

# Regulatory Guide User Manual

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## Quick Navigation Tips

<a href="#">Guide Box</a> (To the left)	<b>Search</b> – Click on search to locate keywords in the guides you are subscribed to. Narrow your search by selecting specific guides. When doing multiple searches, you must close the results window before initiating your next search. Searches can take up to 1 minute. <b>Guides</b> – All guides with a green checkmark mean you have access to the guide. Click on the plus sign next to the guide to see the guide sections. A red checkmark means you are not subscribed to that particular guide. Click on the red checkmark to purchase that guide.
<a href="#">Navigation Menu</a> (Top of Page)	<b>Home</b> – This will bring you back to this page, with these instructions in the center box. <b>Profile</b> – Click here to view or update your profile, add another user, and/or purchase additional guides. <b>Email</b> – Review all messages and <a href="#">eAlerts</a> sent from the guide Author or Administrator. You can also send emails to the Author or Administrator with any questions or comments.
<a href="#">Latest Updates</a> (To the right)	Displayed are the most recent updates to the guide. Click on any of the updates and you will be taken to the affected section of the guide instantly.
<a href="#">TIPS</a>	<u>Close all open windows before starting a new search.</u> For optimal viewing use a screen size of 1366 x 768 and Internet Explorer 10. Certain functions will not work using Mozilla.

## Contents

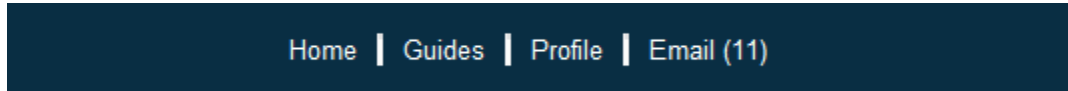
Basic Navigation .....	2
How to Navigate through the Guides .....	2
How to Search through the Guides .....	4
Profile Section .....	6
Adding a new User .....	7
How to renew/purchase a Guide.....	7
Email Section.....	8
Latest Updates Box .....	9
Additional questions .....	10

# Regulatory Guide User Manual

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## Basic Navigation

At the top of the screen after logging in, you will see a Top Navigation Bar Menu with 4 options.



**Home:** This will take you to the homepage. On this page, you will have access to the guide, the Latest Updates of the Guide, and any messages from the Author or Guide Administrator. When you first log in to the Guide, this will be the page you will start at.

**Guides:** This will take you to the guides.

**Profile:** This will take you to the profile section of the website. Here you will have access to the profile of anyone that you signed up for the guides. You can update user names, email addresses, phone numbers and passwords. You can also add more users and purchase additional guides for yourself or users you have added.

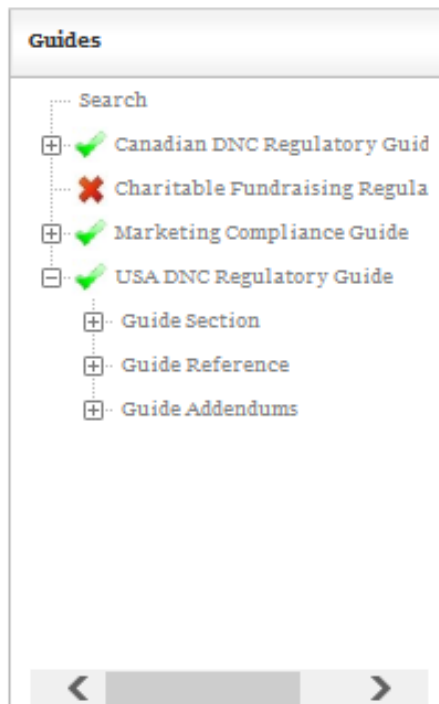
**Email:** This will take you to your messages. Every message that the Author or Guide Administrator sends out will be located here. You will be able to review all messages as well as send a message to the Author. See Email Section on emailing the author.

## How to Navigate through the Guides

The guides can be found from the home page or by clicking on Home or Guides (See Basic Navigation). The Guides have been laid out so that all navigation takes places through a Guides box on the left-hand side of the website.

# Regulatory Guide User Manual

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The sections of the guide are laid out very similar to the old guide. Each Guide has 3 parts, Guide Sections, Guide References, and Guide Addendums. To access any part of the guide, simply click on the (+) plus sign to the left of the Guide. In the screenshot above, the USA DNC Regulatory Guide has been expanded to show the 3 parts.

## Guide Section

Under Guide Section, you will find information broken out by state (province), by topic, or at the Federal level. Each part has a (+) plus sign to the left to expand further. Each State section will have a summary written by the Author as well as the Statues and Regulations.

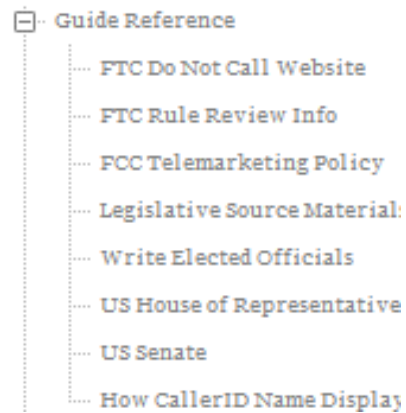


# Regulatory Guide User Manual

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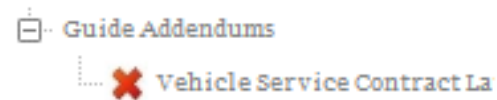
## Guide Reference

Under Guide Reference, you will find a list of helpful links to 3<sup>rd</sup> party websites that pertain to that guide. By simply clicking on one of the links, a new window will be opened with the page you selected.



## Guide Addendum

Under Guide Addendums, you will find any addendums that are associated with that Guide (if any).

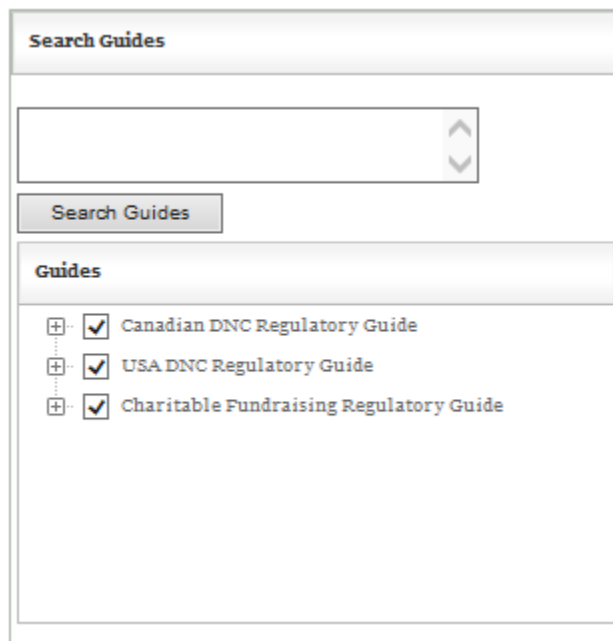


## How to Search through the Guides

At the top of the Guide Box, there is a search link. Upon clicking on the link, the Search Box will open in the middle of the screen.

# Regulatory Guide User Manual

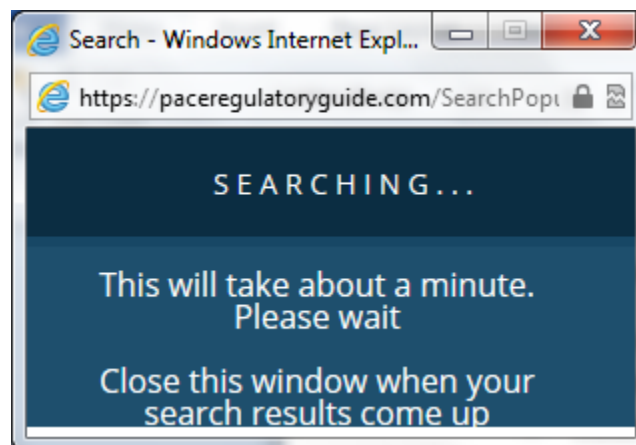
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The screenshot shows a web interface titled "Search Guides". At the top, there is a search input field with a dropdown arrow on the right. Below the input field is a button labeled "Search Guides". Underneath the button is a section titled "Guides" which contains a list of three items, each with a plus-minus icon and a checked checkbox:

- Canadian DNC Regulatory Guide
- USA DNC Regulatory Guide
- Charitable Fundraising Regulatory Guide

In the box above the Search Guide button, enter in any keywords or a short phrase. Check the boxes of the guides you want the search to focus on. To speed up the search, make sure to type in very specific keywords and only select the guides you want to include for that search. After clicking Search Guides, a popup will appear reminding you that the search can take a minute or two.



After the search has been completed, close the small popup and you will see the results in the middle box.

# Regulatory Guide User Manual

Search Results			
Guide Name: USA DNC Regulatory Guide <a href="#">"rebuttal" rule in IL 815 ILCS 413/15(b) &amp; 413/25</a>	Topic Name: "No Rebuttal" Rules	Sub Topic: "No Rebuttal" Rules	Last Update: 05-01-2013
Guide Name: USA DNC Regulatory Guide <a href="#">"rebuttal" rule is phrased, if a prospect indicates</a>	Topic Name: "No Rebuttal" Rules	Sub Topic: "No Rebuttal" Rules	Last Update: 05-01-2013
Guide Name: USA DNC Regulatory Guide <a href="#">Rebuttal Provisions Language: None n/a Exe</a>	Topic Name: Alabama	Sub Topic: Summary Topics	Last Update: 05-18-2012
Guide Name: USA DNC Regulatory Guide <a href="#">rebuttal rule in place Telephone sellers prohi</a>	Topic Name: Alaska	Sub Topic: Summary Topics	Last Update: 04-15-2013
Guide Name: USA DNC Regulatory Guide	Topic Name: Alaska	Sub Topic: Summary Topics	Last Update: 04-15-2013

By clicking on any of the entries, you will be taken directly to the location of the keyword.

## Profile Section

After clicking on Profiles from the Top Navigation Bar Menu, you will come to a page similar to this one.

Users																			
<ul style="list-style-type: none"><li>Quality Voice &amp; Data<ul style="list-style-type: none"><li>** Purchase Guides</li><li>** Add User</li><li>Dean Garfinkel</li></ul></li></ul>	<table><tr><td>* First Name</td><td>Dean</td></tr><tr><td>* Last Name</td><td>Garfinkel</td></tr><tr><td>* Email</td><td>dean@qualitycontactsolut</td></tr><tr><td>* Password</td><td>XXXXXXX</td></tr><tr><td>* Password Hint</td><td></td></tr><tr><td>* Title</td><td>President</td></tr><tr><td>* Phone</td><td>516-656-5115</td></tr><tr><td>Cell</td><td>0 <input type="checkbox"/> Text Alerts</td></tr><tr><td><input type="checkbox"/> Member?</td><td></td></tr></table>	* First Name	Dean	* Last Name	Garfinkel	* Email	dean@qualitycontactsolut	* Password	XXXXXXX	* Password Hint		* Title	President	* Phone	516-656-5115	Cell	0 <input type="checkbox"/> Text Alerts	<input type="checkbox"/> Member?	
* First Name	Dean																		
* Last Name	Garfinkel																		
* Email	dean@qualitycontactsolut																		
* Password	XXXXXXX																		
* Password Hint																			
* Title	President																		
* Phone	516-656-5115																		
Cell	0 <input type="checkbox"/> Text Alerts																		
<input type="checkbox"/> Member?																			

# Regulatory Guide User Manual

In the left-hand box will be a list of any users that you have signed up along with yourself. By clicking on anyone on the list, the box in the middle will populate with that persons information. Any of the user information can be changed here. From the User Box on the left-hand side you can also add new users and/or purchase additional guides.

## Adding a new User

After clicking on \*\*Add User from the list of option from the User Box on the left-hand side, the middle box will present a form to create the new user. All fields except for the cell phone are required. After clicking on "Add", you will be taken to a screen to select the guides you would like to purchase for the new user. You can also purchases additional guides for yourself or other users on this same page.

## How to renew/purchase a Guide

After adding a new user, or by clicking on "Purchase Guides" from the User Box (See Profile Section), you will be taken to this screen to purchase and/or renew guides.

**Please select the guides/addendums you wish to purchase**

Purchase    Renew   **\*\*Check the Guides/Addendums you wish to Renew or Purchase and push "View Selections"**

Guides	Addendums
<input type="checkbox"/> Canadian DNC Regulatory Guide <ul style="list-style-type: none"><li><input checked="" type="checkbox"/> Nathan Teahon \$250</li><li><input checked="" type="checkbox"/> Rich Hamilton \$399</li></ul>	<input type="checkbox"/> Canadian DNC Regulatory Guide
<input type="checkbox"/> USA DNC Regulatory Guide <ul style="list-style-type: none"><li><input checked="" type="checkbox"/> Nathan Teahon \$250</li><li><input checked="" type="checkbox"/> Rich Hamilton \$899</li></ul>	<input type="checkbox"/> USA DNC Regulatory Guide <ul style="list-style-type: none"><li><input type="checkbox"/> Vehicle Service Contract Laws Addendum<ul style="list-style-type: none"><li><input checked="" type="checkbox"/> Richard Hamilton \$250</li><li><input checked="" type="checkbox"/> Rich Hamilton \$250</li><li><input checked="" type="checkbox"/> Nathan Teahon \$250</li></ul></li></ul>
<input type="checkbox"/> Charitable Fundraising Regulatory Guide <ul style="list-style-type: none"><li><input checked="" type="checkbox"/> Nathan Teahon \$250</li><li><input checked="" type="checkbox"/> Rich Hamilton \$899</li></ul>	<input type="checkbox"/> Charitable Fundraising Regulatory Guide

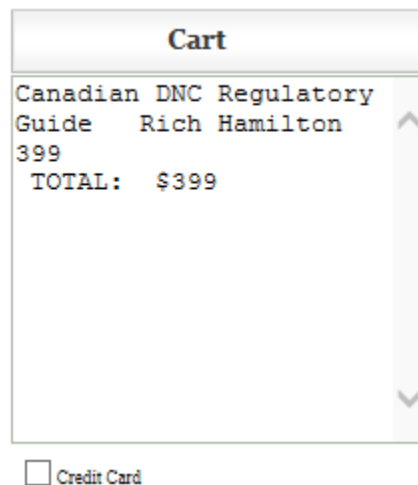
# Regulatory Guide User Manual

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A **red X** indicates that the guide has either expired or never been purchased. Each guide subscription is good for one year or until the expiration date of the primary user's subscription, whichever is sooner.

A **green checkmark** means that the guide has already been subscribed to but can be renewed. Renewal is for one year or until the expiration date of the primary user's subscription, whichever is sooner.

After checking boxes next to the guides you want to subscribe to or renew, click the button "View Selections". Another box will appear giving you a summary of what you are about to purchase.



Cart

Canadian DNC Regulatory Guide	Rich Hamilton
399	
TOTAL:	\$399

Credit Card

You have 1 option for payment, by credit card. By selecting credit card, you will be taken to another screen to enter your credit card information. Upon approval, you will have immediate access to the Guide.

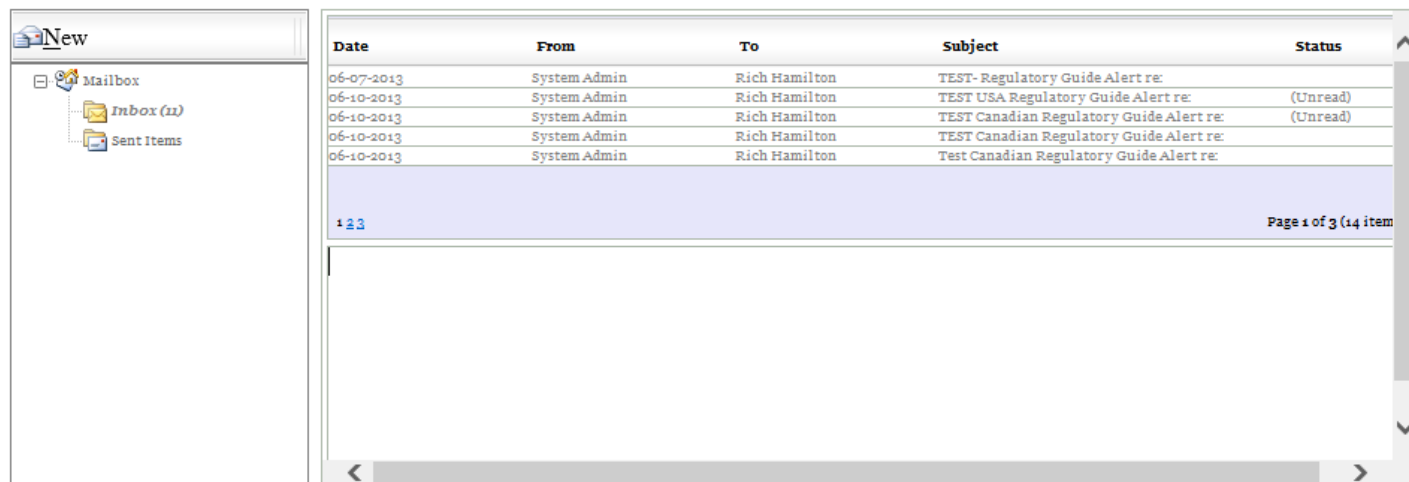
## Email Section

After clicking on the Email link in the Top Navigation Bar Menu, you will be taken to this screen. From this screen you can see all emails (messages) that the Author or Guide Administrator has sent out. By selecting an individual message, the message will appear in the blank box below the messages.

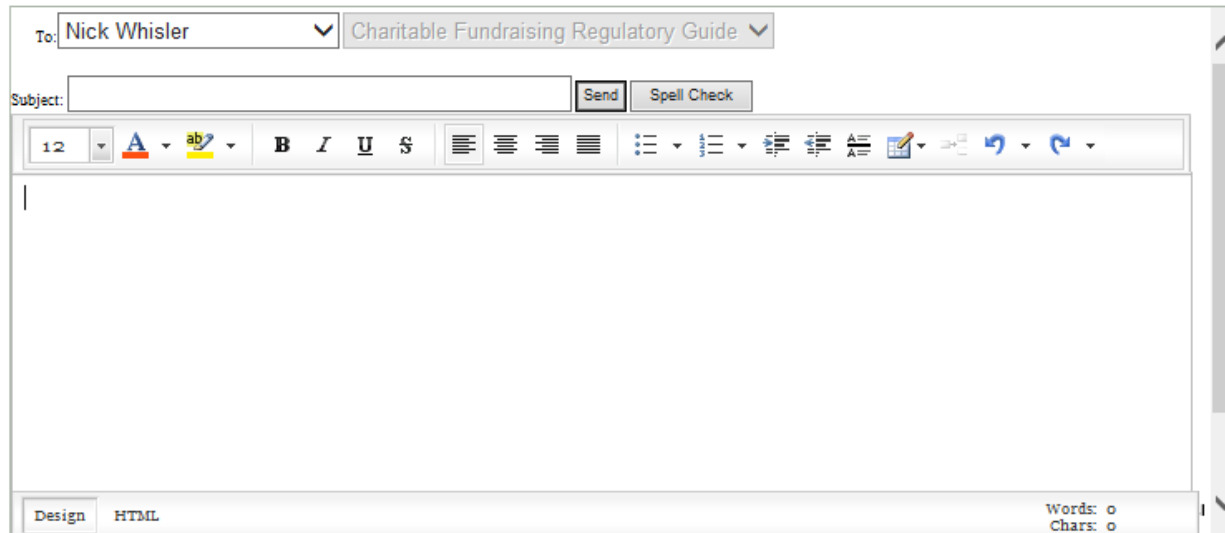


# Regulatory Guide User Manual

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Click “New” to bring up a box that allows you to create an email. The drop down box will allow you to select the Author for any guide you are subscribed to. After clicking send, the email will be sent to the author and a copy of the email will be placed in the sent folder (see previous screenshot).



## Latest Updates Box

Each time a change is made to any section of the Guide, an entry will be added to the Latest Updates box. The most recent update will always be on top. By clicking on the entry, you will be taken directly to the section that was updated.

# Regulatory Guide User Manual

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Latest Updates	
Guide: USA DNC Regulatory Guide Topic: North Dakota <a href="#">Amended North Dakota Law</a>	Last Update: 04-24-2013
Guide: USA DNC Regulatory Guide Topic: Arizona <a href="#">Expanded scope of prerecorded message prohibition</a>	Last Update: 04-22-2013
Guide: USA DNC Regulatory Guide Topic: Mississippi <a href="#">Caller ID Anti Spoofing Act</a>	Last Update: 12-19-2012
Guide: USA DNC Regulatory Guide Topic: FCC TCPA Regulations <a href="#">Declaratory Ruling on sending a one-time text mes</a>	Last Update: 12-03-2012
Guide: USA DNC Regulatory Guide Topic: FCC Summary <a href="#">PSAP DNC Registry</a>	Last Update: 10-24-2012
1 2 3 <span style="float: right;">Page 1 of 3 (13 items)</span>	

## Additional questions

If you have any additional questions or comments about the Regulatory Guide, please call Customer Support at 516 656-4191 or email [admin@regulatoryguide.com](mailto:admin@regulatoryguide.com)