



CALL MANAGEMENT SOLUTIONS

Integral to your success
- one call at a time

We're serious about our mission at i24 to be integral to your success - one call at a time.

We continuously strive to design solutions to problems like spending your time managing your 'call Management' service.

With our new Statutory Holiday Portal, you now have an easy, one-step method to update your statutory holiday office hours.

You no longer need to reply to the email, call, or fax us. You need only follow these simple instructions to log into your portal and choose your time and date options.

IMPORTANT: Make sure you receive your Statutory Holiday Portal* Notices!

Like many organizations, i24 uses email services such as [MailChimp](#) to correspond with clients.

When you become a client of i24, your company email address is added to our email subscription list. We suggest that email be your most monitored one. *Your email address is confidential and never shared.*

Don't miss important information:

- Do not **unsubscribe** to any emails from Service@image-24.com.
- If you have accidentally unsubscribed, we'll send you a notice to "resubscribe".
- To avoid our messages getting lost in your spam folder, whitelist this email address: Service@image-24.com

* *The Statutory Holiday Portal is accessible only from the date that you receive your reminder to the date of the Holiday.*

* *Please note that this online portal only allows you to enter your **statutory holiday** opening and closing hours.*

For Updates Other Than Statutory Holiday Changes:

On call Changes:

You may access our “web on call portal” to update your schedule online.

Or, if you don't have access to the “Web Portal”, send your request by email to “service@image-24.com”.

Contact information changes:

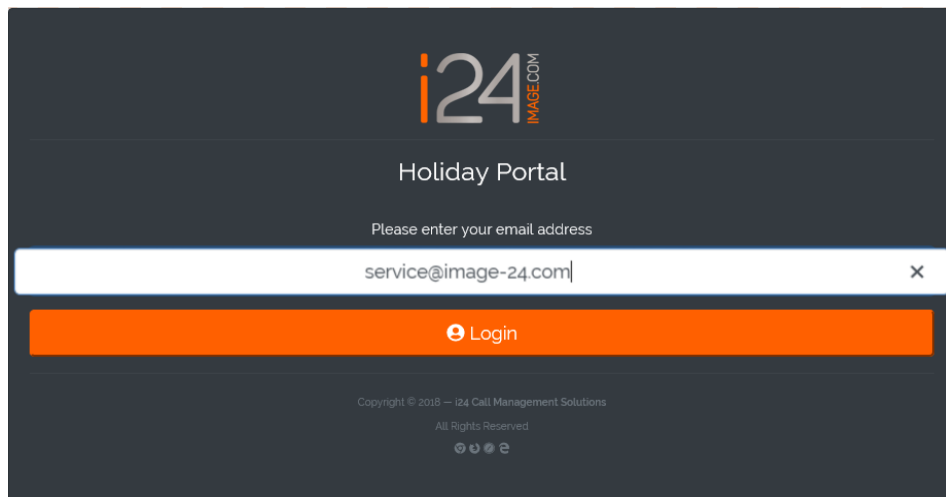
All requests with regards to updating:

- a contact name,
- phone number,
- email,
- SMS
- or other

...must be sent by email at service@image-24.com

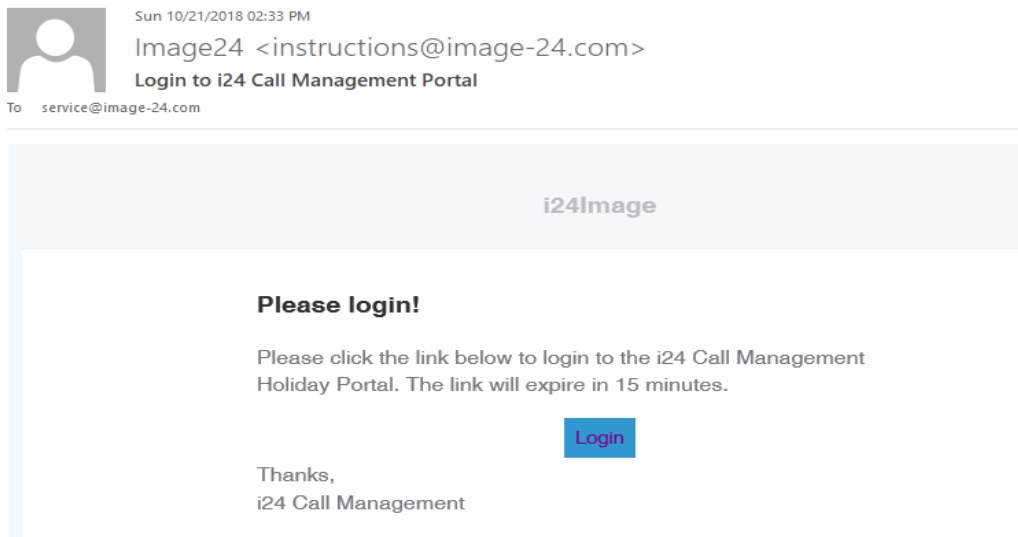
HOW IT WORKS:

1. Your virtual team at i24 sends a reminder by email 2 to 3 weeks prior to all statutory holidays with a link to access to i24 Holiday Portal and email subject will be “**HOLIDAY INSTRUCTION REMINDER.**”
2. Once on the portal: Enter the email address to where the reminder was sent. (your email address) and click “login” to validate security:



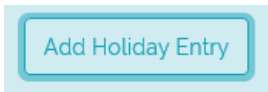
The screenshot shows the i24 Holiday Portal login interface. At the top, the i24 logo is displayed with 'IMAGE.COM' written vertically next to it. Below the logo, the text 'Holiday Portal' is centered. Underneath, a prompt reads 'Please enter your email address'. A white input field contains the email address 'service@image-24.com' and has a small 'x' icon on the right side. Below the input field is a prominent orange button with a white user icon and the text 'Login'. At the bottom of the page, there is a footer with the text 'Copyright © 2018 — i24 Call Management Solutions' and 'All Rights Reserved', followed by four small social media icons.

3. Please check your email for “**Login to i24 Call Management Portal**” from instructions@image-24.com



4. Click on “Add Holiday Entry:”

First time users, click on:



Existent users, click on :



5. Please select the account number from the dropdown:

6. Please enter the **start date** from the calendar:

October 2018						
Su	Mo	Tu	We	Th	Fr	Sa
30	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	31	1	2	3
4	5	6	7	8	9	10

7. Please enter the **end date** from the calendar:

October 2018						
Su	Mo	Tu	We	Th	Fr	Sa
30	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	31	1	2	3
4	5	6	7	8	9	10

Add Entry

8. Please enter the **start time**:

05 : 00 PM

9. Please enter the **end time**:

08 : 00 AM

10. Select one of the options from the dropdown "Is the office open or closed?"

Closed

11. Enter your special notes:

12. Review your entry and click on “Add Entry” to save your holiday instructions:

New Holiday Entry ×

Please select the account

Please enter the start date

Please enter the end date

Please enter the start time

Please enter the end time

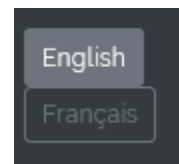
Is the office open or closed?

Please follow evening/weekend/holidays
dispatch procedures during this holiday.

- ✓ We strongly suggest you to take our online portal “Tour” to get familiar with the available prompts on the go:



- ✓ You may choose your language preference from the options available:



- ✓ If you need any further assistance, you may reach out to your i24 virtual team by email Service@image-24.com or by Phone 514-736-6767