



Informational Bulletin

Twilio Telestaff Notification

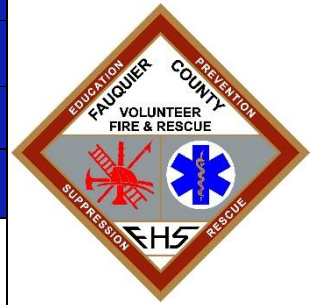
Date: October 26, 2022

Number: 22.043

Effective Date: October 26, 2022

Expiration Date: N/A

Approved By: Darren L. Stevens, Fire Rescue Chief

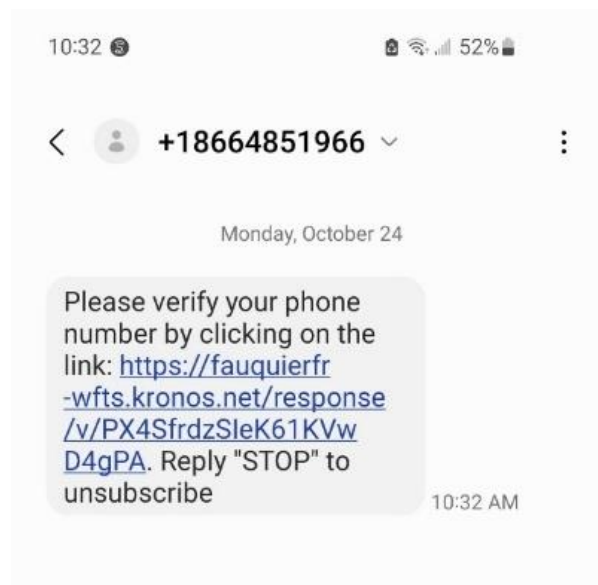


Over the past few months, a select group of individuals have been trialing a new method of contact with Telestaff. Texting, through an actual text server known as Twilio, has proven to be a more effective means of sending personnel notification of overtime work opportunities. The text message eliminates the need for persons to login via the phone call option, which also reduces the chance of someone missing a work opportunity due to poor cell service. This has also proven to be a faster method than having to sit through an automated phone call. In comparison to the current email to text method that is used, all messages will come from the same phone number and when you have multiple offers coming, you receive them faster.

The contact methods are going to be changed for all system members. You will first receive a verification text that you must click the link in to verify (See picture below). Once that is done, you will begin to receive your offers via text message. If you do not respond to the text message you will then receive an email for the offer.

Once you receive the text message offer, you will either click on the link to accept or reject. This will then take you to a screen to confirm your option. Since you will have verified your phone number, there is no requirement for you to login to Telestaff to accept or reject the offer.

You should receive your verification message on **October 31, 2022**. If you do not receive a verification message on that date, please make notification to Lt. Coleman.



Questions regarding this informational bulletin should be directed to Lieutenant Jordan Coleman.