

ABOUT AHS iScheduler

An **AHS (Alberta Health Services) iScheduler Account** is required to submit **Meeting Requests** online for Telehealth (videoconference) sessions.

To access iScheduler and create an account:

<https://ischeduler.albertahealthservices.ca/ischeduler/eceptionist.asp>

Internal - AHS Requesters (AHS personnel who have an “@albertahealthservices.ca” email address) can use **iScheduler** to:

- submit requests online for Telehealth (videoconference) meetings, learning and information sessions, clinical case conferences, group patient education, and appointments, and/or register for learning sessions.

External - Non AHS Requesters (Individuals who are outside of AHS and do not have an “@albertahealthservices.ca” email address) can use **iScheduler** to:

- request meetings and request or register for Learning and Information sessions that are available for Sign Up.

External - Non AHS Requesters who will be using **iScheduler** to request clinical appointments for patients can email telehealth.info@ahs.ca to request this level of access. Requesters must include their name, role and the name of their organization in the email and an iScheduler Analyst will reply with more information.

All iScheduler account holders can view their meeting or appointment details, check the status, submit changes, or cancel their requests.

QUICK TIP: It is important for requesters to verify status updates and details regularly within **iScheduler**, until their session has been confirmed. Requesters will receive email notifications for some, but not all stages of the scheduling process.

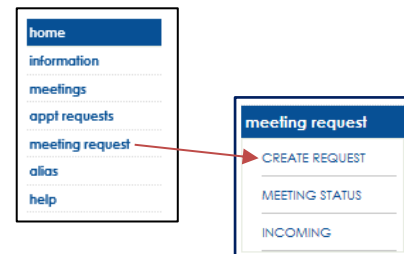
CREATE A MEETING REQUEST - TIP SHEET TOPICS (Ctrl+Click to follow link to topic areas)

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CREATE A MEETING REQUEST

Submit **meeting requests** for administrative meetings, learning and information sessions, Virtual Health case conferences/reviews (multidisciplinary team meetings – MDT) and group patient education sessions.

1. Click on the link to access iScheduler (account required):
<https://ischeduler.albertahealthservices.ca>
2. Click on **meeting request** on the left side of the iScheduler home page to expand the menu, then click on **CREATE REQUEST**.
3. Complete the fields on the **GENERAL INFO** tab.



REQUEST #		REQUEST DATE/TIME	2/11/2019 15:23
PROVIDING SITE	Calgary Quarry Park	PROVIDING ROOM	Room 2150
ROOM CODEC	Quarry Park - Rm 2150	Meeting Organizer	user , test
Meeting Coordinator	Jane Smith	Organizer Phone/Email	403-123-4567 / user.test@ahs.ca
Coordinator Phone	403-778-1234	(Admin Use Only) PRE-TEST	No (Minutes)

PROVIDING SITE

Select the host/primary site for the meeting from the dropdown list. If the required site is not listed, choose **Other Unlisted or Restricted Site**. On the **REQUEST INFO** tab, scroll to the bottom of the screen and type the site information into the **COMMENTS** box. Avoid the use of acronyms.

To select a RealPresence Desktop as the providing site and room, type **Real** in the **Select a Hosting Site** field, then click on **RealPresence Desktop**.

PROVIDING ROOM

This field will auto-populate with rooms located in the host/primary site. If the required room is not listed, enter **Other/Unlisted or Restricted Room** in the **Providing Site** and **Providing Room** dropdown lists, and then type the site and room information in the **Comments** box, located at the bottom of the **REQUEST INFO** tab.

When RealPresence Desktop is selected as the Providing Site, all RealPresence Desktop user names will show in the **PROVIDING ROOM** list. Click on the applicable RealPresence Desktop user name to select it.

ROOM CODEC

Select from the dropdown list.

MEETING ORGANIZER

Defaults to the name of the person creating the request.

**MEETING
COORDINATOR**

Enter name of Meeting Coordinator if different than Meeting Organizer.

**ORGANIZER
PHONE/EMAIL**

Enter Meeting Organizer phone number and email.

**COORDINATOR
PHONE**

Enter Meeting Coordinator phone number if different than Meeting Organizer.

PRE-TEST

This field is for administrative use only by the scheduling team.

4. Click on the **REQUEST INFO** tab and complete the fields.

Create Meeting Request

GENERAL INFO
REQUEST INFO

MEETING TOPIC	--Select a Topic--	MEETING TYPE	Virtual
MEETING TITLE		DESCRIPTION	
TECH SUPPORT	<input checked="" type="radio"/> No <input type="radio"/> Yes	IS RECURRING	<input type="checkbox"/>
SUPPORT TYPE	-- Select a Type--	OPEN REGISTRATION?	<input type="checkbox"/>
START DATE		END DATE	
START TIME	<div></div> <div></div>	END TIME	<div></div> <div></div>
MEETING DURATION	0 (in minutes)	CASE DURATION	
DATE TYPE	Daily	ATTENDEE SITES	AVAILABLE ATTENDEE SITES add site <div> SITE ROOM / CODEC </div>

Fields listed below in **RED** are required.

MEETING TOPIC

Select from the dropdown list. Meeting types include **Administrative Meeting, Information Session** or **Learning**.

For clinical case conferences and group patient education, select the applicable **Medical Case Conference** or **Medical Group Patient Education**.

MEETING TYPE

For Administrative Meetings, Information Sessions, or Learning The default is **Virtual**.

Select **MDT** (Multidisciplinary Team) from the dropdown menu for Medical Case Conferences or Medical Group Patient Education.

MEETING TITLE

Enter the title of the meeting. Avoid the use of acronyms.

DESCRIPTION

Provide a brief meeting description.

Note: If the meeting is a learning or information session that is open for registration, the meeting description will display to all iScheduler users.

TECH SUPPORT	Select Yes if technical support is required. This support is for the host (providing) site and should not be requested unless it is needed.
SUPPORT TYPE	Select the type of technical support required from the dropdown list. If there is additional information to add about this request, scroll to the bottom of the REQUEST INFO screen and type the information into the COMMENTS box.
IS RECURRING	If this is a recurring meeting, click on the box and a checkmark will appear.
OPEN REGISTRATION	If the meeting is a learning or information session and open for registration, click on the box and a checkmark will appear. This will enable event registration for all iScheduler users.
START DATE	Click on the START DATE field, then click on the start date of the meeting on the pop up calendar.
END DATE	Defaults to the same day as the start date. If the request is for a recurring meeting, the start and end date will be a range spanning the length of the reoccurrence. Click on END DATE and select the final day of the recurring meeting on the pop up calendar.
START TIME	Click on the drop down arrows to select the start time in hours and minutes (based on the 24 hour clock). For example, a meeting that begins at 2 pm will be entered as "14:00".
END TIME	Click on the drop down arrows to select the start time in hours and minutes (based on the 24 hour clock). For example, a meeting that ends at 3 pm will be entered "15:00".
MEETING DURATION	Auto-populates based on the start and end hour that is entered.
CASE DURATION	This field applies only to Medical Meeting Topic (MDT) types. Enter the number of cases to be reviewed during a case conference or the number of participants in group patient education, if known. If unknown, enter the number 1.
DATE TYPE	<p>Daily – Defaults to Daily (single session). For recurring sessions, Daily is a meeting that occurs on one day only, or every day consecutively.</p> <p>Weekly – A meeting that occurs each week. Check the applicable day(s) and in the Every Week(s) box enter a number for the weekly frequency, e.g. enter 1 = every Week, enter 2 = every 2 Week(s), enter 3 = every 3 Week(s), etc.</p>

This example displays a meeting that occurs every 2 weeks on Tuesday:

DATE TYPE	Weekly ▼						
	<input type="checkbox"/> Sun <input type="checkbox"/> Mon <input checked="" type="checkbox"/> Tue <input type="checkbox"/> Wed <input type="checkbox"/> Thu <input type="checkbox"/> Fri <input type="checkbox"/> Sat						
	Every	2	Week(s)				

Monthly – A meeting that occurs once per month; check the option that applies by selecting the applicable frequency of the reoccurrence from the dropdown list.

This example displays a meeting that will occur the second Wednesday of every month:

DATE TYPE	Monthly ▼							
	<input type="radio"/> First	<input type="checkbox"/> Sun	<input type="checkbox"/> Mon	<input type="checkbox"/> Tue	<input type="checkbox"/> Wed	<input type="checkbox"/> Thu	<input type="checkbox"/> Fri	<input type="checkbox"/> Sat
	<input checked="" type="radio"/> Second	<input type="checkbox"/> Sun	<input type="checkbox"/> Mon	<input type="checkbox"/> Tue	<input checked="" type="checkbox"/> Wed	<input type="checkbox"/> Thu	<input type="checkbox"/> Fri	<input type="checkbox"/> Sat
	<input type="radio"/> Third	<input type="checkbox"/> Sun	<input type="checkbox"/> Mon	<input type="checkbox"/> Tue	<input type="checkbox"/> Wed	<input type="checkbox"/> Thu	<input type="checkbox"/> Fri	<input type="checkbox"/> Sat
	<input type="radio"/> Fourth	<input type="checkbox"/> Sun	<input type="checkbox"/> Mon	<input type="checkbox"/> Tue	<input type="checkbox"/> Wed	<input type="checkbox"/> Thu	<input type="checkbox"/> Fri	<input type="checkbox"/> Sat
	<input type="radio"/> Last	<input type="checkbox"/> Sun	<input type="checkbox"/> Mon	<input type="checkbox"/> Tue	<input type="checkbox"/> Wed	<input type="checkbox"/> Thu	<input type="checkbox"/> Fri	<input type="checkbox"/> Sat
	Every	1	Month(s)					

ATTENDEE SITE(S)

A minimum of one attendee site is required to schedule a meeting.

- Click on **add site** to open the **Add Site** dialogue box.
- Select from the dropdown list in the **Select a Site** field, or begin typing the name of the first attendee site. Once a site is selected, the **ATTENDEE ROOM** box will auto-populate with rooms located at that site.
 - If the required room is not listed, enter **Other/Unlisted or Restricted Room** in the **ATTENDEE SITE** and **ATTENDEE ROOM** dropdown lists, then click on the **REQUEST INFO** tab and scroll down to type the site and room information in the **COMMENTS** Box.
 - Avoid the use of acronyms.
- Select **ATTENDEE ROOMS** with capacity to accommodate the number of attendees (in brackets after the room name).
- The **ROOM CODEC** field will auto populate based on room selection.
- Click on **ADD**.
- Repeat steps if additional attendee sites are required.

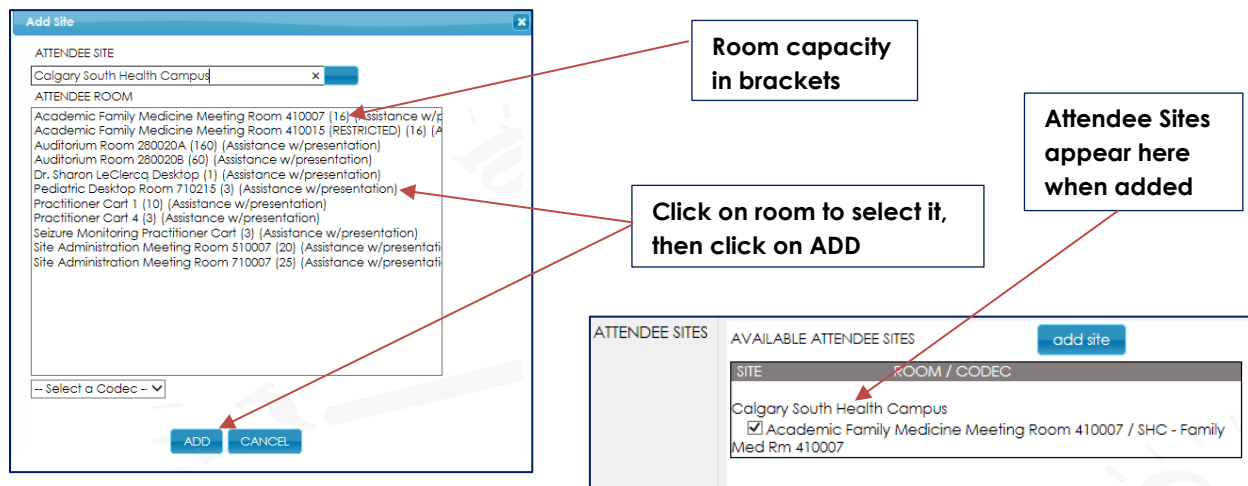
To add a RealPresence Desktop (RPD), type **Real** in the **ATTENDEE SITE** field, then click on **RealPresence Desktop**. All RPD user names will show in the **ATTENDEE ROOM** list. Click on the applicable RPD user name to select it, then click on **ADD**. Repeat steps for additional RPD attendees.

Comments

Click on the **REQUEST INFO** tab and scroll down to add additional comments in the **COMMENTS** Box.

For Medical Case Conferences and Medical Group Patient Education, type in the **COMMENTS** box if a pre-test time is required prior to the session start time.

QUICK TIP: The selected room(s) requested may not be the final confirmed room(s) scheduled, as rooms are subject to availability. Requesters must check in iScheduler to verify confirmed sites and rooms once the meeting status is Scheduling Complete or any status following that. For more information about [Understanding the Status of a Meeting Request or Scheduled Meeting](#) – see page 13.



Room capacity in brackets

Attendee Sites appear here when added

Click on room to select it, then click on ADD

SITE	ROOM / CODEC
Calgary South Health Campus	Academic Family Medicine Meeting Room 410007 / SHC - Family Med Rm 410007

QUICK TIP: Clicking on **SAVE REQUEST AS DRAFT** when filling out a **meeting request** saves it as a draft, but it does not send the request to the Scheduling Coordinator. After clicking on **SAVE REQUEST AS DRAFT**, click on **UPDATE REQUEST** to enter any additional information in the **General Info** or **REQUEST INFO** tabs. Once the request is completed, click on **SUBMIT** to initiate the scheduling process.

- Click on **SUBMIT** when request is complete.
- Click **OK** in the popup box that appears to confirm, or **Cancel** to review or make changes and then submit the request.
- On the **Create Survey** screen that pops up, select **Yes** from the dropdown menu if an **Audio Line** is required for this session.
- Click on **SAVE**.
- Click **OK** to close window. Request has been submitted.

QUICK TIP: Request an **Audio Line** only when required for attendees who cannot attend at a videoconference site.

VIEW A MEETING REQUEST

- Click on **meeting request** on the left hand side of the screen, to expand the menu.
- Click on **MEETING STATUS**.
- Click on **GO**, and a list of requests will be displayed.
- Click on a request to view it.

QUICK TIP: For information about [Understanding the Status of a Request or Scheduled Meeting](#), see Page 13.

Every time a change is made to the meeting request or scheduled meeting, requesters must view the status to ensure that it has changed appropriately. This will ensure that the scheduling coordinator has received the updated information.

Below is a sample of a submitted meeting request in the **Request Submitted** status:

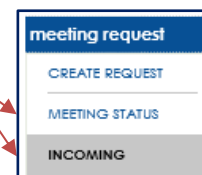
GENERAL INFO		REQUEST INFO	ATTACHMENTS	SURVEY RESPONSES	VIEW/CHANGE MEETINGS	CONFLICT MEETINGS	AUDIT
REQUEST #	18405	REQUEST DATE/TIME	2/11/2019 15:48				
CURRENT STATUS	Request Submitted						
PROVIDING SITE	Calgary Quarry Park	PROVIDING ROOM	Room 2150				
ROOM CODEC	Quarry Park - Rm 2150	Meeting Organizer	user , test				
Meeting Coordinator	Jane Smith	Organizer Phone/Email	403-123-4567 / user.test@ahs.ca				
Coordinator Phone	403-778-1234	(Admin Use Only) PRE-TEST	No (Minutes)				
<div> <div>UPDATE REQUEST</div> <div>CANCEL REQUEST</div> </div>							

MANAGE SUBMITTED MEETING REQUESTS

QUICK TIP: A submitted **meeting request** is called a request in iScheduler until it is in **Coordinator - Scheduling in Progress** status. Information about the request is found in the **General Info** and **REQUEST INFO** tabs, and that is where changes or cancellations can be made to the request. Each **meeting request** has a unique identification number.

Once a **meeting request** has been submitted, requesters can view **MEETING STATUS** and **INCOMING** lists to view information about any meetings, manage, update, and monitor the progress of their requests.

Requesters can use the following functions in the **meeting request** menu on the left hand side to monitor and manage submitted requests.



MEETING STATUS List

Requesters can use the **Meeting Status** list to locate and view meeting details and status of all past, cancelled and future meetings they've created, and to request changes or cancellations. To view the status of a request:

1. Click on **meeting request** on the left side of the iScheduler home page to expand the menu.
2. Click on **MEETING STATUS**.
3. Click on **GO**.
4. Find the meeting to be viewed.
5. Scroll over to the far right side of the request to the **REQUEST STATUS** column to view the status.

INCOMING List

The **Incoming** list includes two status types that require action by the Requester. Requesters will receive an email notification to advise them to go to iScheduler and take action. When a request is in either of the

following statuses, action is required by the Requester in order for the Scheduling Coordinator to proceed with the scheduling process. Meeting requests will be placed on hold until the necessary information is provided by the requester.

Requester – Incomplete Request statuses require action by the Requester, as the information submitted is incomplete. When a request appears in the **INCOMING** list in this status:

1. Click on **meeting request** on the left side of the iScheduler home page to expand the menu.
2. Click on **INCOMING**.
3. Click on **GO**.
4. Click on the meeting to be viewed.
5. Click on the **REQUEST INFO** tab and scroll to the bottom of the screen to view the note in the **Comments** box.
6. Provide the necessary information by updating the fields on the **General Info** and/or **REQUEST INFO** tabs.
7. Click on **UPDATE REQUEST** to save the information.
8. Click on **RESUBMIT**.

Requester – More Information Required statuses require action by the Requester, in order for the Coordinator to proceed with the scheduling process. When a request appears in the **INCOMING** list in this status:

1. Click on **meeting request**.
2. Click on **INCOMING**.
3. Click on **GO**.
4. Click on the meeting to be viewed.
5. Click on the **REQUEST INFO** tab and scroll to the bottom of the screen to view the note in the **Comments** box.
6. Provide the necessary information in the **Comments** box.
7. Click **SUBMIT CHANGE**.

CANCEL A MEETING REQUEST

Meeting requests can be cancelled at any time before they are accepted by a scheduling Coordinator:

1. Click on **meeting request** on the left, and select **MEETING STATUS**.
2. Click **Go**, and a list of requests will be displayed.
3. Click on the request to be cancelled.
 - If the session is in **Request Submitted** status, click on **CANCEL REQUEST**.
 - Click **OK** in the popup box to confirm cancellation.
 - Click on the **REQUEST INFO** tab and scroll to the bottom of the screen to view the note in the **Comments** box.
 - Enter the reason for cancelling the request in the **Comments** box.
 - Click on **CANCEL REQUEST**.
 - Click **OK** to confirm cancellation, or **CANCEL** to revise cancellation.
 - Click **OK** to confirm and submit.

For all other meeting request statuses:

1. Click on **meeting request** on the left, and select **MEETING STATUS**.
2. Click on **Go**, and a list of requests will be displayed.
3. Click on the request to be cancelled.
4. Click on the **REQUEST INFO** tab and scroll down to enter the reason for cancellation in the **COMMENTS** box.
5. Click on **CANCEL REQUEST**.
6. Click **OK** to confirm cancellation and close request window.
7. The requester will receive an email notification confirming the cancellation.

QUICK TIP: Cancelling a **meeting request** for a meeting series (recurring sessions) will cancel all of the meetings within that series.

REQUEST A CHANGE TO A MEETING REQUEST

Changes to **meeting requests** can be submitted at any time before they are in **Coordinator – Scheduling in Progress** status. For more information about [Understanding the Status of a Request or Scheduled Meeting](#), see Page 13.

If the request is in **Request Submitted** status:

1. Click on **meeting request** on the left, and select **MEETING STATUS**.
2. Click on **Go**, and a list of requests will be displayed.
3. Click on the request to be changed.
4. Make changes in the fields of the request on the **General Info** and **REQUEST INFO** tabs.
5. Click on **UPDATE REQUEST** to submit to the scheduling Coordinator.

If the request is in **Coordinator - Accepted** status:

1. Click on **meeting request** on the left, and select **MEETING STATUS**.
2. Click on **GO**, and a list of requests will be displayed.
3. Click on the request to be changed.
4. Click on the **REQUEST INFO** tab and scroll to the bottom of the screen to enter the change details in the **COMMENTS** box.
5. Click on **SUBMIT CHANGE**.
6. Click **OK** to confirm change request then close request window.

QUICK TIP: In this status, changes made in any other fields outside of the **COMMENTS** box are not saved and will not be submitted to the Scheduling Coordinator.

QUICK TIP: A **meeting request** becomes a scheduled meeting in iScheduler when the status becomes **Coordinator - Scheduling in Progress**. Each **scheduled meeting** has a unique identification number, that is different from but linked to the **meeting request** number. A scheduled meeting is not confirmed until the status is **Scheduling Complete**. The scheduled meeting will now appear in the **VIEW/CHANGE MEETINGS** tab where meeting details can be viewed, and change or cancellation requests can be made.

VIEW SCHEDULED MEETINGS

Once a **meeting request** becomes a **scheduled meeting**, meeting details are located in the **View/Change** tab. To view **scheduled meeting details**:

1. Go to the **meeting request** menu on the left and select **MEETING STATUS**.
2. Click on the request to be viewed.
3. Click on **GO**.
4. Click on a scheduled meeting to view it.
5. Click on the **VIEW/CHANGE MEETINGS** tab.
6. Click on the **SERIES ID/MEETING ID** link to view the information on the **Meeting Detail** screen.

GENERAL INFO	REQUEST INFO	ATTACHMENTS	SURVEY RESPONSES	VIEW/CHANGE MEETINGS	CONFLICT MEETINGS	AUDIT
SERIES ID/MEETING ID	MEETING NAME	MEETING DATE	SITE(STATUS)	LOCATION	MEETING TYPE / TOPIC	ACTION
35415	Planning Meeting	4/17/2019 09:00 - 10:00	Calgary Quarry Park (Accepted)	Room 2150	Virtual/Administrative Meeting	Change

Meeting Detail
Room Unavailable Times print Export

Meeting Information Attachments Survey Responses Comments Audit

MEETING NAME (ID) Planning Meeting (35415)									
MEETING TOPIC	Administrative Meeting								
MEETING TIME	Wednesday, 4/17/2019 09:00 - 10:00								
TECH SUPPORT	No								
PROVIDING SITE	Calgary Quarry Park								
PROVIDING ROOM	Room 2150 - Quarry Park - Rm 2150								
DIAL IN #									
HOST USER	test user								
HOST NAME	Jane Smith								
HOST EMAIL	403-456-7890; test.user@ahs.ca								
HOST PHONE	403-123-4567								
EQUIPMENT									
IP/ISDN	4996706444								
SUPPORT TYPE	Assistance w/laptop								
OPEN REGISTRATION	No								
MEETING TYPE	Virtual								
PRE-TEST	No								
TEMPLATE									
ATTENDEE SITE(S)	<table> <tr> <td>Calgary East Calgary Health Centre</td> <td>Room 2350</td> <td>East Calgary HC - Rm 2350</td> <td>(4996706424)</td> </tr> <tr> <td>Calgary Southport</td> <td>Room 1016</td> <td>SPT - Rm 1016</td> <td>(4996706038)</td> </tr> </table>	Calgary East Calgary Health Centre	Room 2350	East Calgary HC - Rm 2350	(4996706424)	Calgary Southport	Room 1016	SPT - Rm 1016	(4996706038)
Calgary East Calgary Health Centre	Room 2350	East Calgary HC - Rm 2350	(4996706424)						
Calgary Southport	Room 1016	SPT - Rm 1016	(4996706038)						
DECLINED SITE(S)									

[Click here to link to Request](#)

7. To print the meeting information or export it to a word document to add to Outlook or Email, click on the **Meeting Information** tab, then click on **print** or **Export** in the top right corner of the **Meeting Detail** screen.

QUICK TIP: A **meeting request** becomes locked once a meeting is scheduled, and requesters can no longer request changes to the fields within the request. Requesters can click on **CANCEL REQUEST** to cancel a session or series at any time, even after the meeting has been confirmed.

REQUEST A CHANGE OR CANCELLATION FOR A SCHEDULED MEETING

QUICK TIP: Scheduled meetings in a meeting series (recurring sessions) will appear as individual meetings in the **VIEW/CHANGE MEETINGS** tab, where change requests can be made to each meeting in the series. An entire meeting series can be cancelled in the **REQUEST INFO** tab.

To request a change to a scheduled meeting:

1. Go to the **meeting request** menu on the left and select **MEETING STATUS**.
2. Click on **GO**.
3. Click on the request to be viewed.
4. Click on a scheduled meeting to view it.
5. Click on the **VIEW/CHANGE MEETINGS** tab.
6. Find the meeting to be viewed.
7. Click on the **Change** button in the **ACTION** column on the right side of the meeting.

GENERAL INFO	REQUEST INFO	ATTACHMENTS	SURVEY RESPONSES	VIEW/CHANGE MEETINGS	CONFLICT MEETINGS	AUDIT
SERIES ID/MEETING ID	MEETING NAME	MEETING DATE	SITE(STATUS)	LOCATION	MEETING TYPE / TOPIC	ACTION
35166	AHS ID Program	5/15/2019 13:00 - 14:00	Calgary Foothills Medical Centre (Accepted)	Admin Conference Room 151A	Virtual/Learning	Change

8. On the **Meeting Changes** screen, click on the blue button beside the information to be changed.

Meeting Changes			
MEETING NAME (ID)	Planning Meeting (35231) add site add room cancel		
MEETING TOPIC	Administrative Meeting edit	MEETING TIME	Friday, 3/22/2019 12:30 - 14:00 edit
Tech Support	NO edit	PROVIDING SITE	Calgary Quarry Park edit
PROVIDING ROOM	Room 2150 - Quarry Park - Rm 2150		
HOST USER	test user	HOST NAME	Jane Smith
HOST EMAIL	403-123-4567	HOST PHONE	403-778-1234
EQUIPMENT		IP/ISDN	4996706444
SUPPORT TYPE	Assistance w/laptop edit	OPEN REGISTRATION	No
TEMPLATE			
ATTENDEE SITE(S)	Calgary South Calgary Health Centre add room Room 1015 - SCHC - Rm 1015(4996706401) edit rem Calgary Southport add room Room 1016 - SPT - Rm 1016(4996706038) edit rem		
DECLINED SITE(S)			
CONFLICT SITE(S)			

9. Fill in the fields or select from the dropdown lists in the popup boxes that appear to edit information, or enter new information.
 - a. Click on the blue buttons beside **MEETING NAME (ID)** as follows to request a change:
 - i. **add site** – to add an **ATTENDEE SITE** and **ATTENDEE ROOM** to the meeting. To confirm, click **ADD**.
 - ii. **add room** – to add an additional room at the providing site. To confirm, click **ADD ROOM**.
 - iii. **cancel** – to cancel the whole meeting. To confirm, click **OK** in the popup box that appears.

QUICK TIP: The **cancel** button beside **MEETING NAME (ID)** on the **Meeting Changes** screen will cancel this meeting occurrence. Cancelling the meeting does not cancel the request. This is useful when a requester wants to cancel one or more, but not all of the sessions in a meeting series.

- b. Click on the blue buttons beside **ATTENDEE SITE(S)** as follows to request a change:
 - i. **add room** – to add a room at the attendee site.
 - ii. **edit** – to change the attendee room.
 - iii. **rem** – to remove an attendee room from the meeting.
- c. Click on the **edit** buttons on the **Meeting Changes** screen to make changes.
 - i. Click on **UPDATE**.
 - ii. Click **OK** to confirm.
 - iii. Exit out of the **Meeting Changes** screen.
 - iv. Click **OK** on the popup box that appears.
 - v. Click on the **REQUEST INFO** tab.
 - vi. Scroll down and enter the reason for the change in the **Comments** box.
 - vii. Click on **SUBMIT CHANGE**.

QUICK TIP: Requested changes on the Meeting Changes screen will be highlighted in yellow once submitted to the scheduling Coordinator. Once they've been approved by the scheduling coordinator, they will no longer be highlighted in yellow.

10. Once the changes have been completed by the scheduling Coordinator:
 - a. Go to the **meeting request** menu on the left and select **MEETING STATUS**.
 - b. Click on the request to be viewed.
 - c. Click on **GO**.
 - d. Click on a scheduled meeting to view it.
 - e. Click on the **VIEW/CHANGE MEETINGS** tab.
 - f. Click on the **SERIES ID/MEETING ID** link to view the information on the **Meeting Detail** screen.

QUICK TIP: When a scheduled meeting is cancelled within the **VIEW/CHANGE MEETINGS** tab, the **meeting request** fields are locked and cannot be revised to request a new/future meeting. Cancel that **meeting request** and submit a new request to reschedule.

The cancel button beside **MEETING NAME (ID)** on the **Meeting Changes** screen will cancel this meeting occurrence only. Cancelling the meeting does not cancel the request. This is useful when a requester wants to cancel one or more, but not all of the sessions in a meeting series.

UNDERSTANDING THE STATUS OF A MEETING REQUEST OR SCHEDULED MEETING

Once a request has been submitted, it will be processed by a scheduling Coordinator. It will flow through a cycle of statuses depending on where it is in the scheduling process.

Email notifications will be received for the statuses in **BLUE** below. When action is required (noted in email), Requesters will go to the **INCOMING** queue in iScheduler for that meeting, and read the comments in the **Comments** box, located at the bottom of the **REQUEST INFO** tab.

After scheduling is complete, bridge statuses are actioned by the Videoconference Technical Assistance Centre (VTAC) Bridge Operators. Bridge statuses are in **GREEN** below, and no actions can be performed by the Requester.

Status	Description	Actions that can be performed by the Requester <u>during this Status</u>
Draft	Request has been saved, but not submitted by the Requester.	Request can be deleted, submitted, or updated.
Request Submitted	Request has been submitted for scheduling.	Request can be updated and submitted, or cancelled.
Deleted Request	Requester has cancelled the request before the scheduling process has begun.	
Coordinator - Accepted	Request has been accepted by a Coordinator but meeting has not yet been scheduled.	<p>To request a change, click on the REQUEST INFO tab and scroll to the bottom of the screen to enter the change details in the COMMENTS box. Click on REQUEST A CHANGE. (Changes made in any other fields outside of the Comments box are not saved.)</p> <p>To cancel request, click on the REQUEST INFO tab and scroll to the bottom of the screen to enter reason for cancellation in the Comments box. Click on CANCEL REQUEST.</p>
Requester – Incomplete Request	The request has been sent back to the Requester to provide more details.	<p><i>Action required by the Requester</i></p> <ul style="list-style-type: none"> Click on the REQUEST INFO tab and scroll down to read the comments from the Coordinator in the Comments box. Update the request based on the comments. Click on UPDATE REQUEST. Click on RESUBMIT. To cancel request, click on the REQUEST INFO tab and scroll to the bottom of the screen to enter reason for cancellation in the Comments box. Click on CANCEL REQUEST.

Status	Description	Actions that can be performed by the Requester <u>during this Status</u>
Coordinator – Scheduling in Progress	Coordinator has started the scheduling process.	No actions can be performed by the Requester.
Coordinator – Waiting for Info	No action is required of the Requester; Coordinator is waiting for additional information from sites about room availability to complete the scheduling process.	<p>To request a change, click on the VIEW/CHANGE MEETINGS tab, locate the meeting and click on Change in the Action column. On the Meeting Changes screen, click on the blue buttons to request the change. Close out of the screen, click on the REQUEST INFO tab, and scroll down to enter the details in the Comments box. Click on REQUEST A CHANGE. (Changes made in any other fields outside of the Comments box are not saved.) Click on SUBMIT CHANGE.</p> <p>To cancel the entire request, click on the REQUEST INFO tab, and scroll down to enter the reason for cancellation in the Comments box. Click on CANCEL REQUEST.</p>
Requester - More Information Required	Coordinator requires more information from the Requester	<p><i>Action required by the Requester</i></p> <ul style="list-style-type: none"> Click on the REQUEST INFO tab and scroll down to read the comments from the scheduling Coordinator in the Comments box. Enter the required information in the Comments box. Click on SUBMIT INFORMATION. To cancel request, click on the REQUEST INFO tab and scroll down to enter reason for cancellation in the Comments box. Click on CANCEL REQUEST.
Information Received	The required information has been submitted to the scheduling Coordinator.	No actions can be performed by the Requester.
Change Requested	A change request has been submitted to the scheduling Coordinator.	<p>To request a change, click on the VIEW/CHANGE MEETINGS tab, locate the meeting and click on Change in the Action column. On the Meeting Changes screen, click on the blue buttons to request the change. Close out of the screen, click on the REQUEST INFO tab, and scroll down to enter the details in the Comments box. Click on REQUEST A CHANGE. (Changes made in any other fields outside of the Comments box are not saved.) Click on SUBMIT CHANGE.</p> <p>To cancel the entire request, click on the REQUEST INFO tab, and scroll down to enter the reason for cancellation in the Comments box. Click on CANCEL REQUEST.</p>

Status	Description	Actions that can be performed by the Requester <u>during this Status</u>
Request Cancellation	A cancellation request has been submitted and the confirmation of the cancellation is pending from the scheduling Coordinator.	No actions can be performed by Requester.
Scheduling Complete	The meeting has been scheduled.	<p>To request a change, click on the VIEW/CHANGE MEETINGS tab, locate the meeting and click on Change in the Action column. On the Meeting Changes screen, click on the blue buttons to request the change. Close out of the screen, click on the REQUEST INFO tab, and scroll down to enter the details in the Comments box. Click on REQUEST A CHANGE. (Changes made in any other fields outside of the Comments box are not saved.) Click on SUBMIT CHANGE.</p> <p>To cancel the entire request, click on the REQUEST INFO tab, and scroll down to enter the reason for cancellation in the Comments box. Click on CANCEL REQUEST.</p>
Scheduled	The meeting has been scheduled.	<p>To request a change, click on the VIEW/CHANGE MEETINGS tab, locate the meeting and click on Change in the Action column. On the Meeting Changes screen, click on the blue buttons to request the change. Close out of the screen, click on the REQUEST INFO tab, and scroll down to enter the details in the Comments box. Click on REQUEST A CHANGE. (Changes made in any other fields outside of the Comments box are not saved.) Click on SUBMIT CHANGE.</p> <p>To cancel the entire request, click on the REQUEST INFO tab, and scroll down to enter the reason for cancellation in the Comments box. Click on CANCEL REQUEST.</p>
Bridge – In Progress		No actions can be performed by Requester.
Scheduled with Bridge	The meeting has been scheduled.	<p>To request a change, click on the VIEW/CHANGE MEETINGS tab, locate the meeting and click on Change in the Action column. On the Meeting Changes screen, click on the blue buttons to request the change. Close out of the screen, click on the REQUEST INFO tab, and scroll down to enter the details in the Comments box. Click on REQUEST A CHANGE. (Changes made in any other fields outside of the Comments box are not saved.) Click on SUBMIT CHANGE.</p> <p>To cancel the entire request, click on the REQUEST INFO tab, and scroll down to enter the reason for cancellation in the Comments box. Click on CANCEL REQUEST.</p>

Status	Description	Actions that can be performed by the Requester <u>during this Status</u>
Bridge Change Requested	A change request has been submitted to the scheduling Coordinator.	No actions can be performed by Requester.
Bridge Cancellation Requested	A cancellation request has been submitted to the scheduling Coordinator.	No actions can be performed by Requester.
Bridge – Change Required		No actions can be performed by Requester.
Bridge – Change in Progress		No actions can be performed by Requester.
Bridge – Cancellation Required		No actions can be performed by Requester.
Cancellation Complete	Coordinator has confirmed cancellation of the request and released all applicable rooms.	No actions can be performed by Requester.

Contact Information

For information and resources, and to access iScheduler and create an account:

AHS Staff - visit **Telehealth & Unified Communications Services** on AHS insite.

Requesters outside of AHS - visit **Telehealth for Health Professionals** at Alberta Health Services:

<https://www.albertahealthservices.ca/info/Page15734.aspx>

For assistance with iScheduler, email: telehealth.info@ahs.ca

For assistance with Virtual Health session requests (clinical case conferences, group patient education, and appointments), email: virtualhealth.info@ahs.ca

For assistance with Meetings, Learning and Information session requests, email the providing site zone Telehealth Scheduling team:

North Zone	nor.telehealthscheduling@ahs.ca
Edmonton Zone	edm.telehealthscheduling@ahs.ca
Central Zone	cen.telehealthscheduling@ahs.ca
Calgary Zone	cal.telehealthscheduling@ahs.ca
South Zone	sou.telehealthscheduling@ahs.ca