



Online Portal Walk-Thru

How to Schedule an On-Call:

- In your web browser, go to <https://myaccount.southernvoices.com.miTeamWeb/>
(Be sure to BOOKMARK this address - you'll need it each time you enter or change a schedule).
- Login using the credentials given to you by our Client Services team and click "Sign In".



Sign In

Username

Password

Sign in

- Once logged in, click "On Call" located in the toolbar on the left-hand side.

A screenshot of the miTeam software interface. The left sidebar shows navigation options: Agents, Home, Settings, Inbox, Directory, On Call (which is circled in red), and Reports. The main area shows a user profile for "JohnDoe". Below the profile are two main sections: "Directory Search" and "Messages". The "Directory Search" section includes a "Subject" dropdown set to "CLIENTS", a "Search" input field, and "Search" and "Clear Search" buttons. The "Messages" section is empty. At the bottom, there are two more sections: "Status Schedule" (which says "User does not have an associated listing") and "OnCall Assignments" (which says "No Assignments"). The bottom of the screen shows the server version (5.37097.24830 / Site Version 5.3.6774.18) and a small Amelco logo.

- Now, click on the date that you would like to enter an On-Call for. Once selected, you will see empty shifts that can be filled. Next to the empty shift you would like to fill, click on the empty box to the immediate left of the shift.

Schedules New Edit Copy Delete Assign Override UnAssign View Search Filter Comment

Monday, June 03 2019

0 assigned 2 unassigned

Start	End	Rank	Shift	Role	Contact	Comment	Status
05/27 07:00 am	06/03 07:00 am	0	O/C	ON CALL			
06/03 07:00 am	06/10 07:00 am	0	O/C	ON CALL			

06/03 07:00 am

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 29 30

Select Today

Full Coverage
Partial Coverage
No Coverage

Resources

- Once an arrow appears, so will a box “resources” in the bottom right-hand corner, which is a list of your current On-Call people/providers.

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Monday, June 03 2019

0 assigned 2 unassigned

Start	End	Rank	Shift	Role	Contact	Comment	Status
05/27 07:00 am	06/03 07:00 am	0	O/C	ON CALL			
06/03 07:00 am	06/10 07:00 am	0	O/C	ON CALL			

06/03 07:00 am

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 29 30

Select Today

Full Coverage
Partial Coverage
No Coverage

Resources

John Smith
Pat Jackson
Michael Jones
Debra Michaels
Sharon Sanchez

Assign

- Click (single click) on the person you would like to enter for that shift, then click “Assign” at the bottom of the resources box. When done correctly, that person’s name will then appear in the shift.

Schedules New Edit Copy Delete Assign Override UnAssign View Search Filter Comment

Monday, June 03 2019

0 assigned 2 unassigned

Start	End	Rank	Shift	Role	Contact	Comment	Status
05/27 07:00 am	06/03 07:00 am	0	O/C	ON CALL			
06/03 07:00 am	06/10 07:00 am	0	O/C	ON CALL	Sharon Sanchez	Click to Comment	PAGER

06/03 07:00 am

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 29 30

Select Today

- That's it - you're done!

How to Change an Already-Existing On-Call Person:

There are 2 ways to edit an On-Call:

1. You can click on the arrow that is next to the shift you would like to change, select the updated or correct person from the “resources” box, then click “assign”.
2. Or, if you would like to remove an On-Call until you have a person to fill that shift, you can click on the arrow next to the shift and click “unassign” from the toolbar located at the top of the screen.

If you have any questions or need assistance, please call us at (336) 659-5700 or email info@southernvoices.com.