

# Your phone. Three simple choices.

Consider your options before Call 1. We will help you choose.

## Why connect your phone to ClinicMonk™?

Put your ClinicMonk™ number on your website, ads and all public-facing marketing. Calls to this number are tracked in ClinicMonk™, so you can follow up with new leads, text back and forth, and use missed-call text-back (once texting is approved and your call setup is tested). **Your ClinicMonk™ number is included at no extra cost; usage fees apply.**

### 1. Get a new ClinicMonk™ number

**Timing: choose your number on Call 1; no number transfer needed.**

Use ClinicMonk™ as your practice phone for calls, **two-way texting and missed-call text-back**. Choose this if you do not have a number or do not need to keep your old one.

### 2. Keep answering on the phone you already use

**Timing: choose your number on Call 1; no number transfer needed.**

With **call forwarding**, calls to your new ClinicMonk™ number ring on the phone you already use, such as Google Voice. You have two numbers: make ClinicMonk™ the public-facing one so new leads call that number. Manage two-way texting and missed-call text-back in ClinicMonk™. If an existing client calls your old number, they can still reach you while you keep that phone service, but the call bypasses ClinicMonk™.

### 3. Keep your number and move it into ClinicMonk™

Had your number for a while and want to keep it? This option lets you keep the same phone number. This is called **porting**: the number stays the same, but the phone service moves to ClinicMonk™.

**Timing: usually 2-4 weeks after all required documents are submitted.**

Your current phone carrier must approve the transfer, so the timing depends on the carriers involved. For example, unlock your Google Voice number, then ClinicMonk™ arranges the move. Once complete, use the same number in ClinicMonk™ instead of Google Voice. Before texts can be sent, the mobile carriers must approve your business for texting.

## What happens on Onboarding Call 1?

Pick your number and start the business registration needed for texting. Choose whether calls ring in ClinicMonk™ or forward to your current phone. If you want to move your existing number, we will explain the next steps for porting, which usually takes 2-4 weeks after the required documents are submitted.

## When can I start using it?

Texting approval and number transfers take time; booking a call or submitting a form does not mean they are complete. **Keep your current service active until the move is confirmed and tested.** Before your website person changes the number, test calls, voicemail and texts with the team. Phone and text usage charges come from your ClinicMonk™ wallet, separate from your subscription.