

*Check with your local radio stations for procedures to have your closing/delay announced locally.*



Dear Church Administrator:

WBAL Radio has joined forces with our TV station (WBAL-TV) on an automated system to get your information on WBAL Radio and wbal.com faster. The new system allows you to enter your information via phone, using a touch-tone system, or via the Internet.

WBAL Radio will no longer accept school closings using a spoken password. Calling the WBAL Radio news desk will not get your closing/delay information on our air or website. You must use our automated system. When using the system you will be prompted to enter your user code and passcode (see attached).

**Here's how the new system works:**

To obtain a WBAL-AM emergency closing announcement code, you must first:

Email Hale, Yvette L [mailto:[yhale@hearst.com](mailto:yhale@hearst.com)] with the following information:

Name, address and phone number for the church

Contact #1: Name, Phone and E-mail Contact

#2: Name, Phone and E-mail.

Once you are set up in the database, you will receive an e-mail with all the information you need to make closing announcements, including your church's unique user code and passcode.

Yvette L. Hale  
Executive Assistant to VP/GM Ed Kiernan  
WBAL/WIYY Radio  
[\(410\)338-6637](tel:4103386637)  
[yhale@hearst.com](mailto:yhale@hearst.com)<mailto:[yhale@hearst.com](mailto:yhale@hearst.com)>

**Automated Internet System**

The website is <http://wbal.reportclosing.com> (no WWW). Click on the link to enter the system. Enter your user code and passcode. Your school/business name should appear on the next screen. Click on it to change your status.

The pulldown menus will only allow you to select "open" or "closed." For other choices, including delays, delays with kindergarten information, etc. click on the MENU link on the right hand side of your screen and follow the directions through all the steps. When you've completed your closing/delay, click on SAVE STATUS CHANGES at the bottom of your screen.

Your information will be sent to our closings computer, and will be ready for air/web in less than 10 seconds. It's that fast.

If you cannot get the system to work, please call the WBAL Radio newsroom, 410-338-6591. Please do this only as a last resort.

### **Automated Phone System**

The phone number is 410-338-6696. This number rolls over to several different lines and you should rarely, if ever, encounter a busy signal.

The phone system will first ask you to enter your six-digit user code. It will then ask you to enter your six-digit passcode. The voice will state the name of your school/business and will state your current status.

It will then give you a menu of options:

- Press 1 for open
- Press 2 for closed
- Press 3 to report a delay (i.e. "2 hours late" or "Open at 10:30am")  
Press 4 to close early (i.e. "2 hours early" or "Closing at 2:30pm")

### **Closed**

Dial: 410-338-6696

Enter Usercode

Enter Passcode

Press 2

Press 1

Press 1

### **One Hour Delay**

Dial: 410-338-6696

Enter Usercode

Enter Passcode

Press 3

Press 1 Press

60\* Press 1

Press 1

### **90 Minute Delay**

Dial: 410-338-6696

Enter Usercode

Enter Passcode

Press 3

Press 1

Press 90\* Press

1

Press 1

### **Two Hour Delay**

Dial 410-338-6696

Enter Usercode

Enter Passcode Press

3

Press 1 Press

120\* Press 1

Press 1

### **One Hour Early Dismissal**

Dial 410-338-6696

Enter Usercode

Enter Passcode Press

4

Press 1 Press 60\*

Press 1

Press 2

**One Hour Early Dismissal, After School Activities Cancelled**

Dial 410-338-6696  
Enter Usercode  
Enter Passcode Press  
4  
Press 1 Press 60\*  
Press 3  
Press 2

**90 Minute Early Dismissal**

Dial: 410-338-6696  
Enter Usercode  
Enter Passcode Press  
4  
Press 1 Press 90\*  
Press 1  
Press 2

**90 Minute Early Dismissal, After School Activities Cancelled**

Dial: 410-338-6696  
Enter Usercode  
Enter Passcode Press  
4  
Press 1 Press  
90\* Press 3  
Press 2

**Two Hour Early Dismissal**

Dial: 410-338-6696  
Enter Usercode  
Enter Passcode  
Press 4  
Press 1 Press  
120\* Press 1  
Press 2

**Two Hour Early Dismissal, After School Activities Cancelled**

Dial 410-338-6696  
Enter Usercode  
Enter Passcode  
Press 4  
Press 1 Press  
120\* Press 3

Special note to administrators who manage closings/delays for more than one school (i.e. Baltimore County Schools, Harford County Schools): right now, our automated system will not allow you to close individual schools within your school system. For these closings, you must call the WBAL-TV assignment desk, 410-338-6501. You can then give us your usercode and passcode and we will take care of the closing/delay for you.

If you have any questions, please do not hesitate to contact me. Yvette Hale

