



CREATIVE CONTENT MANAGER

easyonHold[®]
the music on hold experts™

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

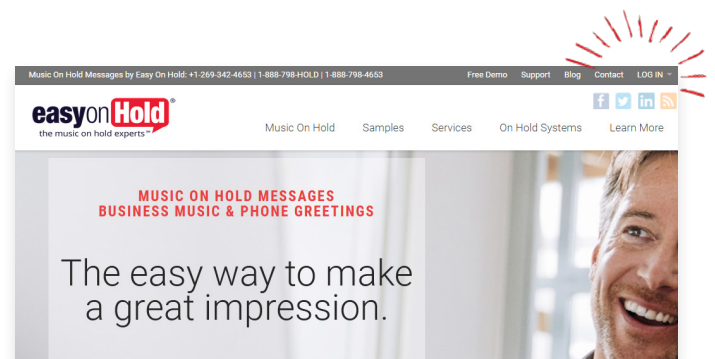
Enter your username and password and click **Login**.

If you forget either, we can help. Click the [? forgot username?](#) or [? forgot password?](#) links to reset.

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 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 shows the Easy on Hold user interface. At the top is a blue navigation bar with the logo and links for 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 says: "Thanks for choosing your daypart greetings! If you wish to change them, just go to [your account](#) to update your preferences." Below this is a dark blue button labeled "+ add new message" and a search bar labeled "search messages" with a "clear" button. A dropdown menu shows "with selected:". The main content is a table of messages with columns for Message, Next Steps, Schedule, Priority, and Options. The table lists five messages, with three of them 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



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easyonhold.com