



# Using the Online Radio Client Area

The OnBrand online Radio Client Area is a feature designed to facilitate the process of getting your desired content out there playing in your centre. It also allows you to manage your centre's music, trading hours and account details.

## Logging In

- 1) Go to [www.onbrand.co.uk](http://www.onbrand.co.uk) and click Client Login > Radio Login
- 2) If you have/know your details, login with your email address and password.
  - Otherwise, click on either Forgotten Password or Activate New Account.
  - Password will be emailed to you (check your junk inbox.) Click ACTIVATE to reveal.
  - Once signed in, password can be changed under My Account heading.
  - Or feel free to get in contact and we can reset your details or set you up with an account.



## Radio Control Panel

### Login to Secure Client Area


To login you need to be registered on our systems.  
Please contact your account manager if you wish to register.

|   |                          |
|---|--------------------------|
| Email Address   | <input type="text"/>     |
| Password  | <input type="password"/> |
| <input type="button" value="Login"/>                      |                          |
| <a href="#">Forgotten Password / Activate New Account</a> |                          |

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FOR SUPPORT PLEASE CONTACT 03333 220022 OR EMAIL  
[voice@onbrand.co.uk](mailto:voice@onbrand.co.uk) FOR MESSAGES  
[music@onbrand.co.uk](mailto:music@onbrand.co.uk) FOR MUSIC  
[tech@onbrand.co.uk](mailto:tech@onbrand.co.uk) FOR ANYTHING TECHNICAL

After successfully logging in, you see client area home page (below). Here you will have a number of options and functions to choose from.



onbrand.co.uk


# Radio Control Panel


Secure Client Area


Home

Logout

System current connection state: OK


FREE TRIAL  
increase shopper engagement

FREE SAMPLE  
a stream of fashion and trends




## PDF Reports

- Trading Hours
- Music Schedule
- Music Playlists
- Message Schedule
- Message Scripts




## Scripts / Messages

- Submit a Message Script
- Request Message Removal




## Trading Hours

- Change Trading Hours




## News / Help

- Newsletter Archive
- Email Technical Support
- Standard Terms and Conditions



## Music

- Change Music Playlist



## My Account

- Manage My Organisation
- Account Details & Notifications
- Change Password
- Logout

## PDF Reports

In this section you can review any radio activity and content currently in effect in your centre. It includes breakdowns of:

- Your trading hours.
- Current music schedule.
- Playlists track listing.
- Schedule of messaging campaigns.
- Individual message scripts.

## Scripts/Messages

### *Submit a message script*

Here you can request messages to play in your centre. Once you've entered the script, you can change when and how the message plays. A regular message will play on rotation with any other messages. They can also play at fixed times or relative to the centres opening and closing times.

### *Request message removal*

You can also choose to delete certain messages from your schedule. A future date can be set for the deletion to take effect.

### *Suggested scripts*

This feature provides suggested scripts which may coincide with specific times throughout the year. This might include generic seasonal messages for Christmas, Easter and Valentine's day as well as events and occurrences such as world news messages or silences etc.

## Trading Hours

### *Change Trading Hours*

In this section you can see your centre's current trading hours. You can make amendments to your regular opening hours as well as add hours for one off specific dates. This is useful for bank holidays or centre events. Bear in mind if your centre has relative messages, they will change in coincidence with the set trading hours.

### *Change Music Playlist*

Here you can make requests to change the music playlists playing in your centre. Please be aware that our system **does** allow for a number of multiple playlists to play throughout the day. However, the online client area is limited and doesn't currently allow the automated request of set playlists at set times. For a more specific music schedule, please contact the production team on 03333 220022 and provide details.



### Submit a Script

#### Centre / Client Information

Client

Contact

If you have a role in multiple clients then please select the correct one at the top right of this page.

#### Scheduling Details

Weekdays ☒ M ☒ T ☒ W ☒ T ☒ F ☒ S ☒ S

Message Type ☒ Regular ☐ Relative ☐ Fixed

Regular messages play at regular intervals whilst the centre is open. They play between music tracks if you have our music service.

Frequency

## Radio Control Panel

[Home](#)  [Logout](#)

[See Suggestions](#)

#### Message Script Details

Please note that commencement of your message in less than 7 working days will incur a charge of £150.

Commence Playing

Play Until  - OR - ☐ Further Notice

Message Title

Message Script

#### Other Details

If you have any comments for our team then please enter them here.

## News/Help

### *Newsletter Archive*

Looking for some news or inspiration? Here you can view all of our monthly newsletters, detailing the latest news on current events, holidays, offers and goings on in the OnBrand offices.



[HOME](#)   [OUR WORK](#) • [ABOUT US](#) • [CASE STUDIES](#)   [BLOG](#)   [CONTACT](#)   [CLIENT LOGIN](#) •



Merry Christmas  
Newsletter | 21 December 2018



Black Friday Messaging  
Newsletter | 12 November 2018



Xmas music & messaging reminder  
Newsletter | 5 November 2018



Xmas music & messaging  
Newsletter | 12 October 2018



Halloween music & messaging  
Newsletter | 05 October 2018



Win a giant spider for your centre  
Newsletter | 22 September 2018



Is your website truly working?  
Newsletter | 23 August 2018



Celebrate the Queen of Soul: Aretha Franklin  
Newsletter | 17 August 2018



Back to School  
Newsletter | 30 July 2018

### *Email Technical Support*

We're more than happy to answer any questions or help out in whatever way we can. If you have a query or something to say, feel free to contact our production team and we'll get back to you right away.

## My Account

### *Manage My Organisation*

Here you can view the details of your account, centre and staff present on our system as well as your Music and Messaging Player's current connection status.

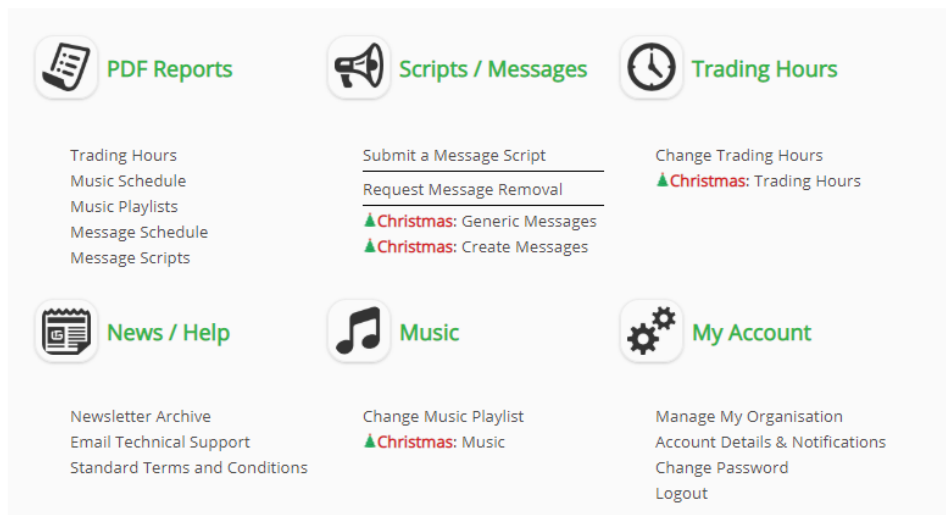
### *Account Details and Notifications*

In this section you can edit your user account details and subscribe to our monthly newsletters as well as weekly and/or monthly system reports.

### *Change Password*

You can change your password here. If you have any issues changing your password or logging in, please feel free to get in contact.

## Christmas



### *Christmas Trading Hours*

This allows you to set your extended trading hours over Christmas. A period of 10 weeks is provided between the beginning of November to the 1st of January, where you can set hours for individual days. Any days not set specifically will default to standard hours.

### *Christmas Music*

Here you can set dates of when you'd like Christmas music to commence. It works in 25%, 50% and 100% intervals and mixes with your current music so you can ease the transition of Christmas music. You can also select up to 3 specific dates to play 100% all day, for events such as your light switch on or grottos etc.

### *Christmas Generic Messages*

Up to 5 pre-recorded and produced mixed-production seasonal messages with music/effects can be selected to play for chosen dates. These are generic and cannot be edited. Any amendments must be requested through the regular script request section.

### *Christmas Create Messages*

Here you can browse our seasonal script suggestions. You can then select messages and edit as you see fit before requesting through the script request area.