



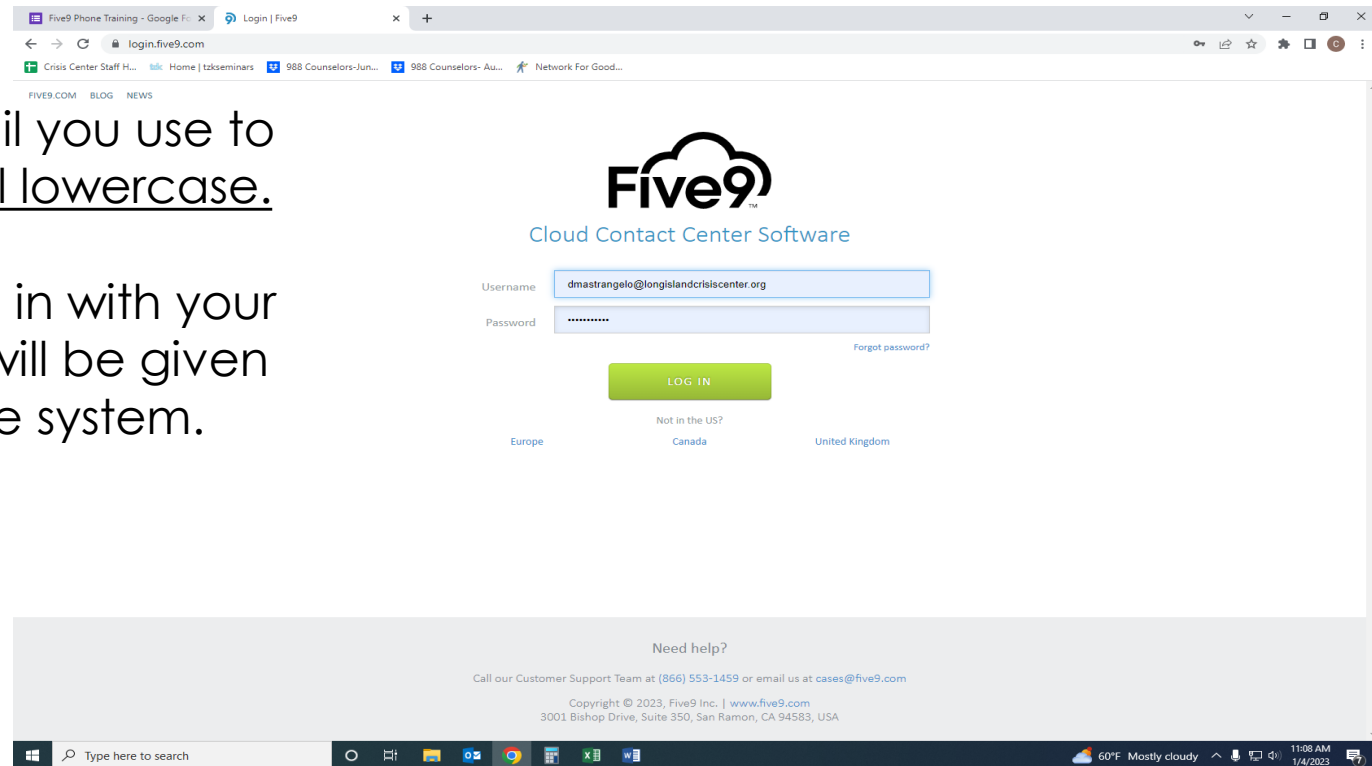
Five9 Telephone Training

How To Log In to Take Calls

Website: login.five9.com

Username: Your Email Address (the same email you use to log into InfoBase). Please type your email in all lowercase.

Password: Whatever you choose upon first log in with your temporary password. A temporary password will be given to you via email once you are entered into the system.



The screenshot shows a web browser window displaying the login page for Five9. The browser's address bar shows the URL "login.five9.com". The page features the Five9 logo at the top, followed by the text "Cloud Contact Center Software". Below this, there are two input fields: "Username" and "Password". The "Username" field contains the email address "dmastrangelo@longislandcrisiscenter.org". The "Password" field is filled with dots. A green "LOG IN" button is positioned below the password field. To the right of the password field, there is a link for "Forgot password?". At the bottom of the login area, there are three links for regional access: "Europe", "Canada", and "United Kingdom". A "Not in the US?" link is also present. At the bottom of the page, there is a "Need help?" section with contact information for the Customer Support Team, including a phone number (866) 553-1459 and an email address (cases@five9.com). The footer also includes the copyright notice: "Copyright © 2023, Five9 Inc. | www.five9.com" and the address: "3001 Bishop Drive, Suite 350, San Ramon, CA 94583, USA". The Windows taskbar is visible at the bottom of the screen, showing the search bar and various application icons.

How to Log In Continued

Once logged in, you will click the Agent button

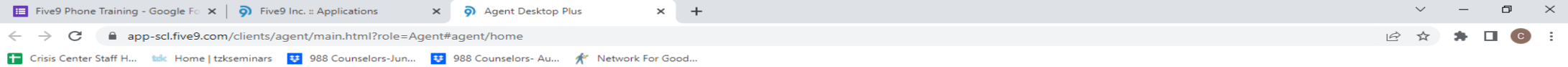
The screenshot shows a web browser window displaying the Five9 user dashboard. The browser tabs include "Five9 Phone Training - Google F...", "Five9 Inc. - Applications", and "us8.five9.com". The address bar shows "us8.five9.com". The dashboard header includes "Home", "System Status", the Five9 logo, "English - United States", and "Log Out". A greeting bar says "Hello, Dana Mastrangelo (Nextiva - Long Island Crisis Center)" and "Logged in at 11:04 AM".

Below the header, a message states: "To use some of these Five9 applications, you need to download and install Java Runtime Environment in your computer." Below this message are eight application tiles:

- Agent** (circled in red): Communicate with your customers and prospects
- Support and Training**: Access the support team, documentation, cases, solutions and Five9 University for role-based training and certification for administrators
- Supervisor**: Manage your agents' activities
- Training**: Refer to Support and Training link to access Five9 University
- CRM Integrations**: Configure integrations with leading on-demand CRM vendors
- My Settings**: Change your password and other personal settings
- Tools & Add-Ons**: Install and configure add-ons for your applications

At the bottom of the dashboard, there is a footer with the text: "The full set of terms and conditions of service are contained in your current contract. If you require a new copy, please contact your account manager. Please note that as stipulated in your contract, all local and long distance rates reflected in VCC are post surcharge." Below the footer is a Windows taskbar showing the search bar, taskbar icons, and system tray with the date "1/4/2023" and time "11:08 AM".

How To Log In Continued



Next, you will need to put the phone number in that your calls will be sent to (cell phone, land line). You will only have to enter this info upon your first log in, or if you want to change what number calls are directed to.

STATION SETUP

Station Type: Softphone **PSTN** Gateway Mass

Station Number: +1 5166393959

Connect Station: **Yes** No

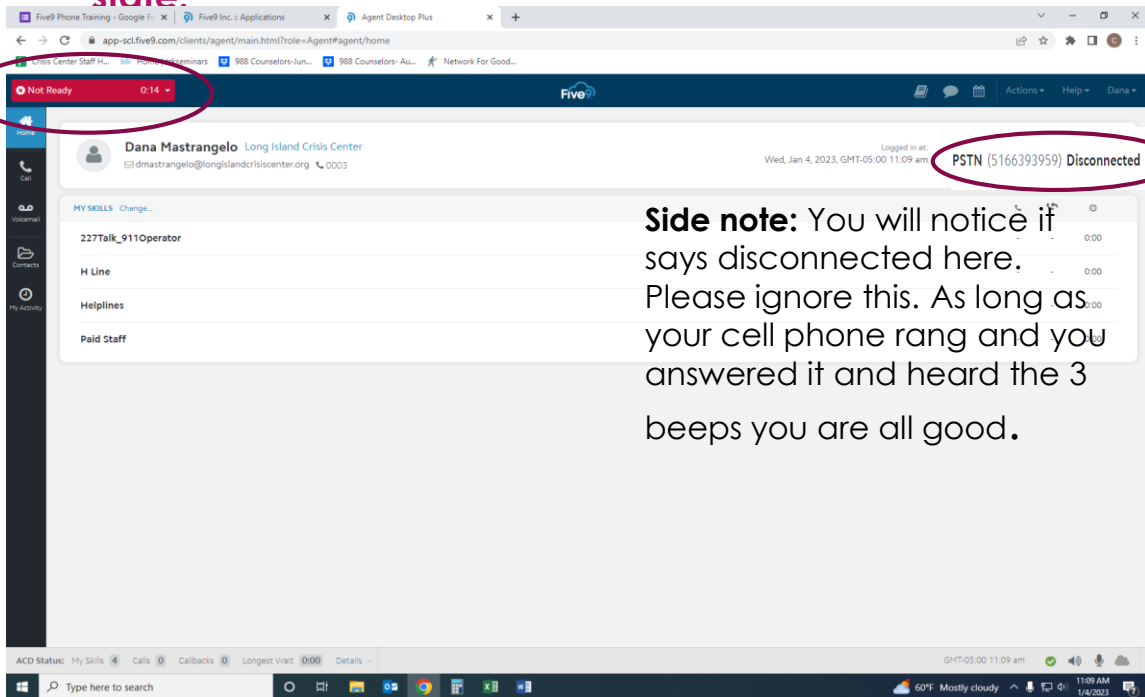
Log out

Click the button that says PSTN and type in +1 and then your cell phone number. Make sure Connect Station says Yes, then click next. Upon clicking next, your cell phone will ring. Answer it and listen for 3 beeps.. and that's how you will confirm you're connected.

Make sure connect station is set to Yes

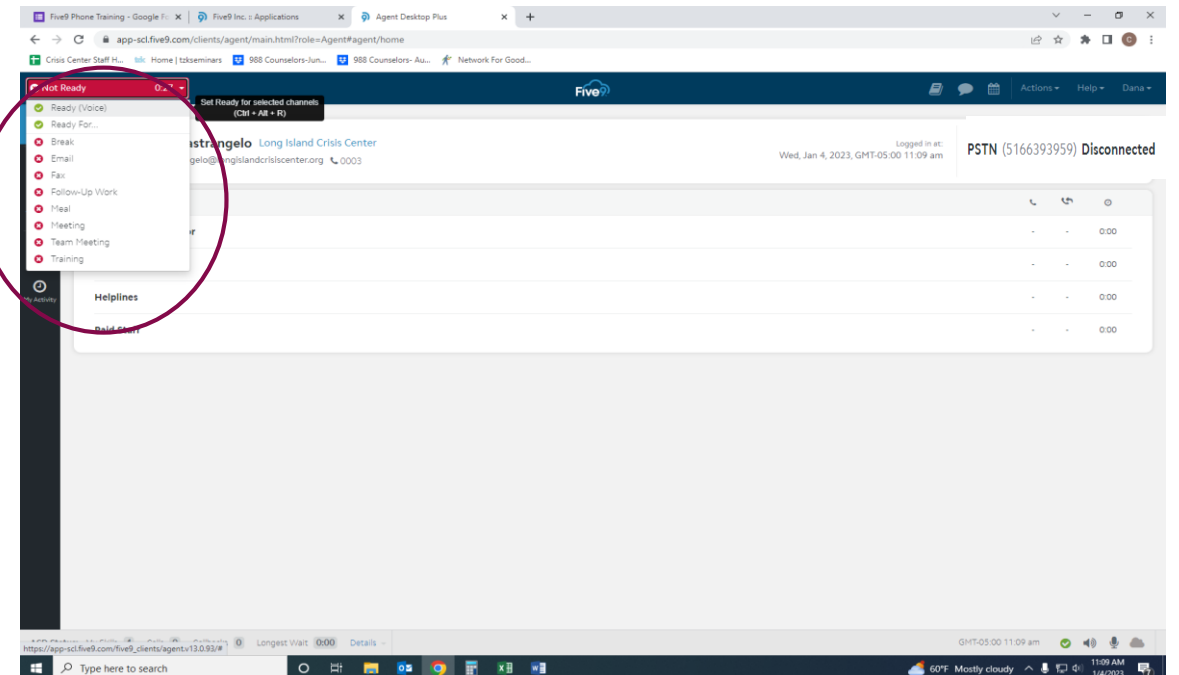
You're Logged In! Let's Get Ready to Take Calls

You'll notice there is a red box in the upper left corner of the screen that says Not Ready. You will not have calls delivered to you until you set yourself to a ready state.



Side note: You will notice it says disconnected here. Please ignore this. As long as your cell phone rang and you answered it and heard the 3 beeps you are all good.

Set yourself to ready by clicking the box, and then selecting Ready. There are 2 ready options, you can click either. You will also see other options, such as break, lunch, etc. Once ready, this box will turn green



You're Ready to Take Calls. Let's See Who is on Shift With Us!

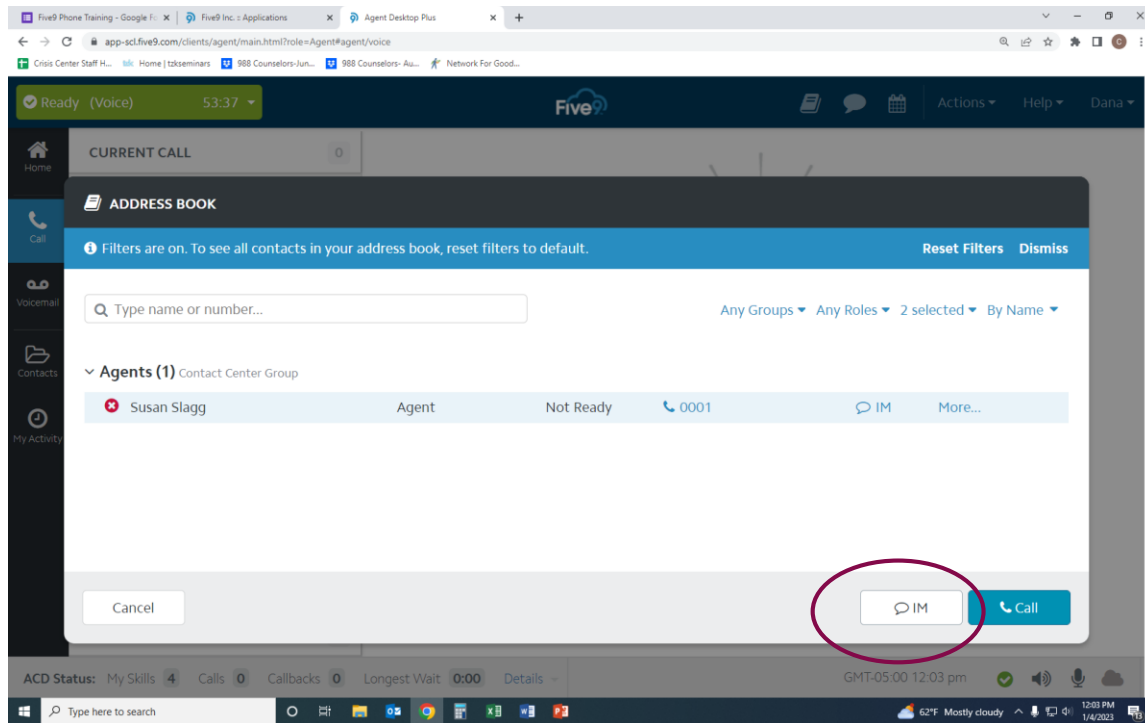
The screenshot shows the Five9 agent desktop interface. At the top, there is a status bar with a green 'Ready (Voice)' indicator and a timer at 52:06. Below this, the main workspace is divided into sections. On the left, there is a sidebar with icons for Home, Call, Voicemail, Contacts, and My Activity. The main area is titled 'CURRENT CALL' and shows 'No active interaction'. Below this, there is a search bar with the placeholder text 'Type name or number...' and a '+1' dropdown. To the right of the search bar, there is a 'Select Contact...' button, a 'Middle Earth' dropdown, and a 'Dial' button. At the bottom of the main area, there is a 'View My Activity' link. The bottom status bar shows 'ACD Status: My Skills 4 Calls 0 Callbacks 0 Longest Wait 0:00 Details' and the time 'GMT-05:00 12:01 pm'. A red circle highlights the 'Open Address Book (A)' button in the top right corner of the main workspace.

In the upper middle section of the page you will see a little book icon- this is the address book where you will see all of the users. Click here.

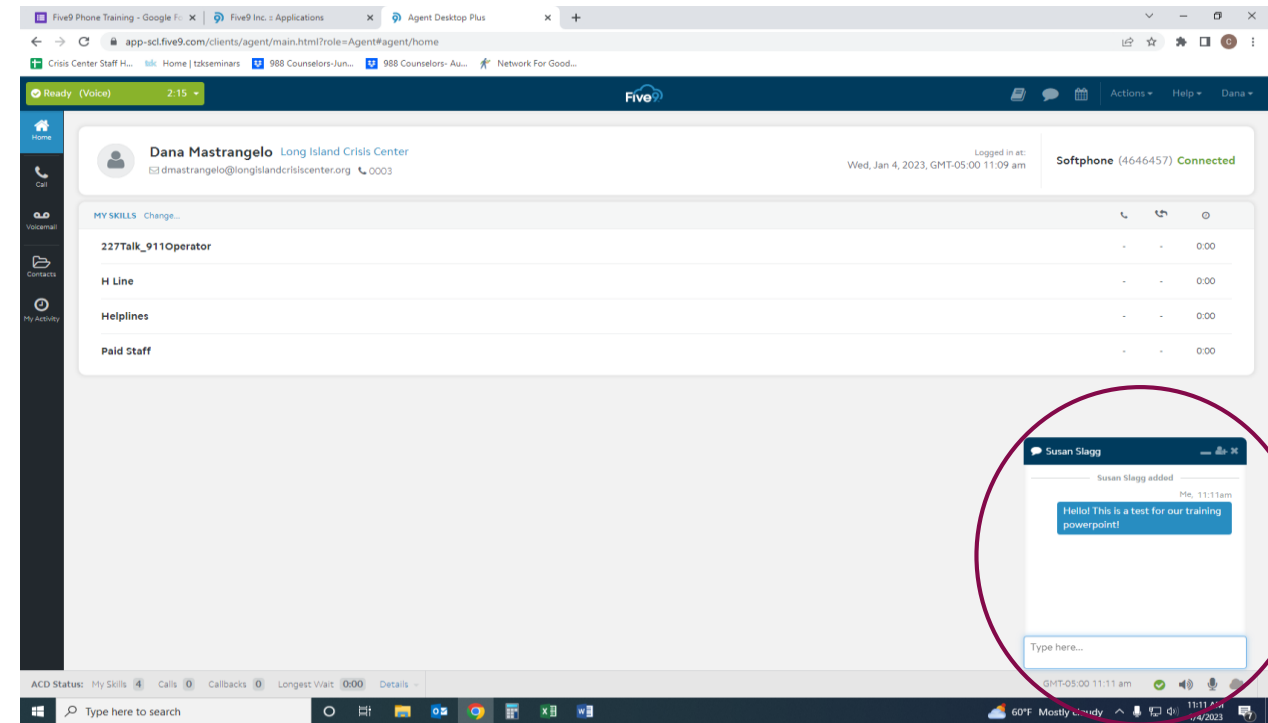
The screenshot shows the Five9 agent desktop interface with the 'ADDRESS BOOK' pop-up window open. The pop-up window has a blue header with the text 'ADDRESS BOOK' and 'Filters are on. To see all contacts in your address book, reset filters to default.' Below the header, there is a search bar with the placeholder text 'Type name or number...'. To the right of the search bar, there are dropdown menus for 'Any Groups', 'Any Roles', and 'By Name'. The 'Any Roles' dropdown is open, showing a list of roles: 'Available', 'Logged Out', 'Not Ready', and 'No State'. The 'Available' and 'Not Ready' roles are checked. Below the list, there is a 'Cancel' button and a 'Call' button. The background shows the same agent desktop interface as the previous screenshot, but with the 'ADDRESS BOOK' pop-up window overlaid. A red circle highlights the 'Any Roles' dropdown menu.

Once you click the book, all of the users will pop up. To filter and see who is currently logged in, you will need to click Any States on the top right and then select Available and Not Ready. You should only have to do this on your first shift. All agents logged in should now appear

Let's Chat With Each Other!



Once you see who is logged in with you, you can chat with them by clicking their name, and then clicking the button that says IM (instant message)



A chat box will appear in the lower right hand corner. Type your messages and hit enter. You will hear a chime sound when a message has been sent to you

Let's Take Hotline Calls!

The screenshot shows the Five9 Agent Desktop Plus interface. At the top, it says "Ready (Voice)" with a timer at 0:44. The "CURRENT CALL" section shows "Inbound: Middle Earth" and the number "+15166393959". A pop-up window titled "VOICE INTERACTION (INBOUND)" is displayed, showing "Campaign: Middle Earth" and "15166393959 (+19342084273)". Below this, there are "Interaction Details" including "Contact Records: 1", "Transfer Skill: MIDDLE EARTH", "DNIS: +19342084273", "Other Party Number: +15166393959", "Is Recording: No", "Is Internal Receiver: No", "Is Transfer: No", and "Primary Phone: 15166393959". A green "OK" button is at the bottom of the pop-up. The background interface includes "Media Controls" (Hold, Transfer, Park, Conference, Keypad), "Comments", and "History" sections.

When a call comes through, your cell phone will ring and the number 458-529-0264 will pop up on your caller ID. Save this in your contacts as HOTLINE CALL. In addition, the Line Called and the Caller ID will pop up on the computer. Answer your phone and look at your computer screen.

The screenshot shows the Five9 Agent Desktop Plus interface with a "Live Call" in progress. The timer is at 0:27. The "CURRENT CALL" section shows "Inbound: Middle Earth" and the number "+15166393959", which is circled in red. Below this, there are "Media Controls" (Hold, Transfer, Park, Conference, Keypad) and an "END CALL" button. The interface also shows "INTERACTION HISTORY", "SCRIPT", and "CONNECTOR" tabs. The "Primary Phone" field is populated with "15166393959". The "Comments" and "History" sections are visible on the right side of the screen.

Once the call is answered, that initial pop up box may go away (if not, you can click the green OK button). The line the person is calling and the caller ID will remain on the screen the duration of the call

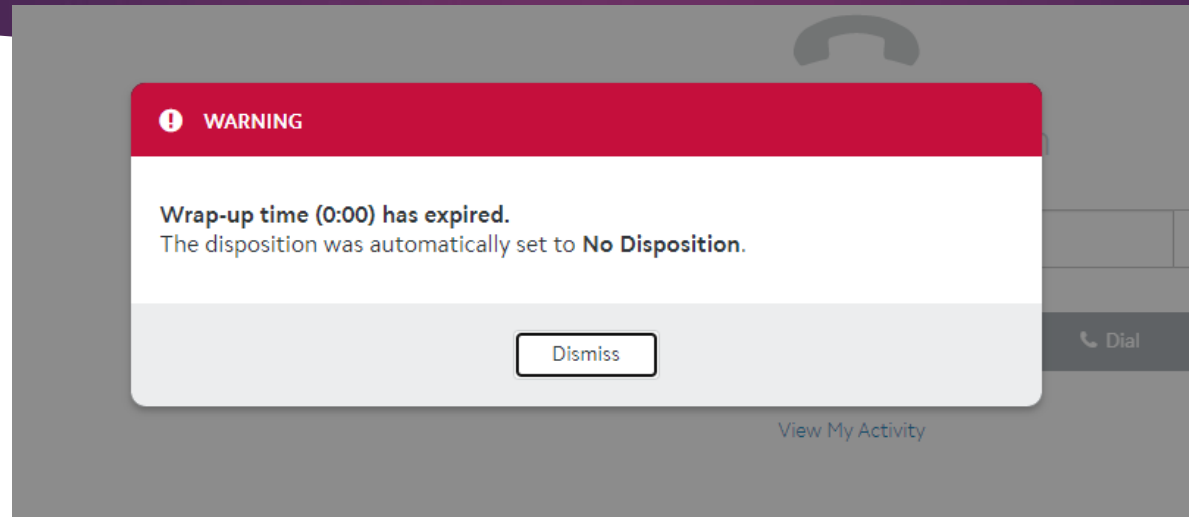
Let's Take Hotline Calls Continued

The screenshot displays the Five9 Agent Desktop Plus interface during a call. The top bar shows the agent is 'Ready (Voice)' at 9:11. The current call information includes 'Inbound: Middle Earth' and the phone number '+15166393959'. A 'History of Interactions' button is highlighted with a red circle. Below this, there are tabs for 'INTERACTION', 'HISTORY', 'SCRIPT', and 'CONNECTOR'. The 'HISTORY' tab is active, showing a list of 9 interactions. The first four interactions are listed as 'No Disposition' and occurred at 11:18 am, 11:16 am, 10:40 am, and 10:15 am today. The agent's name 'Dana Mastrangelo' and the location 'Middle Earth' are visible for each interaction. The bottom status bar shows 'ACD Status: My Skills 4', 'Calls 0', 'Callbacks 0', and 'Longest Wait 0:00'. The system time is GMT-05:00 12:26 pm on 1/4/2023.

| Time | Disposition | Agent | Location |
|----------------|--|------------------|--------------|
| Today 11:18 am | No Disposition | Dana Mastrangelo | Middle Earth |
| Today 11:16 am | No Disposition Known Caller Dana from LICC. | Dana Mastrangelo | Middle Earth |
| Today 10:40 am | No Disposition | Dana Mastrangelo | Middle Earth |
| Today 10:15 am | No Disposition | Dana Mastrangelo | None |

Cool feature alert! You will be able to see the history of the person calling by clicking the History button while on the call. This will help you ID known callers quicker and easier by being able to see the last time they called (assuming they don't come in as anonymous). You can then cross reference in InfoBase for more information.

Let's Take Hotline Calls Continued



When you're finished with the call, in addition to hanging up your cell phone, you will have to click DISMISS on the large red box that pops up on the computer screen. That will make you available to take new calls. YOU WILL NOT BE OFFERED NEW CALLS UNLESS YOU CLICK DISMISS!!

Your Call Has Ended.. Now What?

Ready (Voice) 15:28

Five9

My Activity

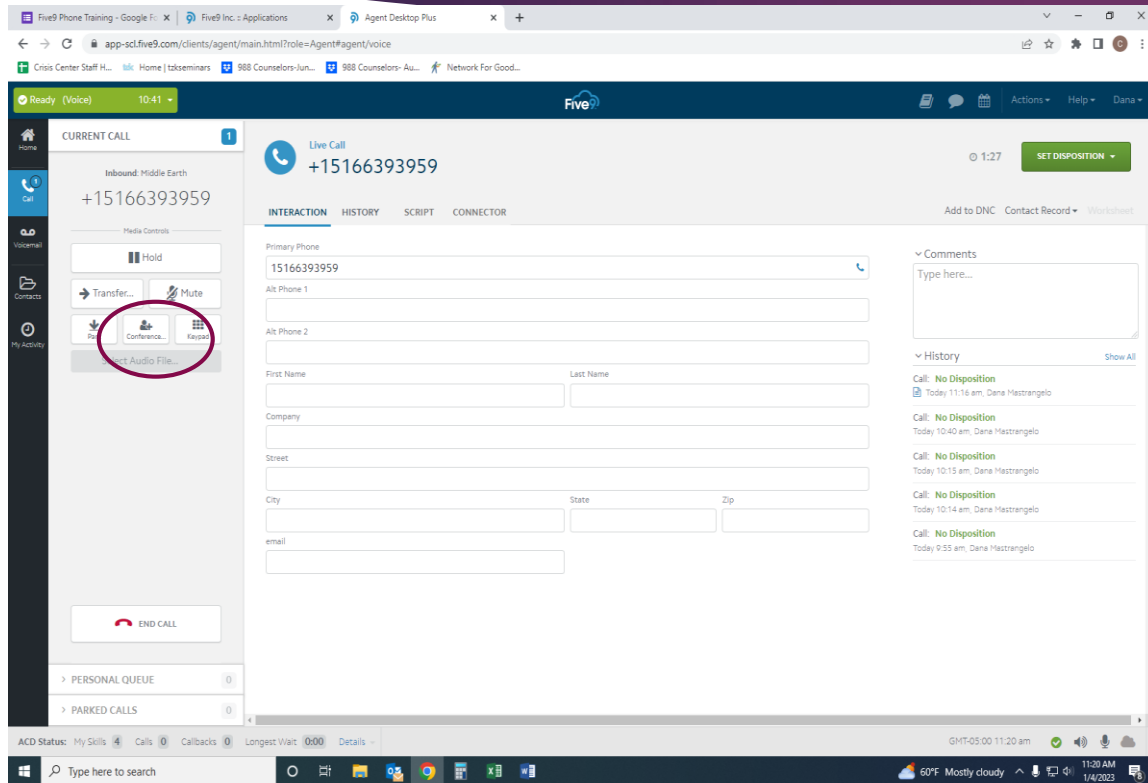
14 Interaction(s) Show (Reset to default) Select campaigns to display Select types to display Last 14 days

| TYPE | FROM | TO | START TIME ↓ | TALK TIME | WRAP TIME | CAMPAIGN | DISPOSITION | COMMENTS |
|------|--------------|-------------|----------------|-----------|-----------|--------------|---|----------|
| Call | +15166393959 | 1934208427 | Today 11:18 am | 9:30 | 0:00 | Middle Earth | No Dispositi... | |
| Call | +15166393959 | 1934208427 | Today 11:16 am | 2:13 | 0:00 | Middle Earth | No Dispositi...Known Caller Dana fro... | |
| Call | +1516679111 | *1516639395 | Today 10:40 am | 1:05 | 0:00 | Middle Earth | No Dispositi... | |
| Call | +14585290264 | 1516639395 | Today 10:15 am | 0:50 | 0:08 | None | No Dispositi... | |
| Call | +14585290264 | 1516639395 | Today 10:14 am | 0:13 | 0:10 | None | No Dispositi... | |

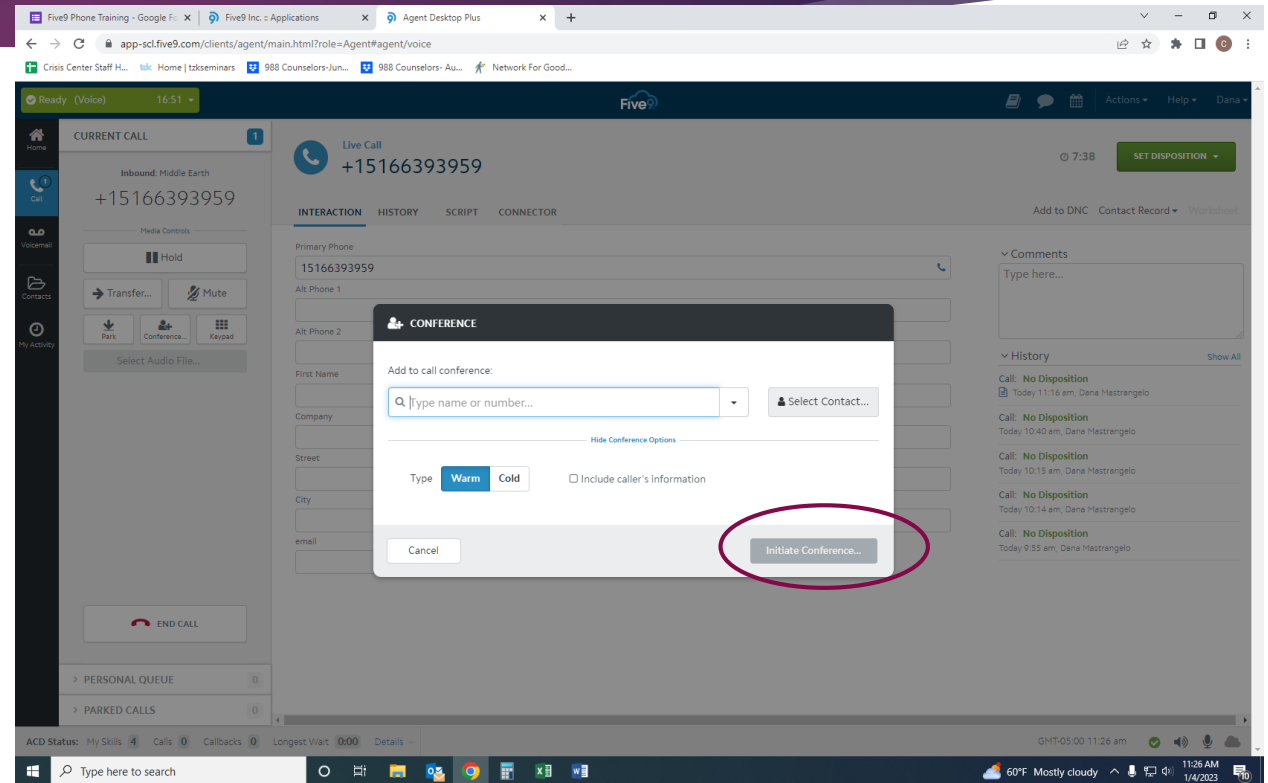
ACD Status: My Skills 4 Calls 0 Callbacks 0 Longest Wait 0:00 Details - GMT-05:00 12:32 pm

You're done with the call and ready to take another. Now it's time to write it up in InfoBase. But wait... What line was that on? What time was my call? Don't worry! You can click the My Activity button on the middle left of the screen and be able to see a log of all of your calls.

How to Do A 3-Way Call for our Translation Services



Once on the call, a button that says Conference will appear. Click this button. This will automatically put the caller on hold.



A box will pop up that will ask you to type a phone number. You will type the number of the translation service and click Initiate Conference. Your cell phone will ring- answer it- as this will start the call to the translation service.

How to Do a 3-Way Call Continued

The screenshot displays the Five9 Agent Desktop Plus interface. At the top, the status bar shows 'Ready (Voice)' and the time '17:41'. The main window is titled 'CURRENT CALL' and shows a 'Live Call (On Hold)' for the number '+15166393959'. The interface is divided into several sections:

- Media Controls:** Includes buttons for 'Unhold (0:26)', 'Transfer', 'Mute', 'Add', 'Conference', and 'Keypad'.
- Warm Conference:** Features a 'Toggle Hold (0:26)' button and a blue 'Add Participant' button, which is circled in red.
- Form Fields:** A central form for adding a participant with fields for 'Primary Phone', 'Alt Phone 1', 'Alt Phone 2', 'First Name', 'Last Name', 'Company', 'Street', 'City', 'State', 'Zip', and 'email'.
- Comments and History:** A 'Comments' section with a text input field and a 'History' section showing a list of call logs with 'No Disposition' status.
- Navigation and Status:** A left sidebar with 'Home', 'Call', 'Voicemail', 'Contacts', and 'My Activity'. A bottom status bar shows 'ACD Status: My Skills 4 | Calls 0 | Callbacks 0 | Longest Wait: 0:00 | Details' and system information like 'GMT-05:00 11:27 am' and '60°F Mostly cloudy 1/4/2023'.

Once you have the translation service on the line, you will need to add them to the call with the client. Click the blue Add Participant button in the middle left of the screen.

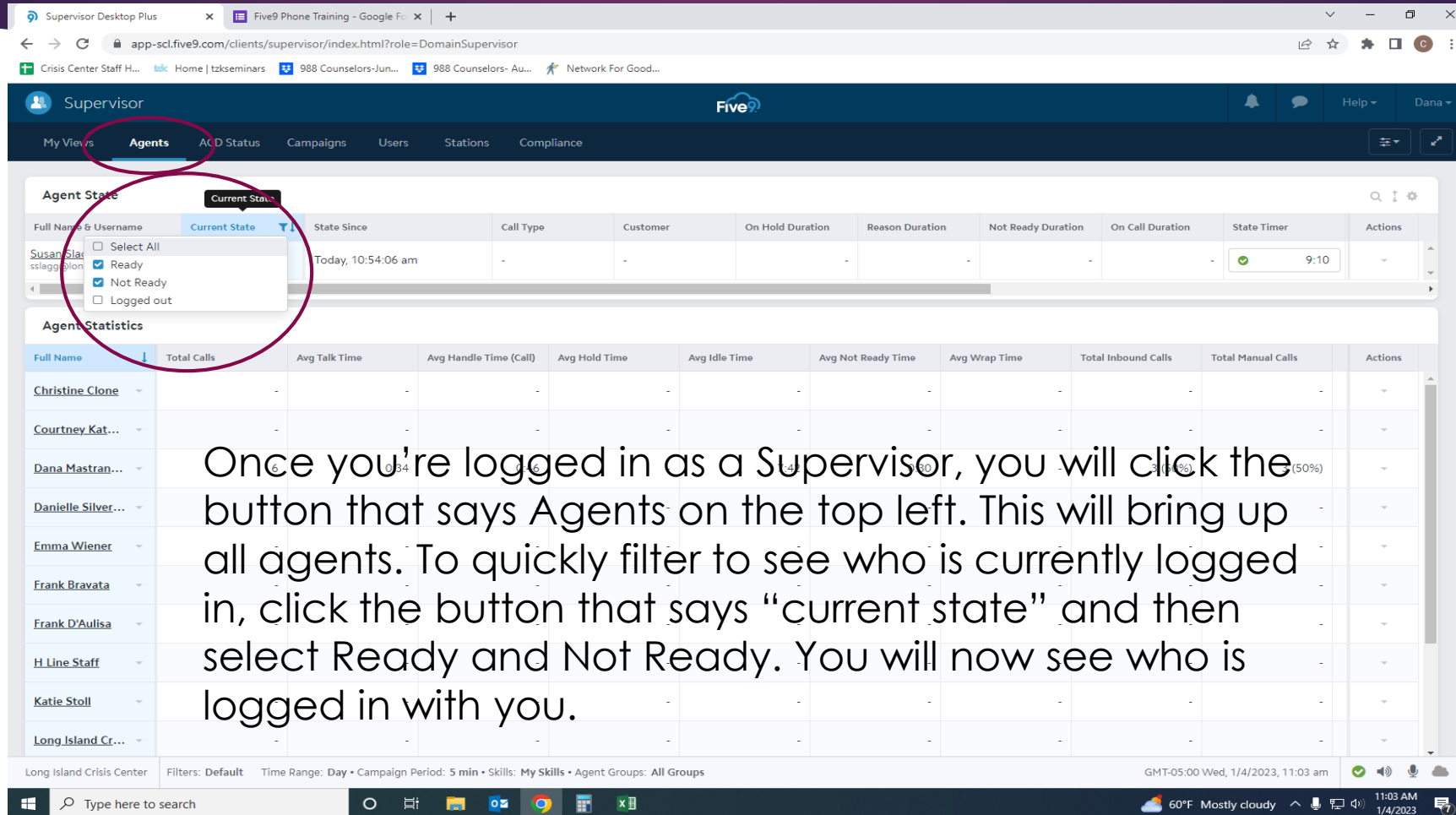
How to Monitor Calls

The screenshot shows the Five9 Supervisor Desktop Plus interface. The user is logged in as Dana Mastrangelo. The main navigation menu includes Agent, Support and Training, Training, My Settings, CRM Integrations, and Tools & Add-Ons. The Supervisor button is circled in red. The Station Setup page is displayed, showing the following options:

- Station Type: Softphone PSTN Gateway None
- Station Number:
- Connect Station: Yes No
- Remember my Settings
- Log Out button
- Next button

Upon logging in, instead of choosing the agent button, you will choose the Supervisor button. You will connect the same way as if you were taking calls, by clicking PSTN, making sure your phone number is correct, and then clicking next.

How to Monitor Continued.



The screenshot displays the Five9 Supervisor Desktop Plus interface. The 'Agents' tab is selected in the top navigation bar. A dropdown menu is open under the 'Current State' column header, showing options: 'Select All', 'Ready' (checked), 'Not Ready' (checked), and 'Logged out'. Below the menu, the 'Agent State' table shows a row for 'Susan Star' with a 'Ready' state and a '9:10' timer. The 'Agent Statistics' table below lists various agents and their performance metrics.

| Full Name & Username | Current State | State Since | Call Type | Customer | On Hold Duration | Reason Duration | Not Ready Duration | On Call Duration | State Timer | Actions |
|--------------------------|---------------|--------------------|-----------|----------|------------------|-----------------|--------------------|------------------|-------------|---------|
| Susan Star sstar@blon | Ready | Today, 10:54:06 am | - | - | - | - | - | - | 9:10 | |

| Full Name | Total Calls | Avg Talk Time | Avg Handle Time (Call) | Avg Hold Time | Avg Idle Time | Avg Not Ready Time | Avg Wrap Time | Total Inbound Calls | Total Manual Calls | Actions |
|--------------------|-------------|---------------|------------------------|---------------|---------------|--------------------|---------------|---------------------|--------------------|---------|
| Christine Clone | - | - | - | - | - | - | - | - | - | |
| Courtney Kat... | - | - | - | - | - | - | - | - | - | |
| Dana Mastran... | 6 | 0:34 | 0:46 | 0:49 | 0:46 | 0:30 | 0:34 | 3 (50%) | 0 | |
| Danielle Silver... | - | - | - | - | - | - | - | - | - | |
| Emma Wiener | - | - | - | - | - | - | - | - | - | |
| Frank Bravata | - | - | - | - | - | - | - | - | - | |
| Frank D'Aulisa | - | - | - | - | - | - | - | - | - | |
| H Line Staff | - | - | - | - | - | - | - | - | - | |
| Katie Stoll | - | - | - | - | - | - | - | - | - | |
| Long Island Cr... | - | - | - | - | - | - | - | - | - | |

Long Island Crisis Center | Filters: Default | Time Range: Day | Campaign Period: 5 min | Skills: My Skills | Agent Groups: All Groups | GMT-05:00 Wed, 1/4/2023, 11:03 am

Once you're logged in as a Supervisor, you will click the button that says Agents on the top left. This will bring up all agents. To quickly filter to see who is currently logged in, click the button that says "current state" and then select Ready and Not Ready. You will now see who is logged in with you.

Monitoring Continued...

Supervisor

My Views Agents ACD Status Campaigns Users Stations

Agent State

| Full Name & Username | Current State | State Since | Call Type | Customer | On Hold Duration | Reason Duration | Not F | Actions |
|--|---------------------|-------------------|-----------|--------------|------------------|-----------------|-------|---------|
| Emma Wiener ewiener@longislandcris... | Not Ready | Today, 8:22:33 am | - | - | - | 48:35 | | |
| Anne LICC aprilzhou96@gmail.com | Ready (Voice) | Today, 9:01:17 am | | | | | | |
| Dana Mastrangelo dmastrangelo@longisla... | Ready (Voice) | Today, 7:18:37 am | | | | | | |
| Nancy LICC nancygolden@gmail.com | Ready (Voice, Vo... | Today, 9:09:42 am | Inbound | +16318492349 | | | | |
| Nicholas 988 costa20.nicholas@gmai... | Ready (Voice, Vo... | Today, 7:00:51 am | | | | | | |
| Omar Helpline ojokhan@gmail.com | Ready (Voice, Vo... | Today, 9:08:43 am | | | | | | |
| Sharayah 988 sanonsharayah@gmail.... | Ready (Voice, Vo... | Today, 7:01:27 am | | | | | | |

Filters: Default Time Range: Day Campaign Period: 5 min Skills: My Skills Agent Groups: All Groups GMT-05:00 Sat, 2/4/2023, 9:11 am

Disconnected PSTN (5166393959)

Restart Station

After filtering to see who is on, you will find the person you're working with. For this example we're working with Nancy.

Once Nancy is on a call (you will see that she is on an inbound call, and the caller's ID)... click the small red X on the bottom of the screen. A box will pop up with a larger red X that says disconnected. Click restart station. Your cell phone will ring- answer it and **DO NOT hang up..**

How To Monitor Continued.

Supervisor

My Views Agents ACD Status Campaigns Users Stations

| Full Name & Username | Current State | State Since | Call Type | Customer | On Hold Duration | Reason Duration | Not F | Actions |
|--|---------------------|-------------------|-----------|--------------|------------------|-----------------|-------|---------|
| Emma Wiener ewiener@longislandcris... | Not Ready | Today, 8:22:33 am | - | - | - | 49:00 | - | ▼ |
| Anne LICC aprilzhou96@gmail.com | Ready (Voice) | Today, 9:01:17 am | - | - | - | - | - | ▼ |
| Dana Mastrangelo dmastrangelo@longisla... | Ready (Voice) | Today, 7:18:37 am | - | - | - | - | - | ▼ |
| Nancy LICC nancygolden@gmail.com | Ready (Voice, Vo... | Today, 9:09:42 am | Inbound | +16318492349 | - | - | - | ▼ |
| Nicholas 988 costa20.nicholas@gmai... | Ready (Voice, Vo... | Today, 7:00:51 am | - | - | - | - | - | ▼ |
| Omar Helpline ojokhan@gmail.com | Ready (Voice, Vo... | Today, 9:08:43 am | - | - | - | - | - | ▼ |
| Sharayah 988 sanonsharayah@gmail... | Ready (Voice, Vo... | Today, 7:01:27 am | - | - | - | - | - | ▼ |

Filters: Default Time Range: Day Campaign Period: 5 min Skills: My Skills Agent Groups: All Groups GMT-05:00 Sat, 2/4/2023, 9:11 am

9:11 AM 2/4/2023

One you answer the phone, the disconnected box will look like this. **DO NOT** hang up your phone

Connected PSTN (5166393959)

Restart Station

Supervisor

My Views Agents ACD Status Campaigns Users Stations

| Full Name & Username | Current State | State Since | Call Type | Customer | On Hold Duration | Reason Duration | Not F | Actions |
|--|---------------------|-------------------|-----------|--------------|------------------|-----------------|-------|---------|
| Emma Wiener ewiener@longislandcris... | Not Ready | Today, 8:22:33 am | - | - | - | 49:30 | - | ▼ |
| Anne LICC aprilzhou96@gmail.com | Ready (Voice) | Today, 9:01:17 am | - | - | - | - | - | ▼ |
| Dana Mastrangelo dmastrangelo@longisla... | Ready (Voice) | Today, 7:18:37 am | - | - | - | - | - | ▼ |
| Nancy LICC nancygolden@gmail.com | Ready (Voice, Vo... | Today, 9:09:42 am | Inbound | +16318492349 | - | - | - | ▼ |
| Nicholas 988 costa20.nicholas@gmai... | Ready (Voice, Vo... | Today, 7:00:51 am | - | - | - | - | - | ▼ |
| Omar Helpline ojokhan@gmail.com | Ready (Voice, Vo... | Today, 9:08:43 am | - | - | - | - | - | ▼ |
| Sharayah 988 sanonsharayah@gmail... | Ready (Voice, Vo... | Today, 7:01:27 am | - | - | - | - | - | ▼ |

Filters: Default Time Range: Day Campaign Period: 5 min Skills: My Skills Agent Groups: All Groups GMT-05:00 Sat, 2/4/2023, 9:12 AM

9:12 AM 2/4/2023

With your phone still connected, click the arrow button next to the person you're listening to name under the actions column. Then, click voice monitoring, and then listen. You will hear the call through your phone.

Listen

View Agent Details

- Voice Monitoring
- Change State (Voice, Voicemail)
- Send Message...
- View/Edit Skills...
- Send Test Call...

Record All Calls This Session

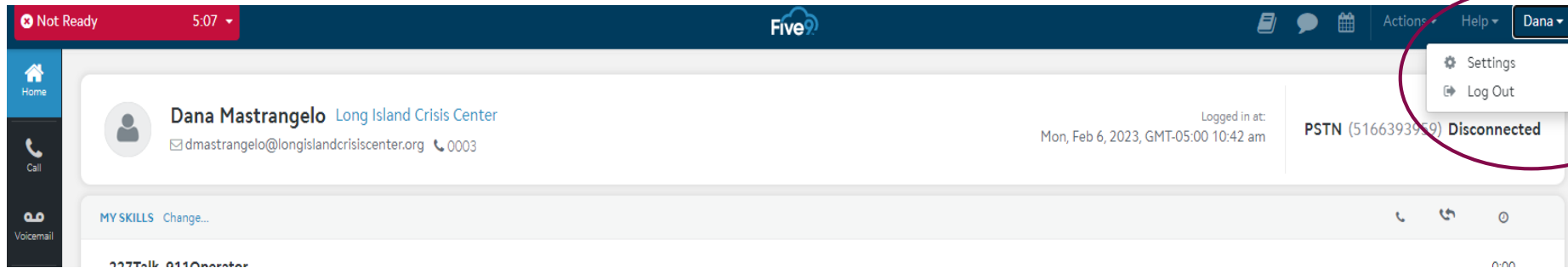
How to Monitor Continued....

The screenshot displays the Five9 Supervisor Desktop Plus interface. The top navigation bar includes 'Supervisor', 'Five9', and user information 'Dana'. Below this is a menu with 'My Views', 'Agents', 'ACD Status', 'Campaigns', 'Users', and 'Stations'. The main content area shows an 'Agent State' table with columns for Full Name & Username, Current State, State Since, Call Type, Customer, On Hold Duration, Reason Duration, and Actions. The table lists several agents, with Nancy LICC highlighted in yellow. A call monitoring overlay is visible at the bottom, showing 'Nancy LICC On Call • Middle Earth' with a duration of 2:40. The overlay includes buttons for Listen, Barge, Whisper, Chat, Prev, Next, and Cancel. The Windows taskbar at the bottom shows the time as 9:12 AM on 2/4/2023.

| Full Name & Username | Current State | State Since | Call Type | Customer | On Hold Duration | Reason Duration | Not f | Actions |
|--|---------------------|-------------------|-----------|--------------|------------------|-----------------|-------|---------|
| Emma Wiener ewiener@longislandcris... | Not Ready | Today, 8:22:33 am | - | - | - | 49:50 | | |
| Anne LICC aprilzhou96@gmail.com | Ready (Voice) | Today, 9:01:17 am | - | - | - | - | | |
| Dana Mastrangelo dmastrangelo@longisla... | Ready (Voice) | Today, 7:18:37 am | - | - | - | - | | |
| Nancy LICC nancyjgolden@gmail.com | Ready (Voice, Vo... | Today, 9:09:42 am | Inbound | +16318492349 | - | - | | |
| Nicholas 988 costa20.nicholas@gmai... | Ready (Voice, Vo... | Today, 7:00:51 am | - | - | - | - | | |
| Omar Helpline ojokhan@gmail.com | Ready (| | | | | | | |
| Sharayah 988 sanonsharayah@gmail... | Ready (| | | | | | | |

Once you click listen, a box will pop up on the bottom of the screen. It will show the name of the person you are listening to, the hotline the call is on, and how long they've been on the phone. You can also chat with the counselor by clicking the chat button. You must follow these monitoring steps every call the counselor gets. For the most part, you will be with your mentor/trainee on Zoom so you can announce out loud that you have a call coming in which will make it easier for the listener. For those of you doing a listening shift from the office, you will follow the instructions on the counselor desks.

Logging Out



At the end of your shift, whether you're logged in as an agent or a supervisor, you will need to log out. Simply click your name in the upper right hand corner, then click log out.

Miscellaneous Important Tips!

- You must disable all screen savers and insure your computer does not go to sleep during periods of inactivity. If a screen saver comes on, or your computer goes to sleep, you will be disconnected from the Five9 website. You can do this from your computers settings.
- The Five9 website takes up a lot of space on your browser, so we recommend only having the Five9 site and InfoBase open on your computer during your shift. Call quality can be affected otherwise.
- Please periodically clear the cookies and browsing history on your browser to make sure there is space for the Five9 site to run properly. If you are unsure of how to do this, you can google “clear cookies on ____ (firefox, safari, chrome, etc.)” and you should get detailed instructions.
- If you find you’re having issues with the Five9 site that you can’t figure out yourself or that a restart of the website, your computer, and a clearing of your cookies does not fix, please contact Dana (dmastrangelo@longislandcrisiscenter.org) with a detailed description of the problem and a screen shot of the error message if possible. Dana will troubleshoot with you or contact support if necessary.