

Managing Your Favourites

The **Favourites** list appears in a panel (on the right of the screen) that you can show or hide.

If you have contacts with whom you frequently conduct telemedicine, you can add them to your **Favourites**, so they are easily accessible without having to do a search.

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For further assistance and technical support, contact OTN Technical Support



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1 Viewing Favourites

To view the **Actions and Favourites** panel, click  in the top right banner. (To hide the panel, click .)

The contents of the **Actions** section depends on which services you are registered for. For example, it can contain buttons that enable you to:

-  [Connect to...](#) [Start an unscheduled direct video call](#)
-  [Create Case](#) [Create a new eConsult case](#) for a specialist in the Directory.





The **Favourites** section contains the following:

The list shows you the contact type (a personal user ) or a room-based system .

The list displays contacts sorted in ascending alphabetical order:

- Personal users by their Directory name (or the nickname, if you have renamed a favourite)
- Room-based systems by the system name (or the nickname, if you have renamed a favourite).

When you **click on a name** within the Favourites list, the following features are available:

- The **system status** appears (online , busy , or offline .
- **Start a videoconference**  with the user/system. (See [User to User Calls](#) or [Room System Calls](#).)
- **View** the user/system's **Directory profile**. (See [Viewing Profile Details](#).)
- **Rename** the displayed entry to something more meaningful. (See [Renaming a Favourite \(Nickname\)](#) on page 4.)
- **Remove** the system from your Favourites list. (See [Removing a Favourite](#) on page 5.)

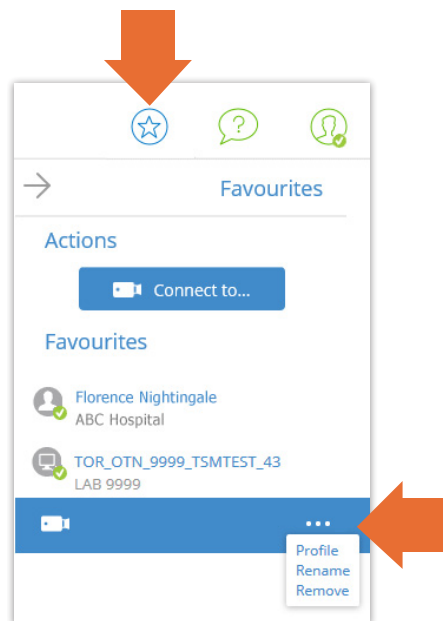


Figure 1: Favourites panel

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Adding a Favourite

You can add to your Favourites several different ways.

You can [add a favourite from a Directory search](#) or add a favourite from the Call Settings pop-up as described below.

1. Log in at otnhub.ca, go to the **Videoconference** service and click **Connect to...** at the top of the **Events List** panel.

A **Call Settings** pop-up appears.

2. In the **Search for system...** field, type a few characters of the contact's name, the site name or the organization's name.

A list of matching names appears as you type two or more characters.

3. Look for the desired system name in the **Search Results** list and click the name to select it.

4. To add the user/system to your **Favourites**, click the **+** button beside the name.

- A success message briefly appears.
- The Favourite icon beside the user/system name changes to an orange colour (+).
- The selected contact appears in the **Favourites** panel.

If there is an error, an error message appears and the contact name is not added to your Favourites.

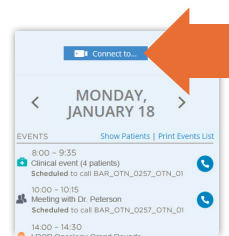


Figure 2: Events list connect button

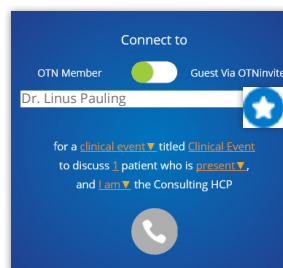


Figure 3: User/system is available to be selected as a favourite

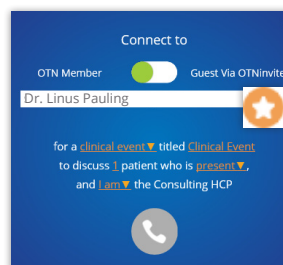


Figure 4: User/system is a favourite

3 Renaming a Favourite (Nickname)

By default, when a system is added to **Favourites**, it displays the system name. You can change the name displayed to something more meaningful for you.

Notes:

- Be sure each nickname is unique. Duplicates are not allowed.
- To ensure readability, use a nickname with less than 20 characters.

1. Locate the desired contact in your Favourites list and click the name.

An action bar appears under the favourites entry.

2. Click the **More** button (**⋮**) and select **Rename**.

A **Rename Favourite** pop-up appears, which displays the current name in a field that you can edit.

3. To change the name, type a new name in the **Rename** field and click the **Save** button.

The system validates the new name.

If all is okay, the dialog box closes and:

- A success message appears.
- The **Favourites** list refreshes and displays the new name.

If there is an error, an error message appears and the contact name remains unchanged.

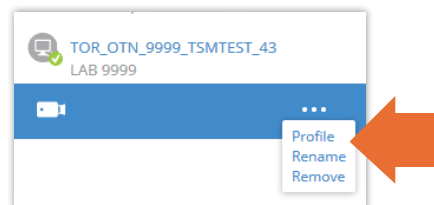


Figure 5: Favourite with menu

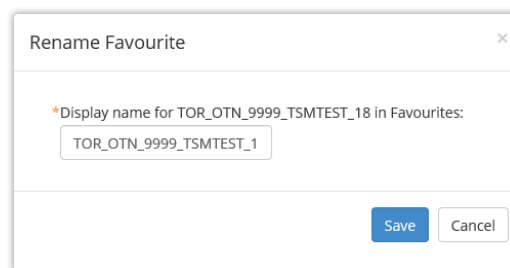


Figure 6: Rename pop-up

4 Removing a Favourite

If you no longer need a specific user or system in your **Favourites**, you can remove them from the list.

1. Locate the desired contact in your Favourites list and click the name.

An action bar appears under the favourites entry.

2. Click the **More** button (**⋮**) and select **Remove**.

A dialog box appears asking you to confirm your deletion request.

3. To confirm the deletion, click **Remove**.

The system validates your removal request.

If all is okay, the dialog box closes and:

- A success message appears.
- The **Favourites** list refreshes and no longer displays the deleted user/system.

If there is an error, an error message appears and the user/system remains listed in **Favourites**.

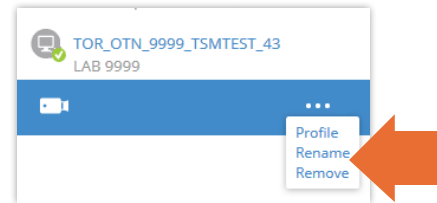


Figure 7: Favourite with menu

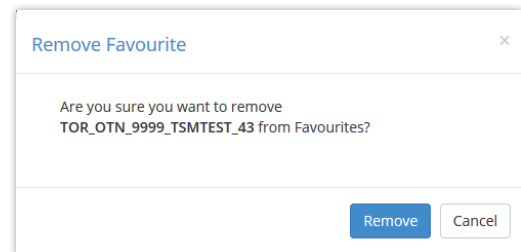


Figure 8: Remove pop-up