


# WEB ONCALL GUIDE

If you prefer, a video tutorial on how to use our Web OnCall service is also available by clicking the icon 

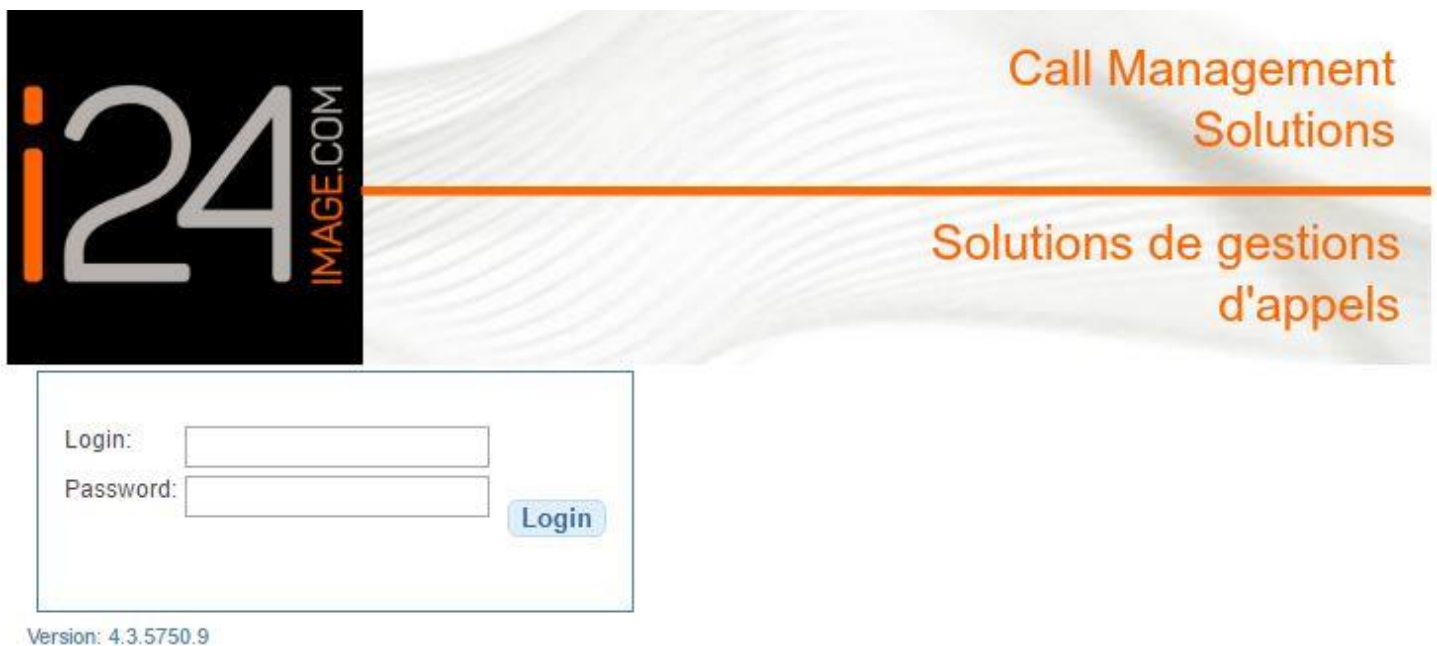
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# LOGGING IN

Enter the following link into your web browser: <https://isweb.image-24.com/isweb/>

Note: You may want to make this URL a “Favorite” for faster future reference.

Here is what you will see:



Enter your Login and Password to access your personal Web OnCall account:

LOGIN: \_\_\_\_\_

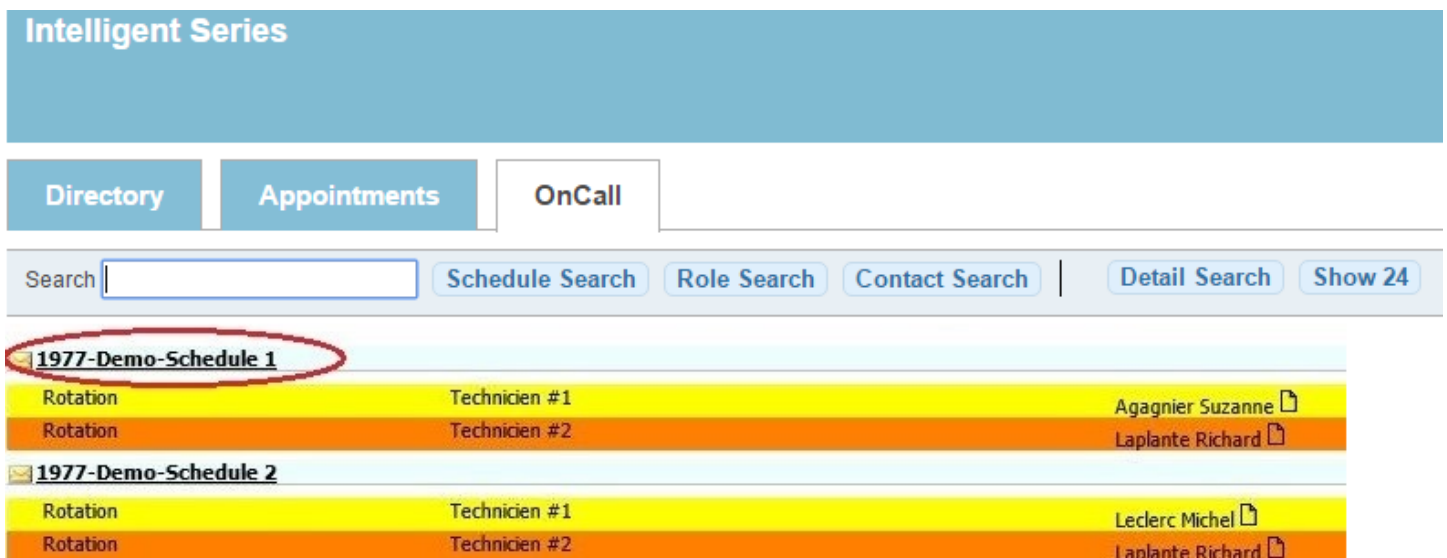
PASSWORD: \_\_\_\_\_

# ADDING ONCALL

Once logged in, you will see:



- 1) Click the "OnCall" tab.



- 2) If you have more than one schedule, this screen will appear for you to select the specific schedule you wish to update.

# ADDING ONCALL

**Intelligent Series**

Directory | Appointments | **OnCall**

1977-Demo-Schedule 1

New | Edit | Copy | Delete | Assign | Override | UnAssign | **List** | Day | Week | Month | Roster | SpreadSheet | Message | Search | Schedules

Monday, March 20 201X 2 assigned 2 unassigned

Start	End	Call Order	Shift	Role	Contact
3/14/201X 2:34 PM	3/14/201X 2:34 PM	0	Test	Technicien #1	Laplante Richard
3/14/201X 8:00 AM	3/14/201X 8:00 AM	0	Rotation	Technicien #1	
3/14/201X 8:00 AM	3/14/201X 8:00 AM	0	Rotation	Technicien #2	
3/20/201X 2:34 PM	3/20/201X 2:34 PM	0	Test	Technicien #1	Laplante Richard

■ Full Coverage  
■ Partial Coverage  
■ No Coverage

**Resources**

- Laplante Richard
- Leclerc Michel

- In the calendar, select the beginning date for which you would like to update the OnCall details (See red circled date in the calendar as an example).
- Select the shift you want to assign as the on call (See the highlighted shift in blue as an example: starting on 3/14/201X at 08:00 AM and ending on 3/14/201X at 08:00 AM).

Note: If you require assistance to change any of your shift dates or times, or to add or delete shifts, you may contact our supervisors at [service@image-24.com](mailto:service@image-24.com)

# ADDING ONCALL

Intelligent Series

Directory Appointments **OnCall**

1977-Demo-Schedule 1

New Edit Copy Delete **Assign** Override UnAssign List Day Week Month Roster SpreadSheet Message Search

Monday, March 27 201X

2 assigned 2 unassigned

Start	End	Call Order	Shift	Role	Contact
3/20/201X 2:34 PM	3/20/201X 2:34 PM	0	Test	Technicien #1	Laplante Richard
3/21/201X 8:00 AM	3/21/201X 8:00 AM	0	Rotation	Technicien #1	
3/21/201X 8:00 AM	3/28/201X 8:00 AM	0	Rotation	Technicien #2	
3/27/201X 2:34 PM	4/3/201X 2:34 PM	0	Test	Technicien #1	Laplante Richard

March 201X

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

Full Coverage  
Partial Coverage  
No Coverage

Resources

Laplante Richard  
Leclerc Michel

- 5) Once you have selected the calendar date and shift, click on the “Assign” option to go to the next step (See red circled “Assign” option in the menu bar).

# ADDING ONCALL

**Intelligent Series**

Directory | **Appointments** | OnCall

**1977-Demo-Schedule 1**

New | Edit | Copy | Delete | Assign | Override | UnAssign | List | Day | Week | Month | Roster | SpreadSheet | Message | Search

**Schedule Assignment**

Shift: Rotation  
Role: Technicien #1  
Duration: 3/21/201X 8:00 AM - 3/28/201X 8:00 AM

Select Contact: **Laplante Richard**

Comment:

Call Order: ~~0~~

Group Visible:

Date Range:

March 201X						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

**Save** | Exit

**Laplante Richard**

Cel: 5147777777  
Res: 5146666666  
Courriel: suzanne.agagnier@image-24.com

- 6) Click on the drop down "Select Contact" to select the name of the individual you want to assign as the OnCall person. Then click the "Save" tab.

Note: Never change the "Call Order" as this result in a change to the dispatch attempt order.

# TEMPORARY ONCALL CHANGES

Knowing that sometimes your routine may require a change to the person you have already selected as your OnCall (For either a specific day or for specific hours), please follow the steps below:



- 1) Click on the "Override" option.



### Shift Override

Shift: Test  
Role: Technicien #1  
Contact: Laplante Richard  
Duration: 3/27/201X 2:34 PM - 4/3/201X 2:34 PM

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Start Time:    
End Time:

Select Contact:

Comment:

**Laplante Richard**

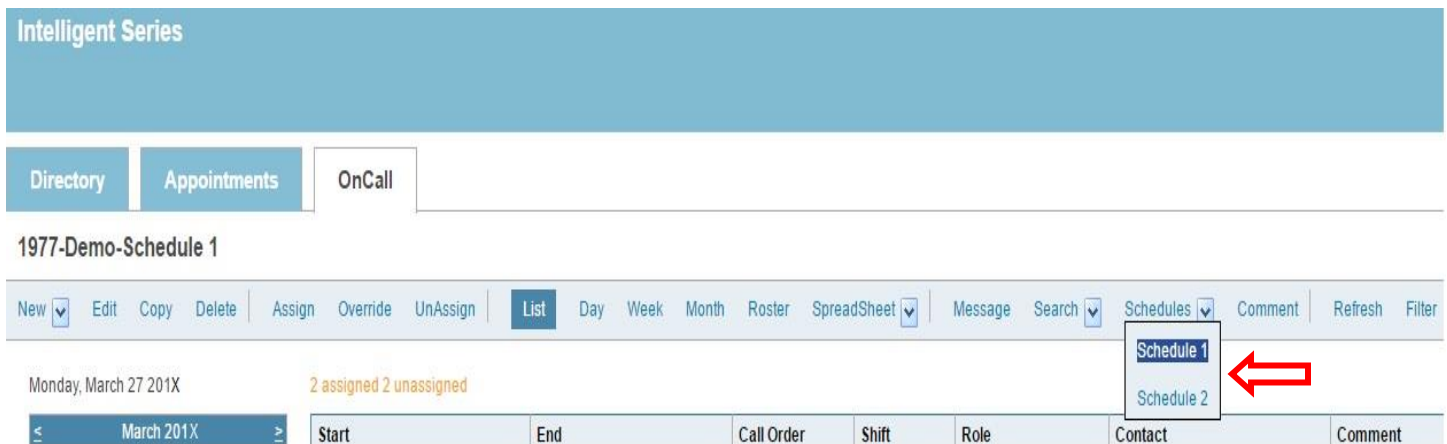
Cel:5147777777  
Res:5146666666  
Courriel:suzanne.agagnier@image-24.com

- 2) Click on the "Start Time" and "End Time" and select the specific day(s) and/or specific hour(s) for the override.
- 3) Click on the drop down "Select Contact" to select the name of the individual you want to assign as the temporary OnCall person. Then click the "Save" tab.

# PERMANENT SCHEDULE CHANGES



- 1) Click on the “Schedules” option.



- 2) If you have more than one schedule, select the schedule you wish to update (As shown in the example above: “Schedule 1” and “Schedule 2”).
- 3) Then follow steps 3, 4, 5 & 6 covered in the “Adding OnCall” section.



# ERRORS

If you receive an error message as illustrated below, likely the date format on your PC and those in our Web OnCall program are different. You will therefore need to manually change (reverse) the date and month you've selected in order for your request to be accepted.

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The screenshot shows a web form titled "Shift Override" with the following fields and values:

<b>Shift:</b>	Rotation
<b>Role:</b>	Technicien #1
<b>Contact:</b>	Agagnier Suzanne
<b>Duration:</b>	10/07 08:00 AM - 10/14 08:00 AM
<hr/>	
<b>Start Time:</b>	<input type="text" value="10/11/2013 08:00 AM"/> ! Invalid Time
<b>End Time:</b>	<input type="text" value="10/12/2013 08:00 AM"/> ! Invalid Time
<b>Select Contact</b>	<input type="text" value="Leclerc Michel"/> ▼
<b>Comment:</b>	<input type="text"/> ▼
<input type="button" value="Save"/> <input type="button" value="Exit"/>	

# WHAT TO AVOID

- 1) Please note that you cannot modify an existing shift while it is actively in place as this will damage your script by virtue of the fact that they are linked together. Any programming required to correct such an action will entail additional fees.

**Intelligent Series**

Directory
Appointments
OnCall

**1977-Demo-Schedule 1**

New
Edit
Copy
Delete
Assign
Override
UnAssign
List
Day
Week
Month
Roster
SpreadSheet
Message
Search
Schedules

- 2) Please note that you cannot change the “Roles” as this will damage your script. The Role determines the order of escalation during dispatch. Any programming required to correct such an action will entail additional fees.

**Intelligent Series**

Directory
Appointments
OnCall

**1977-Demo-Schedule 1**

New
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Comment
Refre

Monday, March 27 201X 2 assigned 2 unassigned

Start	End	Call Order	Shift	Role	Contact	Comment	Status
+ 3/20/201X 2:34 PM	3/20/201X 2:34 PM	0	Test	Technicien #1	Laplante Richard		Jour
3/21/201X 8:00 AM	3/21/201X 8:00 AM	0	Rotation	Technicien #1			
3/21/201X 8:00 AM	3/28/201X 8:00 AM	0	Rotation	Technicien #2			
3/27/201X 2:34 PM	4/3/201X 2:34 PM	0	Test	Technicien #1	Laplante Richard		Jour

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**Resources**

- Laplante Richard
- Leclerc Michel