High Ground **University**

Users - How to edit user language preferences

In this video we will discuss how to edit a user's language preference.

Often times there are users in your system who prefer to communicate in a language other than English. There is a simple way for you to set your users to receive both text and voice alerts in their own chosen language. To set the language for your individual user, simply locate your user by hovering over "users" and selecting "view users". You can search for the user in the search box provided or locate them in the list. The next step will be for you to view your user's dashboard so that you can then edit their contact information. Once you've found your user, click on their dashboard icon to the right of their name.

If you'd like to change a user's language for text messages simply locate their cell phone number. Click on the gear icon for "details". In the box next to text simply select the language they need for text messages in the drop-down menu. When you've finished, click on "update contact" to save your work.

To change a user's Text to Speech preference for voice calls follow the same steps as above. After clicking on the gear icon for "detail" locate the drop-down menu to select the language for voice calls. Please note that this will only affect a Text to Speech voice call. Voice calls in which you manually record a voice call will not be translated into a different language other than the language in which it is recorded.

Thanks for watching! If you have more questions, please feel free to contact our Customer Success Team at support@highgroundsolutions.com.