

## Online Portal Walk-Thru

### How to Schedule an On-Call:

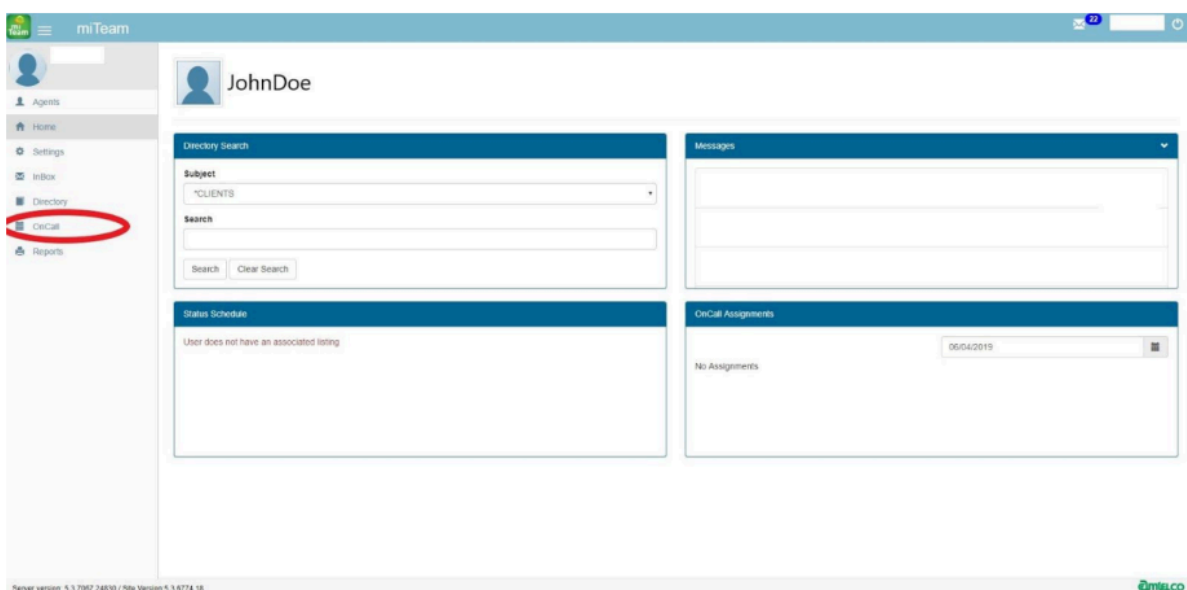
- In your web browser, go to <https://myaccount.southernvoices.com.miTeamWeb/>  
(Be sure to BOOKMARK this address - you'll need it each time you enter or change a schedule).
- Login using the credentials given to you by our Client Services team and click “Sign In”.



Sign In

Sign In

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



- 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.

The screenshot shows a scheduling interface with a top navigation bar containing buttons: Schedules, New, Edit, Copy, Delete, Assign, Override, UnAssign, View, Search, Filter, and Comment. Below this is a calendar for June 2019. A red circle highlights the date 06/03. To the right of the calendar is a table of shifts. The first two rows are highlighted in light blue. The second row, 06/03 07:00 am, is circled in red. The table has columns: Start, End, Rank, Shift, Role, Contact, Comment, and Status.

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

- 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.

The screenshot shows the same scheduling interface as before, but with a red arrow pointing to a new “Resources” box in the bottom right corner. This box contains a list of names: John Smith, Pat Jackson, Michael Jones, Debra Michaels, and Sharon Sanchez. The box is circled in red. The table of shifts is also visible, with the shift 06/03 07:00 am highlighted in light blue.

- 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.

The screenshot shows the scheduling interface after the assignment. The shift 06/03 07:00 am is now assigned to Sharon Sanchez. The table of shifts is updated accordingly. The Resources box is no longer visible. The shift 06/03 07:00 am is highlighted in light blue.

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

- 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](mailto:info@southernvoices.com).