

**Chapter 4: Appointment Scheduler**  
**Section 9: ANSWR Basics**  
**Lesson: ANSWR Extract Settings**

**Objectives:**

Upon completion of this lesson, users will be able to:

- locate the ANSWR Extract Settings screen in TWIST; and
- determine the selection criteria for ANSWR appointment data extracts.

**Oregon Policies:**

- ◆ 606 TWIST Minimum Scheduler Usage

**Overview:**

The Automated Notification System for WIC Reminders (ANSWR) is an automated voice message system used to send appointment reminder messages to WIC participants. Managed by a company called US Netcom, ANSWR includes voice, text, and email messages in English, Spanish, Russian, Vietnamese, Cantonese, Somali, Burmese, and Arabic.

ANSWR uses statewide appointment data automatically generated from TWIST End of Day processing. The ANSWR statewide appointment data extracts will be run in the evening, according to the following schedule:

Extract from End of Day:	Messages Sent:	For Future Appts. On:	For Missed Appts. On:
Sunday	Monday	Wednesday	Thursday, Friday and Saturday
Monday	Tuesday	Thursday	N/A
Tuesday	Wednesday	Friday	Monday
Wednesday	Thursday	Saturday and Monday	Tuesday
Thursday	Friday	Tuesday	Wednesday

**Instruction:**

**TWIST Fields Used In The ANSWR Statewide Data File**

There are several fields in TWIST that generate data for the messages sent to WIC participants. Therefore, it is essential that WIC program staff take special care and attention when updating or modifying these TWIST fields. Following is a list of all TWIST data exported to the statewide ANSWR data file.

- **“Telephone”** field from Client Master Demographics: the data file will be populated with one phone number, and will populate according to the following order: home, cell, cell2, message, depending on what is in the participant record.
- **“Spoken Language”** field from Client Master Demographics: English (ENGL), Spanish (SPN), Russian (RUS), Vietnamese (VIET), Cantonese (CANT), Somali (SOM), Burmese (BURM ), and Arabic (ARAB). All other languages will default to English.
- **“WIC ID#”** – temporary IDs included.
- **“May we contact you by phone?”** field from the Client Master Primary screen. ANSWR will call the participant only if the answer is set to “Yes.” ANSWR will not call if this is set to “No.”
- **“Client/Family Appointment Date and Time”** from Appointment Scheduler.
- **“Clinic”** – clinic field from Appointment Scheduler, not from Enrollment.
- **“Appointment Status”** field from Appointment Scheduler: the statewide data extract will include “Booked” appointments for future reminders and “No Show” appointments for missed appointments.

### Using the ANSWR Extract Settings Screen for Agency ANSWR Settings

The starting point for this lesson is:

Appointment Scheduler ⇒ Scheduling ⇒ ANSWR Extract Settings

ANSWR Extract Settings	
<b>Clinic</b>	
Clinic	Select
Canyonville	<input checked="" type="checkbox"/>
Drain	<input checked="" type="checkbox"/>
Glendale	<input checked="" type="checkbox"/>
Myrtle Creek	<input checked="" type="checkbox"/>
Select All	
<b>Appointment Status</b>	
Appointment Status Description	Select
BOOKED	<input checked="" type="checkbox"/>
NO SHOW	<input checked="" type="checkbox"/>
Select All	
<b>Appointment Type</b>	
Appointment Type Description	Select
FOLLOW-UP TYPE 1	<input checked="" type="checkbox"/>
FOLLOW-UP TYPE 2	<input checked="" type="checkbox"/>
FOLLOW-UP TYPE 3	<input checked="" type="checkbox"/>
FOLLOW-UP WITH DIETITIAN	<input checked="" type="checkbox"/>
GROUP EDUCATION	<input checked="" type="checkbox"/>
GROUP SCREEN	<input type="checkbox"/>
Select All	
Save    Cancel	

Figure 1: “ANSWR Extract Settings” Screen

♪ NOTE: The ANSWR Extract Settings screen functions by agency. Any changes made to this screen will affect all clinics in your agency. When you

enter this screen, the settings displayed will be the settings that were last saved by a user at your agency.

1. ANSWR will be used for two types of voice, text, and email messages:
  - Reminder messages for Booked (future) appointments; and
  - Follow-up messages for No Show (missed) appointments.
2. The “Appointment Status” selection criteria allow the user to select which appointment statuses to include in the ANSWR data file for your agency. You may choose to include data for “Booked” appointments or “No Show” appointments by checking the selection box or clicking the “Select All” button to extract data for both types.

Appointment Status Description	Select
BOOKED	<input checked="" type="checkbox"/>
NO SHOW	<input checked="" type="checkbox"/>

Select All

**Figure 2: “Appointment Status” Selection Criteria**

3. The “Appointment Type” selection criteria allow the user to select which appointment types to include in the ANSWR data file for your agency. For example, you may elect to have ANSWR make appointment reminder calls for specific appointment types by checking the selection box or click the “Select All” button to include data for all appointment types.

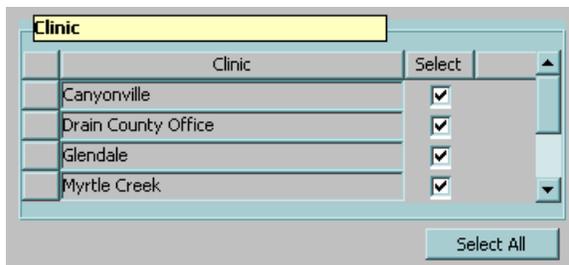
Appointment Type Description	Select
FOLLOW-UP TYPE 1	<input checked="" type="checkbox"/>
FOLLOW-UP TYPE 2	<input checked="" type="checkbox"/>
FOLLOW-UP TYPE 3	<input checked="" type="checkbox"/>
GROUP EDUCATION	<input checked="" type="checkbox"/>
GROUP SCREEN	<input checked="" type="checkbox"/>
INDIVIDUAL EDUCATION	<input checked="" type="checkbox"/>

Select All

**Figure 3: “Appointment Type” Selection Criteria**

4. The “Clinic” selection criteria allow the user to select which clinic(s) to include in the ANSWR data file for your agency. You can select

which clinics you wish ANSWR to make reminder calls for by clicking the selection box or click the “Select All” button to include appointment data for all clinics.



**Figure 4: “Clinic” Selection Criteria**

♪ NOTE: The default for the selection criteria is “All.” However, once a user changes the selection criteria for your agency, that change will stay in effect until a user changes the criteria selected.

♪ NOTE: Because ANSWR uses state level data files, if your agency adds a new clinic or changes a clinic name you will need to let the State WIC office know so they can work with US Netcom to make a voice recording and the necessary data file adjustments. Please call App Support with your new or updated clinic information.

5. Click on the “Save” button at the bottom of screen to save the desired settings.



**Figure 5: “Save” Button**

6. Multiple Family Member Appointments. If more than one family member has an appointment on the same day, the ANSWR extract file will combine those appointments into one record and use the earliest appointment time in the reminder message(s). For example, a mother and baby each have an appointment in the same clinic on the same day. Only one reminder message per type (e.g. only one voice call, text message, and/or email) will be sent to that family, and the time listed in the reminder message(s) will be the earliest appointment time.

♪ NOTE: One exception to this is if ANSWR Extract Settings Appointment Type selection criteria section does not include certain appointment types. For example, a woman has an NP appointment scheduled and her child has an RC appointment type scheduled in the same clinic on the same day. If the ANSWR Extract Settings Appointment Type selection criteria section does not include the RC

appointment type, only the woman's data will appear in the ANSWR extract file. This could also potentially cause a problem with clinic flow if the woman's appointment time was later than her child's appointment time.

 **Notes:**



**Chapter 4: Appointment Scheduler**  
**Section 9: ANSWR Basics**  
**Lesson 901: ANSWR Daily Reports**

***Objectives:***

Upon completion of this lesson, users will be able to:

- retrieve and interpret ANSWR daily reports.

***Oregon Policies:***

- ◆ 606 TWIST Minimum Scheduler Usage

***Overview:***

The Automated Notification System for WIC Reminders (ANSWR) is an automated voice message system used to send appointment reminder messages to WIC participants. Managed by a company called OneCallNow, ANSWR includes voice, text, and email messages in English, Spanish, Russian, Vietnamese, Cantonese, Somali and Arabic.

OneCallNow has developed a website for WIC staff to access daily reports for all appointment reminders and missed appointment notices.

***Instruction:***

***Retrieving the ANSWR Daily Reports***

1. Go to the following web address to access the ANSWR report login screen: <https://secure.onecallnow.com/Login/Login.aspx?Svc=1>

One Call Now™  
when messages matter

For Client Services  
Call 877-698-3262

To Send a Message  
Call 877-698-3261  
866-321-4255  
614-384-2335

Customer Care: Login

Welcome to One Call Now!

Group ID:

Password:

[Forgot Password?](#)

First Time Users: In order to access the One Call Now website, you will need the six-digit Group ID and four-digit PIN provided to you.

1. In the **Group ID** textbox, type your Group ID.
2. In the **Password** textbox, type your PIN.
3. Click **Login**.
4. When prompted, create a new, more secure password for access to web functions. After creating your password, use your six-digit Group ID and the new Password to log in to the One Call Now website.

Keep your four-digit PIN. The PIN is used to send a message via the One Call Now message phone line 877-698-3261.

[Need Help?](#)

Authorized Users Only

This site is intended solely for use by authorized users of One Call Now. Use of this site is subject to One Call Now's Service Agreement and Privacy Policy. Use of this site by One Call Now employees is also subject to company policies, including the Code of Conduct and Privacy Policy. Unauthorized access or breach of these terms may result in termination of your authorization to use this site and/or civil and criminal penalties.

**Figure 1: ANSWR Report Login Screen**

2. Enter the **“Group ID”** for the clinic results you would like to view. This will be a 6 digit number provided by the State WIC office.
3. Enter the **“Password”** for the clinic results you would like to view. This will be a 4 digit number provided by the State WIC office.
4. Click the **“Login”** button.
5. This will take you to the clinic’s **“Account Status & News”** page, with summary information and links to detailed reports.

One Call Now<sup>SM</sup>  
when messages matter

For Client Services  
Call 877-698-3262

To Send a Message  
Call 877-698-3261

Welcome, WIC, ANSWR 234393 : Bonanza WIC Clinic Account Status & News

Group Leader Menu

Account Status & News  
My Profile  
Settings  
Manage Group  
Messaging  
View Reports  
Contact Us  
Help & Instructions  
Training Webinars  
Logout

Send A Message  
New  
Saved

Message Reports  
Most Recent  
Scheduled

Need Help?  
Webinars  
Instructions

Service Plan Summary  
Group Status: Active  
Expiration Date: Tuesday, June 30, 2015  
Service Plan: Women Infants & Children (WIC) Plan

Current Group Usage  
Call Credits pooled from Oregon State WIC (201788)

	Messages	Completed Deliveries	In-progress Deliveries
Phone Calls	17	62	0
SMS Text	17	44	0
Emails	17	7	0
Totals	51	113	0

Great News!  
Safe School Helpline  
One Call Now joins the fight against bullying by offering a crisis prevention helpline service.  
View Mobile App!  
Download the free My Call Now app, which allows recipients to choose their own communication preferences.  
Need Help?  
Do you need help sending a message to your group over the phone? Our video will get you started!  
Wallet Cards  
Make sending a message by phone easy anywhere you are! Print out these cards, write in your Group ID, PIN, Subgroup Numbers and Saved Messages, and simply place it in your wallet. You then have all the information you need to send a message to your group right at your fingertips.

Figure 2: Clinic Account Status &amp; News Page

- Click on **“Most Recent”** in the **“Message Reports”** box at the top of the page.
- The **“Message Reports”** page will show you a summary of the clinic’s ANSWR messages sent over the last week, organized by date. From this screen you can select a different date range to view (e.g., Today, Yesterday, Last 30 days, last 60 days, or a specific Date Range using the Start Date and End Date fields).

One Call Now<sup>SM</sup>  
when messages matter

For Client Services  
Call 877-698-3262

To Send a Message  
Call 877-698-3261

Welcome, WIC, ANSWR 234393 : Bonanza WIC Clinic Search Message Reports

Group Leader Menu

Account Status & News  
My Profile  
Settings  
Manage Group  
Messaging  
View Reports  
Roster Report  
Member Activity Report  
Subgroup Report  
Roster/Subgroup Export  
Auto-Initiator Log  
Message Reports  
Contact Us  
Help & Instructions  
Training Webinars  
Logout

Select Date Range  
Today Last 30 Days Future Start Date: 1/6/2014  
Yesterday Last 60 Days Date Range End Date: 1/13/2014

Status: Select All Source: Select All Type: Select All

View Results

Message Date	Start Hour	End Hour	Status	Messenger Source	Deliveries Remain	Delivered Unreached
Canned Call Oregon WIC English: Initiated on 01/09/2014 8:38 PM (PT)						
01/10/2014 Friday	05:05 pm		Complete	WIC ANSWR Canned Call	2 0	2 0
01/10/2014 Friday	05:01 pm		Complete	WIC ANSWR Canned Call	2 0	2 0
01/10/2014 Friday	05:01 pm		Complete	WIC ANSWR Message Builder Call	2 0	2 0

Note: Delivery information for in-progress messages is updated approximately every 5 minutes and may not reflect all the actual completed deliveries.

Figure 3: Message Reports Page

8. Click on the blue hyperlinked dates to view the detailed results for each day and type of message – text (“SMS”), email, and voice calls (“Message Builder Call”).

The screenshot shows the One Call Now web interface. The header includes the logo and contact information. The main content area displays a search criteria section with date range options (Today, Yesterday, Last 30 Days, Last 60 Days, Future, Date Range) and filters for Status, Source, and Type. Below this is a table of message results. The table has columns for Message Date, Message Day, Start Hour, End Hour, Status, Type, Messenger Source, Deliveries Reman, and Delivered Unreached. The data rows are as follows:

Message Date	Message Day	Start Hour	End Hour	Status	Type	Messenger Source	Deliveries Reman	Delivered Unreached
Canned Call Oregon WIC English: Initiated on 01/09/2014 8:38 PM (PT)								
01/10/2014	Friday	05:05 pm		Complete	SMS	WIC ANSWER Canned Call	2	2
01/10/2014	Friday	05:01 pm		Complete	Email	WIC ANSWER Canned Call	2	2
01/10/2014	Friday	05:01 pm		Complete	Message Builder Call	WIC ANSWER Canned Call	2	2

A note at the bottom of the table states: "Note: Delivery information for in-progress messages is updated approximately every 5 minutes and may not reflect all the actual completed deliveries."

**Figure 4: Daily Report Hyperlinks**

- a. The detailed results for text messages (“SMS”) will display the participant name and phone number and the status, initiated date/time, and delivery date/time for each of the messages. The common text message “Status” results are:
- **“Reached SMS”** – the text was successfully delivered.
  - **“Unreachable Temporary”** – a delivery confirmation from the cell phone carrier has not yet been received.
  - **“Unreachable Bad Destination”** – the text was not received due to a bad number or a number that cannot receive text messages.

SMS initiated by Canned Call on 01/09/2014 8:38 PM (PT)

Message Status  
SMS [Share](#)  
Status: Complete  
First Attempt: 01/10/2014 5:05 PM (PT)  
Deliveries: 2  
Reached: 2  
Unreached: 0

Subgroups Selected  
Number Name  
-- List of phone numbers from a file

Show Unreached Search by: select... for Search Clear

Name	Destination	Country Code	Description	Status	Initiated	Delivery Time
Daisy Duck	(503) 943-9357	USA	SMS	Reached SMS	01/10/2014 5:05 PM (PT)	01/10/2014 5:05 PM (PT)
Mickey Mouse	(503) 943-9357	USA	SMS	Reached SMS	01/10/2014 5:05 PM (PT)	01/10/2014 5:05 PM (PT)

**Figure 5: Text Message Detailed Results**

b. The detailed results for email messages will display the participant name and email address and the status, initiation date/time, and delivery date/time for each of the messages. The common email message “Status” results are:

- **“Reached email”** – the email was successfully delivered.
- **“Unreachable bad destination”** – the email was not successfully delivered (i.e. a “bounce-back” email was received).

Email initiated by Canned Call on 01/09/2014 8:38 PM (PT)

Message Status  
Email [Share](#)  
Status: Complete  
First Attempt: 01/10/2014 5:01 PM (PT)  
Deliveries: 2  
Reached: 2  
Unreached: 0

Subgroups Selected  
Number Name  
-- List of phone numbers from a file

Show Unreached Search by: select... for Search Clear

Name	Destination	Description	Status	Initiated	Delivery Time
Daisy Duck	kimberly.m.word@state.or.us	Email	Reached Email	01/10/2014 5:01 PM (PT)	01/10/2014 5:01 PM (PT)
Mickey Mouse	kimberly.m.word@state.or.us	Email	Reached Email	01/10/2014 5:01 PM (PT)	01/10/2014 5:01 PM (PT)

**Figure 6: Email Message Detailed Results**

- c. The detailed results for the voice messages (“Message Builder Call”) will display the participant name and phone number and the call status, first call attempt date/time, call delivery date/time, the duration of the call, and the number of call attempts for each of the messages.
- The common voice call “Status” field results are:
    1. **“Reached by Text”** – a text message was successfully sent to this number and therefore a voice call was not attempted. The voice message audio file will still be available for this participant.
    2. **“Reached Person”** – the call was answered by a person.
    3. **“Reached Machine”** – the call was answered by an answering machine or voicemail system.
    4. **“Unreached Expired”** – the call was not answered after the maximum of 5 attempts had been reached.
    5. **“Unreached Disconnected”** – the phone number has been disconnected.
  - If a participant selected “1” to confirm their appointment or “2” to reschedule during their reminder call, a “Response” column will display with the following results:
    1. **“1 : Confirm”**
    2. **“2 : Reschedule”**

Message Builder Call initiated by Canned Call on 01/09/2014 8:38 PM (PT)

Totals Setup Info Control Panel

Message Status  
Voice Messages are explicitly created for each delivery  
Status: Complete  
First Attempt: 01/10/2014 5:01 PM (PT)  
Last Attempt: 01/10/2014 5:02 PM (PT)  
Deliveries: 2  
Reached: 2  
Unreached: 0

Subgroups Selected  
Number Name  
-- List of phone numbers from a file

Show Unreached Search by: select... for Search Clear

Name	Destination	Country Code	Description	Status	First Attempt	Delivery Time	Duration	Attempts
Daisy Duck	(971) 673-0069	USA		Reached Machine	01/10/2014 5:02 PM (PT)	01/10/2014 5:02 PM (PT)	41 secs	1
Mickey Mouse	(971) 673-0069	USA		Reached Machine	01/10/2014 5:01 PM (PT)	01/10/2014 5:01 PM (PT)	49 secs	1

**Figure 7: Voice Call Message Detailed Results**

🎵 NOTE: Below are some tips for finding instances where participants select “1” or “2” during their ANSWR voice reminder calls:

- Only the daily reports with the bar chart icon next to them will have any “1” or “2” responses. For example, in the screen shot below, only the first and third set of ANSWR voice calls have instances where one or more participants selected “1” or “2.”

Canned Call Oregon WIC English; Initiated on 03/04/2014 8:35 PM (PT)						
<u>03/05/2014</u>	05:05 pm	Complete	WIC, ANSWR	4	2	
Wednesday		SMS	Canned Call	0	0	
<u>03/05/2014</u>	05:00 pm	Complete	WIC, ANSWR	0	0	
Wednesday		Email	Canned Call	0	0	
<u>03/05/2014</u>	05:01 pm	Complete	WIC, ANSWR	10	8	
Wednesday	08:14 pm	Message Builder Call	Canned Call	0	2	
Canned Call Oregon WIC Spanish Missed; Initiated on 03/04/2014 8:35 PM (PT)						
<u>03/05/2014</u>	05:05 pm	Complete	WIC, ANSWR	1	1	
Wednesday		SMS	Canned Call	0	0	
<u>03/05/2014</u>	05:00 pm	Complete	WIC, ANSWR	0	0	
Wednesday		Email	Canned Call	0	0	
<u>03/05/2014</u>	04:02 pm	Complete	WIC, ANSWR	1	1	
Wednesday	04:02 pm	Message Builder Call	Canned Call	0	0	
Canned Call Oregon WIC English Missed; Initiated on 03/04/2014 8:35 PM (PT)						
<u>03/05/2014</u>	05:05 pm	Complete	WIC, ANSWR	5	3	
Wednesday		SMS	Canned Call	0	0	
<u>03/05/2014</u>	05:00 pm	Complete	WIC, ANSWR	0	0	
Wednesday		Email	Canned Call	0	0	
<u>03/05/2014</u>	05:00 pm	Complete	WIC, ANSWR	9	7	
Wednesday	08:10 pm	Message Builder Call	Canned Call	0	2	
Canned Call Oregon WIC English; Initiated on 03/03/2014 8:33 PM (PT)						
<u>03/04/2014</u>	05:06 pm	Complete	WIC, ANSWR	55	45	
Tuesday		SMS	Canned Call	0	0	
<u>03/04/2014</u>	05:00 pm	Complete	WIC, ANSWR	2	1	
Tuesday		Email	Canned Call	0	1	
<u>03/04/2014</u>	05:01 pm	Complete	WIC, ANSWR	83	82	
Tuesday	08:12 pm	Message Builder Call	Canned Call	0	1	

**Figure 8: Voice Call Message Daily Reports with Response Results**

- Once you have selected a report to view (by clicking on the blue underlined date), use the Excel icon in the upper right corner to open the report results in Excel. Sort the whole file by the "Response" column to see the information on those who pressed “1” or “2” grouped together at the beginning of the spreadsheet.
9. On the voice call detail screen, click on the speaker icon in the far left column on an individual participant’s record to hear an audio file of the exact message that was delivered to that participant. While this is specifically for the voice calls, the same appointment data is used for the text and email messages, so this can be helpful for troubleshooting participant questions about their ANSWR messages (since the equivalent information is not available for the text and email messages).

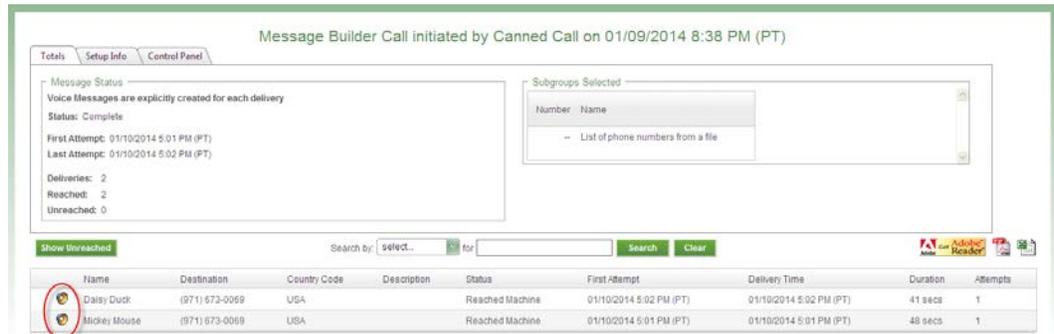


Figure 9: Voice Call Message Audio Files

- To save the detailed report data as a PDF file or Excel spreadsheet, click on the Adobe PDF or Microsoft Excel icons above the far right column of the list.

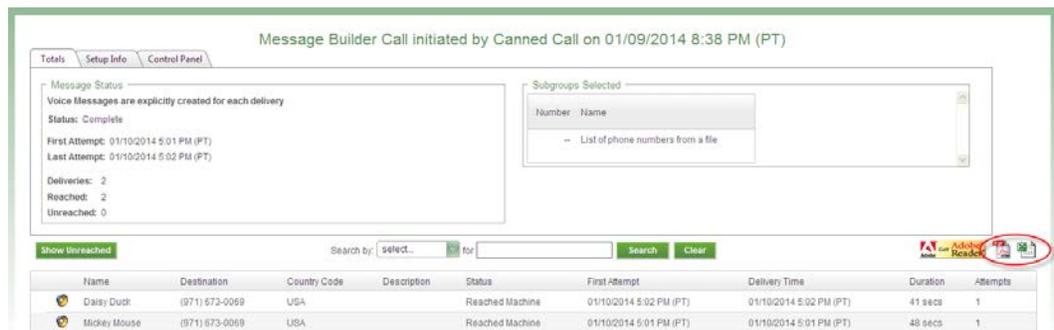


Figure 10: Adobe PDF and Microsoft Excel Icons

- The Adobe PDF version of the report will look like this.

Message Builder Call initiated by Canned Call on 01/09/2014 8:38 PM (PT) (All Deliveries)

Name	Destination	Description	Status	First Attempt	Delivery Time	Duration	Attempts
Daisy Duck	(971) 673-0069		Reached Machine	01/10/2014 5:02 PM (PT)	01/10/2014 5:02 PM (PT)	41 secs	1
Mickey Mouse	(971) 673-0069		Reached Machine	01/10/2014 5:01 PM (PT)	01/10/2014 5:01 PM (PT)	48 secs	1

Deliveries	2
Reached	2
Unreached	0

Figure 11: Adobe PDF Version of the Detailed Report

- b. The Microsoft Excel spreadsheet version of the report will look like this, and can be sorted, organized, etc. like a regular Excel spreadsheet.

	A	B	C	D	E	F	G	H	I	J
1	Name	External ID	Destination	Country Code	Description	Status	First Attempt	Delivery Time	Duration	Attempts
2	Daisy Duck	(971) 673-0069		USA		Reached Machine	01/10/2014 5:02 PM (PT)	01/10/2014 5:02 PM (PT)	41 secs	1
3	Mickey Mouse	(971) 673-0069		USA		Reached Machine	01/10/2014 5:01 PM (PT)	01/10/2014 5:01 PM (PT)	48 secs	1

Figure 12: Microsoft Excel Version of the Report

### Additional Features of the ANSWR Daily Reports

1. Search by selected date ranges by clicking on **“View Reports”** and then **“Message Reports”** on the left hand side of the screen.

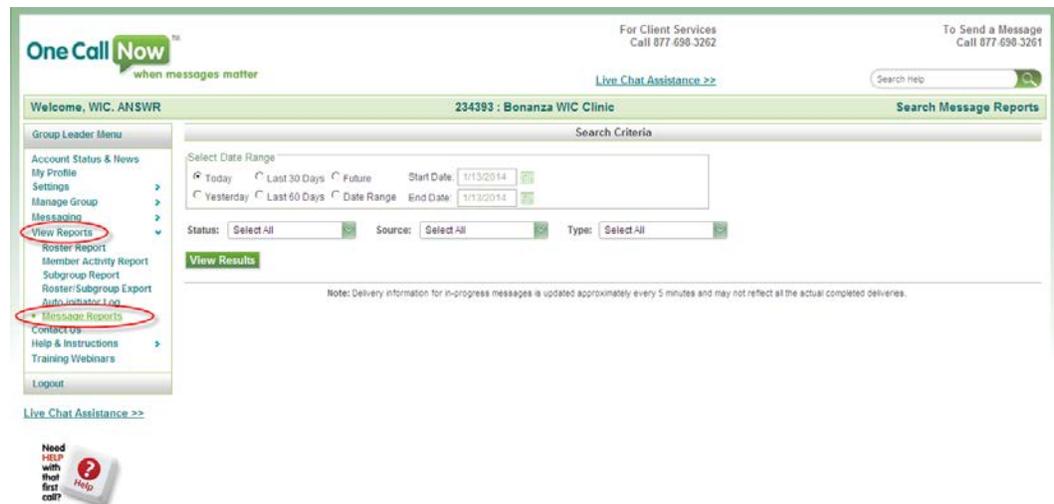


Figure 13: Search Message Reports Screen

2. Search for a specific WIC participant's record by selecting "**View Reports**" and "**Member Activity Report**" on the left hand side of the screen. You can search by participant phone number or email address.



Figure 14: Member Activity Search Screen

3. Search for a specific WIC participant's record using phone number by selecting "**Phone**" from the drop-down next to "**Search the Roster.**" The phone number can be entered in any format, e.g. 9716730069, 971-673-0069, or (971) 673-0069. Select a date range and click on "**Search**":

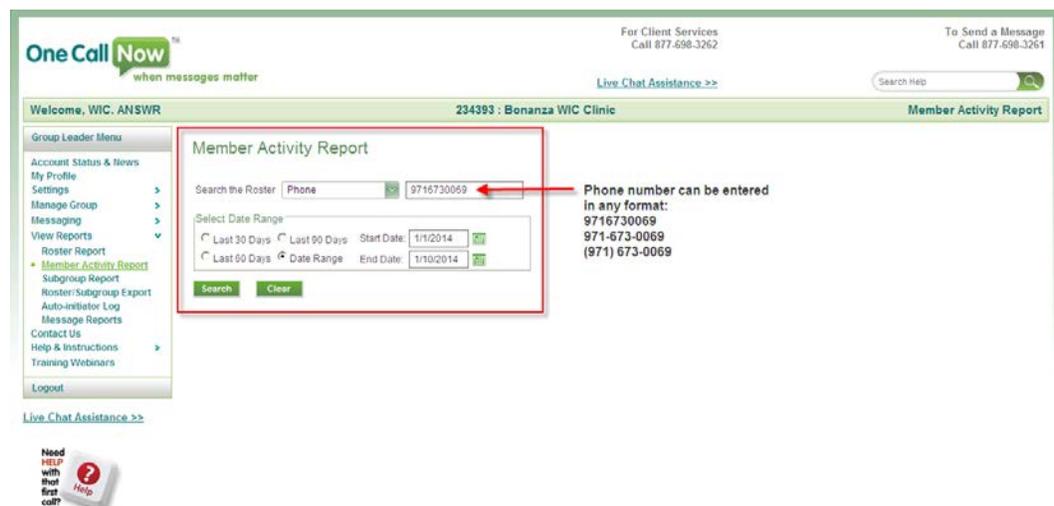


Figure 15: Member Activity Phone Number Search

- The search results by phone number will be displayed under **“Destination Activity.”**

The screenshot shows the One Call Now Member Activity Report interface. The search criteria are set to "Phone" with the value "9716730099". The date range is "Last 60 Days" with a start date of "1/1/2014" and an end date of "1/10/2014". The search results are displayed under the "Destination Activity" section, which is highlighted with a red box. The results table is as follows:

Destination	Messages	Status	Receives Text	
(971) 673-0069	2	Opted-in	Yes	
Activity Date      Activity      Name      Type      Status				
01/10/2014 5:02 PM (PT)	Message	Daisy Duck	Phone	Reached Machine
01/10/2014 5:01 PM (PT)	Message	Mickey Mouse	Phone	Reached Machine

Figure 16: Member Activity Phone Number Search Results

- Search for a specific WIC participant’s record using email address by selecting **“Email Address”** from the drop-down next to **“Search the Roster.”** The email address must conform to the standard email format, e.g., name@email.com. Select a date range and click on **“Search.”**

The screenshot shows the One Call Now Member Activity Report interface. The search criteria are set to "Email Address" with the value "kimberly.m.word@state.or". The date range is "Last 60 Days" with a start date of "1/1/2014" and an end date of "1/10/2014". A red box highlights the search criteria section, and a red arrow points to the email address field with the text: "Email address must conform to standard email format: name@email.com".

Figure 17: Member Activity Email Search

6. The search results by email address will be displayed under **“Destination Activity.”**

The screenshot shows the ANSWR Member Activity Report interface. The search criteria are: Email Address: kimberly.m.word@state.or.us, Start Date: 1/10/2014, End Date: 1/10/2014. The search results are displayed under the 'Destination Activity' section, which is highlighted with a red box. The results show two messages received from Daisy Duck and Mickey Mouse.

Destination	Messages	Status	Receives Text
kimberly.m.word@state.or.us	1	Opted-in	
Activity Date	Activity	Name	Type Status
01/10/2014 5:01 PM (PT)	Message	Daisy Duck	Email Reached Email
01/10/2014 5:01 PM (PT)	Message	Mickey Mouse	Email Reached Email
kimberly.m.word@state.or.us	1	Opted-in	
Activity Date	Activity	Name	Type Status
01/10/2014 5:01 PM (PT)	Message	Daisy Duck	Email Reached Email
01/10/2014 5:01 PM (PT)	Message	Mickey Mouse	Email Reached Email

**Figure 18: Member Activity Email Search Results**

7. If you have any questions about ANSWR or your ANSWR Reports, please contact App Support for assistance.

**Notes:**

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