



High Ground University

How to Create a Group ID for the IVR

In this video we will discuss how to create a group ID number for IVR. If you ever need to send an alert to a specific group of people by using your landline phone you can do this by using their group ID number.

When you call into the Cast Voice Messaging system or IVR you will be prompted to enter your phone code and pin. This information can be found by clicking the Edit icon to the right of a user's name. After you have done this you'll be asked to record your message, when you are finished press the pound key. When you are satisfied with your voice message, press pound again to continue.

If you'd like to send your voice message to all of your users simply dial the star key and then pound. If you'd like to send it to a specific group this is where you'll enter the group number and hit the pound key to continue.

To create the group ID number in your account hover over "groups" and select "view groups". Then click on the edit button to the far right of the group you'd like to create an ID for. This button looks like two people holding a pencil. From here you'll be able to edit certain things about the group such as the name and description. However, you'll see a spot for you to create a group ID number. Simply put your number in and click on update. Your screen will refresh, and you'll be able to see that the group has been updated. You may now use your group's ID number in IVR.

Thanks for watching! If you have more questions, please feel free to contact our Customer Success Team at support@highgroundsolutions.com.