

Guide for New Customers

Congratulations for recognizing that reliable, accurate and timely absence reporting information can contribute to your company's success. Now that you understand more about **AbsenceCall™** and its benefits, your next step is to make some decisions on how to set up your account.

Which Package Is Right For Me?

There are several different ways that workgroups within your organization can get the convenience of **AbsenceCall**. Choose the one that suits you best.

	Silver	Gold	Platinum
Where will Workgroup administrators go to sign up a new Workgroup?	AbsenceCall.com	Custom website address at Absencecall.com ¹ with branded Home page	Your company Intranet or Internet website ²
How are Workgroup settings administered?	Each Workgroup has a username and password, and administers its own settings.	Your organization settings are the same for all Workgroups. You specify who is authorized to make changes to settings. You can change settings over the web, or by calling us.	
Is an approval (by email reply) required for each new Workgroup added?	No. Cannot be enabled.	Yes. Can be disabled.	
Is there a setup fee?	No.	Yes.	
What payment methods are available?	Auto-debit to credit card only.	Contract / invoice. Auto-debit to credit card.	
What information is required in advance to set up a new workgroup?	A telephone number where calls will be transferred when a new absence is recorded. The email address of the Workgroup Administrator. A valid credit card for billing (and associated details).	A telephone number where calls will be transferred when a new absence is recorded. The email address of the Workgroup Administrator. The account code assigned to your company.	A telephone number where calls will be transferred when a new absence is recorded. The email address of the Workgroup Administrator.

- 1) Custom website address format is: www.absencecall.com/yourCompany/.
- 2) A special page on your website which links to our site.



What Happens After A Workgroup Is Added?

Once a request to add a Workgroup has been confirmed, the Workgroup Administrator will receive a file package containing the following files:

- ▶ A Bilingual **AbsenceCall** New User Guide detailing the process by which callers to the system report their absences.
- ▶ Pre-formatted English and French wallet card templates that can be printed on standard Avery card stock to help communicate the process to employees.

Employees will be able to begin reporting their absences through the **AbsenceCall** as soon as they have received these materials.



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