

**On Call Scheduling Through
The Worldwide Web**

T.A.S. Communications, Inc.

Hello!

Welcome to the Infinity Web Based On-Call Scheduler program. The following manual is a brief tutorial on how to use the On Call Schedule, and a description of the various options it gives you. The program is very user friendly, but if you get stuck you can always call T.A.S. Communication.

The Software is a Web Based Application. As such, your computer has to have a web browser that is equivalent of Internet Explorer 4.0, and access to the Web via an Internet service provider, or TCP/IP connection.

This manual contains all of the basic information you need to use this program. If after reading this you do not feel perfectly confident in its use, call T.A.S. and ask for Debbie Richard. She is willing to train you either over the phone or in person. You could come to T.A.S. or she could come to your business, whichever you prefer.

We are willing to offer technical assistance for issues directly relating to your account, the web page itself, your passwords, and other secure information. We cannot, however, offer technical assistance for problems with your connectivity to the Internet, your business or Home PC, or your Internet service provider. For problems beyond our scope, you must contact the appropriate technical support agency.

Let's go see the web page!

The first thing you need to do is access the web. Jump on line through your normal connection, open up your web browser, and go to the address www.phoneserv.com. This is T.A.S. Communications' website.

If you look to the left of the page, you will see six blue links under "Offerings." Click on "On-Call Scheduler" and you will be prompted by a screen asking you for your Login ID and Password. That information can be found on the slip of paper attached to this user's guide. NOTE: The Account Name and Password are used at this point to access your web-based account. The second set (Add/Edit name and password) are used for adding and editing your account.

To access the Main Page of your account, you will enter the Login ID and Password in the fields provided: LOGIN ID: _____ PASSWORD: _____

When you get to the section on Adding and Editing, you will use the second Login and Password: LOGIN NAME: _____ PASSWORD: _____

Only one person may sign into your account at any one time. If you entered your security information correctly, you should now be looking at the main page. Let's take a look!

I. The Main Screen



Opening a world of new opportunities for your business!

On this screen you should click on “OnCall and you will be taken to the main screen of your account.

DUMMY O/C

ADD
EDIT
COPY
RESOURCE
REPORT
DETAILS

◀
July 2005
▶

Friday 07/08

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

✓ Full Schedule
★ Partial Schedule
X Empty Schedule

Resources

TERRY ▼

Time	Rank	Name	Comment
Nothing Scheduled			

This is the main screen of your account. From here, you can view, add to, or edit your on call information. The center field has Time, Rank, Name and Comment listed. This is known as the Resource field. By resource, we mean those people you have in your business who takes your calls.

To the left is a calendar for the month. A red “X” means that no on call information exists for that day. A set of yellow stars means the on call has not been completely filled out for that day. A green check mark indicates that the on call for that day has been filled. If you click on any date on the calendar, you can see who is on call and for what time. Above the resource field are six buttons:

ADD

The ADD button allows you add to your current on call schedule. You can add on call up to a year in advance.

EDIT

The EDIT button allows you to change the on call information that currently exists.

COPY

The COPY button allows you to copy on call information to another date if the resource is the same.

RESOURCE

The RESOURCE button allows you to see the list of the people you have in your business who takes your calls.

REPORT

The REPORT button allows you to view or print a report of your on call schedule for the entire month – who is on call, when and for what. You may also print the report. An example of what it would look like can be found at the bottom of this page.

DETAILS

The DETAILS button allows you to view information about the current resource (i.e. your on call employee) you have selected. You will be able to see their full name and their contact information.

DUMMY O/C SCHEDULE - 5555

<u>Name</u>	<u>Start Date</u>	<u>End Date</u>	<u>Rank</u>	<u>Admin</u>	<u>Comment</u>
MATT KOLLOCK	6/30/2005 07:00 AM	7/10/2005 07:00 AM	0		
AMANDA THESSIN	7/10/2005 07:00 AM	7/17/2005 07:00 AM	0		
SAUDIA WILLIAMS	7/17/2005 07:00 AM	7/24/2005 07:00 AM	0		
LUKE ZIOLKOWSKI	7/24/2005 07:00 AM	8/1/2005 07:00 AM	0		

That was the report page. With it, you can view who is scheduled to be on-call for the given month. This page can be printed out for your reference or for the convenience of your employees. Here, you are able to see who is on-call and for what days and times.

Now, let's go to the next page and learn how to create your company's on-call schedule.

II. Adding to Your On Call

If you click the “Add” button on the main screen, you will be asked for your Add/Edit Login Name and Password. That information is located on the small insert that came with this document. Enter the information and click “login.” You will move to this screen:

Start Time

End Time

Copy Schedule?

Sort Order {0 is top of list, 255 is bottom of list}

Comment

Resource	NAME	RES#	PGR#
	AMANDA THESSIN	16083726334!,0821!	3764032!,,,,,8006578734#!
	LUKE ZIOLKOWSKI	16088474104!,0821!	3762209!,,,,,8006578734#!
	MATT KOLLOCK	16088477002!,0821!	3764058!,,,,,8006578734#!
	SAUDIA WILLIAMS	16084894255!,0821!	3764040!,,,,,8006578734#!

This is where you can add to your on call schedule. You can add by the month, week, day, or even hour if you so choose. All you have to do is change the information in the fields to the times and dates you desire. The page can interpret different styles of date and time (i.e. 7/4/05 would be read), but for simplicity’s sake try to use the formula given (mm/dd/yyyy). Then, choose the person you want to be on call for the time and date you desire.

For example: Jane Doe will be on call from July 17, 2005 at 8:00am until July 24, 2005 at 8:00am. Here is what you would do:

- 1) Change the starting date to 07/17/2005.
- 2) Change the starting time to 08:00A.
- 3) Change the ending date to 07/24/2005.
- 4) Change the ending time to 08:00A.

- 5) Select Jane Doe from the “Resource.”
- 6) Enter a rank of “0” into the “Sort Order” field (see information below).
- 7) If needed, put a comment in the comment field (see information below).

SORT ORDER

The Sort Order field is used for those of you who have multiple on call people who perform different tasks. When you assign a rank to someone that person is listed on call in the order you assign. So, if you want someone to appear on the top of the operators screen when they bring up your on call schedule, you assign a “0” rank to them (yes, it starts at “0”, not “1”). This function is great for folks who have primary and secondary on call people, and also for those who have people who perform different on call tasks.

For Example: You have a Primary on call person, a Secondary on person, and an Administrator on call. You want it to appear to our operators in that order.

You would assign a “0” sort order to the Primary, a “1” to the secondary, and a “2” to the Administrator. When one of our operators brings up your on call data, it would appear in that order. It’s a great way to organize your on call employees.

COMMENT

The Comment field is a way of defining or separating your on call people. In the above example, you would type PRIMARY for the first person, SECONDARY for the second, and ADMIN for the Administrator. The comment field can also be used to show our operators how to contact you. If you use either a cell phone or a pager, you could put “ON CELL” or “ON PAGER” in the field. We would then know immediately how you would prefer to be contacted at the current time.

Now let’s talk about editing to your on call. Click on one of your Resources, and then click EDIT. If you entered your password information when we looked at the add screen, you will not be prompted for it again. If for some reason you are prompted, just use the Add/Edit Login ID and Password.

III. Editing Your On Call

This is the most useful aspect of the application. It allows you to cover those last minute changes of information instantly. Those types of changes tend to present the most problems and cause the most errors in dispatching. With this simple application, you can make sure that those errors are never made.

In order to edit your on call information, click on the resource you want to change from the resource field on the main page and then click edit. If you have already entered your login name and password, you need not do it again.

Here is the screen: **Edit OnCall**

DUMMY O/C - 5555

Please provide the following information describing the OnCall Schedule entry.

Start Time Jul 8 2005 04:00 PM Copy Schedule?

End Time Jul 11 2005 08:00 AM

Sort Order 0 {0 is top of list, 255 is bottom of list}

Comment WEEKEND O/C

Resource	NAME	RES	PGR
	AMANDA THESSIN		5590721:2833195#
	LUKE ZIOLKOWSKI	16084234932!,1195!	5598908:2833195#
	MATT KOLLOCK	8341133	
	SAUDIA WILLIAMS	8770229	

Looking at this screen, you will see that it is very similar to the Add screen. It is used in the same way. You simply change who is on call, when they are on call, and any comments you need. You can also reassign their rank.

As you can see, this is the most useful aspect of this application. You can correct your own errors, or change your on call people around as situations demand. All it takes is a few clicks and you are done. If you schedule your on call well in advance, this is the only function you will ever really need on a regular basis.

If you click delete, you will remove the on call data for that date and time completely. If you do so by accident, just go back into the Add screen and re-enter the data.

General Facts:

- Always remember to click the Logout button when you are finished working with the application. Don't just shut the browser down. If you do not click log out, our server will leave your account signed in as "idle" for up to 15 minutes. This occupies space on our server and will bar your attempts to log into your account while it is idle.
- If you are unable to log on for any reason, please call T.A.S. Communications. In the unlikely case of a server crash, we have a redundant server that can be switched out until a fix for the main server can be found.
- For security reasons, only one user may be logged on to your account at any one time. If you encounter a "Session Limit" error, it is likely due to one of your employees being signed on, or your account being logged off improperly (see above).
- For a short time after you begin using the web application, it may be a good idea to continue faxing in a monthly on call to us. We will be happy to check the work you have done to make sure everything has been inputted correctly. It will also give us a frame of reference should something go wrong with the server or web based application.
- We are more than happy to tackle and technical issues that directly relate to your account, the server, or the web page. We, however, cannot tackle any technical support you need when it comes to your Internet connection, your PC, or anything unrelated to the application.
- Please report any errors you encounter to T.A.S. as soon as you can. Try to write down the entire error message, so we can better troubleshoot it.
- You may have as many login names and passwords as you require. Things are actually incredibly efficient when your on call people can make emergency changes from the comfort of their own living room. Since the changes are real time, our operators won't even notice a change has been made until a call is dispatched out.
- Upgrades to the application will be added as they are developed by the creators of the software. Any significant changes will be announced through future mailings.

IV. FAQ

How do I change the on-call telephone?

For security sake, you must still fax or call in any changes to your phone numbers (i.e., pagers, cellular phones, or home numbers) to T.A.S. You cannot change the information on line. The time it takes to take care of those minor changes is negligible. We prefer to receive a fax, but if you need to call try to avoid our peak hours.

How do I change my business's login name and password?

You must call T.A.S. Communications and speak to Debbie Richard or leave a message for her. You can also fax the change to us and we will alert you when it is complete.

How do I add new employees to our on call, or delete employees no longer with the company?

Again, for security purposes, you must fax the data for a new employee. We will update your records. As soon as we do, you will be able to see the new person's information on line.

How do I add, remove, or change login names and passwords?

In order to change your password and login information, you must contact T.A.S. Communications. You'll want to talk to Debbie Richard. If she is not available, you can leave a message. She will call you back to confirm the change as soon as it is made.

V. In Conclusion...

That, in a nutshell, is the basis of the web based on call scheduling application. You may be a little confused, and we understand that. T.A.S. Communications is committed to making sure that you, and anyone in your company who will be using the application, are totally confident in the use of this application. If you need any help, just call.

Good luck and enjoy the benefits of being one of the few companies in the country with the advantage of web based on call scheduling!