

How to Create a Dynamic Phone Number

What you'll need before you start:

- The phone number
- The health plan name
- The destination URL

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1. Use your credentials to log in to Echo.
2. Go to **Marketing > Contact Points** (it may take a minute to load).
3. Use the browser search function (Ctrl+F or Cmd +F on Mac) to find the phone number. **Note:** Don't use hyphens; enter the number like this: 1234567890.
4. The number will appear highlighted on the page. Make sure the associated health plan name matches with the phone number.
5. Click the **Edit** button for that phone number.
6. When the edit page opens, a 3-4 digit number will appear at the end of the page URL. That is the ID number. Write that number down.
7. Use your credential to log in to the TruHearing website.
8. Go to **Dynamic Phone Numbers**.
9. Click **Add New**.
10. Enter the 3-4 digit ID number in the "ID" field.
11. Enter the plan name in the "campaign name" field.
12. Enter the phone number in the "phone number" field. Use this format: 888-888-8888.
13. Click **Publish**.

Ensure the Dynamic Phone Number Works

1. Open a new browser tab.
2. Enter the destination URL, for example: *TruHearing.com/Select*.
3. Add the dynamic code (?mid=) to the end of the URL + the ID number. For example: *TruHearing.com/select/?mid=1234*
4. Reload the page with the new URL.
5. The dynamic phone number will appear on the page.
6. Send the full URL, including the dynamic code and ID, to the person who requested it.