



Automatically login to the Squamish-IVR system with CallerID

Effective immediately, the IVR telephone system now offers Squamish longshore employees the ability to bypass userid and password verification and automatically login to the main menu via a registered caller id from a personal phone.

How to register (*Squamish Employees only*):

In order to take advantage of this new feature, you must first call **Christi Frank** at Despatch during regular business hours and provide up to 2 *personal* and *un-blocked* 10-digit phone numbers from which you intend to call the system.

Personal means that these numbers should be accessible ONLY by you (e.g. personal cell phone). Once a number is registered, anytime a call is received from that number, the IVR system will automatically identify you as the employee logging in. Therefore, it is important that this number not be from a phone that others will have access to (e.g. business phone, network, or a shared phone between 2 or more people). If more than one person registers the same number, the IVR system will not be able to identify which employee has phoned in, and will default to the regular login procedure.

Un-Blocked means that these numbers MUST provide CallerID information in order for the IVR system to be able to identify you. If your phone automatically blocks calls, please contact your service provider for information on how to un-block your number. NOTE: Some providers may feature "Per-Call Unblocking" which allows you to use *82 or *31 to temporarily display caller id per call.

How to use the Squamish-IVR system once registered:

Once you have registered your number(s), the next time you call the IVR system from your phone, you will no longer be prompted for your userid and password. Instead, after hearing the Welcome message and any other special messages, you will hear the message "Good <Morning/Afternoon/Evening> <your name>", and then be prompted to enter a selection off the main menu.

What if I don't register?

If you choose not to take advantage of this new feature, you will still be able to use the IVR system as before. You will continue to be prompted for your login information.

What happens if I lose my phone or change my number?

Should you wish to de-activate or change a number you have previously registered, simply contact Despatch to have the number removed or changed.