



Advisor Manual



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Welcome to HelpByPhone!

HelpByPhone is powered by Bill Per Call. It is a service that allows members to utilize a toll-free number to receive advice in a variety of fields.

HelpByPhone Advisors decide on what rate to charge Members, and HelpByPhone processes the phone calls and payments.

HelpByPhone will never reveal any personal information to Advisors or Members. Your calls are completely confidential and all your personal information is securely stored on our servers.

How Do I Begin?

Requirements

Becoming a HelpByPhone Advisor is quick and simple, and does not require any software purchase or installation. You will need the following:

- A HelpByPhone account
- Access to the Internet
- A telephone

Your HelpByPhone Account

In order to begin, you can register on our website by clicking on the “Give Advice” icon.

Here you will find information about how to become an Advisor. When you're ready to continue, click the **“Sign Up to Give Advice”** button.

Sign Up To Give Advice

On the following page you will find instructions for how to create your own account.

Creating An Advisor Account

Once you have clicked on the “Sign Up” button you will see the following form:

Become an Advisor

First Name:

Last Name:

Profile Name:

Email:

Confirm Email:

Phone #:

Create a 4 digit Pin:

Create a 5 Digit Extension:

Create Password:

Confirm Password:

☐ I have read the HelpByPhone [Terms of Service](#) in its entirety and by submitting this form I agree to comply with all rules outlined therein.

☐ I have read the HelpByPhone [Earnings Disclaimer](#) in its entirety and by submitting this form I agree to comply with all rules outlined therein.

Members will dial 1-800-373-1093 following by this extension to reach you.

They will never see your private phone number(s).

Be sure to fill out the form entirely, as all fields are required.

All of your personal information will be securely stored and never shared with any Member or other Advisors.

The only field that is visible to your Advisor is your **Profile Name** and **Phone Extension**, and as such we recommend that you do not use your real name or any sensitive information for your Profile Name. **Do not use your PIN number as your extension.**

Read the Terms of Service and Earnings Disclaimer in its entirety, check the bottom boxes and hit "Submit".

- ☒ I have read the HelpByPhone [Terms of Service](#) in its entirety and by submitting this form I agree to comply with all rules outlined therein.
- ☒ I have read the HelpByPhone [Earnings Disclaimer](#) in its entirety and by submitting this form I agree to comply with all rules outlined therein.

Submit

Logging Into Your Account

If you already have an account, and you would like to log in, you can do so by clicking on the **"Sign In"** link in the menu from any page.

The login page for Advisors and Members is the same. The system will automatically recognize if your account is an Advisor Account and take you to the appropriate Dashboard.

You will then be prompted to enter the Email Address and Password which you used to create the account.

Sign In HelpByPhone:

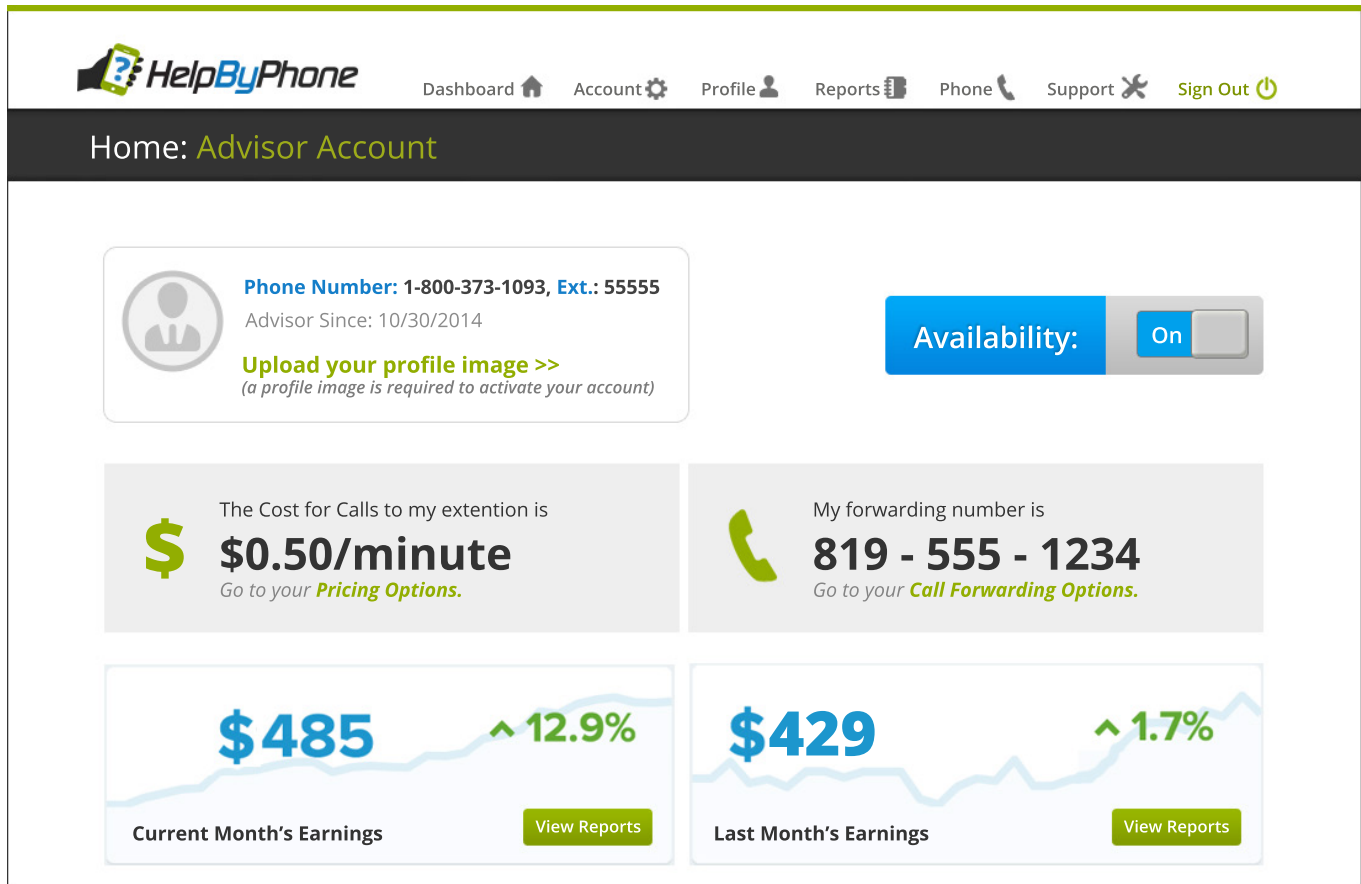
Email Address:

Password:

[Forgot your password? Click here to retrieve it.](#)

Account Settings Overview

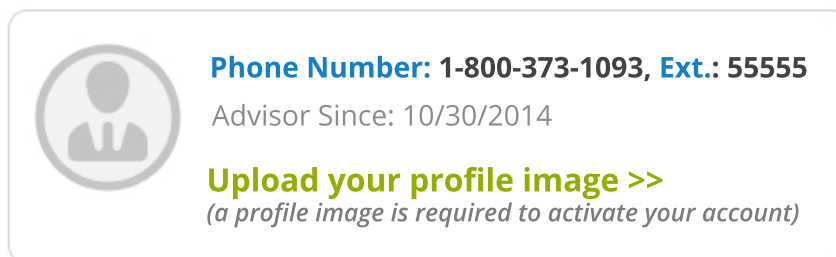
Once you are logged into your account, you will see the following Dashboard page:



The screenshot shows the HelpByPhone Advisor Account Dashboard. At the top is a navigation bar with the HelpByPhone logo and links for Dashboard, Account, Profile, Reports, Phone, Support, and Sign Out. Below the navigation bar is a header indicating the user is logged in as an Advisor. The main content area features several widgets: a profile box with a placeholder image, phone number (1-800-373-1093, Ext.: 55555), advisor since date (10/30/2014), and an availability toggle set to 'On'; a pricing widget showing a cost of \$0.50/minute; a forwarding number widget showing 819-555-1234; and two earnings widgets showing current month's earnings of \$485 (up 12.9%) and last month's earnings of \$429 (up 1.7%), each with a 'View Reports' button.

This page gives you full access to all of your options as a valued Advisor.

Start by uploading a **Profile Image** by clicking the “**Upload**” link in the profile box. *The recommended dimensions are 60x60px. Your account will not be active until you have uploaded an image.*

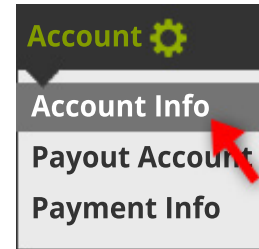


This block shows a detailed view of the profile box from the dashboard. It includes a placeholder for a profile image, the phone number 1-800-373-1093, extension 55555, the date the user became an advisor (10/30/2014), and a prominent green link to 'Upload your profile image >>' with a note that a profile image is required to activate the account.

Here you will also see the **Phone Number** and **Extension** that Members can dial to have a session with you, and also the date you signed up with HelpByPhone.

Editing Your Account

You can edit your account by clicking the **“Account Info”** link from the Account tab.



Once you're on the **Edit Account Info** page, you can edit your basic information in one form.

Your information will never be shared with Members. The only thing they will ever see is your **Profile Name** and **Extension**.

You cannot edit your extension once you've created your account.

The **First** and **Last Names** you have listed on your account do not have to match your credit card information.

If you have not yet confirmed your email address, you can click the **“Send Confirmation Code”** button. You will receive an email with a code which you can then paste in the Confirmation Code box. ***This verifies the identity of your account and allows you to begin taking calls.***

Your **Password** is used to gain access to your account through the HelpByPhone website.

The **Phone Pin** is used only for when you want to access your account by phone by dialing **1-800-373-1093**.

Extension Number:
55555

First Name:

Last Name:

Screen Name:

Email Address: *Your email is not yet confirmed.*

Confirm Email Address:

Enter Confirmation Code

Send Confirmation Code

Password: (5-12 characters)

Re-Type Password:

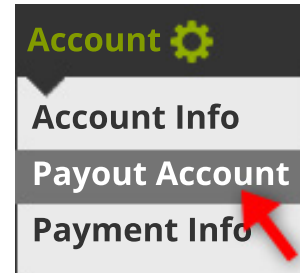
Phone Pin: (4 characters)

This Phone Pin allows you to connect to your Advisor Account by calling **1-800-373-1093**.

Cancel Save

Editing Your Payout Account

You can edit your phone numbers by clicking on the **"Payout Account"** link in the Account tab:



Edit Your Payout Account

This is the information we will use to deposit funds into your account.
Please make sure all the information is **completely filled out and correct**.

Payout Type:

Direct Deposit ▼

Contact/Business Name:

Email:

Phone:

SSN/TaxID: ☐ SSN ☐ Tax ID

Account Type:

Checking ▼

Routing Number:

Account Number:

Account Address 1:

Account Address 2:

Account City:

Account State:

Account Zip:

Here you can add your bank account, PayPal account, or request your payments be sent as a check by mail.

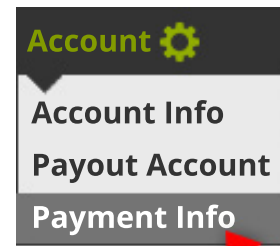
All of this vital information is visible only to you and our support staff.

Editing Your Payment Information

COMING SOON: Featured Profiles!





Add your credit card information now so that you can get your profile featured when we roll out this feature. You may also decide to call other Advisors, so having this information on file will streamline this process.

You can get to this page by clicking **"Payment Info"** from the **Account** drop-down menu.



Add a Credit Card

If this is your first visit to our site, the system will automatically prompt you to add a credit card before you can make payments.

Card Type:    

Account Number:

Expiration Date:
 /

Security Code:
(What is this?):

Name:

(Enter the name exactly as it appears on your credit card.)

Address 1:

Address 2:
 Optional

City:

State:

Zip Code:

Saving this credit card entry allows you to make future payments without re-entering the information.

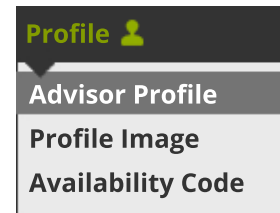
Remember:

Your name and address must match those on file for your credit card.

Editing Your Profile Part 1

COMING SOON: Featured Profiles!

Your profile is your gateway to your clients. Take the time to fill it out completely. Remember, there's a balance between putting not enough information and putting too much. Use professional language in your biography, and don't forget to make yourself sound awesome!












Part 1: Expertise Categories

These are the categories where potential clients will find your information. Be sure to check off specialized subcategories in order to show up in more refined searches.

Categories of Expertise

Please choose the categories that are your primary categories of expertise. You can also choose relevant specialties below.

 Counseling	 Coaching	 Spiritual Guidance	 Legal Consulting	 Health & Diet Coaching	 Financial Consulting	 Home Gardening	 Astrological Readings	 Computer Tech Support
<input checked="" type="checkbox"/> Educational <input checked="" type="checkbox"/> Guidance & Career <input type="checkbox"/> Mental Health <input type="checkbox"/> Rehabilitation <input checked="" type="checkbox"/> Relationships & Family <input type="checkbox"/>	<input type="checkbox"/> Business <input type="checkbox"/> Personal	<input type="checkbox"/> Appellate <input type="checkbox"/> Criminal Defense <input type="checkbox"/> DUI <input type="checkbox"/> Immigration <input type="checkbox"/> Personal Injury <input type="checkbox"/>	<input type="checkbox"/> Alternative Medicine <input type="checkbox"/> Diet <input type="checkbox"/> Disease <input type="checkbox"/> Nutrition <input type="checkbox"/> Pregnancy <input type="checkbox"/> Sexual	<input type="checkbox"/> Credit Building <input type="checkbox"/> Estate Planning <input type="checkbox"/> Financial Planning <input type="checkbox"/> Income Tax <input type="checkbox"/> Retirement Savings	<input type="checkbox"/> Grow your own food <input checked="" type="checkbox"/> Horticulture <input type="checkbox"/> Medicinal Cannabis <input checked="" type="checkbox"/> Permaculture	<input type="checkbox"/> Astrocartography <input type="checkbox"/> Cosmobiology <input type="checkbox"/> Financial <input type="checkbox"/> Geomancy <input type="checkbox"/> Horospic	<input type="checkbox"/> Hardware Troubleshooting <input type="checkbox"/> Internet & Email <input type="checkbox"/> Apple Product Support <input type="checkbox"/> Microsoft Product Support	

Main Categories are toggle buttons. Click them on and off to add them to your profile.

Subcategories/Specialties are checkboxes. If you click a checkbox for a main category you haven't yet chosen, that main category will automatically will be turned on.

It is recommended you choose **no more than 2 main categories** so that your profile appears targeted toward the subjects you have the most experience with.

Editing Your Profile Part 2

Profile Information

Screen Name
This is the only name your callers will ever see

Profile Tagline
Brief Description of your services (5 - 25 words)

Introduction
Detailed Description of your services (Max. 5000 characters - HTML is allowed)

Degrees & Certifications

Description of Experience & Qualifications

Keywords & Tags

Language(s)
Control + Click to select multiple languages

English

Arabic

Chinese

Czech

Profile Information

Fill your profile out completely.

Your **Screen Name** should be memorable and unique, as well as sound professional. Callers will only ever see this name, and not your real one.

Your **Profile Tagline** will be displayed alongside your Screen Name on your profile and in searches. Keep it brief and use words that pack a punch.

Your **Introduction** is where you get to tell potential clients about your services. Describe your highlights and interests, but leave qualifications for the next field.

Degrees & Certifications should list just that in a concise manner, separated with commas or semicolons.

In the **Description of Experience & Qualifications** box you can go into more detail about where you acquired your training and any highlights about your previous experience you'd like to share.

Keywords & Tags will be searchable, so be sure to target these carefully.

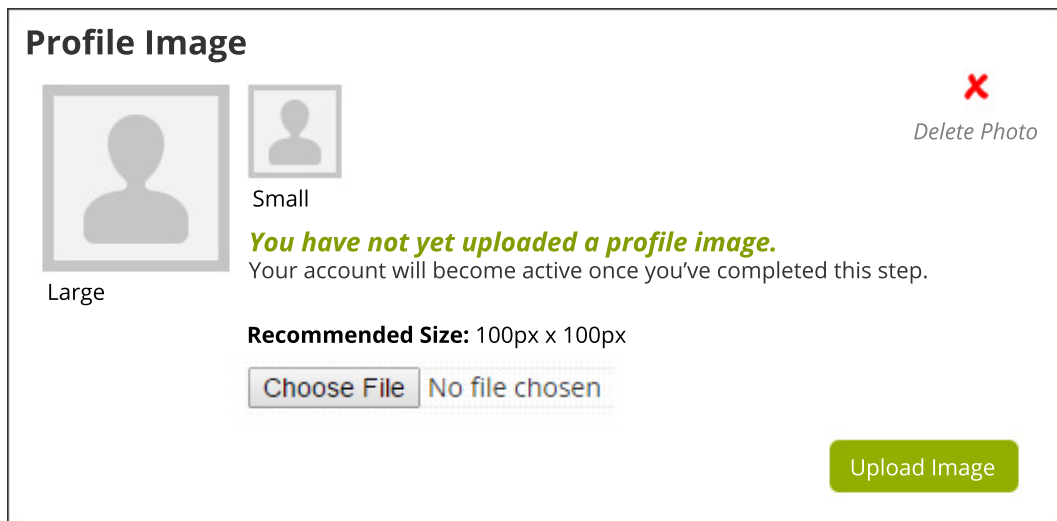
Control + Click to select multiple languages which you speak fluently and in which you can conduct business.

You can then click **"View Profile"** in order to see your Profile and Availability Button in action!

[View My Profile !\[\]\(a8f9309f944226d1420f5fed22e2b6e6_img.jpg\)](#)

Editing Your Profile Image

Your **Profile Image** will be seen in a Member's search results. It is mandatory for your profile to be active, and is an important part of being successful on HelpByPhone.



The screenshot shows a web interface for uploading a profile image. At the top left, it says "Profile Image". Below this, there are two placeholder images: a large one labeled "Large" and a smaller one labeled "Small". To the right of the "Small" image is a red "X" icon with the text "Delete Photo" below it. In the center, there is a message: "You have not yet uploaded a profile image. Your account will become active once you've completed this step." Below this message, it says "Recommended Size: 100px x 100px". There are two buttons: "Choose File" and "No file chosen". At the bottom right, there is a green button labeled "Upload Image".

If your account is new, you will not yet have a profile image. Go ahead and upload a new one.

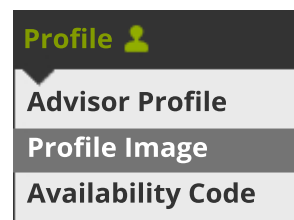
Our recommended dimensions are 100px x 100px, but the system will crop and shrink larger images.

The Large size will be visible on your profile, and the Small size will be visible in Member search results.

- Be sure to use an image that **clearly displays your face**.
- There should be **no other people** in the image but you.
- Your clothes and appearance should be **professional**, and your expression **inviting**.

You can always upload a new image in the future, and it's a good idea to update this image at least annually.

Remember: you can always get here by clicking the **"Profile Image"** tab from the Profile link in the menu.



Advisor Availability Code




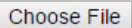
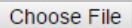
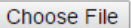
You have the option of embedding your Availability button right onto your website.



Embed Availability Button

Copy and paste the script below into your website's HTML code. Your availability will automatically sync up with your account. If set to **Available**, Members will be able to click the button give you a web call.

```
<iframe scroll=no marginwidth="0" marginheight="0" width="180" height="36"
frameborder=0 scrolling=no src="https://helpbyphone.net/WebCallStatusPage.asp?
id=12345"></iframe>
```

Edit Availability Graphics

 Available	 On A Call	 Unavailable
 No file chosen	 No file chosen	 No file chosen

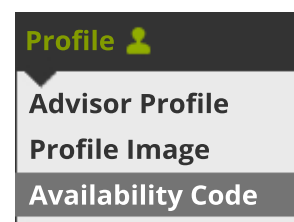
 

Copy (control + C) and Paste (control + V) into your website's HTML code in order to display the Availability button.

If you have set your **Availability** to **"On"** in your profile, Members will be able to make a web call by clicking the button on your website.

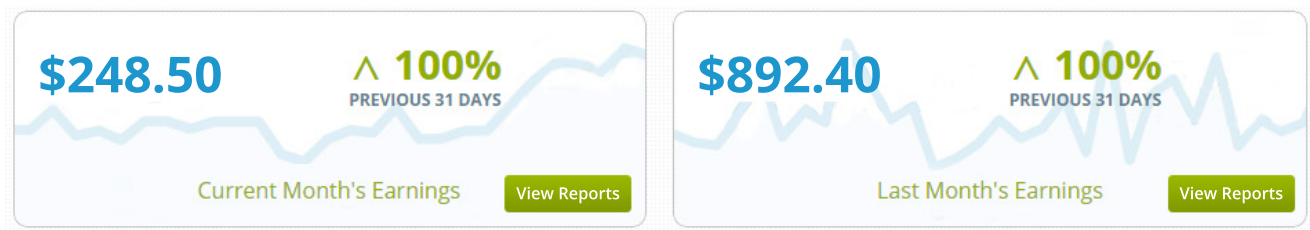
If you'd like to change the graphics, you can upload new images using the **"Choose File"** buttons beneath each image. Suggested dimensions are **178px x 34px**, but you can choose any size. *It is recommended that all three of your images are the same dimensions.*

Remember: you can always get here by clicking the **"Availability Code"** tab from the Profile link in the menu.



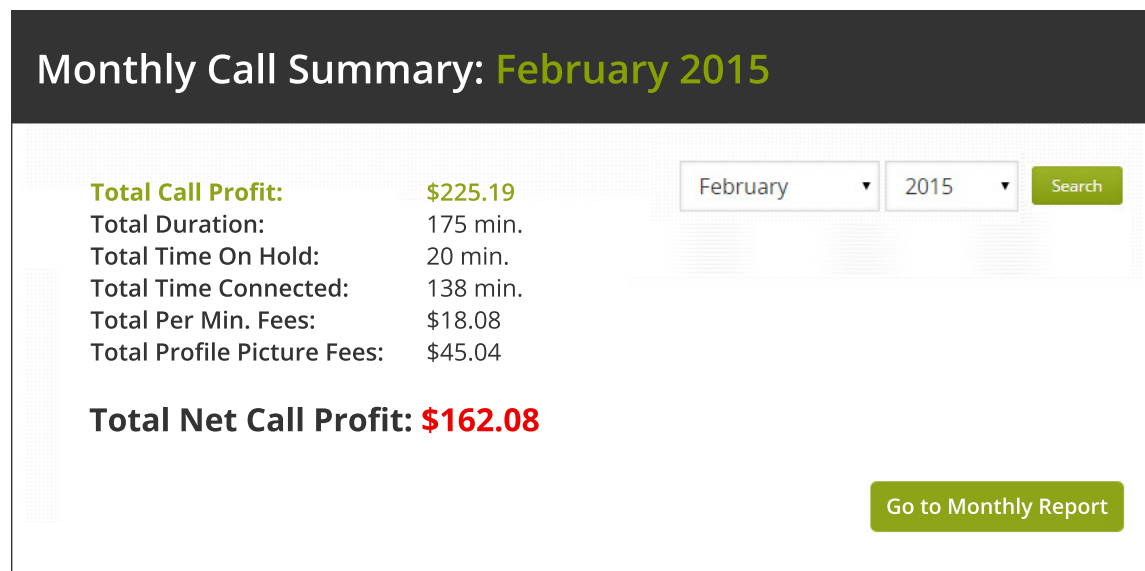
Reading Your Reports

When you're looking at your Dashboard, you will see a spotlight of your **Earnings** for this month and the previous month. Click on **"View Reports"** to see details for each month.

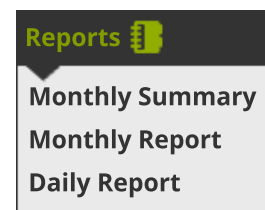


Monthly Call Summary

This is an overview of earnings for the **current month**.



Remember: You can always get here by clicking the **Reports** link in the menu.



Monthly Call Reports

This chart shows a breakdown of all calls made during this month and provide easy access to each call's specific details.

Monthly Call Report: February 2015

February 2015 Ordered by Call Start Ascending Search

Call Start	Total Duration	Total On Hold	Total Connected	Total Call Charges	Total Per Min Fees	Total % of Profit Fees	Total Call Profit
2/24/2015	49	3	41	\$53.50	\$5.08	\$10.70	\$37.73
2/23/2015	6	1	2	\$0.00	\$0.75	\$0.00	(\$0.75)
2/22/2015	65	5	57	\$37.03	\$6.58	\$7.41	\$23.05
2/11/2015	32	3	26	\$115.89	\$3.33	\$23.18	\$89.39
2/10/2015	11	2	6	\$12.04	\$1.20	\$2.41	\$8.43
2/5/2015	0	0	0	\$0.00	\$0.05	\$0.00	(\$0.05)
2/4/2015	4	3	0	\$0.00	\$0.50	\$0.00	(\$0.50)
2/3/2015	4	0	3	\$6.73	\$0.43	\$1.35	\$4.96
2/2/2015	1	0	0	\$0.00	\$0.18	\$0.00	(\$0.18)
TOTALS:	172	17	135	\$225.19	\$17.00	\$44.00	\$162.08

Page 1 of 1:

Export to Excel

The **Call Start Date** is when the calls were conducted. You can click this link to get to the **Daily Call Report**.

The **Total Duration** is the amount of time you spent connected on our phone system and begins from the moment you picked up the phone or dialed our system until you hung up.

Total On Hold is the amount of time you spent waiting for a call to connect. **Members are not charged for this time.**

Total Connected is the actual amount of time your clients were connected on the phone with you. *Even if you allow for free minutes, the total amount of time you were connected is added to this total.*

Total Call Charges is the amount your clients were charged for the call.

Total Per Minute Fees is how much HelpByPhone is charging based on our processing fees.

Total Profit % Fees refers the **20%** percent HelpByPhone charges for each transaction.

Total Call Profit is your takehome pay at the end of the day, and this amount is reflected exactly in your direct deposit or check.

Daily Calls Report

Here you will find a detailed summary of the calls on any selected date:

Daily Call Report: February 18, 2015													
February 18 2015			Ordered by		Advisor		Ascending		Search				
Member	Call Type	Call Start	Member Logged In	Advisor Chosen	Call Connected	Call End	Duration	On Hold	Connected	Call Charge	Per Min Fee	Profit % Fee	Call Profit
34873	Extended	10:57:16 PM	10:57:16 PM	10:57:16 PM	10:57:34 PM	11:00:43 PM	3m 27s	0m 18s	3m 9s	\$12.50	\$0.35	\$2.50	\$9.65 Refund
34873	Phone	10:55:47 PM	10:55:52 PM	10:56:23 PM	10:57:01 PM	10:57:16 PM	1m 28s	0m 38s	0m 15s	\$20.00	\$0.15	\$4.00	\$15.85 Refund
34873	Extended	10:30:08 PM	10:30:08 PM	10:30:08 PM	10:30:34 PM	10:36:37 PM	6m 28s	0m 26s	6m 2s	\$42.50	\$0.65	\$8.50	\$33.35 Refund
34873	Web	10:27:31 PM	10:27:31 PM	10:27:40 PM	10:27:56 PM	10:30:08 PM	2m 38s	0m 16s	2m 12s	\$22.50	\$0.28	\$4.50	\$17.73 Refund
34873	Phone	10:17:53 PM	10:18:03 PM	10:18:18 PM	10:18:36 PM	10:21:32 PM	3m 39s	0m 18s	2m 57s	\$8.00	\$0.38	\$1.60	\$6.03 Refund
34873	Phone	10:12:27 PM	10:12:35 PM	10:12:52 PM	10:13:13 PM	10:16:56 PM	4m 28s	0m 21s	3m 42s	\$0.27	\$0.45	\$0.05	(\$0.23) Refund
34873	Web	10:06:58 PM	10:06:58 PM	10:07:08 PM	10:07:19 PM	10:10:42 PM	3m 44s	0m 12s	3m 23s	\$9.50	\$0.38	\$1.90	\$7.23 Refund
34873	Web	9:55:28 PM	9:55:28 PM	9:55:40 PM	9:55:57 PM	10:01:10 PM	5m 42s	0m 17s	5m 13s	\$0.62	\$0.58	\$0.12	(\$0.08) Refund
34873	Web	8:11:33 PM	8:11:33 PM	8:11:45 PM		8:11:46 PM	0m 13s	0m 0s	0m 0s	\$0.00	\$0.03	\$0.00	(\$0.03)
34873	Web	11:22:31 AM	11:22:31 AM	11:22:44 AM		11:23:23 AM	0m 53s	0m 40s	0m 0s	\$0.00	\$0.10	\$0.00	(\$0.10)
TOTALS:							0m 0s	0m 0s	0m 0s	\$115.89	\$3.33	\$23.18	\$89.39
Page 1 of 1:													
Export to Excel													

The **Member's ID Number** for the transaction will be listed in the first column.

Call Types are listed as:

- **Web** (calls placed through the website using the Web Call button)
- **Phone** (calls placed over your telephone using the 800 number)
- **Extended** (calls which are continued upon adding funds midway through the call)

The **Call Start** lists the time when the system connected you to the Member. The **Member Logged In** time references when the Member signed into their account either by web or phone. The **Advisor Chosen** time refers to when they entered your ID into our system. **The Call Connected time is the time from when charges begin.** The **Call End** lists the time when the call was ended and when charges stop.

The **Duration** of the call is then calculated into the **Call Charge**. **On Hold** time is not charged to the Member. The total **Connected** time is the time Members are charged for.

HelpByPhone then charges fees based on the following:

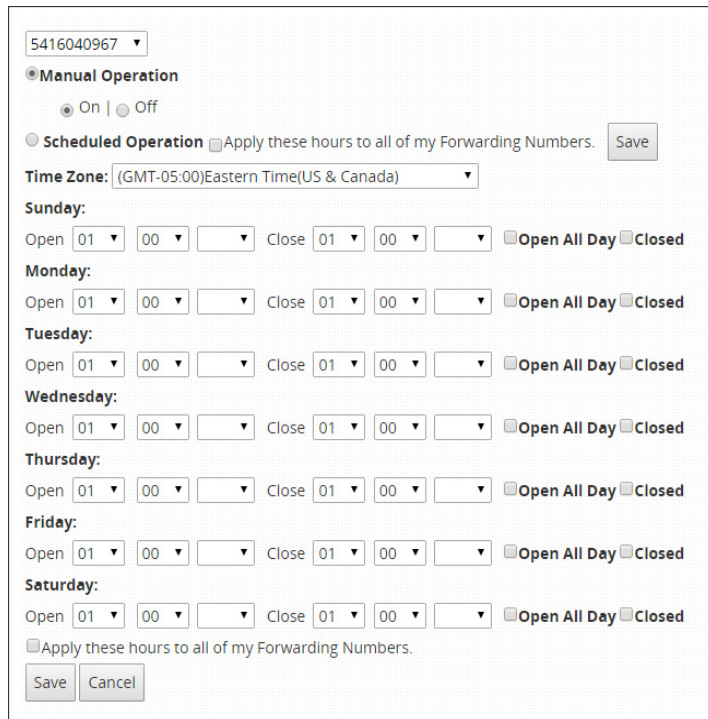
- We charge **\$0.10 for every minute** of connected call time, reflected in the **Per Min. Fee** column.
- We also charge **20% of each call charge**, reflected in **Profit % Fee**.

Your take-home profit after our fees is listed in the **Call Profit** column.

You may issue a refund for any call by clicking on the **"Refund"** link.

Phone Settings - Hours of Operation

You can change the hours when you accept calls using this page.



The screenshot shows a web form for configuring phone hours of operation. At the top, there is a dropdown menu for the phone number, currently set to 5416040967. Below this, there are two main sections: 'Manual Operation' and 'Scheduled Operation'. The 'Manual Operation' section has radio buttons for 'On' and 'Off'. The 'Scheduled Operation' section has a checkbox for 'Apply these hours to all of my Forwarding Numbers.' and a 'Save' button. Below these sections, there is a 'Time Zone' dropdown menu set to '(GMT-05:00)Eastern Time(US & Canada)'. The form then lists the days of the week: Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday. For each day, there are 'Open' and 'Close' time selectors, each consisting of a dropdown for the hour (01-12) and a dropdown for the minute (00-59). There are also checkboxes for 'Open All Day' and 'Closed' for each day. At the bottom, there is a checkbox for 'Apply these hours to all of my Forwarding Numbers.' and 'Save' and 'Cancel' buttons.

Take note of the **Phone Number** you're currently editing settings for.

Manual Operation indicates that you will be able to accept calls only when you're connected to our system.

Scheduled Operation means that calls will be patched through to you during the specified times below.

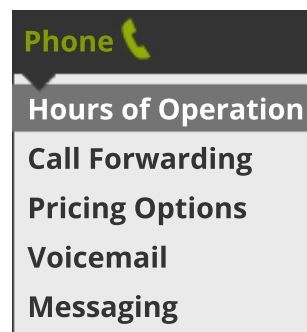
The **Hour** and **Minute** times are available to choose from. Be sure to indicate AM or PM.

Open All Day indicates for calls to be patched through anytime during that day.

Any days marked **Closed** will block any calls from coming through to this number.

You can check the **"Apply these hours to all of my Forwarding Numbers"** in order to save time duplicating the information for all of your phone numbers.

Remember: you can always get here by clicking the **"Hours of Operation"** tab from the Phone link in the menu.



Phone Settings - Call Forwarding

You can change the phone numbers where you will receive calls on this page.

These numbers will be used for forwarding member calls to.
Members will never see these numbers.

Phone #1: ☐ Receive text alerts Seconds to answer: ▼ ✖

[Add a New Number](#)

[Cancel](#) [Save](#)

Simply enter your phone number in the space provided.

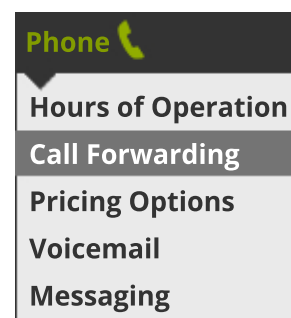
If you click the **"Receive text alerts"** checkbox you will receive a text messages when Members contact you for a call or question.

"Seconds to answer" indicates how long the phone should ring before going to the voicemail service.

You can ***drag the numbers up and down*** to indicate priority ordering of which number is called first. If the first number is not reached, the call will be attempted at the second number, and so on.

Click the red **✖** if you'd like to delete a particular phone number.

Remember: you can always get here by clicking the **"Call Forwarding"** tab from the Phone link in the menu.



Editing Your Pricing Options

Here you can specify exactly how to charge your callers.

Pricing Options

Per Minute Charge	Free Minutes
<input type="text" value="\$ 0.50"/>	<input type="text" value="5"/>
Flat Rate Call Charge	Max. Time for Flat Rate Call
<input type="text" value="\$5.00"/>	<input type="text" value="5 min."/>
First Time Caller Promotion	
<input type="checkbox"/> Offer this promotion to all first time callers.	
Free Minutes	Discount Per Min. Charge
<input type="text" value="10"/>	<input type="text" value="\$0.20"/>
Discount Flat Rate Charge	Max. Time Allowed
<input type="text" value="\$3.00"/>	<input type="text" value="15 min."/>
<small>You can reset this promotion for all callers by clicking this Reset button.</small>	
<input type="button" value="Reset"/>	
<input type="button" value="Save"/>	<input type="button" value="Cancel"/>

Your pricing structure will determine the number of calls you receive from potential callers. You should charge enough that your services appear professional, but not so much that potential clients might not want to try you out.

The Per Minute Charge is the standard rate that will be charged for every minute outside of the exceptions below.

You can set the first few minutes of each call to be **Free Minutes**.

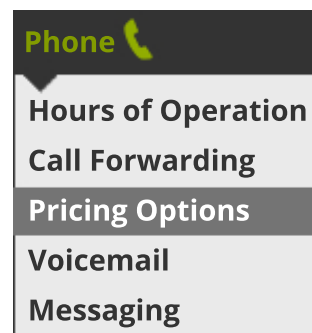
You can also choose to charge a **Flat Rate Charge**. If you do so, you must also choose a **Maximum Time for a Flat Rate Call**. The most time allowed is 60 minutes. After this time, the standard Per Minute Charge will apply.

You may also want to take advantage of our First Time Called Promotion feature. It will only apply if this box is checked.

For First Time Callers ONLY, you can set a few options:

- **Free Minutes** that is more than the standard Free Minutes you offer.
- You can set a unique **Per Minute Charge** here as well.
- First time callers can enjoy a **Discount Flat Rate Charge** for the **Maximum Time Allowed**.



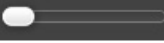





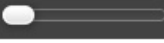









Remember: you can always get here by clicking the **"Pricing Options"** tab from the Phone link in the menu.



Accessing Voicemail

When Members are unable to reach you directly, they are given the option to leave a Voicemail. You can access your messages by clicking the **“Voicemail”** tab from the Phone menu.

Voicemail

Voicemail from Sarah N.  February 10, 2015 at 8:10 PM	  0:00  	Download File	
Voicemail from Jacob M.  February 10, 2015 at 8:10 PM	  0:00  	Download File	
Voicemail from Maria C.  February 10, 2015 at 8:10 PM	  0:00  	Download File	

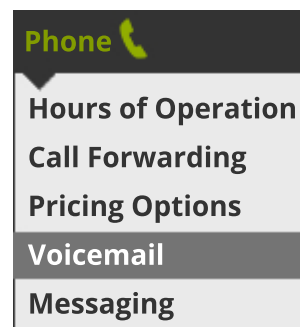
You will see who your Voicemail is from on the left. You can **click their name** to go to their profile. You can also **click the Chat Icon** to send them a text message as a reply.

Click the **triangle** to play the message.

If you'd like to save the message, click the **“Download File”** button.

Click the red **X** to delete the message.


Remember: you can always get here by clicking the **“Voicemail”** tab from the Phone link in the menu.



Accessing Text Messages

When Members are unable to reach you directly, they are given the option to leave a Text Message. You can access your messages by clicking the **"Messaging"** tab from the Phone menu.


Messaging


Text Message from Sarah N. 

Extension 14923

February 10, 2015 at 8:10 PM

Hello! I'm looking for some help with my finances. Could you call me back before 2pm? Thanks!




Text Message from **Paul F.** 

Extension 52983

February 3, 2015 at 4:58 PM

I'm sorry I keep missing you! I'll be available to talk between now and 10pm. Thanks for your help so far!



[See all messages >>](#)

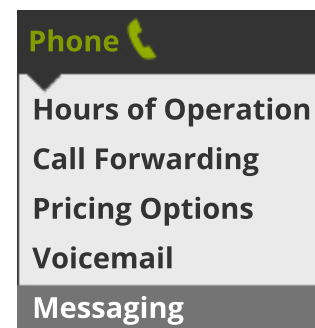
Unread Messages are marked in **bold** and have a new **"NEW"** tag.

You will see who your Text Message is from on the left. You can **click their name** to go to their profile. You can also **click the Phone Icon** to begin a phone conversation with them through the HelpByPhone web portal. Alternatively, you can dial them from you registered phone number using the **Extension Number** listed below their name.

The most **recent message** is shown in the blue text bubble on the right. If there is a previous chat history, a link will appear that says **"See all messages"**. Click on it to see your entire chat history with this Member.

Click the red **X** to delete the message.

Remember: you can always get here by clicking the **"Messaging"** tab from the Phone link in the menu.



Thank you!

Thank you for using HelpByPhone!

We strive for excellence, and are happy to hear your feedback.

If anything has not been to your satisfaction, please don't hesitate to call us at **(888) 439-8984** so we can resolve your issue.