



# CREATIVE CONTENT MANAGER



## Hello, CCM.

Creative Content Manager is your online home for requesting, approving and scheduling your message on hold content from Easy On Hold. We've also built in some great features that save time and help you get the most benefit from your Easy On Hold services.

In this report, you'll learn how to log in for the first time, initiate the creative process, set up time-saving preferences, approve creative content, set schedules, make changes and share content on popular social media platforms.

Ready? Let's go.

## LOG IN AT EASYONHOLD.

Start by opening a browser such as Chrome or Firefox, and go to **easyonhold.com**. The LOG IN button is in the upper right corner of the home page.

## ENTER USERNAME & PASSWORD

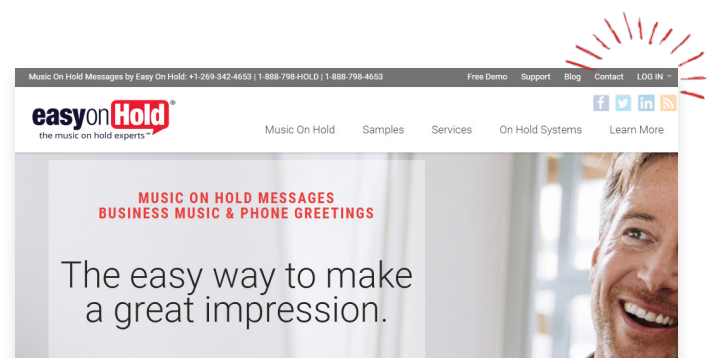
You'll see screenshots from both the LEGACY and CREATIVE CONTENT MANGER systems. Skip LEGACY and go right to **CREATIVE CONTENT MANAGER LOGIN**.

Scroll down below the screenshot of CCM and enter your username and password.

## FIRST TIME LOGIN?

You will need to know the username and password for your CREATIVE CONTENT MANAGER account. If you're not sure, contact [production@easyonhold.com](mailto:production@easyonhold.com) for help.

If this is your first time in CCM or you have not reset your username and password, your username could be your first initial and last name. Try the password: **easyonhold**.



Free Demo Support Blog Contact LOG IN

Username

Your username will be different than your email address and will contain lowercase letters and numbers only.

[forgot username?](#)

Password

Your password will be at least 5 characters long.

[forgot password?](#)

Login

# FEATURES FOR ALL USERS

- Click **+ add new message** to request a new script (or submit your own script).
- Scripts and audio that needs approval are highlighted under Next Steps.
- Other options: play, download audio, copy to a new script, archive and delete.

The screenshot displays the Easy on Hold user interface. At the top is a blue navigation bar with the logo and menu items: Home, Account, Creative Content Manager, Help, and Logout. Below the navigation bar is a breadcrumb trail: Home / Creative Content Manager - Current Topics. A welcome message reads: "Welcome, Mountain Vista Credit Union. You are on the Anytime Plan (unlimited access) through 09/29/2023." A green notification bar states: "Thanks for choosing your daypart greetings! If you wish to change them, just go to [your account](#) to update your preferences." The main content area features a "+ add new message" button, a search bar for messages, and a "with selected:" dropdown. Below these is a table of messages with columns for Message, Next Steps, Schedule, Priority, and Options. The table lists five messages, with three of them (Mortgage November December, New Weston Road Location, and January 2018 Membership Benefits) marked as "Audio Needs Client Approval".

Message	Next Steps	Schedule	Priority	Options
<input type="checkbox"/> Online Banking Any Time	Completed	10/05/2016 to forever	10	[Icons: play, download, copy, delete, social media]
<input type="checkbox"/> Mortgage November December	Audio Needs Client Approval	11/30/2017 to 12/26/2017	5	[Icons: play, download, copy, delete, social media]
<input type="checkbox"/> New Weston Road Location	Audio Needs Client Approval	11/30/2017 to 03/01/2018	5	[Icons: play, download, copy, delete, social media]
<input type="checkbox"/> January 2018 Membership Benefits	Audio Needs Client Approval	01/01/2018 to 01/31/2018	3	[Icons: play, download, copy, delete, social media]
<input type="checkbox"/> loan rates 2018	Completed	01/01/2018 to 01/29/2018	8	[Icons: play, download, copy, delete, social media]

# BONUS FEATURES FOR ANYTIME PLAN USERS

- Create and manage custom start and stop dates.
- Set more important content to play more often using the Priority setting.
- Post your content on social media platforms with one click.
- Receive email and text reminders when content is expiring.

# QUESTIONS? GET HELP & SUPPORT

**For technical support with your audio, contact:**

support@easyonhold.com

**For help with scripts, audio and scheduling, contact:**

production@easyonhold.com



**+1-888-798-4653**  
easyonhold.com