Edit an existing On Call Provider - Admin Panel

Purpose: Show you how to update a provider’s details.

Steps

1. Open **On Call Providers**.
2. Find the provider using the **Search** box if needed.
3. Click the **green Edit** icon on that row.
4. On the **Edit On Call User** page, update any of the following:
   - **Firstname**
   - **Lastname**
   - **Email**
   - **Mobile** (follow the on-screen format)
5. Click **Submit** to save the changes.
6. Click **cancel** to discard changes and go back.

Result

The list updates with the new details for that provider.

Tips and good practices

- Verify spelling of names to keep caller prompts accurate.
- If you change a mobile number or email, inform your team so they know the new contact.
- Review upcoming schedules to make sure notifications go to the updated contact.

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