-In Administration

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The following information is provided by Shoutpoint. More information regarding Shoutpoint can be found here.

Remote Dial-in Administration covers user and contact maintenance. For information about creating and maintaining notifications see Creating Remote Dial-in Campaigns.

This article contains the following topics:

Accessing the Remote Dial-In Console | Notifications | PIN Users | Recipient Segments | Recipient Imports

Accessing the Remote Dial-In Console

- 1. Go to: http://console.remotedialin.com.
- 2. Enter your **username** and **password** or enter your numeric **PIN**.
- 3. Click **OK**. The Notifications screen displays.

Log In	
Username	
Password	
- or -	
PIN	
LOG IN	Į

Notifications

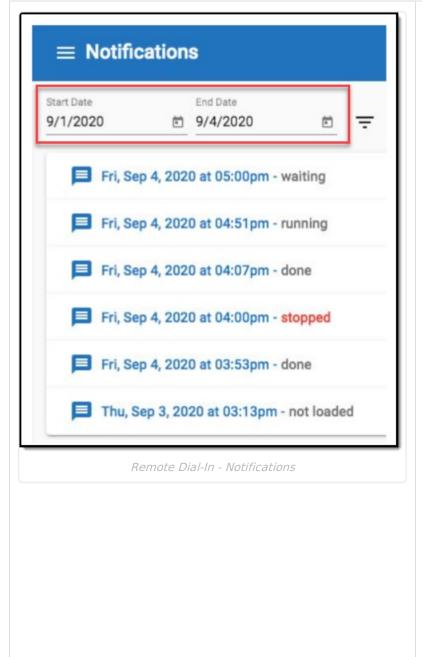
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Notifications are voice/text message campaigns districts create to send urgent or important messages to students, parents and staff. Notifications can be sent immediately or scheduled for a later date and time.



		■ Notifications			
		Start Date 2/24/2022	End Date 2/24/2022	Ē	÷
	Notifications				
*	Recipient Imports				
•	Recipient Segments	No notifications found in this date range. Either requery with a different Start and End Date or create a new notification using the button below.			
	PIN Users				

Remote Dial-In - Notifications



By default, notifications scheduled for the the current date will be displayed. To see notifications for a different date range, enter the desired start and end dates (or use the calendar feature to select the dates) and then click the filter icon.

Results will be displayed in the user's local time zone, from newest notification to oldest.

- A notification that is actively in progress will show as "running," followed by "stopping" when it is nearing completion.
- Notifications set to begin at a later time will show as "waiting."
- A current-date notification that was stopped before it could complete will show as "stopped."
- A notification that was completed on the current date will show as "done."
- Notifications from past dates will show as "not loaded" regardless of their completion status.



PIN Users

View a List of PIN Users

Users may click the vertical ellipsis icon in the upper right-hand corner, and then select "Share List of Users" to send the full list of users to an email address. Users on computers and some wireless devices will also have the option to download the full list of the district's current PIN users.

≡ PIN Users	
RDI User1 - 123456	Download List of Users Share List of Users
RDI User 2 - 234567	Share List of Osers
RDI User 3 - 345678	
Remote Dial-In - PIN Users	

Adding a New PIN User

- 1. Select **Pin Users** from the Index.
- 2. Select the **Create a new user** icon. A User Detail editor will display.
- 3. Enter a First Name, Last Name, and Email for the new user.
- 4. Click **SAVE**. The new PIN user's information will appear in the PIN Users list and a confirmation message will be sent to the email address of the new user.

RDI, User ← IC Support Em (151531)	≡ PIN Users	:
Notifications	RDI, User - 111111	
Recipient Imports	User 2 - 222222 User 3 - 123456	
Recipient Segments	User 3 - 987654	
PIN Users		
	Create a new user	
		9

PIN Users can not set up new users or manage contact queries.

Deleting a PIN User

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- 1. Select the correct user from the list.
- 2. Click the **Delete** button. The user will be removed from the list.

RDI, User -	≡ PIN Users		
Diffications	 RDI, User - 111111 User 2 - 222222 	User Detail ×	
Recipient Imports	User 3 - 123456	First Name * User Last Name * 3	
PIN Users		Email * me@nomail.com RESET DELETE SAVE	

Resetting a PIN



- 1. Select the correct user from the list.
- 2. Select **Reset PIN** icon. The new PIN will be emailed to the address provided.
- 3. Click **Save**.

RDI, User -	≡ PIN Users		:
Notifications	 RDI, User - 111111 User 2 - 222222 	User Detail User PIN: 987654	×
Recipient Imports	User 3 - 123456	Last Name *	_
PIN Users		Email * me@nomail.com RESET DELETE SAVE	_

Recipient Segments

Send Voice/Text messages to a specific group of student and staff recipients by creating a Recipient Segment. Using the filter options available, identify specific recipient groups to receive only the information they need. Example: create a Recipient Segment for each school in the district for only students/staff of the selected school to receive Call/Text notifications. Users may edit and delete existing segments as needed.

Create Student and Staff Recipient Segments

A sample of recipients displays in the Sample Recipients box. Select the refresh icon in Sample Recipients to query the recipient sample on only the selected filters.

Jser - port Em (151531)	■ Recipient Segments			
	🔒 - Student, Staff			
Notifications	See 1 -			
Recipient Imports				
ecipient Segments				
VIN Users				
	6	 Student, Staff User 1	Recipient Segment Detail Segment Name * Sample Recipients (1 Total Contact Methods) Phillip Student (555) 5555 5555	
	hs		Kid Kid, Meghan Student Volce	
	ίςť		Kot Ko, Kegtan Saparit Voca hesperi Type * Studen, Staff	
	498		heepent lypes *	
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	498		Negent Type+ Student, Staff Campus High School, Campus West Junior High School Osas, Lovie 12. Languages English Reasonsh Types Gaardian, Non-Guardian	
	498		Incepter Types * Student, Staff Strokent, Staff Campus West Junior High School Gravity Linder Tage School Campus West Junior High School English Incention Page Incention Page Incenti	

- 1. Select the Recipient Segments tab.
- 2. Enter a Segment Name.
- 3. Select the desired **Recipient Types**.
- 4. Select a school or multiple schools to filter the recipient segment to.
- 5. Select Grade Levels filter if desired.
- 6. Select **Languages** filter if desired.
- 7. Select a **Relationship Types** filter of the student's contacts.
- 8. Select Save.

Recipient Imports

To manage importing and updating contacts automatically through Campus, see the Automatically Importing and Updating Contacts (Remote Dial-In) article.

The Recipient Imports tab is where the administrator can import and update contacts. The admin can manually upload a new data file into the system. The file still requires the same format as what is sent automatically, but it allows the admin to navigate to their local computer or a network drive and perform a manual upload. As with the automatic load, this WILL replace the existing data.

RDI, User - IC Support Em (151531)	
Notifications	
Recipient Imports	
Recipient Segments	
PIN Users	

Importing and Updating Contacts

- 1. Select the **Recipient Imports** tab.
- 2. Select **Import/Update Contacts**. A window will open displaying files for uploading.
- 3. Locate the desired file.

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4. Click **Save**. Contacts will be imported.

The Recipient Imports page displays the district's recently loaded contact lists, with a pink "Active" label next to the most recently loaded list. Only the "Active" list will be used for creating new notifications; previous list imports are displayed for reference. Updated lists are automatically imported from the contact database nightly

*	Tue, Sep 8, 2020 at 02:08pm - 1 error Active
Reci	pient Import Information (version 34)
Reci	pient Contact Methods: 22
Impo	orted Recipients: 9
Impo	ort Warnings: 0
Impo	ort Errors: 1



Recipient Import Stats	Description			
If there are any import warnings or errors , there will be a blue "Export Errors" button for users to select to download a file containing details about the warnings and errors.				
Recipient Contact Methods	Reflects how many recipient phone numbers are in the contact list. Each recipient (parents/guardians and school staff members) may have 1 or more contact method (phone number set to receive phone calls or text messages).			
Imported Recipients	Reflects how many recipients are in the contact list.			
Import Warnings	Reflects the number of contact list records that contain invalid data, but were still imported.			
Import Errors	Reflects the number of contact list records that could not be imported at all. Most import errors are due to invalid phone numbers, or a recipient not having any contact methods set.			