Holiday Portal Instruction Guide

We're serious about our mission at i24 to be integral to your success - one call at a time.

With our Statutory Holiday Portal, you have an **easy, one-step process to update us regarding statutory holiday office hours.**

IMPORTANT: Make sure you receive your Statutory Holiday Portal* Notices!

Like many organizations, i24 uses email services such as MailChimp to correspond with clients.

When you become a client of i24, your company email address is added to our email subscription list. We suggest that email be your most monitored one. *Your email address is confidential and never shared.*

Don't miss important information:

- Do not **unsubscribe** to any emails from Service@i24image.com
- If you have accidentally unsubscribed, we'll send you a notice to "resubscribe".
- To avoid our messages getting lost in your spam folder, white list this email address: Service@i24image.com

* The Statutory Holiday Portal is accessible only from the date that you receive your reminder to the date of the Holiday.

** Please note that this online portal only allows you to enter your **statutory holiday** opening and closing hours.*

For Updates Other Than Statutory Holiday Changes:

On-call Changes:

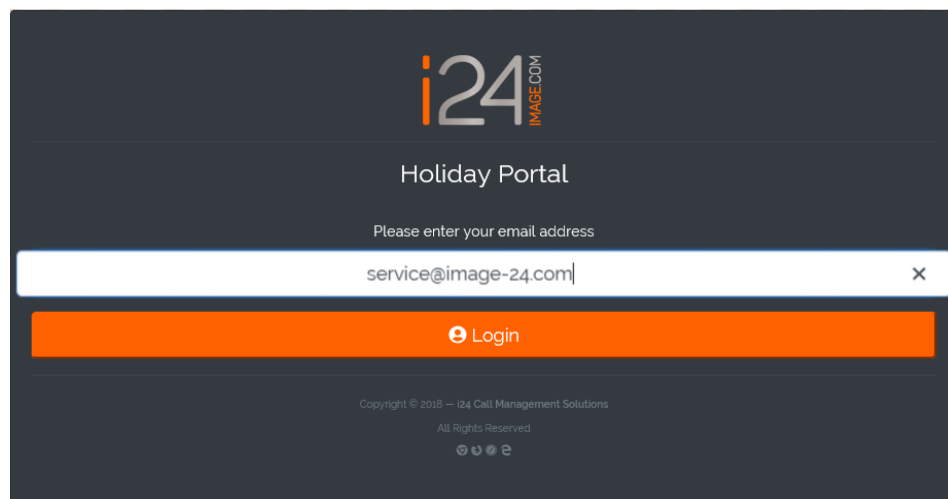**Please access our "web on call portal" to update your schedule online.**

For Contact information changes such as:

- a contact added or removed
- a contact phone number
- a contact email
- a contact SMS

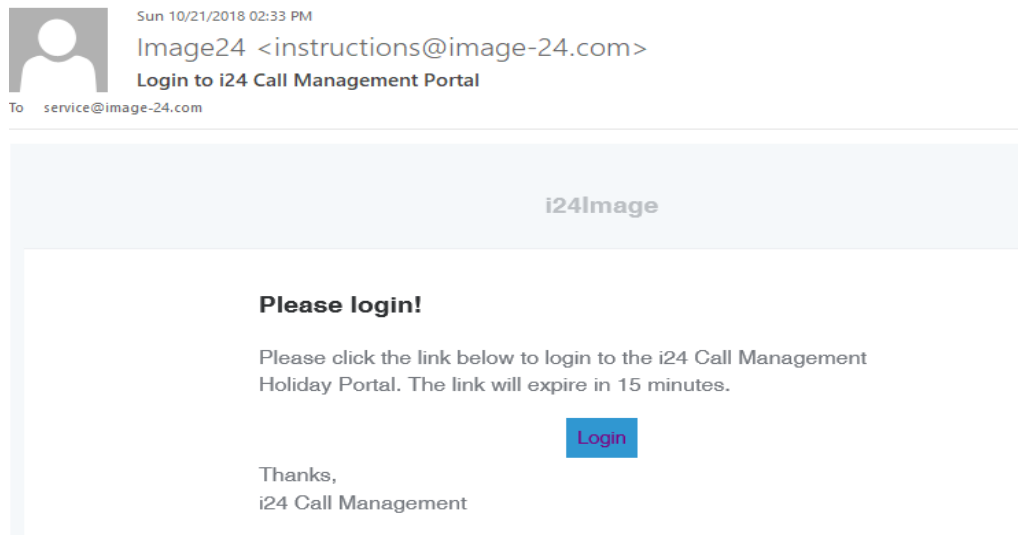send your request to service@i24image.com

HOW IT WORKS :

1. Your virtual team at i24 sends a reminder by email 2 to 3 weeks prior to all statutory holidays with a link to access to i24 Holiday Portal and email subject will be "**HOLIDAY INSTRUCTION REMINDER**."

2. Once on the portal: Enter the email address to where the reminder was sent. (your email address) and click "login" to validate security:

3. Please check your email for "**Login to i24 Call Management Portal**" from instructions@i24image.com

Sun 10/21/2018 02:33 PM
Image24 <instructions@image-24.com>
Login to i24 Call Management Portal
To   service@image-24.com

i24Image

Please login!

Please click the link below to login to the i24 Call Management
Holiday Portal. The link will expire in 15 minutes.

Login

Thanks,
i24 Call Management

4. Click on "Add Holiday Entry:"

First time users, click on:

Add Holiday Entry
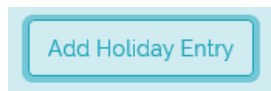
Existent users, click on :

+ Add Holiday Entry

5. Please select the account number from the dropdown:

4002   ⌄

6. Please enter the **start date** from the calendar:

10/21/2018   ✕

October 2018

Su	Mo	Tu	We	Th	Fr	Sa
30	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	9	10

7. Please enter the **end date** from the calendar:

10/25/2018   ✕

		October 2018				
Su	Mo	Tu	We	Th	Fr	Sa
30	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	9	10

Add Entry

8. Please enter the **start time**:

5:00 PM   ✕

05   :   00   PM

9. Please enter the **end time**:

8:00 AM   ✕

08   :   00   AM

10. Select one of the options from the dropdown "Is the office open or closed?

Closed   ⌄

11. Enter your special notes:

> Notes...

12. Review your entry and click on "Add Entry" to save your holiday instructions:

New Holiday Entry   ✕

Please select the account

| 4002 | ⌄ |

Please enter the start date

10/21/2018

Please enter the end date

10/25/2018

Please enter the start time

5:00 PM

Please enter the end time
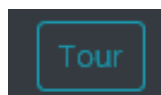
8:00 AM

Is the office open or closed?

| Closed | ⌄ |

Please follow evening/weekend/holidays dispatch procedures during this holiday.
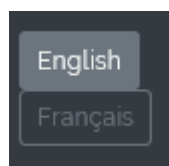
Close   Add Entry

✓ We strongly suggest you to take our online portal "Tour" to get familiar with the available prompts on the go:

Tour

✓ You may choose your language preference from the options available:

English
Français

✓ If you need any further assistance, you may reach out to your i24 virtual team by email Service@i24image.com or by Phone 514-736-6767