Scheduling from Remedy ITSM IM 9.1 Quick Reference
This quick reference describes how to set the On Call schedule when working in Remedy ITSM 9.1 Incident Management.

Accessing Schedule Control Panel
Click the Application Flyout, hover over All UVA Enhancements and select the Schedule Control Panel.

Add
To Add an On Call schedule for a person.

1. In the dropdown to the right of the Support Group field and select the Support Group in this example Departmental Systems.
2. In the dropdown to the right of the On Call Person field and select the name of the person you need to schedule.
3. Enter the Start Date and the End Date.
4. Add a Short Description.

Modify
To Modify an On Call schedule for a person.

1. In the dropdown to the right of the Support Group field and select the Support Group in this example Departmental Systems.

5. Click the Add button. The record now displays in the table below.
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2. In the table display below, click to select their name.

![Table Display]

3. Make the necessary changes then click the Modify button. The information in the table display will update.

**Delete**

To Delete an On Call schedule for a person.

1. In the dropdown to the right of the Support Group field and select the Support Group in this example Departmental Systems.

![Dropdown Selection]

4. In the table display below, click to select their name.

![Table Display]

5. Click the Delete button. The record is deleted.

![Delete Button]
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**Master Schedule**
To view the Master Schedule.

1. Click the Master Schedule button.

The Master Schedule displays.

2. Click the Home button to return to ITSM.

**Assigning the Incident to On Call**
To assign an incident to a person On Call.

1. In the dropdown to the right of the Assigned Group field, select the group.

2. To assign the incident, click the On Call button next to Assigned Group field. The Assignee+ field displays the person who is On Call currently for that group.