

# **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.



# **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:6040/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: Password:	Login

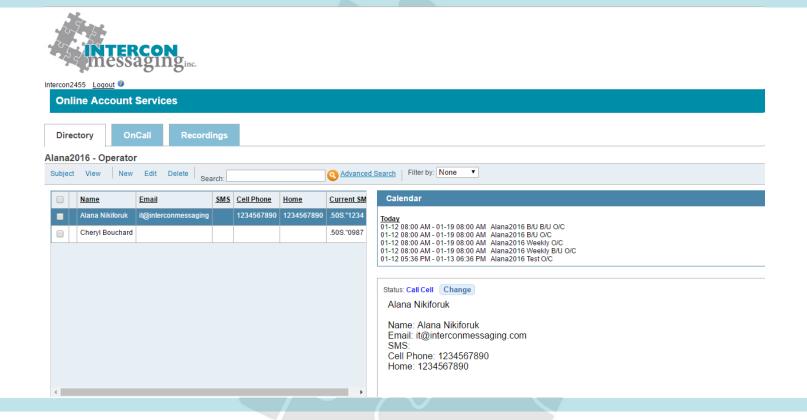
Powered by Amtelco IS Web Version: 4.3.5750.9

Enter the login credentials provided to you by Intercon Messaging.



### **OPTIONS**

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



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.

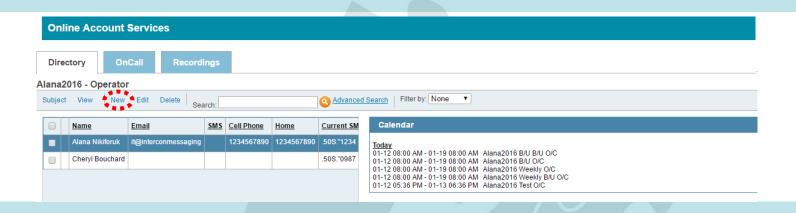
OnCall: Allows you to view, update or enter your OnCall information here.

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

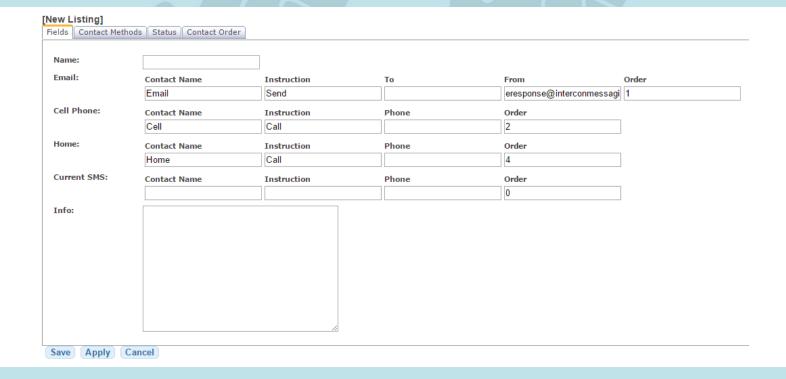


### **Adding A New Employee**

1. To add a new employee to your staff directory, click on New in the top menu.



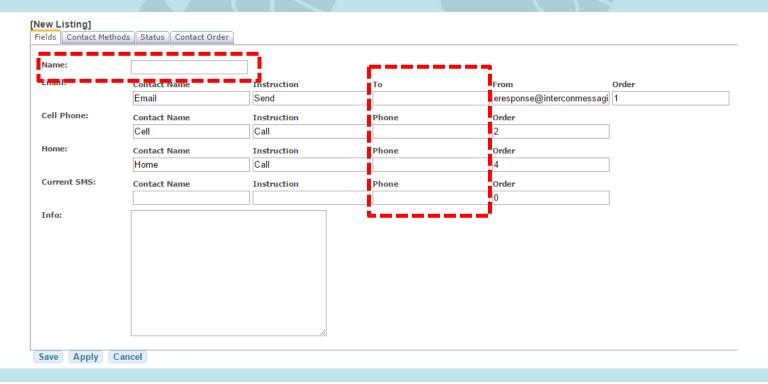
#### Here is an example of what you will see:





### **Adding A New Employee**

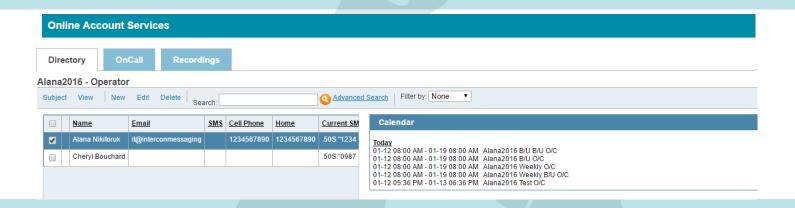
- 2. Fill out all appropriate contact information on the **Fields** tab. The fields highlighted are the only fields you need to add information to (if applicable).
  - Note: a. If you utilize texting, you will need to enter the persons' cell number in both the Cell Phone field and the Text (SMS) field.
    - b. There may be additional characters required for you to enter when entering a number into the Text (SMS) field. If so, our Client Care Team will let you know.
    - c. If you need additional fields added (ex 'Alternate Cell', please contact our Client Care Team)
- There is no information you need to enter on the Contact Methods, Status, or Contact Order tabs.
- 4. Click Apply and then Save.



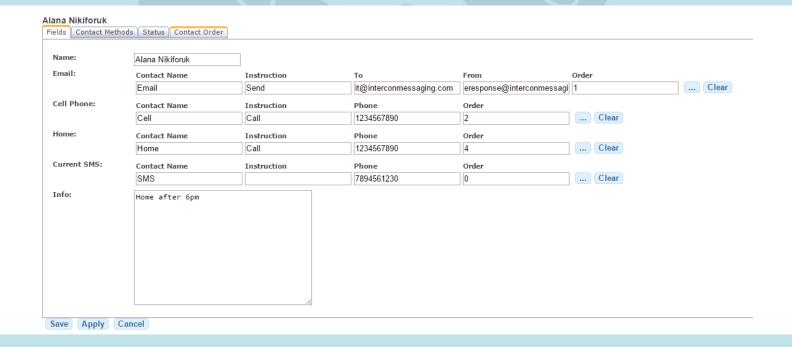


### **Editing Employee Contact Information**

1. To edit a current employee's contact information, click on the box to the left of their name and click **Edit** in the top menu.

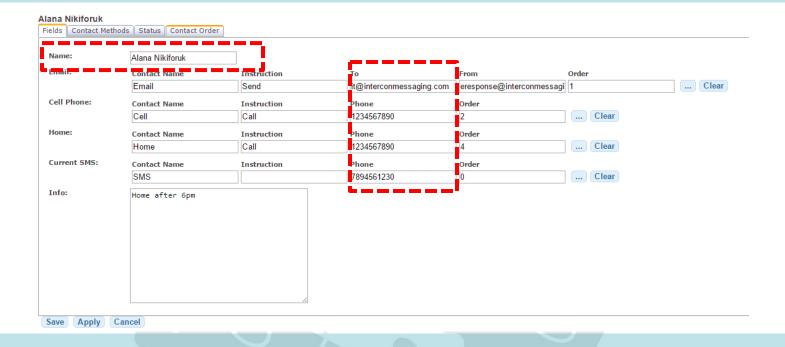


Here is an example of what you will see:





### **Editing Employee Contact Information**

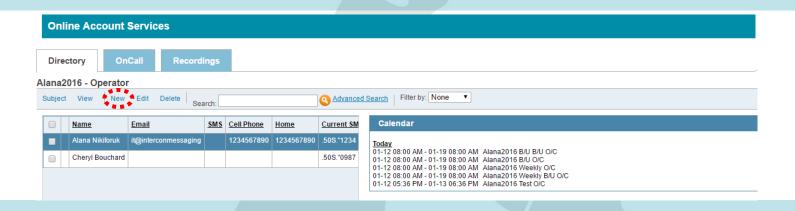


- 2. Edit all appropriate contact information in the **Fields** tab. The fields highlighted above are the fields you will be most commonly editing (if applicable).
  - Note: a. If you utilize texting, you will need to enter the persons' cell number in both the Cell Phone field and the Text (SMS) field.
    - b. There may be additional characters required for you to enter when entering a number into the Text (SMS) field. If so, our Client Care Team will let you know.
    - c. If you need additional fields added (ex 'Alternate Cell', please contact our Client Care Team)
- 3. There is no information you need to edit on the Contact Methods, Status, or Contact Order tabs.
- 4. Click Apply and then Save.



### **Deleting an Employee**

1. To remove an employee from your staff directory, click on the box to the left of their name and click **Delete** in the top menu.



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

