



SPiDERGATE

Compliance • Cost Savings • Communication

SpiderGate User Manual (Agents and End Users)

26 Feb 2015

Powered by



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Introduction

Welcome to SpiderGate - the first integrated Do-Not-Call checking system that provides a better and safer way for your telemarketing activities.

With SpiderGate's integrated solutions, you can ensure that your staff stays efficient and compliant with the Personal Data Protection Act. Staff and agents can make calls and send bulk SMS without having to manually check against the DNC registry and Company Blacklist as the system is entirely automated.

For complete adherence to compliance, SpiderGate comes with a set of Compliance Tools for Data Protection Officers. This includes a Company List Management System and the Compliance Window for tracing of staff and agent telecommunication records to assist with investigations in the event of a violation.

The good news is, our product is constantly being improved – even as you read this manual! Meanwhile, do have a good read to understand the various tools at your disposal.

Regards
SpiderGate Team

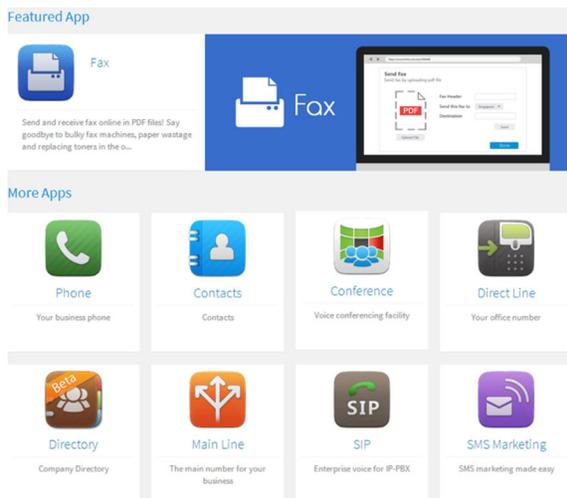
About SpiderGate

SpiderGate is an application built on the Hoiio platform which hosts other inexpensive and easy-to-use communication apps. Anyone who has signed up for a Hoiio account can enjoy these services that can be found in the App Center. Subscription and usage charges apply.

SpiderGate works by allowing automatic checking of recipient numbers against the company's centralised blacklist and national DNC registry when calls are made from the Phone App, SIP App and SMSes sent from the SMS Marketing (Premium) App.

App	Function(s)	Device
SpiderGate (When SpiderGate App is activated in your Hoiio Account, the apps below will have the DNC/Blacklist filter)	- Automatically check contact numbers with Company's blacklist and DNC registry before: Making voice calls (with Phone/SIP App); Sending SMSes (with SMS Marketing Premium App) - Single number look-up checks on Company's blacklist.	Desktop Browser
Phone	- Voice call	Mobile Phone
	- Send SMS (Single or multiple recipients)	Mobile Phone & Desktop Browser
SMS Marketing Premium	- Send bulk SMS campaigns - Schedule SMS campaigns in advance - Support UNSUB via web form	Desktop Browser
SIP	- Make voice call via company phones (works with Company's PBX systems)	Company SIP Phone

Table 1: List of Hoiio Applications that integrates with SpiderGate App



Hoiio App Centre

Apart from SpiderGate, there are various apps in the App Centre that Hoiio users have access to - Conference App, Main Line App, Fax App etc. Subscription and usage charges apply.

SpiderGate - Company Structure

Every SpiderGate for Company Account comes with different account types with varying degrees of compliance capabilities and features (the levels of hierarchy depends on your company needs and structure). Each role has a specific function and together, these roles ensure that staying compliant becomes a breeze for everyone in your organisation.

SpiderGate roles:

1. Data Protection Officer (Super-admin)
2. Admin
3. Staff
4. Agents

How to use SpiderGate

1. Register for a Hoiio account

A. Your company's DPO or Admins should invite you to create a SpiderGate account. Check your email to see if you have received an email from SpiderGate. If you do not see the email in your inbox, check your spam or junk folder.

B. Click on the "Proceed with Activation & Payment" button. You will arrive at the Registration page.

Company Logo

Your company invites you to activate your SpiderGate account (on Hoiio) following your purchase or interest in SpiderGate subscription.

Limited Time Offer: Activate now and enjoy FREE DNC checking whenever you call/SMS a number through Hoiio* (not applicable for standalone number scrubbing/lookups)

What you are getting:

1. Hoiio Account activated with 12 months SpiderGate Subscription
2. Hoiio App (iOS & Android only) for call/SMS
3. Hoiio SMS Marketing (on desktop computer) for sending bulk SMS

Separate call/SMS usage charges apply**

Each activation requires a \$10 credits top up for call/SMS usage.**

Total Amount Payable: \$10

Activation on desktop computer only

Proceed with Activation & Payment

C. If you are a new user, click "Sign Up" and fill in your particulars to create a Hoiio account. (Otherwise, click "Log In" and key in your mobile number and password.)



SpiderGate



hoiio

Signup a new account

Mobile Number

Password

Confirm Password

First / Given Name

Last / Family Name

Email

Sign Up

Log In

Already have an account? Log in now!

Log In

D. Upon signing up, you will receive a verification code on your phone.

E. Key in the SMS verification code and you will be prompted to log in to your account.

2. Activate SpiderGate on your Hoioo Account

A. Upon logging in, you will be prompted to make payment to activate your SpiderGate account.

The screenshot shows a payment page for SpiderGate on the Hoioo website. The page has a blue header with the SpiderGate logo on the left and the Hoioo logo on the right. Below the header, there is a section titled "You are purchasing:" which displays the SpiderGate Bundle Package icon and name. A "Total" field shows a blurred amount followed by "SGD".

The "Payment Options:" section contains two buttons: "Pay by PayPal" (highlighted in blue) and "Pay by Credit Card" (grey). The "Billing Details:" section includes several input fields: "Full Name", "Email" (with a placeholder "e.g. email@abccorp.com"), "Address" (split into three lines: "street address, P.O. box, company name, c/o", "apartment, suite, unit, building, floor, etc.", and "city" and "state/region"), and "Singapore" (a dropdown menu) and "postal code". There are two checkboxes: "Send billing statements to my email" (checked) with a note "Statements are sent every first Saturday of the month", and "Enable Auto Top Up" (checked) with a note "This feature tops up your credits automatically when it falls below a configurable amount. Click [here](#) for details." A blue "Confirm" button is located at the bottom center of the form.

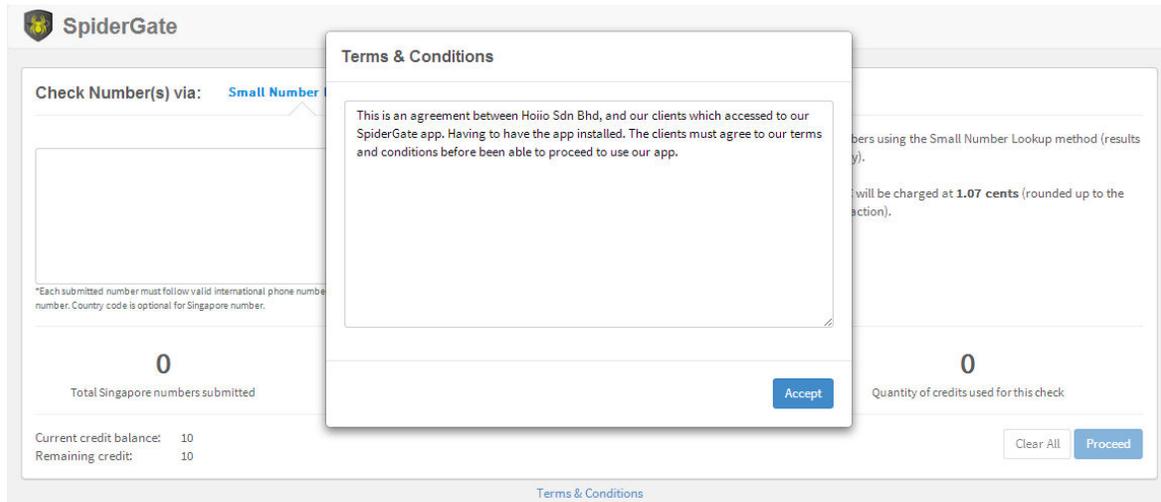
B. Choose your payment option. You have a choice between credit card or PayPal.

C. Enter your billing details. Click "Confirm".

D. Upon submitting your details, you will be led to a secure site (either World Pay or PayPal) to complete the transaction.

E. After the transaction has been completed, you will be redirected to the user portal. You should also receive an email receipt confirming your payment.

F. You will be asked to accept the Terms and Conditions before using SpiderGate.



3. Download the Hoiio mobile application

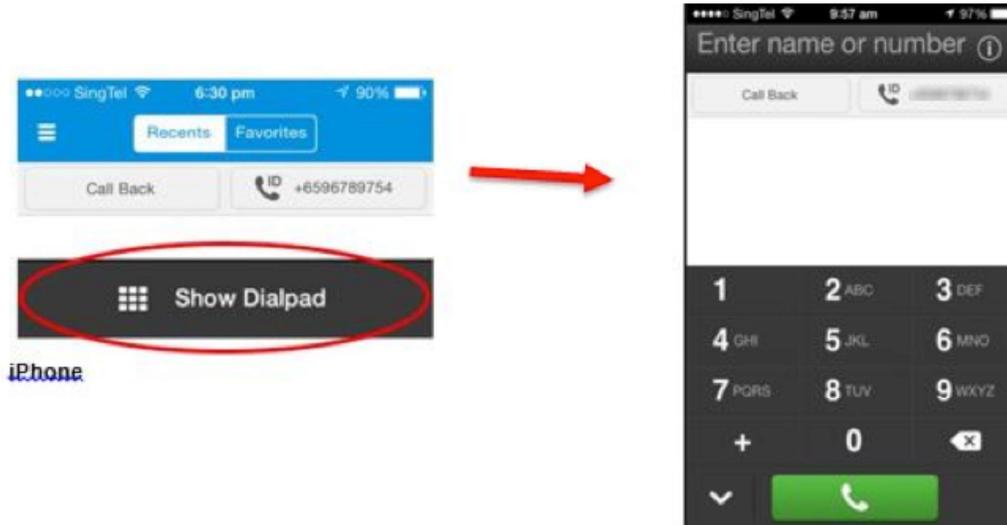
- A. The Hoiio mobile app is available for download in the iOS App Store and Google Play.
- B. Open the Hoiio mobile application.



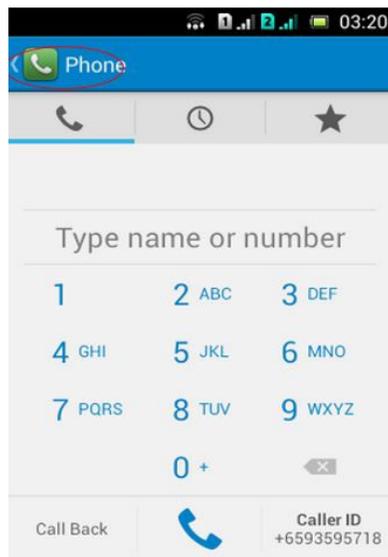
- C. Log in to the app using your registered mobile number and password.

4. Make a test call

- A. To make sure SpiderGate has been properly activated, make a test call on the Hoiio mobile app.
- B. iPhone users, click on the “Show Dial Pad” to reveal the dial pad.



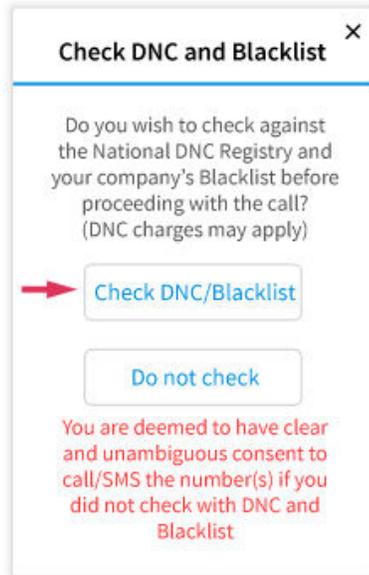
- C. Android users will have the dial pad displayed.



Android

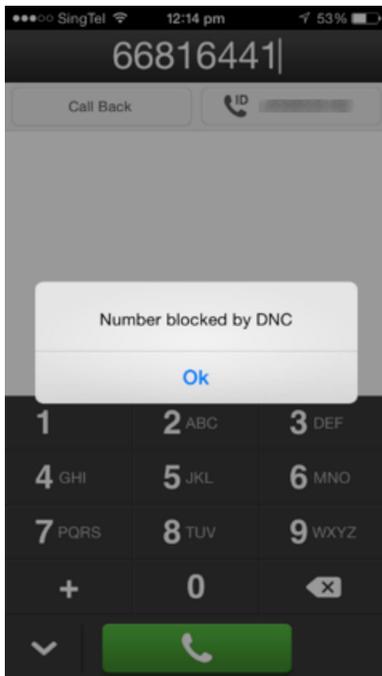
Key in 6681 6441 and then click the “Phone” icon below the dial pad to call.

D. You should see a prompt before the call. Select Check DNC/Blacklist.

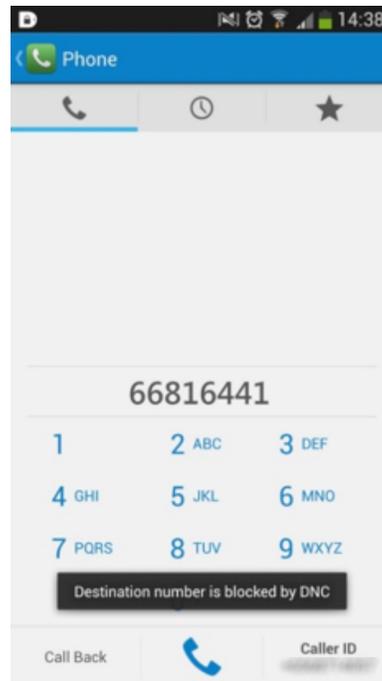


E. You should see an alert that indicates the number is blocked by DNC.

iPhone



Android

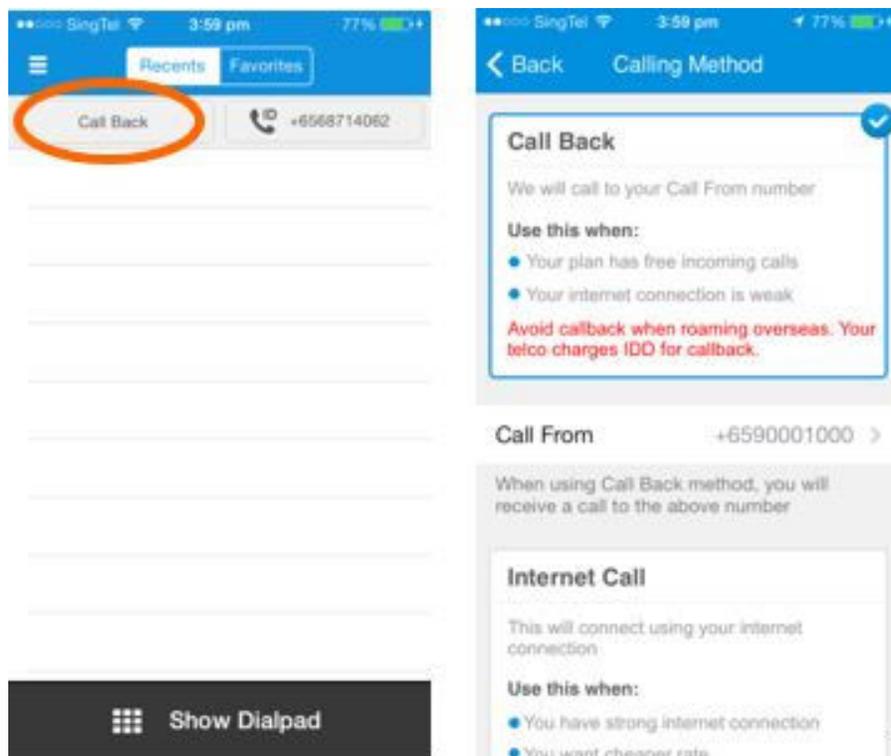


Please contact spidergate@hoiio.com if the prompt is missing or should the call go through.

5. Make a voice call

- A. There are 2 call methods available: Callback and Internet Call.
- a) Callback - This method is recommended when you don't have a good WiFi connection. Upon dialing a number, the line will ring and then disconnect. A call will subsequently be made to your cell number. This is known as "callback". Upon accepting the call, the line will then be connected to your recipient. (Calls are charged at 3.4 cents/min versus 16.1 cents/min from your mobile phone operator after you exceeded your quota of free outgoing calls)
Note: Avoid using CallBack when on auto roam. You will incur IDD call charges from your telco.
- b) Internet Call - This method is ONLY recommended when you have an excellent WiFi connection, otherwise the call quality will be compromised. (Calls are charged at 1.7 cents/min.)

iPhone



To switch between Internet Call and Call Back, click on the button circled in orange.

Android



To switch between Internet Call and Call Back, click on the button circled in orange.

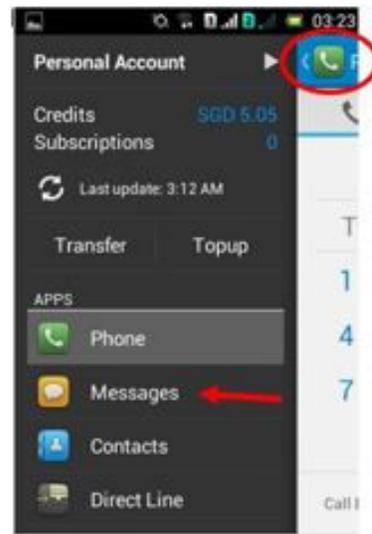
- B. Once SpiderGate has been properly activated, SpiderGate will automatically check against your company's centralised blacklist and the national DNC registry, and prevents you from calling DNC registered or blacklisted numbers.
- C. Simply dial the recipient's number using the Hoiio Phone app and a prompt will appear. Make sure you select "Check DNC/Blacklist". If the number is in the DNC registry or company blacklist, the call will be blocked.

In the event the recipient's number is not found in either list, your mobile phone will ring with the recipient's number appearing on your screen. This is known as callback. When you accept the call, Hoiio will then connect the line to your recipient.

6. Send an SMS

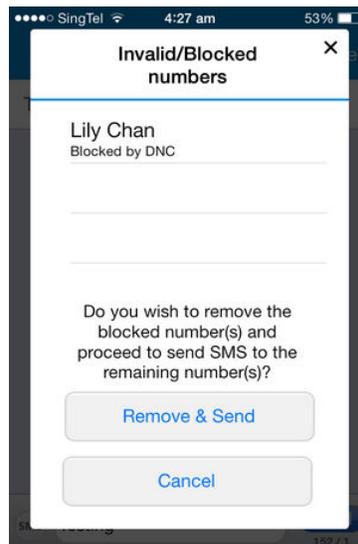


iPhone



Android

- Click on the top left corner of the Hoiio mobile app to open the menu option.
- Select "Message".
- Type in your message and telephone numbers.
- When you click send, a prompt will pop up. Select Check DNC/Blacklist.
- If there are blocked numbers, another prompt will appear.
- Click "Remove & Send". The message will only be sent to the remaining numbers not on either list.



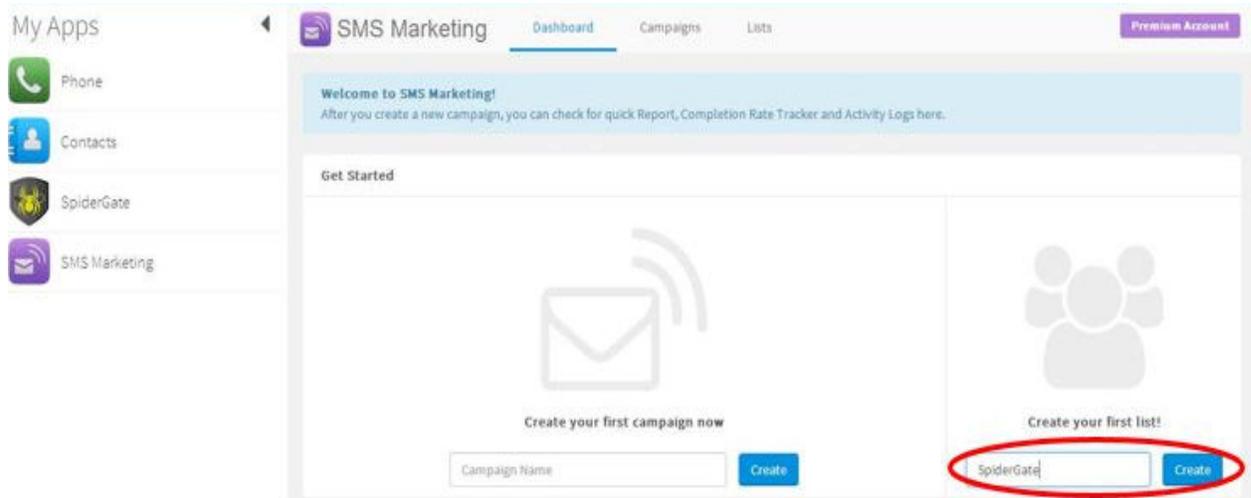
7. Launch an SMS Marketing Campaign

Getting started

- A. Sending bulk SMSes is only possible from the Hoiio web portal on your desktop. Login to the user portal and select the SMS Marketing App on the left side menu.

Create a contact list

- B. Type in the name of your list in “Create your first list!” and click “Create”. To create subsequent lists, click on “Lists” on the top menu and select “Create New List”.

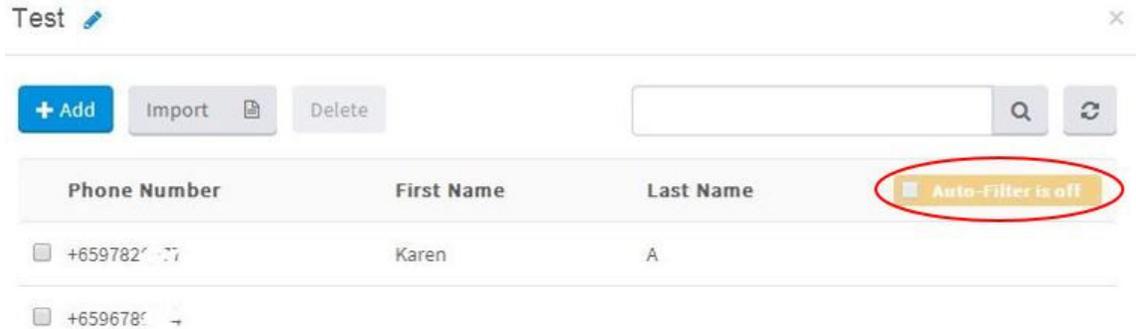


- C. You can choose from 2 methods to add contacts to your list: CSV Excel file or manual input.
- a) CSV Excel file - Click on the “List” icon to download the CSV template into your computer. Add your contacts to this saved CSV template, name the contact list group and click “Save as”. To upload your saved Excel spreadsheet, click on the newly created list name on your SMS Marketing Lists, click “Import” and select the file you wish to upload.

Note: It is optional to put the country code 65 in front of the phone number. It is also optional to key in the first and last name in the CSV file but doing so will allow you to personalise your messages later on.

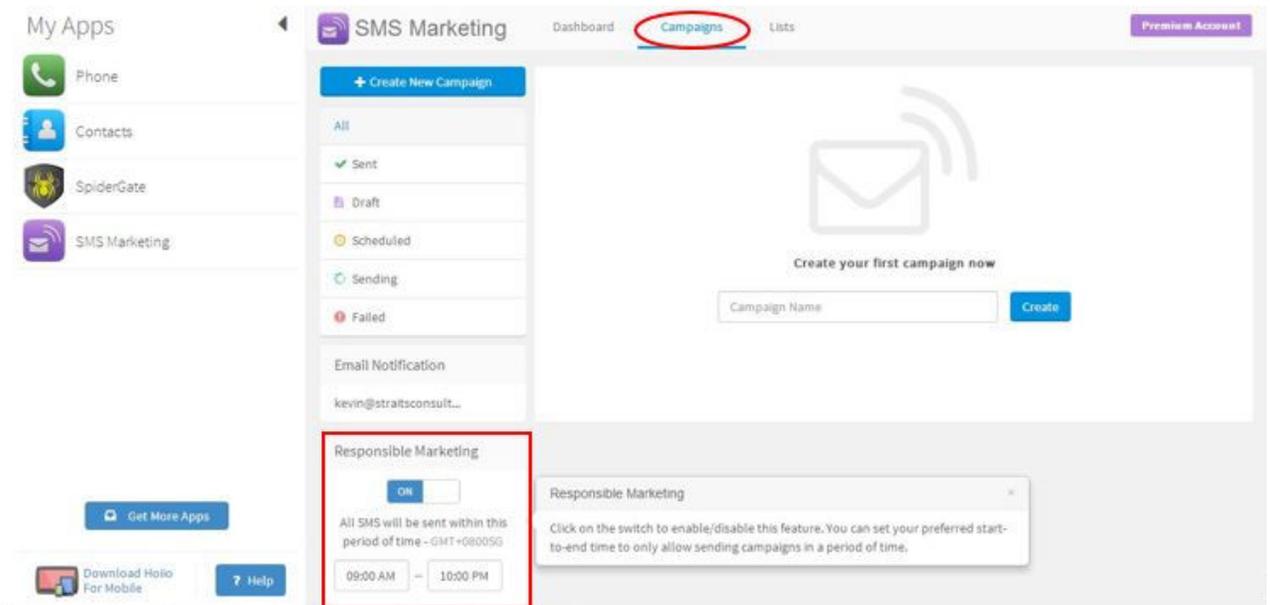
- b) Manual input - Key in the mobile number, the "+65" should already be in the phone number box. Otherwise, remember to key in +65 in front of the mobile number. It is optional to key in the first and last name, but doing so will allow you to personalise your messages later on. Click the "Plus sign" after the Last name to add the number onto the list.

When your contact list has been uploaded, you have the option of turning on the Auto Filter feature. After checking the DNC registry and company blacklist before your SMS campaign is sent, the Auto Filter will automatically remove all numbers blocked on the company blacklist from your uploaded contact list.



Create Your Campaign

- D. Click on "Campaigns" on the top menu bar



- E. Ensure that your Responsible Marketing notification is turned on and set the sending time period. This feature is useful as it will remind you to reschedule your SMS marketing campaign if you are sending it outside your selected SMS time period.

- F. Key in the campaign name to help yourself identify the campaign later (this will not be included in the SMS) and click on “Create”.
- G. Under “Select Recipients”, put a check mark in the box against the name list you would like to send the message to and Click on “Next”.
- H. Type your campaign message. The maximum character count for each SMS is 160 characters. The use of the unsubscribe option via web form will reduce the number of characters in your SMS.

The character count display can be seen on the top right corner of the box when composing your message.

Please note that if you decide to personalise your message by using the merge tags, the character count is not added in due to different alphabet count in names. Use of this feature may result in more than 1 SMS sent and hence incur additional charges.

- I. When you check the box to unsubscribe, recipients will be allowed to unsubscribe via web form. Your recipients will receive a link to a webpage where they can key in their phone number to unsubscribe to your SMS messages. **Please inform your company if you receive any unsub requests via phone or SMS.**
- J. To see how your text message would look like on the phone, click on “Send Test SMS” to send the message to yourself. This is chargeable at 3.2 cents per SMS. W.e.f 01 Mar 2015, SMS will be charged at 4.5 cents per SMS.

K. When you are done, click on “Next” to proceed to the next step.

Finishing up

SpiderGate Campaign ×

Select Recipients **Description** **Actions**

Summary

Campaign Name SpiderGate Campaign

Sender Name +6593595718

Number of Recipients 3

Unsubscribe method Web Form

<ADV> Be the first to experience the lifestyle of the affluent @ The East. Call Pat, ABC Pte Ltd at 91234568 for more info.

Estimated Cost 0.1 SGD 

Schedule Campaign GMT+0800SG

Bypass Company Blacklist & DNC

Reasons to bypass

! You opted in for Responsible Marketing to send from 09:00 AM to 3:30 PM (GMT+0800SG)

Would you like to reschedule your campaign to send at 09:00 AM instead?
(You can select your timing via 'Schedule Campaign' option)

Reschedule Ignore

BackSave as DraftSend Now

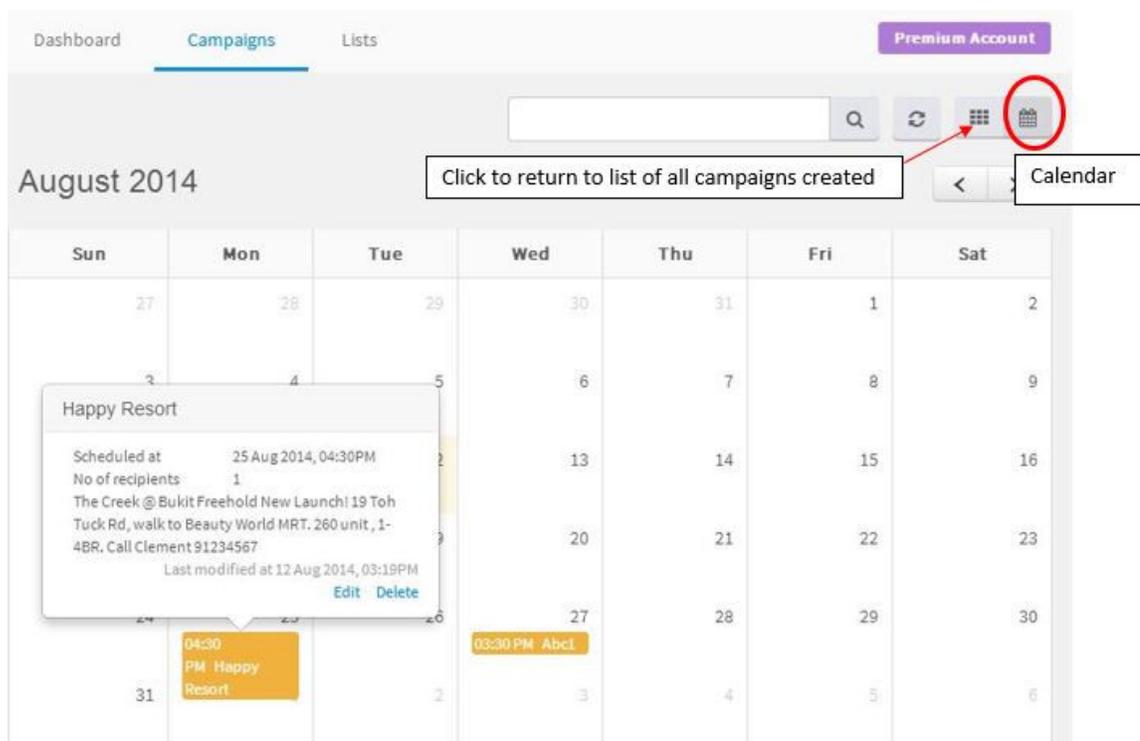
- L. To finish the campaign, click on “Send Now”. **If you are sending the campaign outside your sending marketing time period**, a prompt will appear to remind you of the responsible marketing time and advise you to reschedule your campaign.
- M. **To schedule the campaign to be sent at a later time**, check the box beside the “Schedule the Campaign”, select the date and time you wish to send.
- N. Remember to keep the box for “Confirmation to bypass company and DNC” **UNCHECKED**, i.e. **DO NOT TICK THE BOX**.

- O. It will take some time for all the SMSes to be sent due to the DNC and company checks, after which you can view your campaign under “Sent”. Click on “View Report” of the specific campaign.



View monthly campaign schedules

- P. To view monthly scheduled campaigns, click on the Calendar icon circled in red.



- Q. You can also edit or delete campaigns by clicking on the campaign name on the scheduled date and time. To return to the list of campaigns click on the icon on the left side of the Calendar button.

8. Number Checks Using Small Number Lookup

1. Small Number Lookup allows checking of up to 10 numbers against the DNC registry and centralised company blacklist.
2. Login to the user portal and click on the SpiderGate app on the left side menu.
3. Click on the "Small Number Lookup" tab.
4. Key in a number (including the +65 country code) and press the "Enter" key. Repeat the process till you have entered all the numbers.

Check Number(s) via: **Small Number Lookup** Bulk Filtering

2/10 number(s)*

+6593595718 x +6596789754 x

You can check up to 10 numbers using the Small Number Lookup method (results will be displayed immediately)**.

Each number lookup to DNC will be charged at **1.07 cents** (rounded up to the nearest **0.1 cents** per transaction).

*Each submitted number must follow valid international phone number format, e.g: +6591234567 where 65 stands for country code and 91234567 is the number. Country code is optional for Singapore number.

2	x	0.0107	=	0.022
Total Singapore numbers submitted		credit/number		Quantity of credits used for this check

Clear All Proceed

5. You will be shown a total of the Singapore numbers submitted as well as the credits chargeable if the check is performed. Each number check costs 1.07 cents (rounded up to the nearest 0.1 cents per transaction).

6. To confirm, click "Proceed".

7. You will receive the results almost immediately, showing which numbers are registered in the DNC registry and company blacklist, or not registered at all. You can also retrieve your results by clicking on "View Results".

The screenshot shows the SpiderGate web application interface. On the left, there is a sidebar with two buttons: "Check Registry" and "View Results". The main content area is titled "Result" and displays a table with the following data:

Number	Voice	SMS	Fax
+6583767...	NR	NR	NR
+659799L...	DNC	DNC	DNC
+659359C...	BL	BL	BL

Expiry date: 11 Sep 2014

Legend:

- WL: Whitelist
- NR: Not registered on DNC Registry and Company Blacklist
- BL: Blacklist (Company Opt-out List)
- DNC: Do-not-call/text/fax as registered in DNC Registry
- SKIPPED: Not a valid Singapore number

At the bottom right of the interface, there is a button labeled "Start New Lookup".

To conduct another check, click on "Start New Lookup".

9. Number Checks Using Bulk Filtering

1. Bulk filtering allows for checking of a large quantity of phone numbers against the DNC registry and centralised company blacklist.
2. Log in to the user portal and click on the SpiderGate app on the left side menu.
3. Click on the "Bulk Filtering" tab.
4. Download the CSV template. Type in or copy and paste all the telephone numbers in the CSV file.

Click on the "Upload CSV" button to upload your CSV/Excel file of the numbers.

Check Number(s) via: [Small Number Lookup](#) **[Bulk Filtering](#)**

[Upload CSV](#)

CSV Template can be downloaded [here](#).

You will be notified by email** once the results are ready within 24 hours.

Each number lookup to DNC will be charged at **1.07 cents** (rounded up to the nearest **0.1 cents** per transaction).

100	x	0.0107	=	1.07
Total Singapore numbers submitted		credit/number		Quantity of credits used for this check

[Clear All](#) [Proceed](#)

5. Upon uploading the file, you will be shown the total Singapore numbers you are checking and the credits chargeable if you choose to proceed. The system automatically filters out duplicates so you will only be charged for checking each number once. Each number check costs 1.07 cents.

6. To confirm, click "Proceed".

7. You will receive the results via email within 24 hours. The search results will be in an attached CSV file and will show two statuses below the headings of No Voice Call, No Text Message and No Fax Message. The first result will be from the DNC Registry and the second will be from the Company's Blacklist (Opt-out).

Transaction ID	2b3809b6-fdb1-4889-8244-087864b2ff8b		
Processed Date	25/02/2015 13:34:04		
Result Expiry Date	27/03/2015		
Number	No Voice Call	No Text Message	No Fax Message
---	DNC Registry/Company	DNC Registry/Compar	DNC Registry/Company
98222625	DNC/NR	DNC/NR	NR/NR
97990030	DNC/BL	DNC/BL	DNC/BL
96498281	DNC/NR	DNC/NR	DNC/NR

Total		3	
Legend:			
WL = Whitelisted			
NR = Not registered in DNC Registry or Company Registry			
BL = Blacklisted			
DNC = Do not call/Do not SMS/Do not fax			
SKIPPED = Not a valid Singapore number			
Please print these results for your records.			

10. How to search for past results on Check Numbers via small and bulk filtering.

1. Log in to the user portal and click on the SpiderGate app on the left side menu.
2. Click on View Results.
3. Select the method and numbers of days you wish to locate the results.
4. Mouse over the specific submission date and click "Download Results Lookup".

The screenshot shows the SpiderGate user portal interface. On the left sidebar, the 'View Results' button is circled in red. The main content area features a search filter section with 'All Methods' and 'Last 3 months' dropdowns, and date range inputs for 'From 13/05/2014' and 'To 13/08/2014'. A dropdown menu is open over the 'Last 3 months' filter, listing options: 'Last 1 day', 'Last 2 days', 'Last 3 days', 'Last 7 days', 'Last 1 month', 'Last 2 months', and 'Last 3 months'. Below the filter is a table with 5 results found. The table has columns: 'Submission date', 'Total numbers', 'Costs', and 'Expiry date'. The first row has a 'Download Result Lookup' button circled in red.

Submission date	Total numbers	Costs	Expiry date
12 Aug 2014, 01:48 PM	3	0.022	11 Sep 2014
12 Aug 2014, 01:41 PM	3	0.011	11 Sep 2014
12 Aug 2014, 01:36 PM	6	0.043	11 Sep 2014
15 Jul 2014, 09:43 AM	1	0	14 Aug 2014
15 Jul 2014, 09:42 AM	1	0	14 Aug 2014

5 results found.

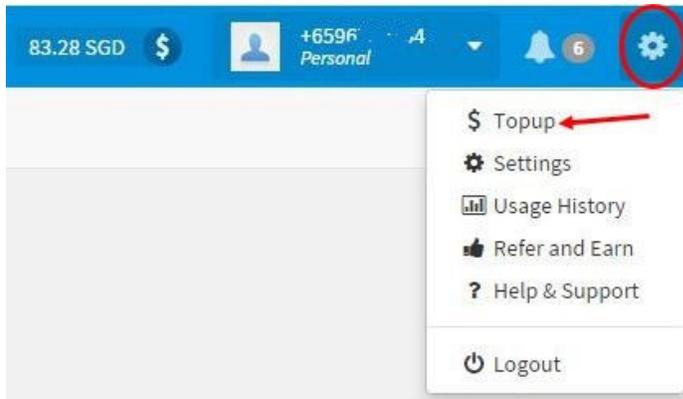
[Terms & Conditions](#)

Other Useful Info

For Agents

Agents and professionals whose SpiderGate filter is activated on their Personal accounts will find useful information here to assist with payment and looking for transaction records.

Click on the “Settings” icon on the top right and a drop down menu will appear.



Top up credits

- A. Select “Top Up” and complete the process in 3 simple steps:
 1. Select the top up value.
 2. Enter your personal particulars.
 3. Pay via Paypal or credit card.

- B. The auto top up feature is enabled by default so your credits are topped up automatically when your credit falls to a certain value. This ensures that usage of Hoiio’s services will never be disrupted due to lack of credits. If you do not want the credits to be topped up automatically, select the disable Auto-top up.

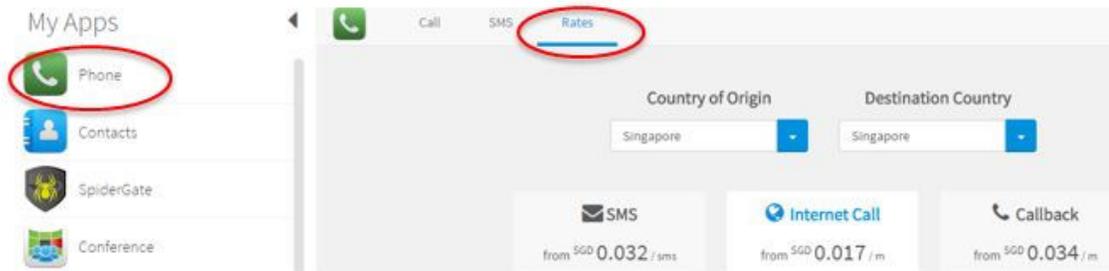
To check if auto top up has been enabled, go to Settings>Credit>Auto top up.

View past records

- A. To check your call history, select “Usage History” and select the time frame that you would like the history of calls to be displayed.

Check rates

- A. To check call and SMS rates, select the Phone app on the left side menu. From the top menu, click on “Rates”. Select your country of origin and destination. Do note that rates may differ for different telco operators.



Support

How do I get billed?

Your call and SMS usage costs are deducted from the credit balance in your Hoiio account. (You had previously paid \$10 for credits on top of your SpiderGate yearly subscription). When your balance falls below \$2, a charge of \$10 will automatically be billed to your credit card to top up the balance in your account. A transaction confirmation of the charge and a receipt will then be sent to the email address you registered with.

** There is an auto top up feature that has been enabled in your account that will automatically top up \$10 each time for you when your value falls below \$2. If you do not wish to have the auto top up, just uncheck the box in the top up section. Take note that some applications may not work if there are insufficient credits.

Am I also paying charges to my own telco provider while using the Hoiio application?

No, there are no charges incurred as long as your own telco subscription plan includes a data plan and has free incoming calls when the **Callback method is used. When using the Hoiio application to make calls or SMS, the charges are taken directly out of the credits in your Hoiio account. Calls are charged when your call is answered or it goes into voice mail.

The callback method which uses incoming call **is strongly NOT recommended when overseas, as your telco provider charges for roaming if you receive incoming calls while outside of Singapore.

Why did the call go through using SpiderGate despite the customer being on DNC?

In the event that after using SpiderGate and a customer informs you that he or she is in the DNC list, apologise to the customer and let him or her know that their phone number will immediately be placed in the company's blacklist. Let the customer know that according to PDPC, it takes up to 30 days after registering their telephone number to stop receiving telemarketing messages. Remember to notify your Data Protection Officer to put the number into the company's blacklist.

For a list of frequently asked questions on SpiderGate, please visit this URL Link:
<http://www.spidergate.com.sg/support/>

For a list of frequently asked questions on Hoiio applications, please visit this URL link:
<http://support.hoiio.com/>.

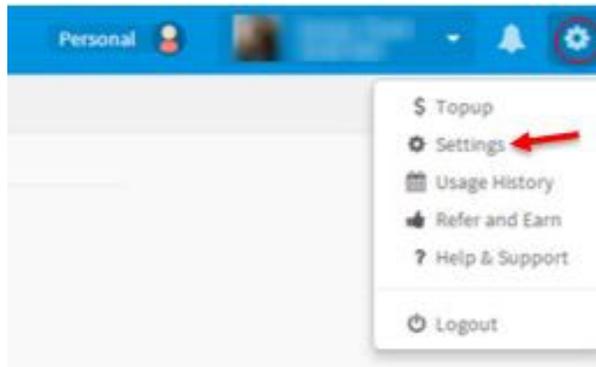
How to use SpiderGate on my new mobile phone?

If you have changed to a new smart phone, go to the iOS App Store or Android Google Play Store to download the Hoiio mobile application. Open up the Hoiio mobile app to start using SpiderGate.

How to use SpiderGate on my new mobile number?

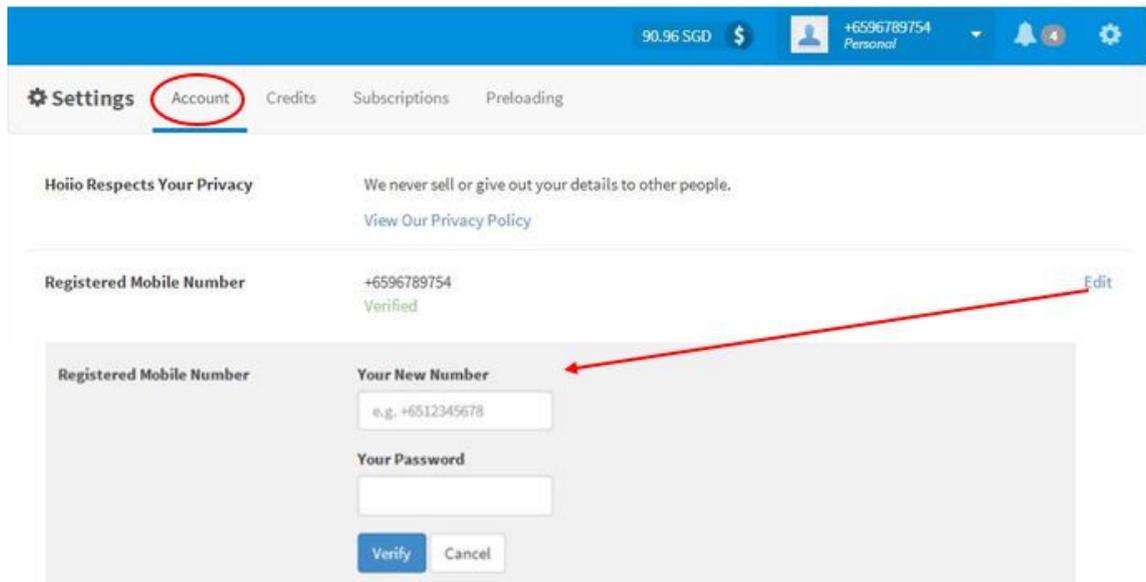
To use SpiderGate on your new mobile number, log in to www.hoiio.com on your desktop web portal using your old mobile number and password.

- a. Click on the “Settings” icon on the top right and a drop down menu will appear. Choose “Settings”.



- b. Select “Account” on the top menu bar. Click “edit” to change the registered mobile number. Type your new mobile number and the current password. Click “Verify”.

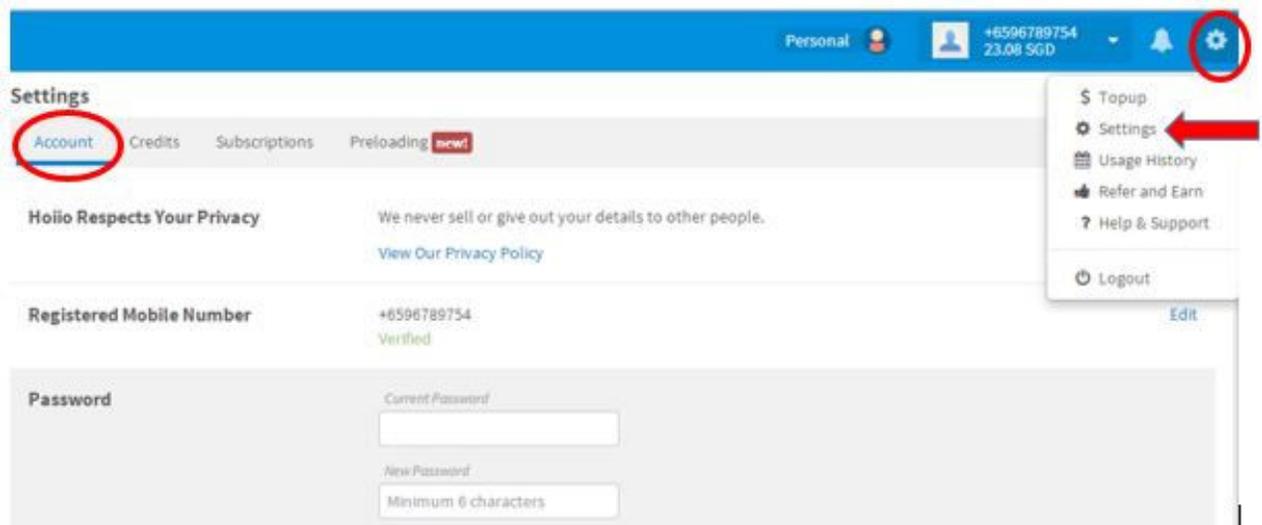
Next, key in a verification code that has been sent via SMS to your new mobile number and click “Save”. Open up the Hoiio mobile app to start using SpiderGate.



- c. If you do not have the Hoiio mobile app on your phone, go to the iOS App Store or Android Google Play Store to download the mobile application.

How to change my password?

- a. Click on the settings icon on the top right to drop down menu. Go to Settings.
- b. On the Accounts page, click on edit to change password.



What happens if I forget my password to my Hoiio account?

Open up the Hoiio mobile app on your smart phone.

- a. Click on “Forgot your password” button.
- b. Key in your mobile number and click “Continue”. Key in the verification code that you will receive via SMS.
- c. Key in your new password (min 6 characters, can be alpha numeric) and reconfirm.

What are the usage charges for calls or sms?

The usage charges for local calls are 3.4 cents/min and 3.2 cents/sms. W.e.f 01 Mar 2015, SMS will be charged at 4.5 cents/sms. Local call rates will remain at 3.4 cents/min.

Contact Info

If you require any assistance, please email Hoiio at spidergate@hoiio.com or call at 6595 0480 (10 am to 5 pm, Monday to Friday excluding Public Holidays)

or

Straits Interactive at support@straitsinteractive.com or call 6850 5462 (9 am to 6 pm, Monday to Friday excluding Public Holidays).