

# Add a new On Call Provider - Admin Panel

**Purpose:** Guide you to create a new on-call provider record.

## Steps

1. Go to **On Call Providers** in the left menu.
2. Click **Add New** on the top right.
3. On the **Add On Call User** page, fill in:
  - **Firstname**
  - **Lastname**
  - **Email**
  - **Mobile** in the format shown on screen (example pattern: +1-XXX-XXX-XXXX)
4. Click **Submit** to save.
5. Use **Reset** if you want to clear the form before submitting.
6. Click **Back** at the top if you want to return without saving.

## Result

The new provider appears in the **On Call Providers** list.

## Tips and good practices

- Enter the mobile number in the exact format shown to prevent validation errors.
- Use a monitored email address because SimboConnect may send alerts to it.
- Add the provider to the appropriate on-call schedules after creation.

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Revision #2

Created 17 September 2025 07:07:33 by Admin

Updated 18 September 2025 07:37:19 by Admin