i24™ IMAGE.COM | CALL MANAGEMENT SOLUTIONS

Updated: Nov 2026

HOLIDAY **PORTAL.**

INSTRUCTION GUIDE

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Documents & Guides

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Holiday Portal Instruction Guide

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 Odoo 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 “client portal” to update your schedule online. (See On-Call in the left side Menu)

If you don’t have access to the Client portal, you can send your modifications by email to service@i24image.com.

For Contact information changes such as:

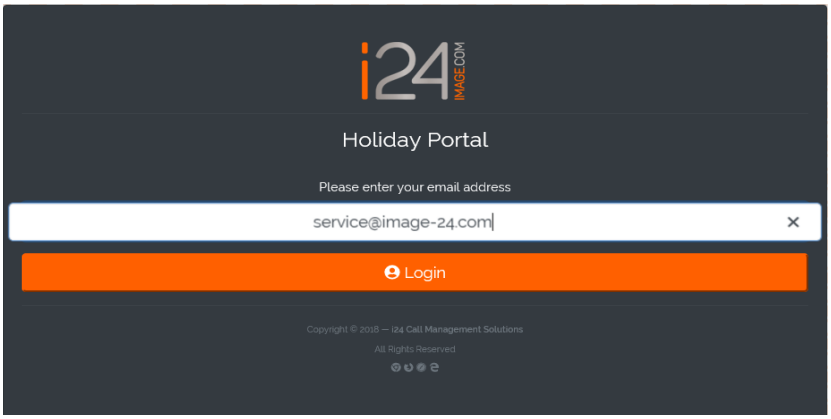
- a contact added or removed
- a contact phone number
- a contact email
- a contact SMS

Those requests must be sent by email to service@i24image.com

How it works:

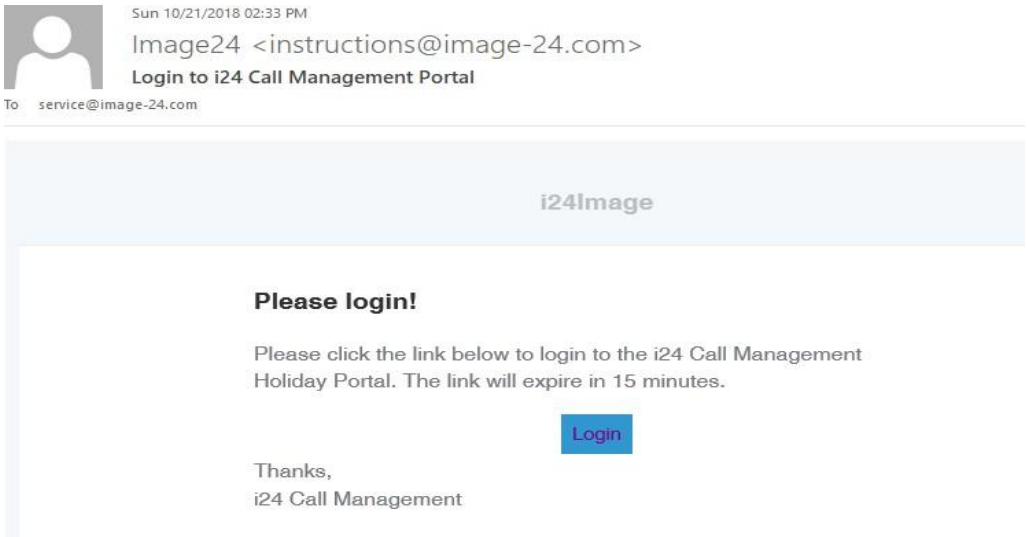
1. Your virtual team at i24 sends a reminder by email 2 to 3 weeks prior to all statutory holidays with a link to access to i24 Holiday Portal and email subject will be “HOLIDAY INSTRUCTION REMINDER.”

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



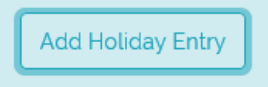
Kindly note that if the email has been forwarded, the security validation will fail.

3. Please check your email for “Login to i24 Call Management Portal” from instructions@image-24.com

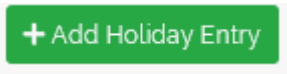


4. Click on “Add Holiday Entry:”

a. First time users, click on



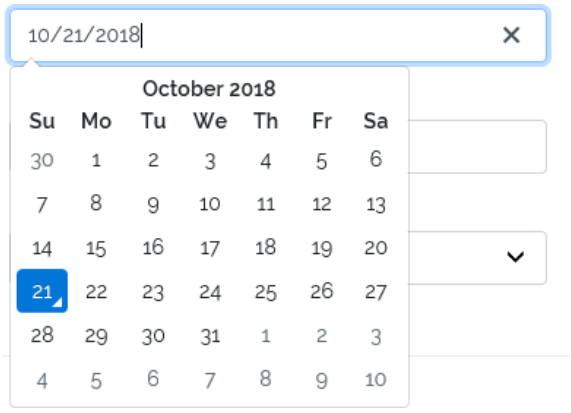
b. Existent users, click on:



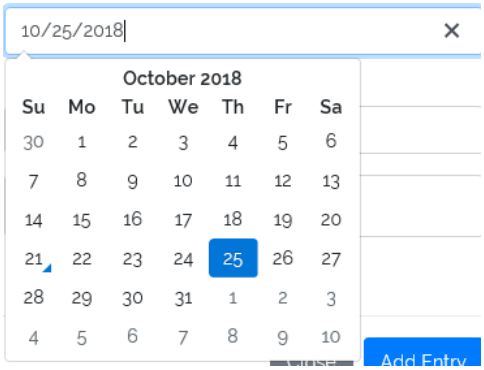
5. Please select the account number from the dropdown. If only one account, will appear by default here:



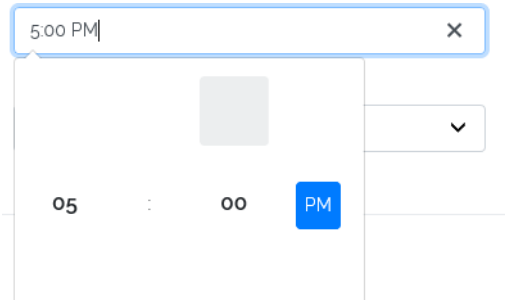
6. Please enter the start date from the calendar:



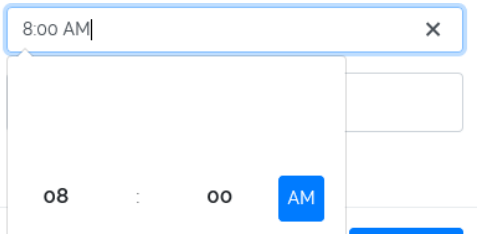
7. Please enter the end date from the calendar:



8. Please enter the start time:



9. Please enter the end time:



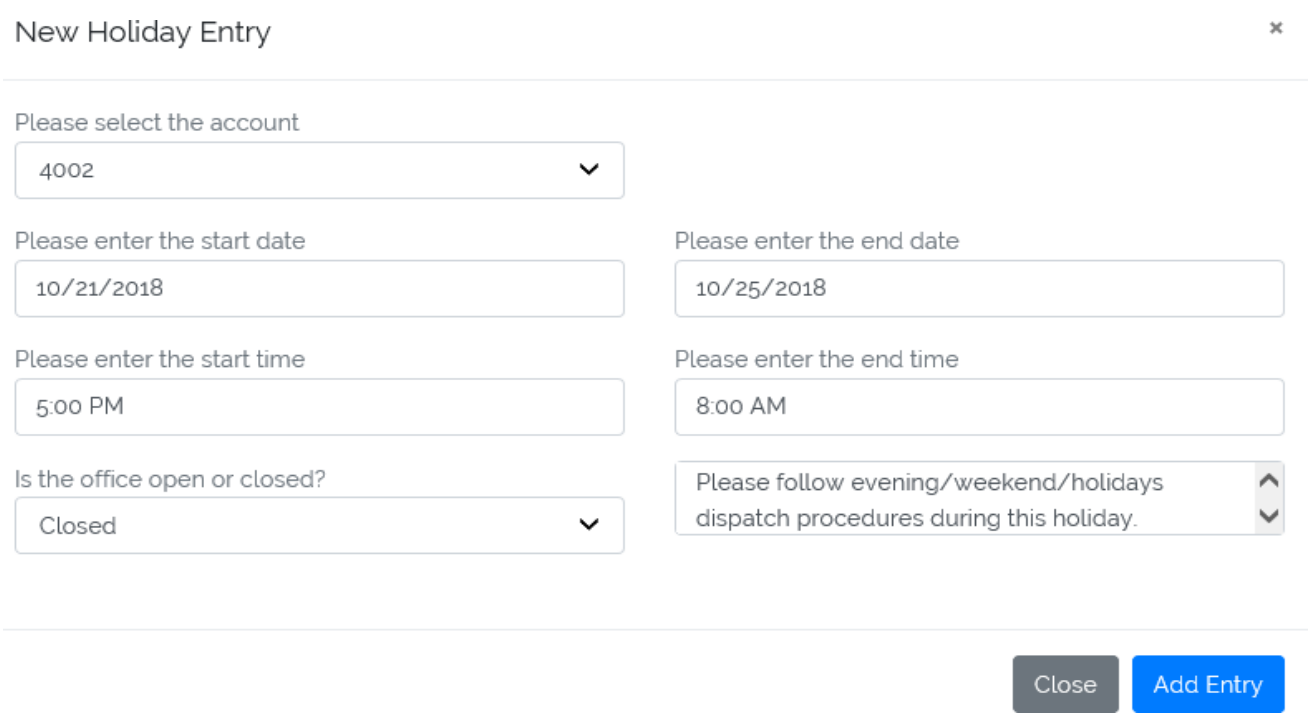
10. Select one of the options from the dropdown “Is the office open or closed?



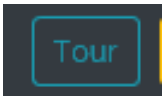
11. Enter your special notes. Please avoid leaving in this section contradictory instructions that could affect call dispatching:



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



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



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



- ✓ 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