

WEB ON-CALL GUIDE

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

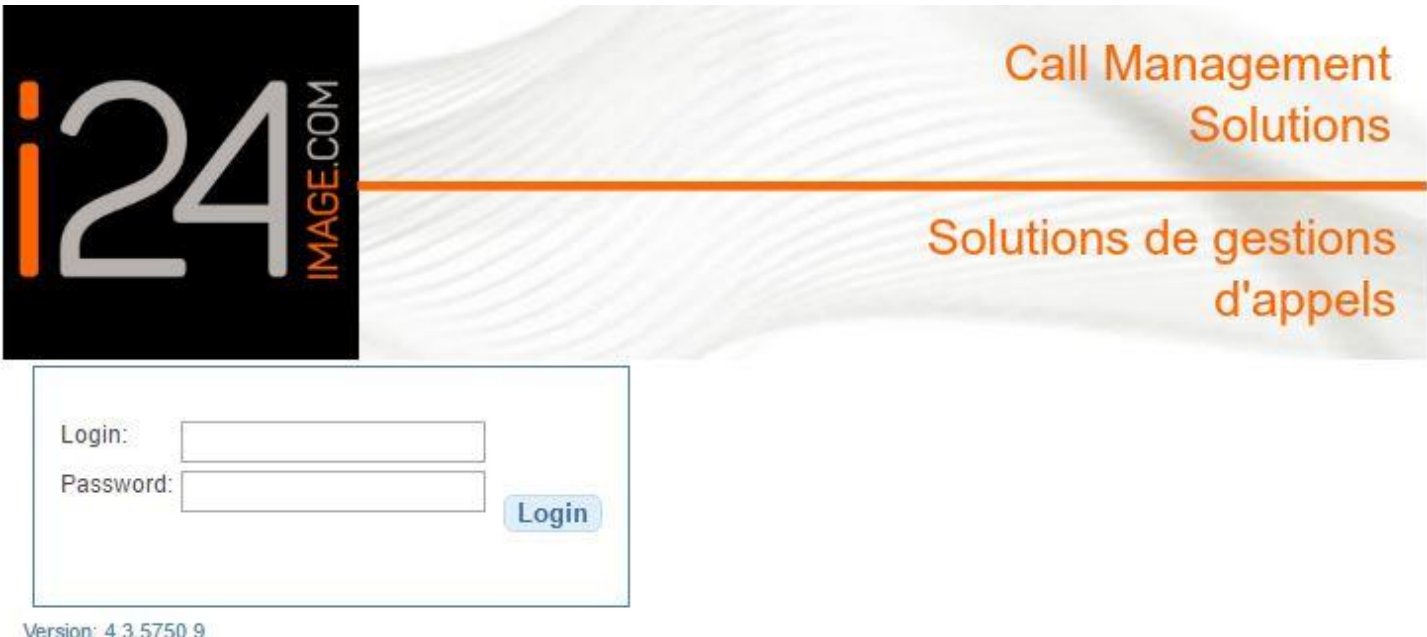
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LOGGING IN

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:



The screenshot shows the login interface for i24 Image.com. On the left is the i24 IMAGE.COM logo. The background features a wavy pattern with the text 'Call Management Solutions' and 'Solutions de gestions d'appels' in orange. A login box contains fields for 'Login:' and 'Password:', a 'Login' button, and a version number 'Version: 4.3.5750.9' at the bottom left.

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

LOGIN: _____

PASSWORD: _____

ADDING ONCALL

Once logged in, you will see:

The screenshot shows the 'Intelligent Series' interface. At the top, there are three tabs: 'Directory', 'Appointments', and 'OnCall'. The 'OnCall' tab is highlighted with a red circle. Below the tabs, the title '1977-Demo - Agent' is displayed. There are buttons for 'New', 'Edit', 'Delete', and 'Message'. A 'Filter by:' dropdown menu is set to 'None'. A search bar is present with the text 'Search:'. Below the search bar, there is a table with the following data:

☐	<u>Nom</u>
☒	Agagnier Suzanne
☐	Laplane Richard
☐	Leclerc Michel
☐	Perron Sabrina

- 1) Click the "OnCall" tab.

The screenshot shows the 'Intelligent Series' interface. At the top, there are three tabs: 'Directory', 'Appointments', and 'OnCall'. The 'OnCall' tab is highlighted. Below the tabs, there is a search bar and several buttons: 'Schedule Search', 'Role Search', 'Contact Search', 'Detail Search', and 'Show 24'. Below the search bar, there is a table with the following data:

1977-Demo-Schedule 1		
Rotation	Technicien #1	Agagnier Suzanne
Rotation	Technicien #2	Laplane Richard

Below the first table, there is another table with the following data:

1977-Demo-Schedule 2		
Rotation	Technicien #1	Leclerc Michel
Rotation	Technicien #2	Laplane Richard

- 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

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

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

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

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 ▾ Sched

Monday, March 27 201X

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

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

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: **Laplane 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

Laplane 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.

5

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:

The screenshot shows the 'Intelligent Series' header and three tabs: 'Directory', 'Appointments', and 'OnCall'. Below the tabs is the title '1977-Demo-Schedule 1'. A toolbar contains buttons: 'New', 'Edit', 'Copy', 'Delete', 'Assign', 'Override' (circled in red), 'UnAssign', 'List', 'Day', 'Week', 'Month', 'Roster', 'SpreadSheet', 'Message', 'Search', and 'Schedules'.

- 1) Click on the "Override" option.

The screenshot shows the 'Shift Override' form. It includes fields for 'Shift' (Test), 'Role' (Technicien #1), 'Contact' (Laplanche Richard), and 'Duration' (3/27/201X 2:34 PM - 4/3/201X 2:34 PM). The 'Start Time' and 'End Time' fields are circled in red, showing dates and times. The 'Select Contact' dropdown is set to 'Laplanche Richard'. The 'Comment' field is empty. At the bottom are 'Save' and 'Exit' buttons. To the right, a box displays contact information for 'Laplanche Richard': Cel: 5147777777, Res: 5146666666, and Courriel: suzanne.agagnier@image-24.com.

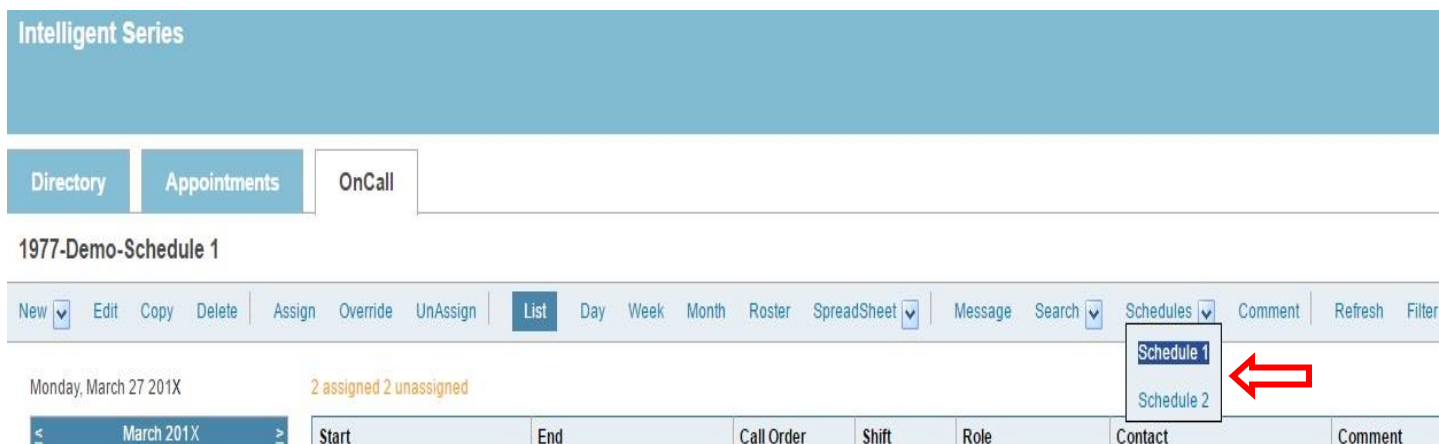
- 2) Click on the "Start Time" and "End Time" and select the specific day(s) and/or specific hour(s) for the override.
- 3) Click on the drop down "Select Contact" to select the name of the individual you want to assign as the temporary OnCall person. Then click the "Save" tab.

PERMANENT SCHEDULE CHANGES



The screenshot shows the 'Intelligent Series' header and a navigation bar with 'Directory', 'Appointments', and 'OnCall' tabs. Below the tabs is the title '1977-Demo-Schedule 1'. A toolbar contains various action buttons: 'New', 'Edit', 'Copy', 'Delete', 'Assign', 'Override', 'UnAssign', 'List', 'Day', 'Week', 'Month', 'Roster', 'SpreadSheet', 'Message', 'Search', and 'Schedules'. The 'Schedules' button is circled in red.

- 1) Click on the “Schedules” option.



This screenshot shows the same interface as the previous one, but with the 'Schedules' dropdown menu open. It displays two options: 'Schedule 1' and 'Schedule 2'. A red arrow points to 'Schedule 1'. Below the dropdown, the text 'Monday, March 27 201X' and '2 assigned 2 unassigned' are visible. A table with columns 'Start', 'End', 'Call Order', 'Shift', 'Role', 'Contact', and 'Comment' is partially shown.

- 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.

The screenshot shows a web form titled "Shift Override" with a blue header. The form contains several fields: "Shift:" with value "Rotation", "Role:" with value "Technicien #1", "Contact:" with value "Agagnier Suzanne", and "Duration:" with value "10/07 08:00 AM - 10/14 08:00 AM". Below these is a horizontal line. The "Start Time:" field contains "10/11/2013 08:00 AM" and is followed by a red error message "! Invalid Time". The "End Time:" field contains "10/12/2013 08:00 AM" and is also followed by a red error message "! Invalid Time". Below these are two dropdown menus: "Select Contact" with "Leclerc Michel" selected, and "Comment:" which is empty. At the bottom right are "Save" and "Exit" buttons.

Shift Override	
Shift:	Rotation
Role:	Technicien #1
Contact:	Agagnier Suzanne
Duration:	10/07 08:00 AM - 10/14 08:00 AM
Start Time:	10/11/2013 08:00 AM ! Invalid Time
End Time:	10/12/2013 08:00 AM ! Invalid Time
Select Contact	Leclerc Michel ▼
Comment:	▼
Save 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 Edit Copy Delete

Assign Override UnAssign

List

Day Week Month Roster SpreadSheet

Message Search

Schedules

Comment

Ref

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	Laplane 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	Laplane Richard		Jour

Full Coverage

Partial Coverage

No Coverage

Resources

Laplane Richard

Leclerc Michel