

Merry Maids - Dispatch Go-Live Leadup Steps

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Technical Setup Steps

Hardware Plan

Suggested Start: 60 Days before Dispatch Go-Live

- Identify devices, acquire devices, technical setup. T-Mobile is currently offering a device plan. You can view the overview [here](#).
- SEE: [Team Mobility: Device Preparation](#) (for setup of device once acquired)
- Download Dispatch App and login with phone number, label the outside of the device with the phone number ([job aid here](#)).

Location & Office Staff Setup

Suggested Start: 30 Days before Dispatch Go-Live

1. Fill out [this form](#) indicating you want to sign up for Dispatch and what date you want as your Go-Live date.
 - a. Your location will be activated to connect with Dispatch so you can set up employee profiles. Customer notifications and job/app interaction will not happen until your Go-live date. This date can be turned on sooner if you would like to test the process to make sure it is synced.
 - b. Note that your team member or office staff **must** have a user profile in MM360 to have access to dispatch.
2. The Franchise Service Desk Team will notify the owner when each location has been activated for dispatch and the Owner has been enabled.

MM360 Team Member Setup

Suggested Start: 30 Days before Dispatch Go-Live

PLEASE NOTE: All user (office staff, owner, or team members) login credentials (phone number or email address) **must be created and updated in MM360**. If you update this in dispatch it will not work. Editing Team member contact info or adding new team members must always be done in MM360.

[This video](#) (password: merrymaids) walks the owner through the steps below.

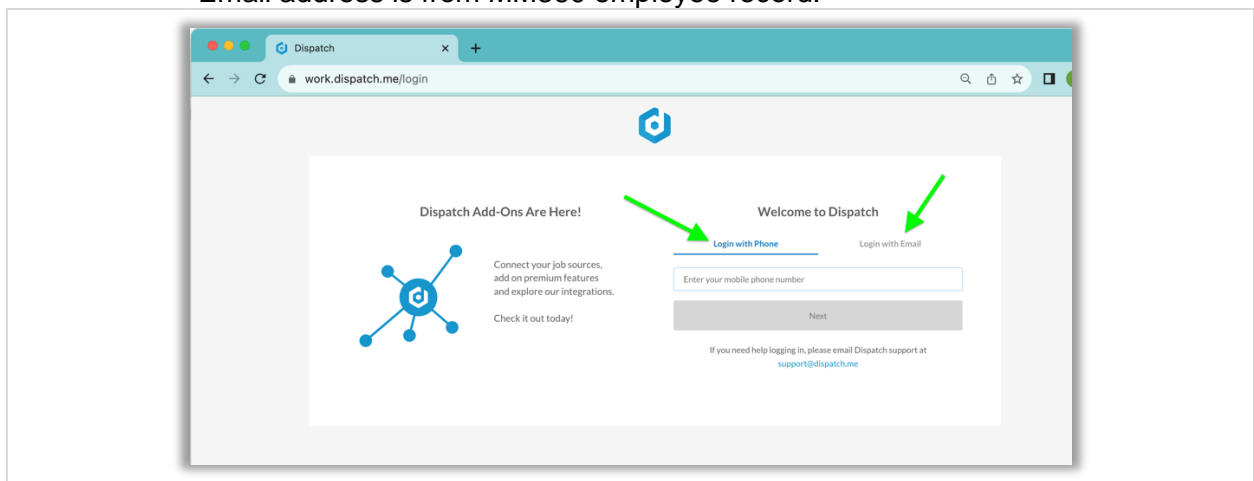
1. Edit all team captain profiles.
 - a. Edit/add Mobile phone number and email address to the employee file.
 - Ideally the mobile phone number should be used. However, if they are a multi-location team member, they should have separate logins per each location. The team member login method per location must be unique. This means using phone number for 1 location and then an email address for the other.]
 - b. Check the Dispatch Me checkbox.
 - c. Click Save
2. Edit/Create employee record for office staff.
 - a. Edit/add Mobile phone number and email address to the employee file (use Email/Password job aid for assigning a password on Dispatch)*
 - It is recommended that team members are setup using the associated device's phone number. However, in the case of multi-location team members, it is important to note that the same phone number cannot be used twice.
 - b. Check the Dispatch Me checkbox & Portal Access.
 - c. Click Save

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3. Review your notifications settings in MM360 for:
 - a. Office Notification settings (these must be reviewed/modified if needed before individual customer settings. Individual customer settings do not need to be modified, unless a specific customer notifies you they would like to opt out of notifications later on)
 - b. Customer specific notification settings (these can be skipped for now, per step a)
 - c. What time you want pre-appointment reminders to go out to your customers (should be close to when the schedule is finalized, otherwise last-minute schedule changes will not get the pre-appt reminder). Please note, these will default to being sent @ 2pm CT. So, if your schedule for the following day is regularly not finalized by 2pm CT the day before, you should consider adjusting this setting so that reminders are sent at a time that aligns with your needs.

Work.Dispatch.Me Log in [Verify Access for Users]

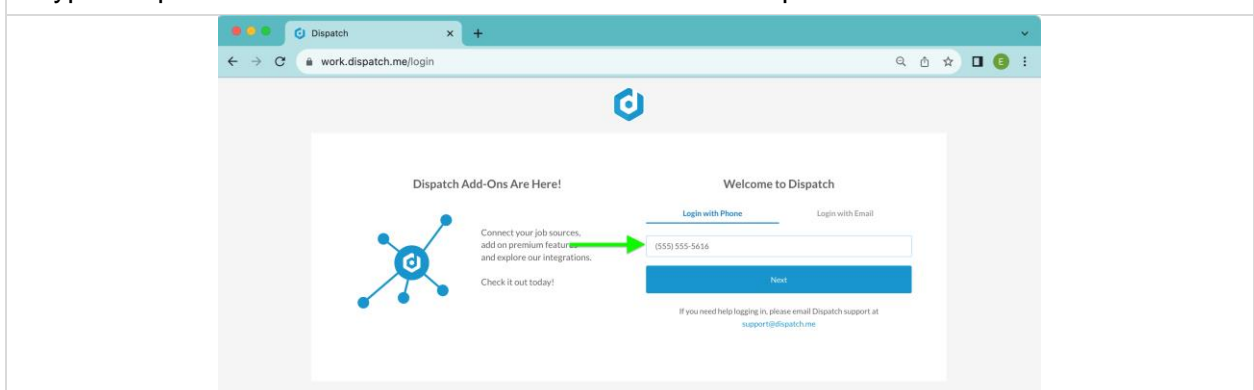
1. Open Browser and type in work.dispatch.me
2. Log in with either mobile phone number or email – Click the tab for your login method.
 - Mobile phone is from MM360 employee record.
 - Email address is from MM360 employee record.



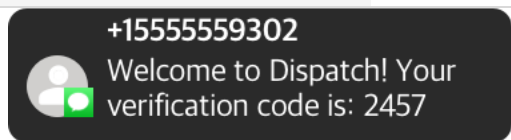
IF LOGGING IN WITH PHONE NUMBER (RECOMMENDED SETUP)

- The phone number entered will be sent a 4-digit code to use for login.
- The user logging in with that phone number will follow the same steps every time and be sent a new code each time, so no need to remember a password!

Type the phone number associated with the user into the phone number field and click Next

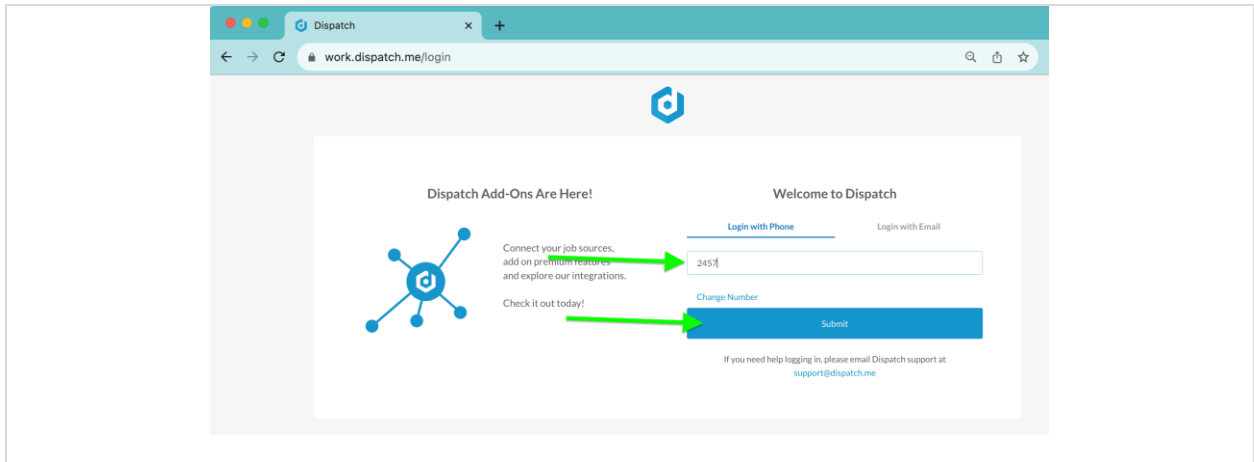


You will get a text message with a code.



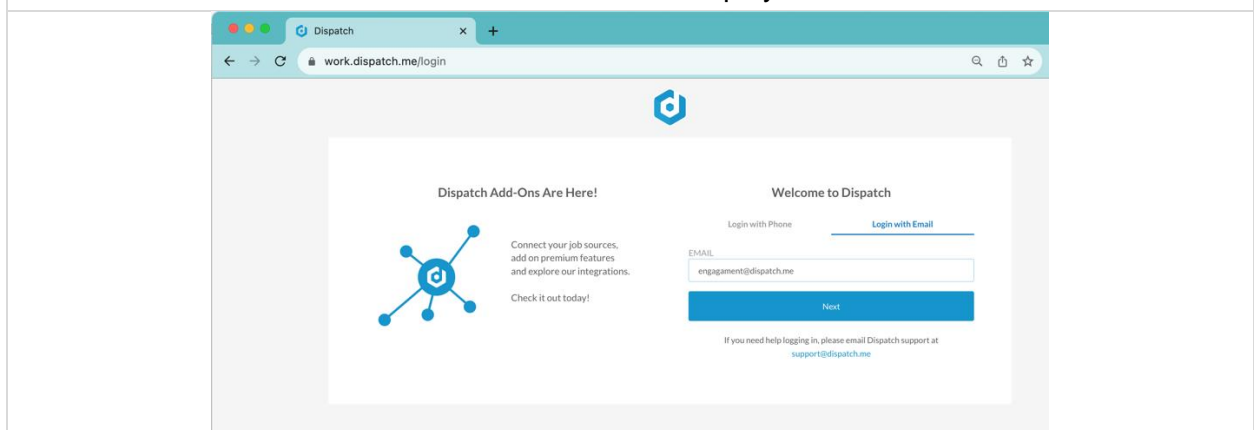
Type in that verification code and then click submit!

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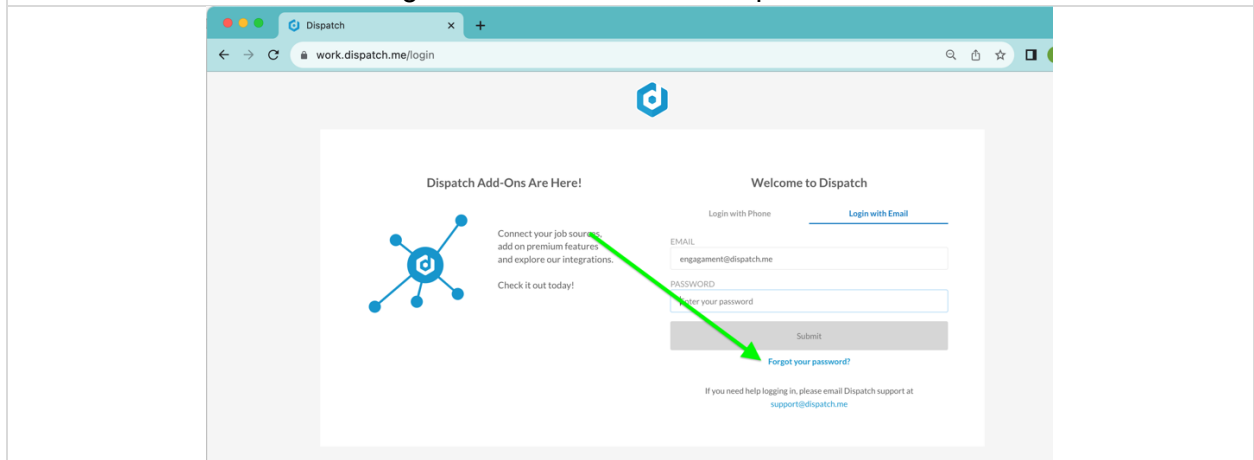


IF LOGGING IN WITH EMAIL ADDRESS (if needed for a multi-location team member)

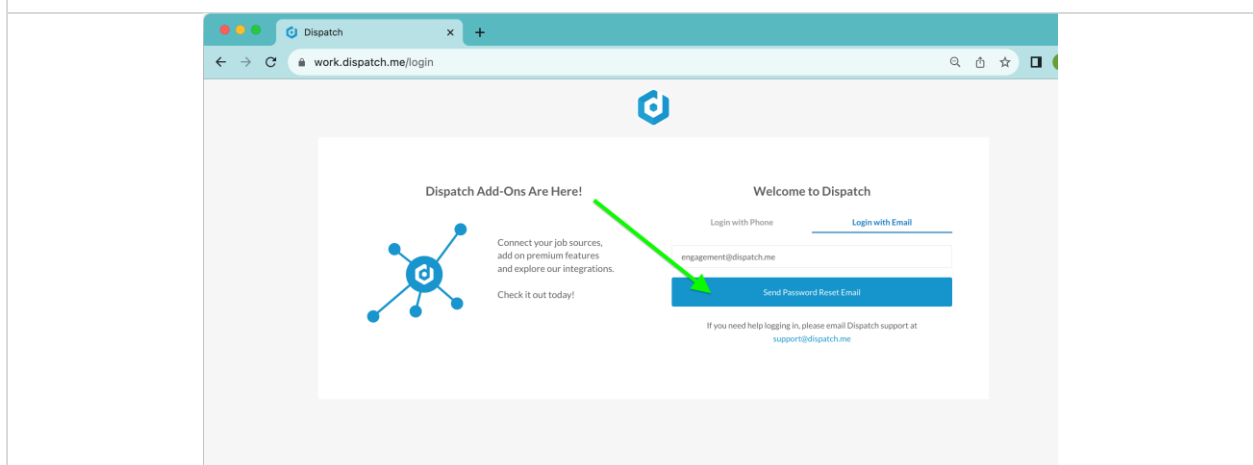
Enter the email address on the MM360 employee record and click Next



Now click 'Forgot Password' to be sent a password reset email.

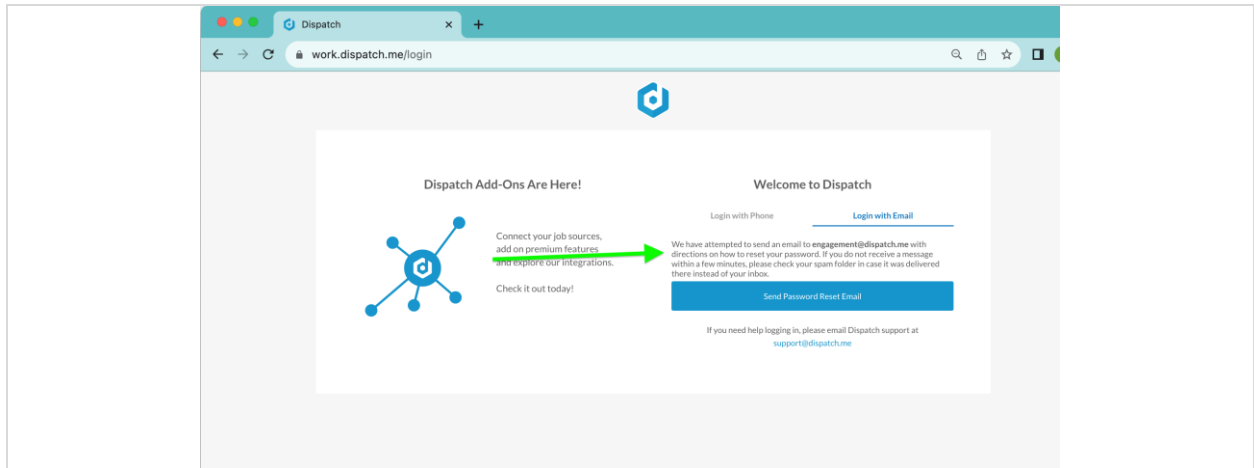


Click 'Send Password Reset Email'

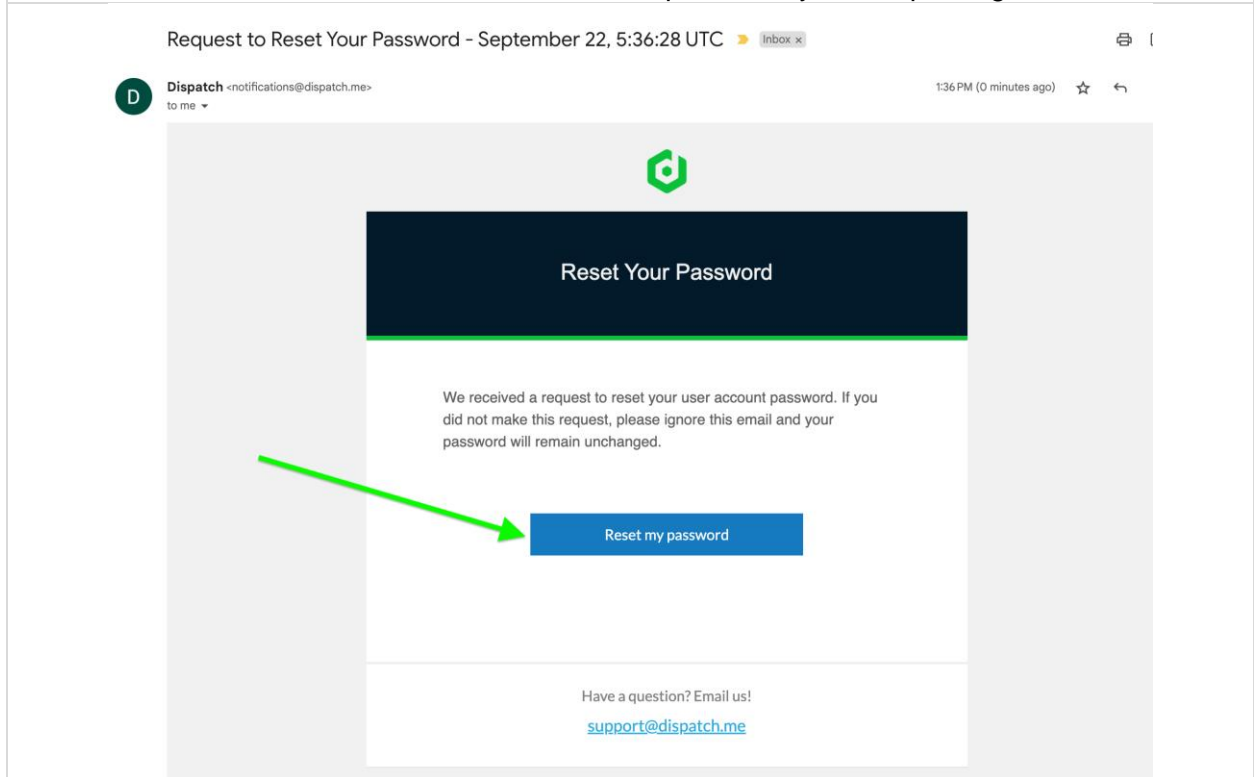


You will then see this message indicating that your request has been sent.

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You will receive this email. Click on the button to setup your password for future logins. Please note: You will need to re-use whatever password you setup to login in the future.



Staff Training

Office Staff Training

Suggested Start: 7 Days before Dispatch Go-Live

- [Video: Managing the schedule in MM360](#) (password: merrymaids)
 - How to manage the schedule in MM360
 - What this looks like for team members in the Dispatch Field mobile app
 - Job Aid: [Customer Tips](#)

- How to review/modify your notifications settings **in MM360**
 - Office Notification settings - for all jobs by default
 - Customer specific notification settings - for customer specific requests
 - What time you want pre-appointment reminders to go out to your customers (should be close to when the schedule is finalized, otherwise last-minute schedule changes will not go out)
 - Email Notifications to office staff from Dispatch
 - Customer notifications from Dispatch

Team Member Training

Suggested Start: 7 Days before Dispatch Go-Live

- How to login to the Dispatch App
- Adding your photo to your Dispatch Profile
- How to Team Members Update work in the Mobile App
 - [Job Aid](#)
 - [Video of Team Member Workflow](#)