

ONLINE ACCOUNT SERVICES GUIDE

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www.interconmessaging.com

Call us at 1-866-605-2558 for more information or chat
to us live via our website.

PO Box 6295, 6226 50th Avenue, Drayton Valley AB, T7A 1R7



LOGGING IN

To **prevent account impacts**, we ***strongly encourage*** you to contact our Client Care Team to walk through on each of these features before utilizing any of these features.

Enter the following link into your web browser:

<https://myaccount.interconmessaging.com/isweb>

Note, you may want to make this URL a “favorite” for faster future reference. You can also login via our website: www.interconmessaging.com

Here is what you will see:



Online Account Services

Login:	<input type="text"/>
Password:	<input type="password"/>
	<input type="button" value="Login"/>

Powered by Amtelco IS Web Version: 4.3.5750.9

Enter the login credentials provided to you by Intercon Messaging.



OPTIONS

Once logged in, you will have access to each of the following:



Intercon2455 [Logout](#)

Online Account Services

[Directory](#)
[OnCall](#)
[Recordings](#)

Alana2016 - Operator

[Subject](#)
[View](#)
[New](#)
[Edit](#)
[Delete](#)
 Search:
[Advanced Search](#)
 Filter by: None

<input type="checkbox"/>	Name	Email	SMS	Cell Phone	Home	Current SM
<input checked="" type="checkbox"/>	Alana Nikiforuk	it@interconmessaging		1234567890	1234567890	.50S:~1234
<input type="checkbox"/>	Cheryl Bouchard					.50S:~0987

Calendar

Today

01-12 08:00 AM - 01-19 08:00 AM Alana2016 B/U B/U O/C

01-12 08:00 AM - 01-19 08:00 AM Alana2016 B/U O/C

01-12 08:00 AM - 01-19 08:00 AM Alana2016 Weekly O/C

01-12 08:00 AM - 01-19 08:00 AM Alana2016 Weekly B/U O/C

01-12 05:36 PM - 01-13 06:36 PM Alana2016 Test O/C

Status: Call Cell [Change](#)

Alana Nikiforuk

Name: Alana Nikiforuk
 Email: it@interconmessaging.com
 SMS:
 Cell Phone: 1234567890
 Home: 1234567890

To access one of the features, simply click on the applicable tab.

Directory: Allows you to view and update listings in your Staff Directory to make sure we have the latest information.

OnCall: Allows you to view, update or enter your OnCall information here.

Recordings: Allows you to listen to all inbound and outbound calls for the past ninety days.

OnCall

Navigating Your OnCall Schedule(s)

The **OnCall** tab will show your accounts OnCall Schedule(s). If your account has more than one OnCall schedule (for example different departments) you will see them listed. Here is an example of what you will see:

Directory
OnCall
Recordings

Schedule Search
Role Search
Contact Search
Detail Search
Show 24

✉ [Alana2016-Alana2016](#)

✉ [Alana2016-Cheryl2016](#)

Select the schedule you would like to view by clicking on the name. Here is an example of what you will see:

Alana2016

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

test lalala

Friday, February 03 2017

February 2017						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	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	1	2	3	4
5	6	7	8	9	10	11

- Full Coverage
- Partial Coverage
- No Coverage

0 assigned 3 unassigned

Start	End	Call Order	Shift	Role	Contact	Comment
2017-02-02 08:00	2017-02-09 08:00	0	B/U	B/U O/C		
2017-02-02 08:00	2017-02-09 08:00	0	Weekly	O/C		
2017-02-03 00:00	2017-02-03 17:00	0	8 on 6 off	O/C		

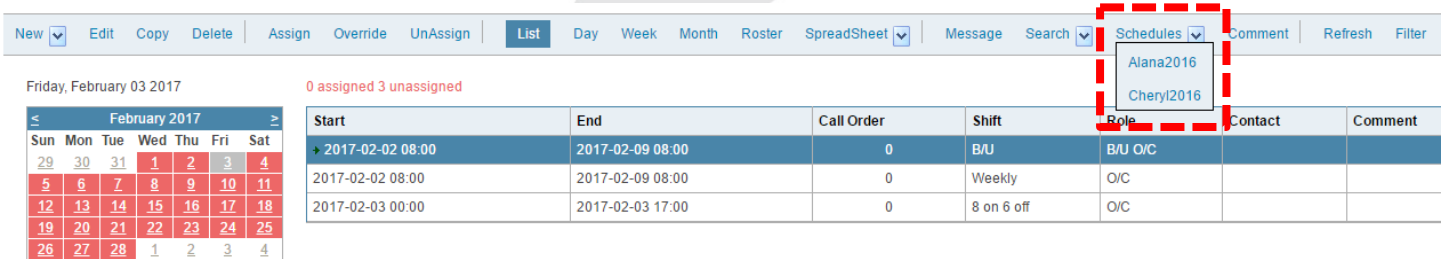
Resources

Cheryl Bouchard

OnCall

Navigating Your OnCall Schedule(s)

If your account has more than one OnCall schedule, to switch views hover over the **Schedules** drop down list in the main menu and select the desired schedule.

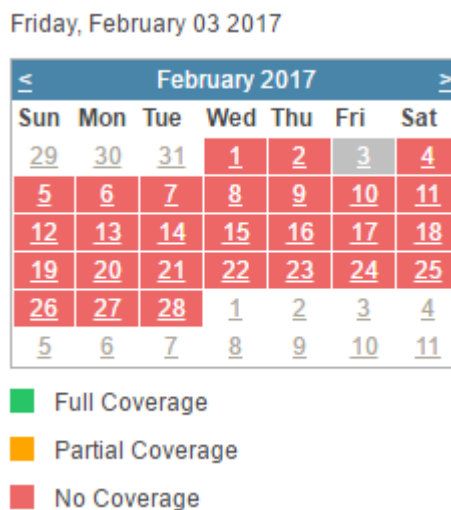


Friday, February 03 2017

0 assigned 3 unassigned

Start	End	Call Order	Shift	Role	Contact	Comment
2017-02-02 08:00	2017-02-09 08:00	0	B/U	B/U O/C		
2017-02-02 08:00	2017-02-09 08:00	0	Weekly	O/C		
2017-02-03 00:00	2017-02-03 17:00	0	8 on 6 off	O/C		

The **Calendar** shows a color coded view of the coverage currently scheduled.



Friday, February 03 2017

February 2017						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	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	1	2	3	4
5	6	7	8	9	10	11

- Full Coverage
- Partial Coverage
- No Coverage

The grey square represents the day currently selected. The green square represents **Full Coverage**, the yellow square represents **Partial Coverage** and the red square represents **No Coverage**.

OnCall

Navigating Your OnCall Schedule(s)

If your schedule has pre-defined times, you will see them listed in the **Shift Assignment Area**. Here you can see the pre-defined time range for each shift as well as the contact that is assigned (scheduled) for that shift.

Here is an example of what you will see:

0 assigned 3 unassigned

Start	End	Call Order	Shift	Role	Contact	Comment
→ 2017-02-02 08:00	2017-02-09 08:00	0	Weekly	O/C		
2017-02-02 08:00	2017-02-09 08:00	0	Weekly B/U	B/U O/C		
2017-02-03 08:00	2017-02-03 17:00	0	Daily	O/C		

The **Resource List** (located below the calendar), shows the contacts available for the selected schedule.

Resources

Cheryl Bouchard

OnCall

OnCall Personnel Single Shift Assignment

1. From the shift assignment area, select the shift you'd like to assign.
2. From the **Resources**, select the contact you would like to schedule for the selected shift and click on **Assign**.


Alana2016

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

Friday, February 03 2017

1 assigned 2 unassigned

February 2017						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	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	1	2	3	4
5	6	7	8	9	10	11

Start	End	Call Order	Shift	Role	Contact
2017-02-02 08:00	2017-02-09 08:00	0	Weekly	O/C	Cheryl Bouchard 
2017-02-02 08:00	2017-02-09 08:00	0	Weekly B/U	B/U O/C	
▶ 2017-02-03 08:00	2017-02-03 17:00	0	Daily	O/C	

- Full Coverage
- Partial Coverage
- No Coverage

Resources

Alana Nikiforuk
Cheryl Bouchard

Assign

OnCall

OnCall Personnel Multiple Shift Assignment

1. From the shift assignment area, select the shift you'd like to assign.
2. From the menu, select **Assign**.

Alana2016

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

Friday, February 03 2017

1 assigned 2 unassigned

February 2017						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	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	1	2	3	4
5	6	7	8	9	10	11

Start	End	Call Order	Shift	Role	Contact
2017-02-02 08:00	2017-02-09 08:00	0	Weekly	O/C	Cheryl Bou
2017-02-02 08:00	2017-02-09 08:00	0	Weekly B/U	B/U O/C	
→ 2017-02-03 08:00	2017-02-03 17:00	0	Daily	O/C	

- Full Coverage
- Partial Coverage
- No Coverage

Resources
Alana Nikiforuk
Cheryl Bouchard

OnCall

OnCall Personnel Multiple Shift Assignment

3. The selected contact will appear with a calendar.
4. The calendar will display days with available shift in a bolded font. Within the calendar select the dates you would like to assign the selected contact to.
5. Click **Save**.

Schedule Assignment

Shift: Daily
Role: O/C
Duration: 2017-02-03 08:00 - 2017-02-03 17:00

Select Contact: ▼

Comment: ▼

Call Order: ▼

Group Visible:

Date Range:

February 2017						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11
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19	20	21	22	23	24	25
26	27	28	1	2	3	4

OnCall

Reassign an OnCall Shift

If you only need to re-assign a **portion** of an OnCall Shift, please refer to the **Override** function on page 16.

1. From the shift assignment area, select the shift you'd like to reassign.
2. From the **Resources**, select the contact you would like to replace the currently scheduled contact with and click on **Assign**.

Alana2016



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

Friday, February 03 2017

2 assigned 1 unassigned

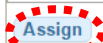
February 2017						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	1	2	3	4
5	6	7	8	9	10	11

- Full Coverage
- Partial Coverage
- No Coverage

Start	End	Call Order	Shift	Role	Contact
2017-02-02 08:00	2017-02-09 08:00	0	Weekly	O/C	Cheryl Bouchard 
→ 2017-02-02 08:00	2017-02-09 08:00	0	Weekly B/U	B/U O/C	Alana Nikiforuk 
2017-02-03 08:00	2017-02-03 17:00	0	Daily	O/C	

Resources

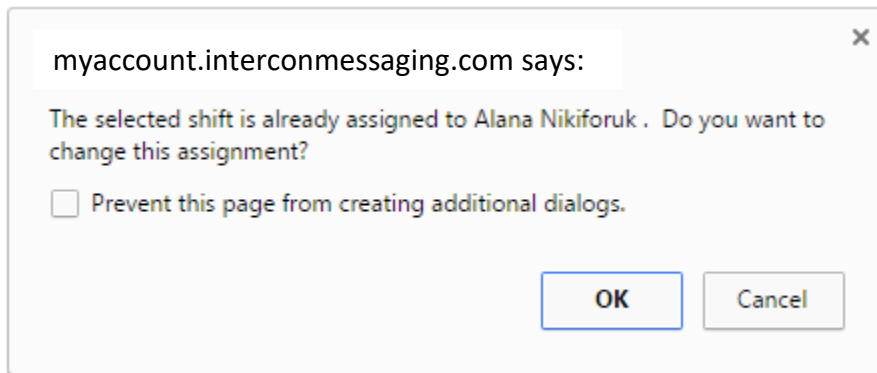
- Alana Nikiforuk
- Cheryl Bouchard



OnCall

Reassign an OnCall Shift

3. A dialogue box will pop-up to confirm. Click **OK**



OnCall

Reassign Part of an OnCall Shift

To only reassign a portion of an OnCall shift, you will need to use the **Override** function. For example, if Cheryl is covering for Alana from 5 pm until 11pm on February 2nd.

1. From the shift assignment area, select the shift you would like to partially cover.
2. From the menu, click on **Override**.

New Edit Delete | Assign UnAssign | List Day Week Month Roster SpreadSheet | Message Search Schedules C

Friday, February 03 2017

2 assigned 1 unassigned

February 2017						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	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	1	2	3	4
5	6	7	8	9	10	11

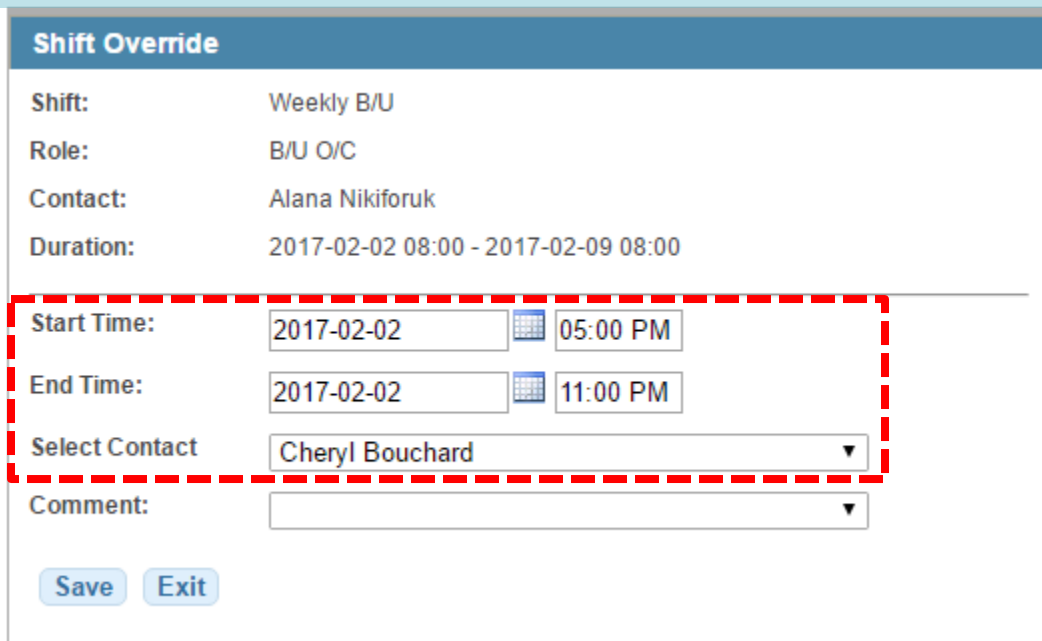
- Full Coverage
- Partial Coverage
- No Coverage

Start	End	Call Order	Shift	Role	Contact
2017-02-02 08:00	2017-02-09 08:00	0	Weekly	O/C	Cheryl Bouchard <input type="button" value="v"/>
2017-02-02 08:00	2017-02-09 08:00	0	Weekly B/U	B/U O/C	Alana Nikiforuk <input type="button" value="v"/>
2017-02-03 08:00	2017-02-03 17:00	0	Daily	O/C	

OnCall

Reassign Part of an OnCall Shift

3. The selected contact will appear with the shift override options.
4. Enter the **Start Date** and **Time** followed by the **End Date** and **Time** of the coverage time.
5. From the **Select Contact** drop down list, select the person who will be covering this time span.
6. Click **Save**.



Shift Override

Shift: Weekly B/U
Role: B/U O/C
Contact: Alana Nikiforuk
Duration: 2017-02-02 08:00 - 2017-02-09 08:00

Start Time: 2017-02-02 05:00 PM
End Time: 2017-02-02 11:00 PM
Select Contact: Cheryl Bouchard
Comment: