

## Managing Voicemails or Audio Files Related to Telephone Town Halls

**Market:** House

**Description:** These instructions teach users how to access voicemails or audio files after a Telephone Town Hall and enter the information into IQ using the Opinion Center.

**Note:** Contact your House Office IQ Consultant on obtaining a Broadnet account.

### Accessing or Downloading Voicemails/Audio Files

1. Log into **Broadnet** at <https://clientmanager.broadnet.us/bnts>.
2. On the **Broadcast** menu, click **Find Broadcasts**.
3. Change the timeframe based on the options displayed on the dropdown list.
4. Click the **ID number** of the Access Live event.
5. Click the small **TF icon** on the bottom right of the screen.
6. Click the **microphone button** to retrieve the voicemails.
7. Select an option.

**Option- Listen to audio.** To play and listen to a recording, click **the speaker icon** next to each voicemail file.

**Option- Download an audio file.** To download the audio file, click **Download Conference Recording**.

## Entering Voicemail/Audio File information into IQ

As you listen to each voicemail, enter the information into IQ via the **Opinion Center**.

1. In IQ, navigate to **Messages > New > Opinion**.
2. The Opinion Center page is displayed.

**Messages > Opinion Center**

**New Opinion**

**Name and Address**

Name (Mr. Joe T. Quorum Jr.)

Address

City

State

Zip

7030000000

Email Address

**Method In** IQ Town Hall

**Attachments**

**Date In** 3/2/2021

**Comments**

**Affiliations** Select affiliations ...

**Issues** Select issues ...

**Bills** Position Select bills ...

**Search**

Add New Contact

**Contact Example Training (718127) (4 Services)**  
 Project Manager Leidos 7990 Quantum Dr Vienna, VA  
 22182-5255, VA11  
 training@iqservicedesk.com  
 703-000-0000 (Business Phone)  
 Frequent Writer IQ-Identified  
 Press Contact

3. Type the contact's phone number and click **Search**. Select an existing contact that matches the number.
4. In the **Method In** field, **select IQ Town Hall**.
5. Enter the constituent's comments and complete the fields as appropriate.
6. Select an option.  
**Respond.** A message record is created in IQ with a pending response message. If this option is selected, confirm that Method Out is NOT set to No Outgoing.  
**Do Not Respond.** A message record is created in IQ. No further action is needed.
7. The current record has been created in IQ. Enter the next message record as needed.