

How to Manage Time Frames and Holidays



Getting Started

Time Frames determine specific hours of certain days or a span of days when features such as answering rules, call queues, or auto attendants will be active. For example, Monday-Thursday 5pm-8am from January through May of this year.

Using the User Web Portal

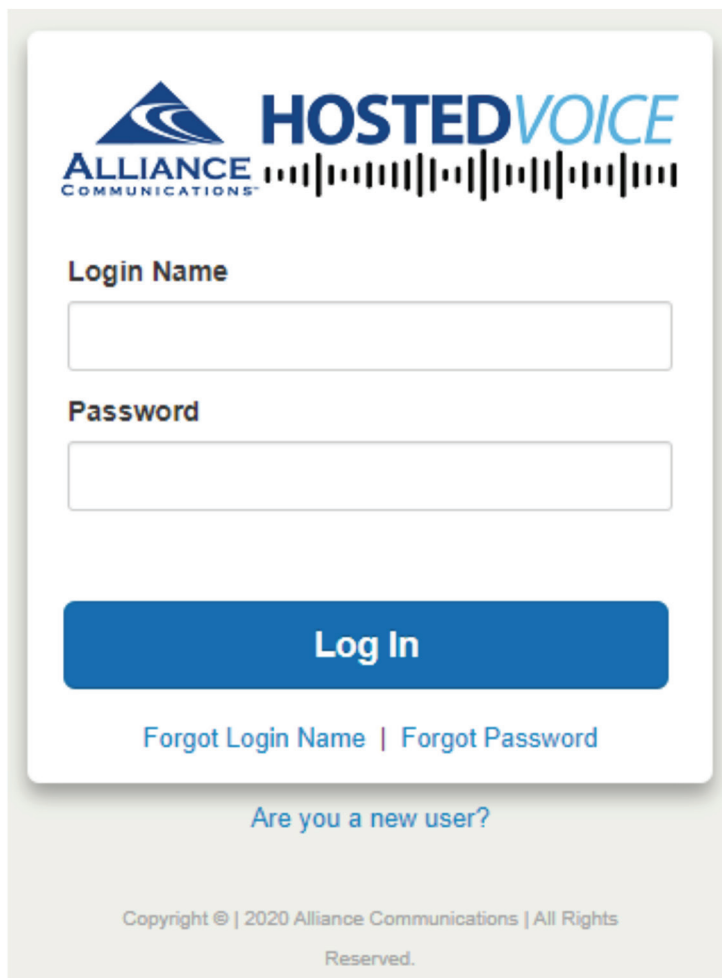
Each extension of your Cloud PBX system has access to a powerful web portal for managing your phone system.

Accessing the Portal

To access the web portal:

1. Open a web browser
2. Go to <https://portal.alliance-hpbx.com>. Google Chrome is the preferred browser.
3. On the login page, enter your login name and password.

Please contact Alliance Communications at hpbxsupport@alliance.coop if you need your log in and/or password information.



The screenshot shows a login page for 'HOSTED VOICE' by 'ALLIANCE COMMUNICATIONS'. The page features a logo at the top with a blue triangle and the text 'ALLIANCE COMMUNICATIONS' and 'HOSTED VOICE'. Below the logo is a series of vertical bars of varying heights. The login form consists of two input fields: 'Login Name' and 'Password'. Below these fields is a blue 'Log In' button. At the bottom of the form, there are links for 'Forgot Login Name' and 'Forgot Password'. Below the form, there is a link for 'Are you a new user?'. At the very bottom, there is a copyright notice: 'Copyright © | 2020 Alliance Communications | All Rights Reserved.'

HOW TO MANAGE TIME FRAMES AND HOLIDAYS

Time Frames

Time Frames allow you to control the scheduling of the system. You can configure time frames using the Time Frames page. To display this page, click the Time Frames icon at the top of the page:



Three common time frames are:

- Business Hours (for example, M-F 8am-5pm)
- Holidays (Independence Day, Thanksgiving, New Year's Day)
- After Hours (all other times)

Time frames are set system-wide and set by the administrator, based on user access.

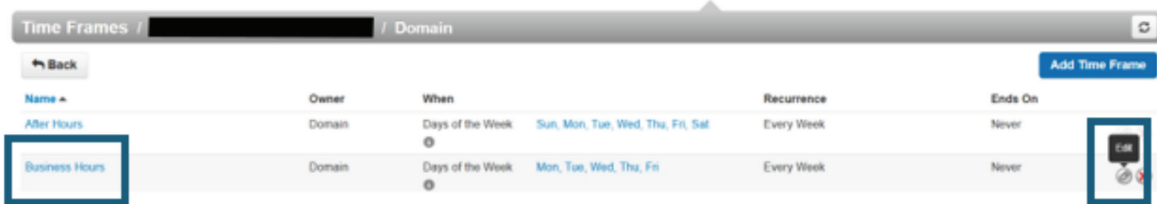
Your Time frames may be titled something different. The above are just the most common.

HOW TO MANAGE TIME FRAMES AND HOLIDAYS

To Edit Time Frames – Business Hours and After Hours

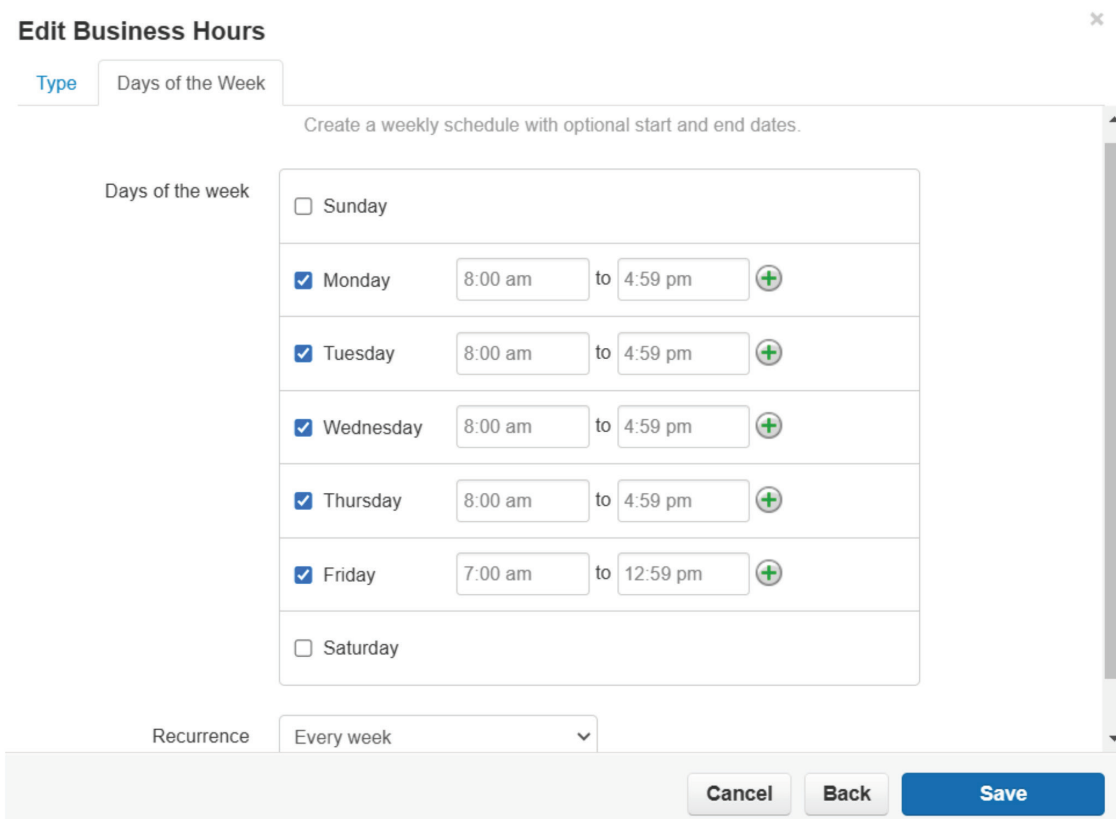
1. From the Time Frames page, click on Domain.
2. Then click on the Business Hours* schedule name or the pencil icon to edit.

**Your Time frames may be titled something different. Click on the schedule name you want to edit.*



Name	Owner	When	Recurrence	Ends On
After Hours	Domain	Days of the Week Sun, Mon, Tue, Wed, Thu, Fri, Sat	Every Week	Never
Business Hours	Domain	Days of the Week Mon, Tue, Wed, Thu, Fri	Every Week	Never

3. In this example, current business hours are Monday-Thursday from 8am-5pm and Friday from 7am-1pm. This schedule recurs every week.



Edit Business Hours

Type: Days of the Week

Create a weekly schedule with optional start and end dates.

Days of the week

☐	Sunday
☒	Monday 8:00 am to 4:59 pm
☒	Tuesday 8:00 am to 4:59 pm
☒	Wednesday 8:00 am to 4:59 pm
☒	Thursday 8:00 am to 4:59 pm
☒	Friday 7:00 am to 12:59 pm
☐	Saturday

Recurrence: Every week

Cancel Back Save

HOW TO MANAGE TIME FRAMES AND HOLIDAYS

- During the winter months, this business is not open on Fridays. To remove calls during that time frame, uncheck the box for that specific day. Click Save.

Edit Business Hours ×

Type Days of the Week

Create a weekly schedule with optional start and end dates.

Days of the week

☐	Sunday			
☒	Monday	8:00 am	to	4:59 pm +
☒	Tuesday	8:00 am	to	4:59 pm +
☒	Wednesday	8:00 am	to	4:59 pm +
☒	Thursday	8:00 am	to	4:59 pm +
☐	Friday			
☐	Saturday			

Recurrence Every week ▼

Cancel Back Save

- You can now view the updated Business hours.
- Once Business Hours are updated, After Hours will need to be updated. Click on the After Hours **schedule name** or the **pencil icon** to edit.

Time Frames / [Redacted] / Domain							
Back							Add Time Frame
After Hours	Owner	When	Recurrence		Ends On		Edit
	Domain	Days of the Week	Sun, Mon, Tue, Wed, Thu, Fri, Sat		Every Week		
Business Hours	Domain	Days of the Week	Mon, Tue, Wed, Thu, Fri		Every Week		

HOW TO MANAGE TIME FRAMES AND HOLIDAYS

Edit After Hours



Type

Days of the Week

Create a weekly schedule with optional start and end dates.

Days of the week

☒ Sunday	12:00 am	to	11:59 pm	
☒ Monday	12:00 am	to	7:59 am	
	5:00 pm	to	11:59 pm	
☒ Tuesday	12:00 am	to	7:59 am	
	5:00 pm	to	11:59 pm	
☒ Wednesday	12:00 am	to	7:59 am	
	5:00 pm	to	11:59 pm	
☒ Thursday	12:00 am	to	7:59 am	
	5:00 pm	to	11:59 pm	

Cancel

Back

Save

Edit After Hours



Type

Days of the Week

	5:00 pm	to	11:59 pm	
☒ Wednesday	12:00 am	to	7:59 am	
	5:00 pm	to	11:59 pm	
☒ Thursday	12:00 am	to	7:59 am	
	5:00 pm	to	11:59 pm	
☒ Friday	12:00 am	to	6:59 am	
	1:00 pm	to	11:59 pm	
☒ Saturday	12:00 am	to	11:59 pm	

Recurrence

Every week

Cancel

Back

Save

HOW TO MANAGE TIME FRAMES AND HOLIDAYS

7. Since this business is now closed on Fridays, you will need to adjust the after-hour time frame. Click the  next to 1 pm to 11:59 pm to remove the time frame.
8. Click in the highlighted field to update the time frame.
9. Click Save.

Edit After Hours ✕

Type Days of the Week

☒ Tuesday	12:00 am	to	7:59 am	
	5:00 pm	to	11:59 pm	
☒ Wednesday	12:00 am	to	7:59 am	
	5:00 pm	to	11:59 pm	
☒ Thursday	12:00 am	to	7:59 am	
	5:00 pm	to	11:59 pm	
☒ Friday	12:00 am	to	11:59 pm	
☒ Saturday	12:00 am	to	11:59 pm	

Recurrence Every week ▼

Cancel Back Save

10. Business Hours and After Hours should match, based on open and closed hours.

HOW TO MANAGE TIME FRAMES AND HOLIDAYS

To Edit Time Frames - Holidays

1. From the Time Frames page, click on the **schedule name** or the **pencil icon** to edit.

Time Frames / [redacted] / Domain				
Back		Add Time Frame		
Name	Owner	When	Recurrence	Ends On
After Hours	Domain	Days of the Week Sun, Mon, Tue, Wed, Thu, Fri, Sat	Every Week	Never
Business Hours	Domain	Days of the Week Mon, Tue, Wed, Thu, Fri	Every Week	Never
Holidays	Domain	Specific Dates 12 dates	Does not recur	Expired

The Edit Time Frame page appears.

Edit Holidays

[Type](#) [Holidays](#) [Observed Holidays](#)

Choose from a selection of local and international holidays.

Holidays

United States ▾ All ▾

Q Search holidays

New Year's Day

Next on Thu, 01/01/2026

X

April Fool's Day

Next on Tue, 04/01/2025

X

Memorial Day

Next on Mon, 05/26/2025

X

Time

12:00 am to 11:59 pm

+

Recurrence

Yearly on selected holiday ▾

Ends

Never ▾

Cancel

Back

Save

2. Click to remove an existing Holiday in your list.
3. Click to add a row of times. Adjust hours if needed.

HOW TO MANAGE TIME FRAMES AND HOLIDAYS

4. To add a new holiday, in the Search holidays field, choose the holiday. Adjust hours, recurrence and End date if needed.
5. Edit Recurrence and End date if needed.
6. Click Save.

Edit Holidays

Type Holidays **Observed Holidays**

Choose from a selection of local and international holidays.

Holidays **United States** All

Q Search holidays

New Year's Day	Next on Thu, 01/01/2026	✗
April Fool's Day	Next on Tue, 04/01/2025	✗
Memorial Day	Next on Mon, 05/26/2025	✗
Labor Day	Next on Mon, 09/01/2025	✗

Time 12:00 am to 11:59 pm +

Recurrence Yearly on selected holiday

Ends Never

Cancel Back **Save**

Edit Holidays

Type Holidays **Observed Holidays**

Choose from a selection of local and international holidays.

Holidays **United States** All

Q Search holidays

New Year's Day	Next on Thu, 01/01/2026	✗
April Fool's Day	Next on Tue, 04/01/2025	✗
Memorial Day	Next on Mon, 05/26/2025	✗
Labor Day	Next on Mon, 09/01/2025	✗

Time 12:00 am to 11:59 pm +

Recurrence Yearly on selected holiday

Ends Never

Cancel Back **Save**

Need help? Email hpbxsupport@alliance.coop