



Important Start Up Information

Setting Your Upcoming Weekly On Call Schedule:






























Within your dashboard, you will be able to schedule your Upcoming Weekly Schedule. We recommend that you set your upcoming weekly schedule in advance and adhere to the schedule as closely as possible as it will:

- 1) Allow your customers to understand when you are available
- 2) Impact your schedule adherence bonus






















To change your weekly call schedule, please log onto your dashboard using your account credentials at the following: <http://staff.iheartpsychics.com>

Once logged in, please navigate to your My Upcoming Weekly Schedule as shown below. To edit your daily call schedule, click on the time icon as indicated in the red circle below.

My Upcoming Weekly Schedule































Date	Start	End
Sat, Dec 07 	01:00 PM 	06:00 PM  
Sun, Dec 08 	08:00 AM 	08:00 PM  
Mon, Dec 09 	08:00 AM 	08:00 PM  
Tue, Dec 10 	08:00 AM 	08:00 PM  
Wed, Dec 11 	08:00 AM 	08:00 PM  
Thu, Dec 12 	08:00 AM 	08:00 PM  
Fri, Dec 13 	08:00 AM 	08:00 PM  
		


A time popup will come up and allow you to input the time you would like to start and end (as shown below). The first input box is for hours - HH whereas the second input box is for minutes - MM. The system is on 12-hour time and allows you to designate AM or PM status with the respective green switch. When the switch is turned on and green, the time will be designated as PM.

Date	Start	End
Sat, Dec 07 	01:00 PM 	06:00 PM 
Sun, Dec 08 	<div> <div>01</div> <div>00</div> <div></div> </div>	08:00 PM 
Mon, Dec 09 	08:00 AM 	08:00 PM 
Tue, Dec 10 	08:00 AM 	08:00 PM 
Wed, Dec 11 	08:00 AM 	08:00 PM 
Thu, Dec 12 	08:00 AM 	08:00 PM 
Fri, Dec 13 	08:00 AM 	08:00 PM 

Save Schedule

If you would like to add multiple shifts during the day, you can do so by clicking the green + arrow as demonstrated below:

Date	Start	End
Sat, Dec 07 	01:00 PM 	06:00 PM  
Sun, Dec 08 	  	 
Mon, Dec 09 	08:00 AM 	08:00 PM  
Tue, Dec 10 	08:00 AM 	08:00 PM  
Wed, Dec 11 	08:00 AM 	08:00 PM  
Thu, Dec 12 	08:00 AM 	08:00 PM  
Fri, Dec 13 	08:00 AM 	08:00 PM  



If you would like to delete any entries, please click the red X to the right of the record to clear the respective entry. Once you have entered your upcoming weekly schedule, please click Save Schedule to save the entries. You will have the opportunity to make edits to your upcoming weekly schedule up until midnight on Friday night at 12 pm local standard time. Once that period has concluded, your schedule for the upcoming week will be locked. Any future edits to your schedule will be for the proceeding week.

Logging On To Take Calls:

Logging On Via The Website:

Call Login (via Psychic Support Department):

- Key in Land-line Phone Number
- Key in Extension

<http://staff.iheartpsychics.webbyapp.com>

855-550-6300

Standard Phone Greeting for I Heart Psychics:

"Thank you for calling I Heart Psychics. This is (Psychic Alias), extension (state your extension). What is your name and your birthday?"

Best Times to Be Logged in Taking Calls:

The best time to be logged in and taking calls is during the evening and overnight hours from Midnight to 8am Eastern Standard Time and during the weekends at any time as this is when call volumes tend to be at their peak. The more time you spend logged in during these periods the more calls you will likely receive and the more business you will build for yourself.

Do I Need To Keep a Call Log:

You are not required to track your calls, but you may certainly do so, for your own records. Our calls are managed by a third party vendor who is among the top in the telecommunications industry. Because of this, our records and data are always accurate. In the event that your records and ours differ, please email us your call logs so that we can further research the issue.