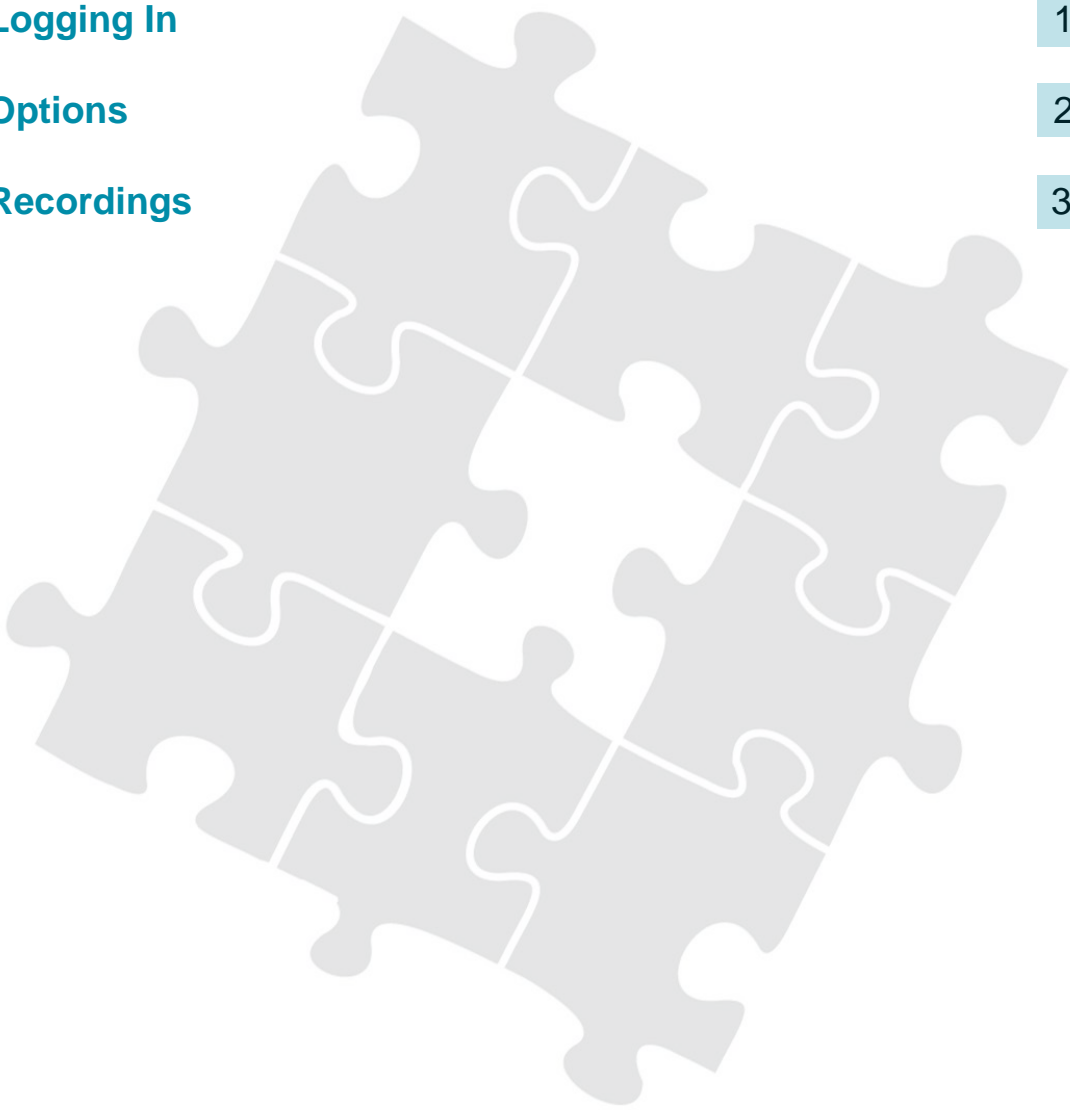


ONLINE ACCOUNT SERVICES GUIDE

DESCRIPTION	PAGE
Logging In	1
Options	2
Recordings	3



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 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.

RECORDINGS

The **Recordings** tab will allow you to search and listen to call recordings from your account.



Intercon2455 Logout

Online Account Services

Directory

OnCall

Recordings

Welcome, Alana!
Logout



Agent Recordings

To search your recordings, simply click on image or the text **Agent Recordings**.

Online Account Services

Directory

OnCall

Recordings

Welcome, Alana!
Logout



Agent Recordings

RECORDINGS

1. Select your **Time Span** or enter the date range you would like to retrieve recordings by entering the **Start Date** and **Time** followed by the **End Date** and **Time**.
2. Your account number will automatically populate. You may refine your search with any additional criteria; however, no other specific fields other than your account number are required to initiate a search.
3. Click on **Retrieve Calls** to access the recordings found using your search criteria.

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

[LogOut](#)
[Home](#)


Intercon Messaging Inc. Voice Logger Call Retrieval

Choose Time Span	Other Search Parameters
<input checked="" type="radio"/> Last Hour <input type="radio"/> Last 3 Hours <input type="radio"/> Last 6 Hours <input type="radio"/> Last 12 Hours <input type="radio"/> Since Midnight <input type="radio"/> Specific Range (choose from below)	Account Number <input type="text" value="0"/> Call # <input type="text"/> Agent Initials <input type="text"/> Station # <input type="text"/> Min Length(mins) <input type="text" value="0"/> Max Length(mins) <input type="text" value="9999"/> Caller ID <input type="text"/> Account Name <input type="text"/> (any part)
Start Date <input type="text" value="1/12/2017"/> <input type="text" value="12:00 am"/> End Date <input type="text" value="1/12/2017"/> <input type="text" value="11:59 pm"/> <input type="checkbox"/> Enable emailing of this report <small>(on large reports, this may significantly slow down report generation)</small>	
<input type="button" value="Retrieve Calls"/>	

RECORDINGS

You may now click on the **Speaker** icon of any specific call to listen to it. This may require a multimedia player installed on your computer in order to do so.






To search again, click on the **Agent** image at the top left of the web page.

To return to the main menu, click on '**Home**' at the top left of the web page.

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

[LogOut](#)
[Home](#)


1/12/2017 11:02:14 AM

Date/Time	Acct#	Orig Acct#	Acct Name	Caller ID	Caller Name	Agent	Station	Duration	Call#
1/12/2017 2:36:39 PM 	1234	1234	INTERCON MESSAGING			JL1	11	0.8	18187366
1/12/2017 1:45:40 PM 	1234	1234	INTERCON MESSAGING			JL1	11	0.9	18187229
1/12/2017 1:12:18 PM 	1234	1234	INTERCON MESSAGING			DD2	40	6.8	18187130
1/12/2017 12:34:07 PM 	1234	1234	INTERCON MESSAGING			KR	50	37.7	18186977
1/12/2017 12:17:29 PM 	1234	1234	INTERCON MESSAGING			VW2	10	1.2	18186924

Total Duration: 47.4