

# On-Call Smart Web

*Amcom 4.6*

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URL:           paging.stanford.edu          

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INFORMATION TECHNOLOGY SERVICES



*This handout accompanies classroom instruction  
provided by IT Services at Stanford University.  
While it is not intended  
as a stand-alone tutorial, it may be helpful for  
review of materials taught in the course.*

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# Course Goals and Objectives

## Course Goal:

The goal of this course is to understand how to use the upgraded version of the Amcom Smart Web On-call system.

## Course Objectives:

At the end of this class you will be able to ...

- Log In to the Amcom Smart Web
- Understand the Navigation Tabs
- Use On-call Groups
- Learn all the Search Options
- Use On-call Paging
- Export On-call assignment Information to Microsoft Word or Excel
- Use the Block, Scheduler, and Calendar Assignment Tabs
- Create New Assignments
- Delete Assignments
- Change your password
- Get Help and Resources

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## Lesson 1: Log in to On-Call Smart Web

Amcom's Smart Web application can be accessed through a web browser. The Smart Web is for on-call schedule administrators who create and maintain on-call schedules. They can also page on-call personnel.

To log in to On-Call Smart Web:

1. Go to **smartpage.stanford.edu**. The launcher displays 2 options.
2. Select **On-Call** launch button. The On-Call Smart Web displays.



## On-Call Smart Web

**STANFORD UNIVERSITY** **On-Call Smart Web** | [Quick Page](#) | [Home](#) | [Login](#) | [Help](#) |

On-Call Schedules for Thursday, October 6  
10/6/11 Search Default

Today Search Block Assignment Scheduler Assignment Person Assignment Calendar Assignment History Quick View

On-Call Schedules for Thursday, October 6  
10/6/11 Search

Show Current Assignments Only  Enable Paging

Displaying 1 - 10

**Anesthesia Adult-Resident/Fellow On-call -SHC/**

01 OR 1 Resident 24 hrs [40137]	7:00AM - 7:00PM	Moll, Vanessa	Day	
02 OR 2 Resident [40138]				
03 OB 1 Resident				
05 Liver Resident 24 hrs [40558]	8:00AM →	Miller, Brett		
06 Cardiac 1 Resident 24 hrs [40133]	7:00AM →	Verduzco, Luis		
07 Regional 1 Resident 24hrs - ID 25625 [40020]	7:00AM →	Brisco, Ioana		

**Anesthesia Faculty On-call -SHC/**

01 OB Day Faculty M-F [40145]	7:00AM - 5:00PM	RILEY, EDWARD		
05 OR 1 Faculty 24 hour service [40139]	7:00AM →	Liu, Steven		
06 OR 2 Faculty Mon-Fri 24 hour service none on wknds [40140]	7:00AM →	HILL, JONAY NICOLE		
07 OR Scheduler Faculty Floor person ID 13333 [50135]	7:00AM →	BRODSKY, JAY BARRY		

Displaying 1 - 10

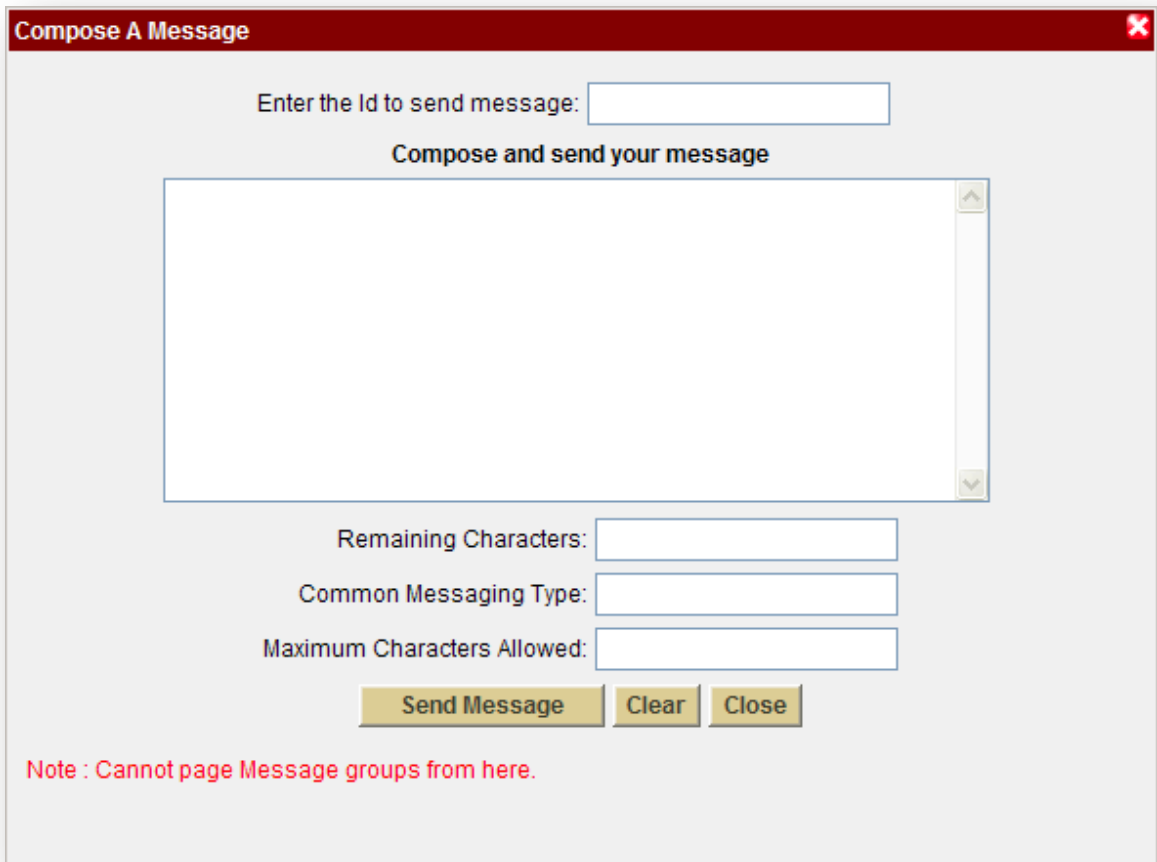
### Quick Page Link

The Quick Page feature enables you to page an individual by clicking on the link in the Smart Web banner whether or not you are logged in. This feature is useful if you know the messaging ID for the individual because you cannot search for a recipient from the Quick Page dialog box.



To use Quick Page:

1. Click **Quick Page**. The Compose a Message dialog box appears.



Compose A Message

Enter the Id to send message:

Compose and send your message

Remaining Characters:

Common Messaging Type:

Maximum Characters Allowed:

Note : Cannot page Message groups from here.

2. In the **Enter the ID to send message:** field, enter the recipient's five-digit messaging ID. When the ID has been entered, the fields in the dialog are populated with information associated with the recipient.
3. In the text box, enter the text of the message. The *Remaining Characters* field shows how many characters remain as you type.
4. Click **Send Message** to send the page.
5. A confirmation dialog displays.
6. Click **OK** to close.

## Home Link

The Home link returns you to the home page from anywhere within the system.

## Login Link

Click the Login link to log in to the On-Call Smart Web with your ID and password.

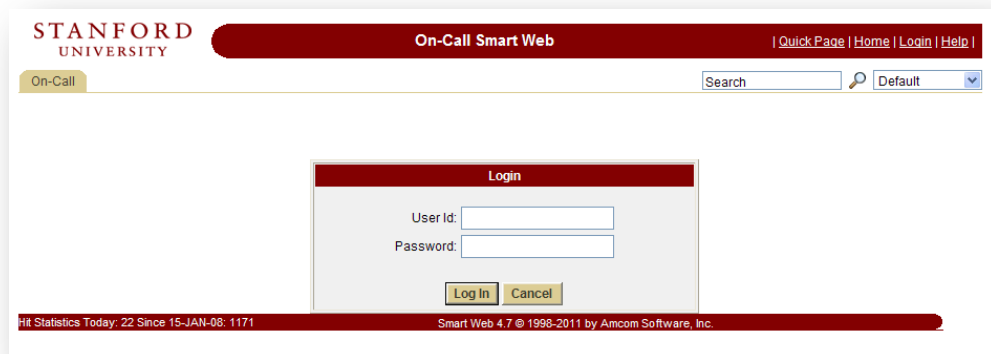
Note: A user's ID and password are assigned by the On-Call Administrator.

## Help Link

The **Help** link provides online help tutorials.

### Exercise - Log In to On Call Smart Web

1. From the On-call Smart Web banner, click **Login**. The Login dialog box appears:



The screenshot displays the On-Call Smart Web interface. At the top left is the Stanford University logo. The main header is a dark red bar with the text "On-Call Smart Web" and navigation links for "Quick Page", "Home", "Login", and "Help". Below the header is a search bar with a magnifying glass icon and a dropdown menu set to "Default". The central focus is a "Login" dialog box with a white background and a dark red title bar. It contains two input fields: "User Id:" and "Password:". Below these fields are two buttons: "Log In" and "Cancel". At the bottom of the page, there is a footer with the text "Hit Statistics Today: 22 Since 15-JAN-08: 1171" and "Smart Web 4.7 © 1998-2011 by Amcom Software, Inc."

2. Enter your User Id #.
3. Enter your Password.
4. Click the **Log In** button.

## Lesson 2: Navigate the On-Call Smart Web

The screenshot shows the Stanford University On-Call Smart Web interface. The interface is divided into several sections:

- 1**: Stanford University logo.
- 2**: On-call Smart Web banner including:
  - On-call schedule admin's name: CUEVAS, JO-ANN
  - Quick Page link
  - 0 Active Messages
  - My Assignments
  - Home
  - Change Password
  - Logout
  - Help
- 3**: Navigation Tab (Defaults to **Today** tab).
- 4**: View defaults to On-Call Schedules for current date by Dept.

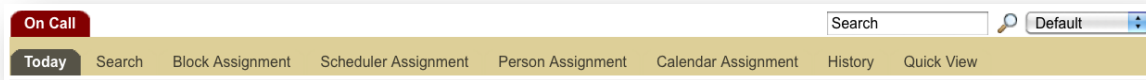
The main content area displays "On-Call Schedules for Thursday, September 29" for the date 9/29/11. It includes a search bar, a "Show Current Assignments Only" checkbox, and "Enable Paging" checkbox. The current view shows "Displaying 1 - 10" of assignments under the heading "Anesthesia Faculty On-call -SHC/".

Assignment ID	Assignment Description	Time	On-Call Person	Status
01 OB Day Faculty M-F [40145]		7:00AM - 5:00PM	RILEY, EDWARD	On-Call
05 OR 1 Faculty 24 hour service [40139]		7:00AM	ADRIANO, AILEEN	On-Call
06 OR 2 Faculty Mon-Fri 24 hour service none on wknds [40140]		7:00AM	HILL, JONAY NICOLE	On-Call
07 OR Scheduler Faculty Floor person ID 13333 [50135]		7:00AM	MACARIO, ALEX	On-Call
08 Cardiac Faculty 24 hour svc [40150]		7:00AM	SORAN, PATRICK DAVID	On-Call
09 Liver Faculty [40072]		7:00AM	ADRIANO, AILEEN	On-Call

Below the table, the heading "Apheresis On-call -Therapeutic Apherisis/" is visible.

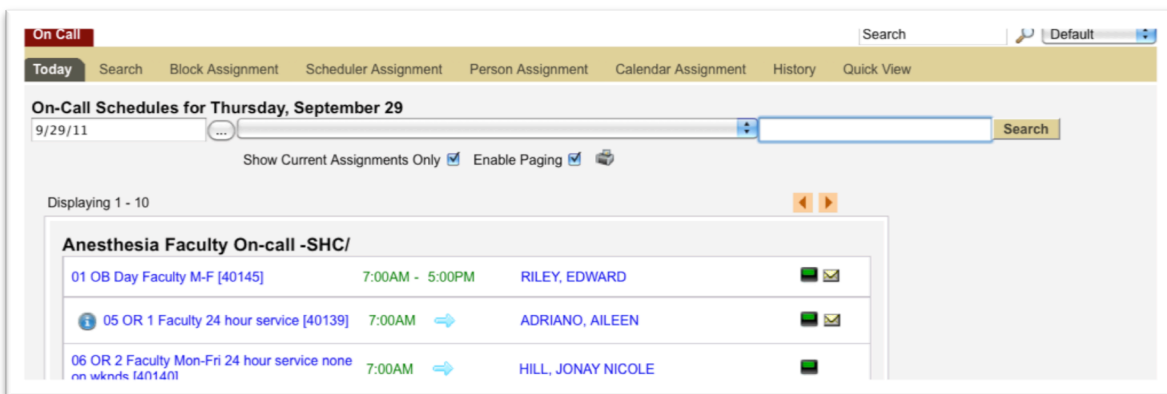
1. Stanford University logo takes you to Stanford University home page.
2. On-call Smart Web banner includes:
  - On-call schedule admin's name
  - Quick Page link. It opens "Compose A Message".
  - My Assignments
  - Home: takes you to the **On-Call Today** tab
  - Change Password link
  - Login/Logout
  - Help: Online help.
3. Navigation Tab (Defaults to **Today** tab)
4. View defaults to On-Call Schedules for current date by Dept.

## Lesson 3: Navigation Tabs



### Today Tab

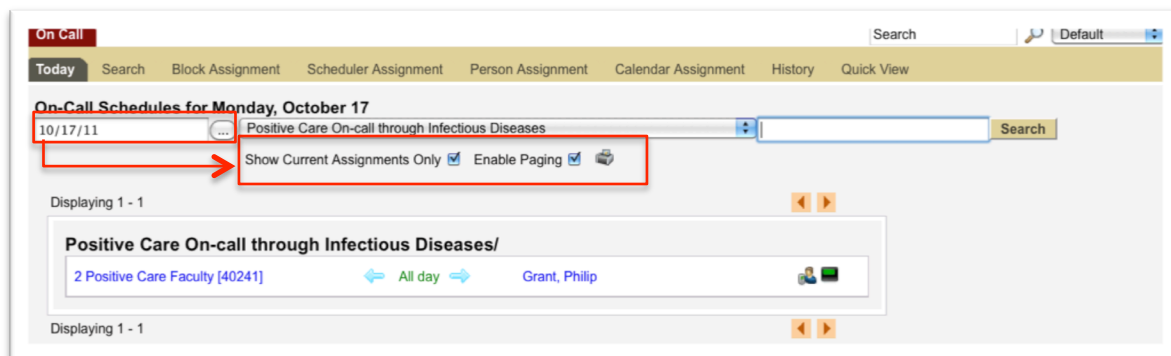
By default, the **Today Tab** screen displays all active On-Call assignments for the current day. A different date can be selected for display.



### Selecting a Date

The date selection field works in conjunction with:

- **Show Current Assignments Only:** Assignments for the current date are displayed.
- **Enable Paging:** When this option is selected, the pager icon displays.



**Printer:** Allows you to print current schedule. The list of on-call assignments displayed in the screen can also be printed using the print icon.

You can display the on-call assignments for a different date.

- **Manually enter a new date in the date field.** Click the calendar button next to the date field to select a date from the calendar.
- **De-select the Show Current Assignments Only** option. The screen is updated to show the assignments for the new date.

#### Limit the list of current on-call assignments

The list of current on-call assignments can be limited by selecting an on-call group. Only the assignments for the selected group are displayed. Two on-call group search fields are available: an on-call drop-down list and an on-call search field.

#### Using the On-Call Group List Box

The on-call **list box** contains all of the top-level on-call groups in the on-call group hierarchy. When you select a top-level on-call group, all of the assignments for the associated on-call groups in the hierarchy are displayed.

#### Using the On-Call Search Field

Use **Name** or **messaging ID** in the on-call group Search field to search for a specific on-call group. A complete or partial entry can be made. Wildcards are not required.


Note: If entries are made in both the **list box** and the **search** field, the search returns only those assignments that match both entries.

Enter the group Name or Group ID in Search field.

1. Click the **Search** button. The screen is updated and displays the on-call assignments that match the search string. The person currently on-call can be paged.
2. Select the **Enable Paging** option. The screen is updated to display the pager icon next to each individual's name.
3. Click the **pager icon** to send the page.

#### Printing

To print the list of assignments:

1. Click the printer icon . 
2. A new browser window opens and displays a printable version of the on-call assignment list.
3. Click the **Print** button. The standard **Print** dialog displays.

## Search Tab

Information for current and future active on-call assignments, as well as on-call assignments for the previous seven days, can be accessed through *On-Call Search*.

All on-call groups are displayed by default in the Search Results field beneath the *Enter Search Criteria* fields.

Search by **Group Name**, **Group ID**, **Person Name**, **Messaging ID**, or **Date**. You can search using a combination of any of the search criteria.

Note: Only the on-call assignments that match all of the search selections are included in the search results.

Search by **Group Name** or **Date**:

1. Scroll through groups or enter **Group Name** or **Group ID** or **Date**.
2. Click **Search**.
3. Assignments display as a list. All of the on-call groups are included in the search results. On-call groups that have scheduled assignments are displayed in **blue font**.

The screenshot displays the Stanford University On-Call Smart Web interface. At the top, there is a navigation bar with options like 'Today', 'Search', 'Block Assignment', 'Scheduler Assignment', 'Person Assignment', 'Calendar Assignment', 'History', and 'Quick View'. Below this is the 'Enter Search Criteria' section, which includes input fields for Group Name, Group ID, Person Name, and Messaging ID, as well as date pickers for Start Date and End Date. A 'Search' button is visible. The 'Search Results' section shows a list of on-call groups, with 'BMT - Bone Marrow Transplant' selected. The details for this group are shown in a table with columns for Page/Msg, Msg ID, Name, Start, End, Priority, and Remark. The message content states 'Your search did not return any assignments.' The interface also includes a footer with 'Hit Statistics Today: 68 Since 15-JAN-08: 1076' and 'Smart Web 4.7 © 1998-2011 by Amcom Software, Inc.'

4. Select a "blue" schedule to list on-call assignment information.
5. The current on-call schedules are highlighted in green.
6. Click on pager icon to page.

**Search Results** Hide Tree Calendar Word Excel

Group >> 03 24hr Jr & Chief Res- ED Ortho Trauma/Consults /Inpt/Outpt

Displaying 1 - 10 of 82

Page/Msg	Msg ID	Name	Start	End	Priority	Remark
	22089	Pouliot, Michael	05-Oct-2011 06:00 AM	06-Oct-2011 06:00 PM	1	-
	22669	Fleager, Kristen	06-Oct-2011 06:00 AM	06-Oct-2011 06:00 PM	1	Chief Resident
	12987	Leucht, Philipp	06-Oct-2011 06:00 PM	07-Oct-2011 06:00 AM	1	-
	22207	Bragg, William	06-Oct-2011 06:00 PM	07-Oct-2011 06:00 AM	2	Chief Resident
	22089	Pouliot, Michael	07-Oct-2011 06:00 AM	08-Oct-2011 08:00 AM	1	-
	22669	Fleager, Kristen	07-Oct-2011 06:00 AM	10-Oct-2011 06:00 PM	2	Chief Resident
	12359	Kaufman, David	08-Oct-2011 08:00 AM	09-Oct-2011 08:00 AM	1	-
	12987	Leucht, Philipp	09-Oct-2011 08:00 AM	10-Oct-2011 06:00 AM	1	-
	22089	Pouliot, Michael	10-Oct-2011 06:00 AM	10-Oct-2011 06:00 PM	1	-
	12731	Comer, Gare	10-Oct-2011 06:00 PM	11-Oct-2011 06:00 PM	1	-

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### Hide Tree

Click the **Hide Tree** button to hide the Search Results section. The Search Results section no longer displays. Notice that the **Show Tree** button is now available.

**Show Tree** Calendar Word Excel

Group >> 03 24hr Jr & Chief Res- ED Ortho Trauma/Consults /Inpt/Outpt

Displaying 1 - 10 of 82

Page/Msg	Msg ID	Name	Start	End	Priority	Remark
	22089	Pouliot, Michael	05-Oct-2011 06:00 AM	06-Oct-2011 06:00 PM	1	-
	22669	Fleager, Kristen	06-Oct-2011 06:00 AM	06-Oct-2011 06:00 PM	1	Chief Resident
	12987	Leucht, Philipp	06-Oct-2011 06:00 PM	07-Oct-2011 06:00 AM	1	-
	22207	Bragg, William	06-Oct-2011 06:00 PM	07-Oct-2011 06:00 AM	2	Chief Resident
	22089	Pouliot, Michael	07-Oct-2011 06:00 AM	08-Oct-2011 08:00 AM	1	-
	22669	Fleager, Kristen	07-Oct-2011 06:00 AM	10-Oct-2011 06:00 PM	2	Chief Resident
	12359	Kaufman, David	08-Oct-2011 08:00 AM	09-Oct-2011 08:00 AM	1	-
	12987	Leucht, Philipp	09-Oct-2011 08:00 AM	10-Oct-2011 06:00 AM	1	-
	22089	Pouliot, Michael	10-Oct-2011 06:00 AM	10-Oct-2011 06:00 PM	1	-
	12731	Comer, Gare	10-Oct-2011 06:00 PM	11-Oct-2011 06:00 PM	1	-

Displaying 1 - 10 of 82

### Show Tree

Click the **Show Tree** button to re-display the Search Results section.

### Calendar

Click the **Calendar** button to display an on-call group in a calendar view.

### Word/Excel

Click the **Word** or **Excel** button to download the schedule. The document can be named and saved.

Search by Person Name or Messaging ID:

1. Enter search criteria in the Person Name and/or Messaging ID fields.
2. Click **Search**.
3. Assignments display as a list.
4. Current on-call assignments are highlighted in green.
5. Click the pager icon to page.

The screenshot shows the 'On-Call' application interface. At the top, there is a search bar with the text 'Search' and a 'Default' button. Below this is a navigation menu with options: 'Today', 'Search', 'Block Assignment', 'Scheduler Assignment', 'Person Assignment', 'Calendar Assignment', 'History', and 'Quick View'. The 'Search' option is selected.

The 'Enter Search Criteria' section contains the following fields:
 

- Group Name: [Empty]
- Group ID: [Empty]
- Person Name: Fleager
- Messaging ID: [Empty]
- Start Date: 06 October 2011 02:35 P M
- End Date: 06 November 2011 02:35 P M
- Period: 31

 There are 'Search' and 'Reset' buttons below these fields.

Below the search criteria, there are tabs for 'Word' and 'Excel'. The main content area displays a table of assignments. The table has the following columns: Page/Msg, Msg ID, Name, Start, End, Priority, Time Zone, Remark, and Group Name. The first two rows are highlighted in green, indicating current on-call assignments.

Page/Msg	Msg ID	Name	Start	End	Priority	Time Zone	Remark	Group Name
	22669	Fleager, Kristen	08-Oct-2011 06:00 AM	08-Oct-2011 06:00 PM	1	PACIFIC	Chief Resident	03 24hr Jr & Chief Res- ED Ortho Trauma/Consults /Inpt/Outpt
	22669	Fleager, Kristen	08-Oct-2011 08:00 AM	08-Oct-2011 06:00 PM	-	-	Chief Resident - Trauma	04 24hr Ortho Faculty
	22669	Fleager, Kristen	07-Oct-2011 06:00 AM	10-Oct-2011 06:00 PM	2	PACIFIC	Chief Resident	03 24hr Jr & Chief Res- ED Ortho Trauma/Consults /Inpt/Outpt
	22669	Fleager, Kristen	07-Oct-2011 08:00 AM	07-Oct-2011 06:00 PM	-	-	Chief Resident - Trauma	04 24hr Ortho Faculty
	22669	Fleager, Kristen	10-Oct-2011 08:00 AM	10-Oct-2011 06:00 PM	-	-	Chief Resident - Trauma	04 24hr Ortho Faculty
	22669	Fleager, Kristen	11-Oct-2011 06:00 AM	11-Oct-2011 06:00 PM	2	PACIFIC	Chief Resident	03 24hr Jr & Chief Res- ED Ortho Trauma/Consults /Inpt/Outpt
	22669	Fleager, Kristen	11-Oct-2011 08:00 AM	11-Oct-2011 06:00 PM	-	-	Chief Resident - Trauma	04 24hr Ortho Faculty
	22669	Fleager, Kristen	12-Oct-2011 06:00 AM	12-Oct-2011 06:00 PM	2	PACIFIC	Chief Resident	03 24hr Jr & Chief Res- ED Ortho Trauma/Consults /Inpt/Outpt
	22669	Fleager, Kristen	12-Oct-2011 08:00 AM	12-Oct-2011 06:00 PM	-	-	Chief Resident - Trauma	04 24hr Ortho Faculty
	22669	Fleager, Kristen	13-Oct-2011 06:00 AM	14-Oct-2011 06:00 PM	2	PACIFIC	Chief Resident	03 24hr Jr & Chief Res- ED Ortho Trauma/Consults /Inpt/Outpt

At the bottom of the table, it says 'Displaying 1 - 10 of 39'.

Note: If using Firefox, the current on-call assignments will not be highlighted.



On-Call Search

Today Search Block Assignment Scheduler Assignment Person Assignment Calendar Assignment History Quick View

Enter Search Criteria

Group Name: Group ID: Person Name: Fleager Messaging ID:

Start Date: 06 October 2011 09:12 AM End Date: 06 November 2011 09:12 AM Period: 31

Search Reset




Word Excel

Displaying 1 - 10 of 39

Page/Msg	Msg ID	Name	Start	End	Priority	Time Zone	Remark	Group Name
	22669	Fleager, Kristen	06-Oct-2011 06:00 AM	06-Oct-2011 06:00 PM	1	PACIFIC	Chief Resident	03 24hr Jr & Chief Res- ED Ortho Trauma/Consults /Inpt/Outpt
	22669	Fleager, Kristen	06-Oct-2011 08:00 AM	06-Oct-2011 06:00 PM	-	-	Chief Resident - Trauma	04 24hr Ortho Faculty
	22669	Fleager, Kristen	07-Oct-2011 06:00 AM	10-Oct-2011 06:00 PM	2	PACIFIC	Chief Resident	03 24hr Jr & Chief Res- ED Ortho Trauma/Consults /Inpt/Outpt
	22669	Fleager, Kristen	07-Oct-2011 08:00 AM	07-Oct-2011 06:00 PM	-	-	Chief Resident - Trauma	04 24hr Ortho Faculty
	22669	Fleager, Kristen	10-Oct-2011 08:00 AM	10-Oct-2011 06:00 PM	-	-	Chief Resident - Trauma	04 24hr Ortho Faculty
	22669	Fleager, Kristen	11-Oct-2011 06:00 AM	11-Oct-2011 06:00 PM	2	PACIFIC	Chief Resident	03 24hr Jr & Chief Res- ED Ortho Trauma/Consults /Inpt/Outpt
	22669	Fleager, Kristen	11-Oct-2011 08:00 AM	11-Oct-2011 06:00 PM	-	-	Chief Resident - Trauma	04 24hr Ortho Faculty
	22669	Fleager, Kristen	12-Oct-2011 06:00 AM	12-Oct-2011 06:00 PM	2	PACIFIC	Chief Resident	03 24hr Jr & Chief Res- ED Ortho Trauma/Consults /Inpt/Outpt
	22669	Fleager, Kristen	12-Oct-2011 08:00 AM	12-Oct-2011 06:00 PM	-	-	Chief Resident - Trauma	04 24hr Ortho Faculty
	22669	Fleager, Kristen	13-Oct-2011 06:00 AM	14-Oct-2011 06:00 PM	2	PACIFIC	Chief Resident	03 24hr Jr & Chief Res- ED Ortho Trauma/Consults /Inpt/Outpt

Displaying 1 - 10 of 39

To display information about a person:

1. Click on the person's name. The Directory Detail View box displays.
2. To page the person, click the pager icon. 
3. Click the  to close the box. 

Directory Detail View for Fleager, Kristen

Msg Id: 22669 Status: Available On Premises

Member Of

03 24hr Jr & Chief Res- ED Ortho Trauma/Consults /Inpt/Outpt [40363]

Directory Info

Title	Phone	Phone Type	
RESIDENT	91-650-725-5903	WORK	HS-SURG GEN-

Address Info

Building	Room / Floor	Address	

Current On Call Info

Start date	End date	Group Name	Gr
13-Oct-2011 06:00 AM	14-Oct-2011 06:00 PM	03 24hr Jr & Chief Res- ED Ortho Trauma/Consults /Inpt/Outpt	
13-Oct-2011 08:00 AM	13-Oct-2011 06:00 PM	04 24hr Ortho Faculty	



Close

The following actions can be performed on the on-call assignments listed in the screen. Depending on whether you searched for a person, not all of these options are available.

### **Paging**

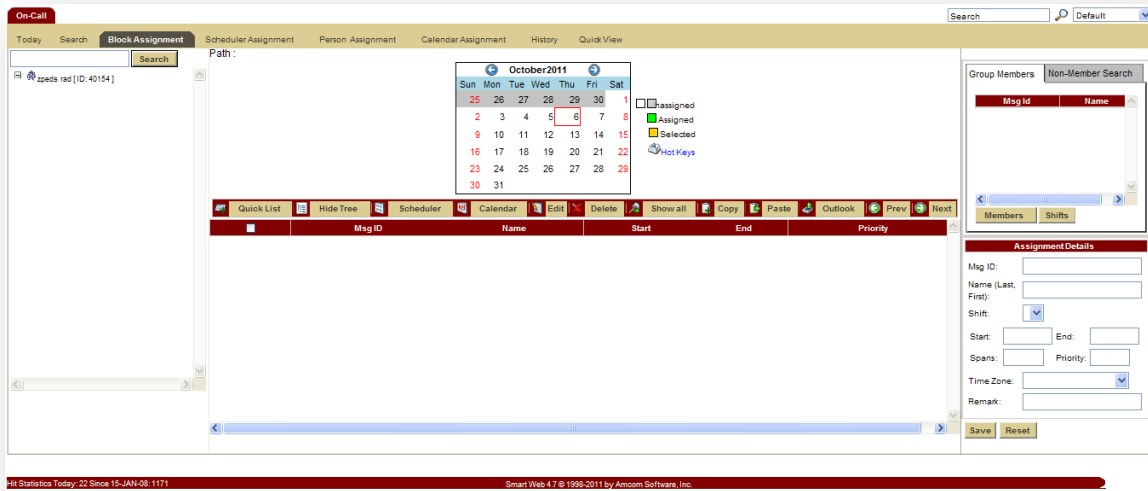
A page can be sent to a person or a function that has a current on-call assignment listed in the screen. If an individual cannot receive a page, the page is stored with the operator as a message.

The following options are available:

	Send a page. This icon displays only if the individual is assigned a pager and is able to receive a page. The page icon toggles with the message icon.
	Send a message. This icon displays only if the individual is not assigned a pager, or if the individual is not able to be paged. The message can be retrieved by the person or function representative to whom the message was sent in their Personal Profile page in Smart Web. The message icon toggles with the page icon.

## Block Assignment Tab

The Block Assignment tab allows you to create, edit, and delete a member to an on-call schedule.



1. Choose the **Block Assignment** tab.
2. Select the on-call group to which you want to schedule an assignment.
3. Choose the day the on-call assignment should be made. The selected day displays in orange.
4. Specify the individual to which the shift should be assigned. You can search for either a member or non-member of the on-call group. You may have to scroll to the right of the screen to display the member selection screen.

Note: More than one day can be selected by simultaneously using <Shift> or <Ctrl> and clicking on the desired days.

### Selecting an On-Call Group Member

1. Click the **Group Members** tab to display the default list of on-call group members.
2. Double-click a name in the list. The **Msg ID** and **Name** fields in the Assignment Details section are populated with the messaging ID and name for the selected individual.
3. Select the shift from the drop-down list. The Start and End time fields will auto-populate. (The times can be manually updated if needed.)
4. If the shift spans more than one day, enter the appropriate number of days. One day is each time the shift covers midnight.
5. Enter the priority. (optional)
6. Enter any remarks. (optional)
7. Click **Save**.

The screenshot shows a web application interface with two main sections. The top section, titled "Group Members", has a tab labeled "Non-Member Search" and a table with two columns: "Msg Id" and "Name". The table contains five rows of data, with the row for "ROBINSON, THOMAS" (Msg Id 13727) highlighted in blue. Below the table are two buttons: "Members" and "Shifts". The bottom section, titled "Assignment Details", contains several input fields: "Msg ID:" with the value "13727", "Name (Last, First):" with the value "ROBINSON, THOMAS", "Shift:" with a dropdown menu, "Start:" with a dropdown menu showing "08:00 AM - 05:00 PM" selected, "Spans:" with a dropdown menu showing "05:00 PM - 08:00 AM" selected, and "Remark:" with a text input field. At the bottom of the "Assignment Details" section are two buttons: "Save" and "Reset".

Msg Id	Name
13127	BERGMAN, DAVID A
13062	HAMMER, LAWRENCE D
13092	MENDOZA, FERNANDO S
13727	ROBINSON, THOMAS
13871	SHAREK PAJJI JASON

Assignment Details

Msg ID: 13727

Name (Last, First): ROBINSON, THOMAS

Shift: [Dropdown]

Start: 08:00 AM - 05:00 PM

Spans: 05:00 PM - 08:00 AM

Remark: [Text Field]

Save Reset

## Searching for a Non-Member

1. Click on the **Non-Member Search** tab to display the non-member search screen.
2. An individual can be searched for by entering a complete or partial search string in the **Search** field. The search is performed on both the name and messaging ID fields.
3. Click **Search**.
4. Double-click on a name in the list. The **Msg ID** and **Name** fields in the Assignment Details section are populated with the messaging ID and name for the selected individual.
5. Select a shift from the drop-down list. The Start Time and End Time fields auto-populate. (The times can be manually updated if needed.)
6. If the shift spans more than one day, enter the appropriate number of days. One day is each time the shift covers midnight.
7. Enter the priority. (optional)
8. Enter Remarks. (optional)
9. Click **Save**.
10. Click the **OK** button to close the dialog. The calendar is updated with the changes.

The screenshot shows a software interface with two main sections. The top section, titled "Non-Member Search", contains a list of search results. The results are as follows:

Msg ID	Name
23413	Smith - Craig EA, David
11858	Smith, Alfred
17243	Smith, Allison
17795	Smith, Allyson
18639	SMITH, BRADFORD
25719	SMITH, CHAUNCEY G
18697	SMITH, CHRISTINE

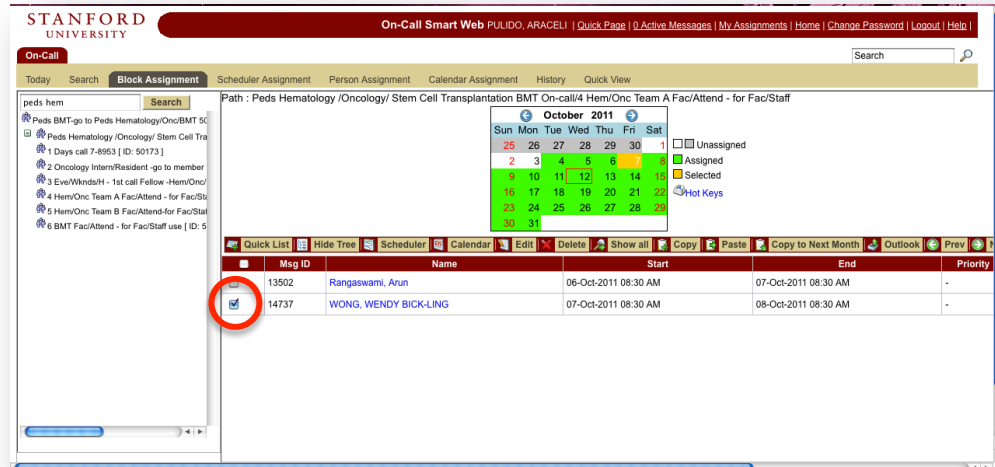
Below the list is a search input field containing the text "Smith" and a "Search" button. The bottom section, titled "Assignment Details", contains the following fields:

Msg ID:	18639		
Name (Last, First):	SMITH, BRADFORD		
Shift:	[Dropdown menu]		
Start:	[Input field]	End:	[Input field]
Spans:	[Input field]	Priority:	[Input field]
Remark:	[Input field]		

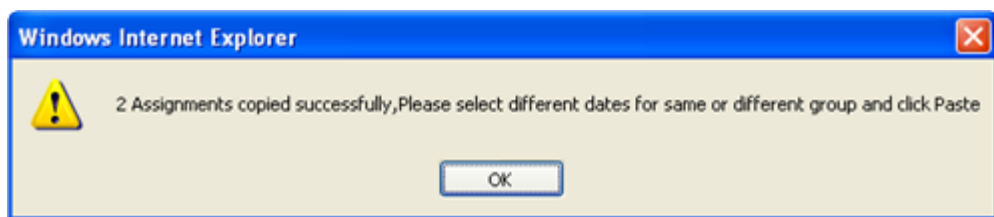
At the bottom of the "Assignment Details" section are "Save" and "Reset" buttons.

## Copying an Existing On-Call Assignment

1. Choose the **Block Assignment** tab.
2. Search for the on-call group to which you want to schedule an assignment.
3. Choose the day for which an on-call assignment should be made. The selected day displays in orange. Simultaneously pressing <Shift> and clicking on the desired days allows you to select more than one day.



4. Click the **Copy** button. A confirmation dialog displays.



5. Click the **OK** button.
6. In the block calendar, select the day to which you want to paste the copied shift assignments. More than one day can be selected. The selected day(s) displays in orange.
7. Click the **Paste** button. A confirmation dialog displays.
8. Click the **OK** button to display the updated screen.

## Updating On-Call Block Assignment

1. Choose the **Block Assignment** tab.
2. Select the date.
3. Click the checkbox next to the individual to update.
4. Click the **Edit** button on the toolbar. Information populates in the Assignment Details box
5. Edit the time, span, priority, and remarks, if necessary.
6. Click **Save**.

## Delete Block Assignment

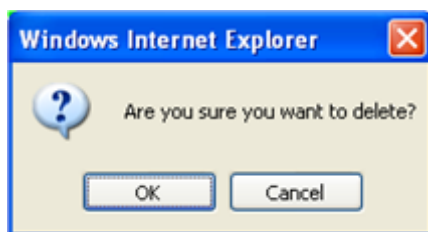
1. Choose the **Block Assignment** tab.
2. Click the **calendar** button for the on-call group to which an assignment should be deleted.
3. Click in the selection box for each on-call assignment that should be deleted. The currently selected assignment turns yellow. More than one assignment can be selected.

The screenshot shows the Stanford University On-Call Smart Web interface. The top navigation bar includes the Stanford University logo and the text "On-Call Smart Web PULIDO, ARACELI | Quick Page | 0 Active Messages | My Assignments | Home | Change Password | Logout | Help". Below this is a search bar and a "Search" button. The main interface is divided into several sections:

- On-Call** tab: Contains sub-tabs for "Today", "Search", "Block Assignment", "Scheduler Assignment", "Person Assignment", "Calendar Assignment", "History", and "Quick View".
- Search** section: A search box with a search button.
- Path**: "ENT Ear, Nose, Throat, Otolaryngology Head & Neck Surgery/5 Chief Resident 24 hrs".
- Calendar**: A calendar for October 2011. The dates 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, and 30 are highlighted in green, indicating they are selected. The "Delete" button in the toolbar is circled in red.
- Table**: A table listing assignments with columns for "Msg ID", "Name", "Start", "End", and "Priority". The table contains 10 rows of data.

Msg ID	Name	Start	End	Priority
22888	Weissman, Joshua	04-Oct-2011 08:00 AM	05-Oct-2011 08:00 AM	-
22421	Nadaraja, Garani	05-Oct-2011 08:00 AM	06-Oct-2011 08:00 AM	-
22888	Weissman, Joshua	06-Oct-2011 08:00 AM	07-Oct-2011 08:00 AM	-
22451	Shen, Tianjie	07-Oct-2011 08:00 AM	08-Oct-2011 08:00 AM	-
12476	Corrales, Carleton	08-Oct-2011 08:00 AM	09-Oct-2011 08:00 AM	-
22451	Shen, Tianjie	09-Oct-2011 08:00 AM	10-Oct-2011 08:00 AM	-
22201	Barnes, Melynda	10-Oct-2011 08:00 AM	11-Oct-2011 08:00 AM	-
22888	Weissman, Joshua	11-Oct-2011 08:00 AM	12-Oct-2011 08:00 AM	-
22451	Shen, Tianjie	12-Oct-2011 08:00 AM	13-Oct-2011 08:00 AM	-

4. Click the **Delete** button to delete the selected assignment(s). A verification message displays.



5. Click **OK** button to delete the selected assignment(s). The Block Assignment screen is refreshed and the deleted assignments are removed from the calendar.



## Scheduler Assignment Tab

The following four actions can be performed on the assignment listed in the screen:

- **New:** A new shift assignment is added, using the default start and end dates and times.
- **Same Shift:** An existing shift must first be selected. Click the Same Shift button to create a new shift with the same start and end dates and times. An individual can then be assigned.
- **Next Shift:** An existing shift must first be selected. Click the Next Shift button to create a new shift with the start and end dates and times for the next shift from the list of shifts created for the on-call group.
- **Next Day:** An existing shift must first be selected. Click the Next Day button to create a new shift with the same shift hours on the next consecutive date. The individual assigned to the selected shift is assigned to the new shift.

Select the shift on which the new shift should be based. The background for the selected shift displays in yellow.

STANFORD UNIVERSITY On-Call Smart Web PULIDO, ARACELI | Quick Page | 0 Active Messages | My Assignments | Home | Change Password | Logout | Help

On-Call Search

Today Search Block Assignment Scheduler Assignment Person Assignment Calendar Assignment History Quick View

Enter Search Criteria

Group Name: oto Group ID: Search

Start Date: 12 October 2011 07:17 PM End Date: 19 October 2011 07:17 PM Period: 7 Search Reset

Search Results

Quick List Hide Tree Block View Calendar New Save List Same Shift Next Shift Next Day Delete

Group >> Peds ENT Otolaryngology Head & Neck Surgery >> 2 Day Resident Inpt/Outpt/ED/Consults M-F

Displaying 1 - 5 of 5

Select	Msg ID	Name	Start	End
<input checked="" type="checkbox"/>	12409	Ginn, Stuart	13-Oct-2011 07:00 AM	13-Oct-2011 06:00 PM
<input type="checkbox"/>	12409	Ginn, Stuart	14-Oct-2011 07:00 AM	14-Oct-2011 06:00 PM
<input type="checkbox"/>	12409	Ginn, Stuart	17-Oct-2011 07:00 AM	17-Oct-2011 06:00 PM
<input type="checkbox"/>	12409	Ginn, Stuart	18-Oct-2011 07:00 AM	18-Oct-2011 06:00 PM
<input type="checkbox"/>	12409	Ginn, Stuart	19-Oct-2011 07:00 AM	19-Oct-2011 06:00 PM

Displaying 1 - 5 of 5

### Add a New Assignment

1. Select the row where you want to add an assignment. Row will highlight yellow.
2. Click the **New** button. A new row is inserted.
3. Enter messaging ID or a name into the **Msg ID** or **Name** field.
4. You can use the **List** button to select a group member of the group members.

5. The date and time of the next possible shift displays by default in the **Start** and **End** fields.
6. If no shifts have been set up for the on-call group the current date and time is used as the next possible shift.
7. You can manually change the time and date of the shift.
8. **Time Zone** will default to Pacific.
9. Enter the priority (1, 2, etc) of this assignment in the **Priority** field. (Optional)
10. The priority is used when more than one individual is on-call for the same time.
11. Enter comments/notes in the Remark field (optional).
12. Click the **Save** button to add the assignment. A confirmation page displays.
13. Click the **OK** button to close the message dialog box and display the updated screen.

#### Edit existing Assignment

1. Select the assignment you want to edit. Row will highlight yellow.
2. Change the member by typing new Msg ID over existing Msg ID. Or go to Name field and click the List button. A list of the on-call group members displays. Select a member from the list.
3. You can update the **Start** and **End** dates and times manually by entering new dates and times.
4. Enter the priority (1, 2, etc) of this assignment in the **Priority** field.
5. Enter notes in the Remark field (optional).
6. Click the **Save** button to add the assignment.
7. Click the **Refresh** button to update the assignment schedules.

#### Deleting an On-Call Assignment

1. Click on the button to the left of the **Msg ID** field in the row of the shift assignment you want to delete. Multiple rows can be selected. Row(s) will highlight in yellow.
2. Click the **Delete** button. A message dialog displays.
3. Click **OK** button to close the message box and update the screen.
4. Click the **Refresh** button to update the assignment schedules.

### Assign the Same Shift

1. Select a member who is currently assigned to the shift to which you want to assign an additional person. Row will highlight yellow.
2. Click the **Same Shift** button. A new row is inserted with the same date and time as the selected member.
3. Enter member's **Msg ID** in the new row and then hit **Tab** key. Or place cursor in the **Name** field and select member from the **List** button.
4. Click the **Save** button to save change.
5. Both members are now assigned to the same shift.

### Assign the Next Shift

1. Select the date you want to assign. The row will highlight yellow.
2. Click the **Next Shift** button. A new row is inserted with the date and time of the next shift.
3. Enter member's **Msg ID** in the new row and then hit **Tab** key. Or place cursor in the **Name** field and select the member from the List button.
4. If there is only one shift created for the on-call group, the member is assigned to the same shift on the next day.
5. Click the **Save** button to save the addition.
6. Click the **Refresh** button to update the assignment schedules.

### Assigning Next Day Schedules

1. Select the date you want to assign. Row will highlight yellow.
2. Click the **Next Day** button. A new row is inserted with the same shift time and an updated date range.
3. Example, if the original shift was for June 5, the added shift will be for June 6. Times for both shifts are the same.
4. Click the **Save** button to save the addition.
5. Click the **Refresh** button to update the assignment schedules.

## Person Assignment Tab

A list of all the on-call assignments can be displayed in the Person Assignment screen. New assignments can be added in this screen, and existing assignments can be updated. This screen is useful when you want to add a single assignment for a single individual.

When the Person Assignment screen is accessed, the current month is selected as the date range by default. Searches for assignments can be done by a specific time period and for a specific person or set of people. The assignments for only those groups that the administrator has access to are displayed.

### Adding a New Assignment

1. Click **New**. A new, blank row for an assignment is added.
2. Specify the person to whom the shift should be assigned. (Click the search icon between the Msg ID and Name fields to search for a person.) The date range defaults to the current date and time. (The end date and time cannot be the same as the start date and time.)
3. An on-call group must be selected for this assignment. Click the icon between the group ID and group fields to search for the group.
4. Double-click on an on-call group name to select it. The group ID and group fields are auto-populated. The Time Zone will default to the Pacific.
5. Enter the Priority and Remarks. (optional)
6. Click **Save**.

## Calendar Assignment Tab

The following actions can be performed on the on-call assignments listed in the screen. Depending on whether you searched for a person, not all of these options are available.

- **Hide Tree/Show Tree Button** – Click the Hide Tree button to hide the Search Results section. The Hide Tree button toggles to the Show Tree button, which is clicked to re-display the Search Results section.
- **Block View Button** – Click the Block View button to display the on-call assignments for the month in the block view in the Block Assignments screen.
- **Calendar/Scheduler Button** – Click the Calendar button to display the on-call assignments in a calendar format. The Calendar button toggles to the Scheduler button, which is clicked to re-display the assignments in the list format. For an example, please refer to Viewing the On-Call Assignments in a Calendar Format.
- **Print Button** – Click the Print button to display a printable version of the list of on-call assignments. For more information, please refer to Printing the Assignments.
- **Previous Month Button** – Click the Previous Month button to display the on-call assignments for the previous month.
- **Next Month Button** – Click the Next Month button to display the on-call assignments for the next month.

The screenshot displays the Amcom Smart Web 4.6 interface. On the left is a 'Search Results' sidebar listing various medical departments and services, such as 'Craniofacial go to Peds Plastic 50039 [40103]' and 'CV/Med Cardiovascular Medicine-Cardiology CCU On-call [40000]'. The top navigation bar contains buttons for 'Hide Tree', 'Scheduler', 'Print', 'Previous Month', and 'Next Month'. The main area shows a calendar for 'October 2011' with columns for Sunday through Saturday. Each day's cells contain on-call assignments with names and time slots, such as '6:00 PM-11:59 PM: Abrams, Geoffrey' on Wednesday, October 26th. The interface also shows a 'Group >> 03 24hr Jr & Chief Res- ED Ortho Trauma/Consults /Inpt/Outpt' and a status bar at the bottom indicating 'Displaying 31 - 60 of 226'.

## Create a New Calendar Assignment

The Calendar Assignment screen displays a calendar for the current month, which is the default. The current day is outlined in green. The calendar is blank until an on-call group displayed in blue is selected from the Search Results screen.

The screenshot shows the 'On-Call Smart Web' interface for Stanford University. The main area displays a calendar for October 2011. The current day, Wednesday, October 12th, is highlighted in green. A search results panel on the left lists several on-call groups, including 'ENT Ear, Nose, Throat, Otolaryngology Head & Neck Surgery [40033]'. The calendar shows a 7:00 AM-6:00 PM shift for Ryan Williams on Wednesday, October 12th. The interface includes a search bar at the top, a navigation menu, and a search results panel on the left.

1. Click on the gray bar at the top of the date box on the day for which an on-call assignment should be added. The selected day turns green. More than one day can be selected by simultaneously pressing <CTRL> and clicking on the desired days.
2. Click the **New** button to add a new on-call assignment to the selected day (or days). The **Create New Assignment** screen displays. The day(s) selected in the calendar display in the Selected Days section.
3. Specify the individual to which the shift should be assigned. You can manually enter the messaging ID and name for the individual in the Msg ID and Name fields in the Assignment Details section, or you can use the options in the Person Search section. You can select a member of the on-call group or you can search for a person who is not a member of the group.

## Selecting an On-Call Group Member

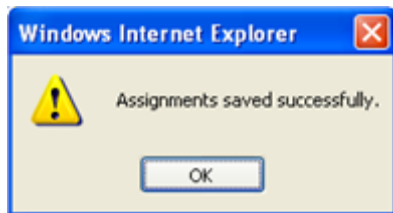
1. Click on the **Group Members** tab to display a list of the on-call group members.
2. Double-click on a name in the list. The **Msg ID** and **Name** fields in the Assignment Details section are populated with the messaging ID and name for the selected individual.

## Searching for a Non-Member

1. Click on the **Non-Member Search** tab to display a list of the on-call group members.
2. You can search for an individual by entering a complete or partial search string in the **Msg ID** or **Name** fields. The **Name** field format is <last name, first name>. Entering search strings in more than one field limits the search results.
3. Click the **Search** button. The search results display in the results section.
4. Double-click on a name in the list. The **Msg ID** and **Name** fields in the Assignment Details section are populated with the messaging ID and name for the selected individual.
5. Choose a shift from the Shift drop-down list box, or enter a start and end time for the shift in the Start and End fields. Shifts are available in the list box if shifts have been created for the on-call group in Smart Center.
6. When you select a shift from the list box, the Start and End fields are updated with the start and end times of the selected shift. The times can be updated manually if needed. The Remark field is populated with any remarks associated with the shift from the list box.
7. If the shift spans more than one day, enter the appropriate number of days in the Spans field. One day is each time the shift covers midnight.

8. Enter the priority for the shift in the Priority field. The priority is used when more than one individual is on-call for the same time. The person or function with the highest priority is paged. The highest priority is "1". If more than one individual is assigned to the same time but priorities are not assigned, the first person or function in the list is paged.
9. Enter any remarks or notes in the Remark field. You can type over any default remarks.

10. When the changes are complete, click the Save button. A confirmation dialog displays.

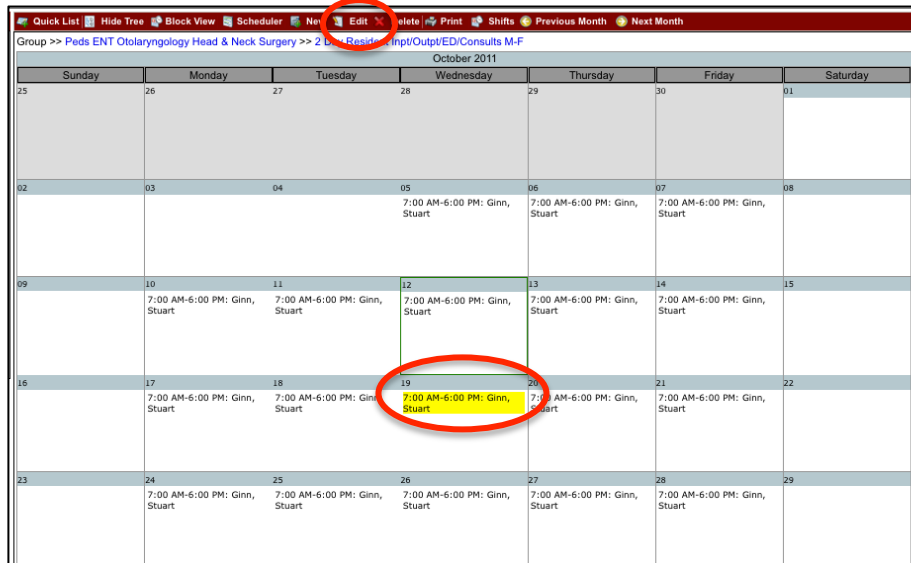


11. Click the **OK** button. The calendar is updated with the new shift(s).



## Update Existing Calendar Assignment

1. Display a calendar for the on-call group to which an assignment should be updated.
2. Click on the on-call assignment that should be updated. The selected assignment turns yellow. If a shift spans more than one day, all of the shift days are selected.



3. Click the **Edit** button to update the selected assignment. The Edit Assignment screen displays.

The screenshot shows the 'Edit Assignment' window. It is divided into two main sections: 'Assignment Details' and 'Person Search'.

**Assignment Details:**

- Msg ID: 12409
- Name (Last, First): Ginn, Stuart
- Shift: 07:00 AM - 06:00 PM
- Start: 07:00 AM
- End: 06:00 PM
- Time Zone: PACIFIC
- Spans: 0
- Priority: (empty field)
- Remark: (empty field)
- Buttons: Save, Close

**Person Search:**

- Group Members | Non-Member Search
- Double click on the name to select it.
- Table with columns: Msg Id, Name
- Table content: 23295, MONFARED, ASHKAN

4. The shift can be assigned to another individual using the Person Search section.

### Selecting an On-Call Group Member

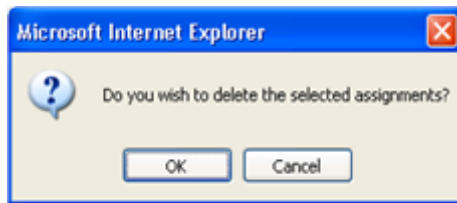
1. Click on the Group Members tab to display a list of the on-call group members.
2. Double-click on a name in the list. The Msg ID and Name fields in the Assignment Details section are populated with the messaging ID and name for the selected individual.

### Searching for a Non-Member

1. Click on the Non-Member Search tab to display a list of the on-call group members.
2. An individual can be searched for by entering a complete or partial search string in the Msg ID or Name fields. The Name field format is <last name, first name>. Entering search strings in more than one field limits the search results.
3. Click the Search button. The search results display in the results section.
4. Double-click on a name in the list. The Msg ID and Name fields in the Assignment Details section are populated with the messaging ID and name for the selected individual.
5. Choose a shift from the Shift drop-down list box, or enter a start and end time for the shift in the Start and End fields. Shifts are available in the list box if shifts have been created for the on-call group in Smart Center.
6. When you select a shift from the list box, the Start and End fields are updated with the start and end times of the selected shift. The times can be updated manually if needed. The Remark field is populated with any remarks associated with the shift from the list box.
7. If the shift spans more than one day, enter the appropriate number of days. One day is each time the shift covers midnight.
8. Enter the priority for the shift in the Priority field. The priority is used when more than one individual is on-call for the same time. The person or function with the highest priority is paged. The highest priority is "1". If more than one individual is assigned to the same time but priorities are not assigned, the first person or function in the list is paged.
9. Enter any remarks or notes in the Remark field.
10. When the changes are complete, click the **Save** button. A confirmation dialog displays.
11. Click the **OK** button. The calendar is updated with the changes.

## Deleting Assignments

1. Choose the Calendar Assignment tab.
2. Display a calendar for the on-call group to which an assignment should be updated.
3. Click on the on-call assignment that should be deleted.
4. Selection will highlight in yellow.
5. Click the **Delete** button to delete the selected assignment(s). A verification message displays.



6. Click the **OK** button to delete the selected assignment(s). A confirmation dialog displays.
7. Click the **OK** button. The **Calendar Assignments** screen is refreshed and the deleted assignments removed from the calendar.

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## Resources:

### Change your password

1. Click the Change Password button. The Personal Profile screen displays.
2. Enter your current password in the Old Password field.
3. Enter the new password in the New Password field.
4. Re-enter the new password in the Verify Password field.
5. Click the Submit button to change the password.

For Stanford University, Stanford School of Medicine (and VA), & LPCH:

Use HelpSU

1. Go to: [helpsu.stanford.edu](http://helpsu.stanford.edu)
  2. Log in with your SUNet ID and password.
  3. Category: Administrative Applications
  4. Request Type: Amcom
- Call 5-HELP (650-725-4357)

For Stanford Hospital and Clinics

Use HelpSHC request

1. <http://helpshc.stanford.edu>
2. Login using SUNet ID and password.
3. Don't have a SUNet ID. Create request from scratch.
4. Select the following:
5. Request Category: Administrative Applications
6. Request Type: AMCOM

Call 4-Help (4-4357)

**Use Online Help** – Amcom has online help. Click the link in the top right-hand corner of the screen.

**Web Services Page:** [paging.stanford.edu](http://paging.stanford.edu)