

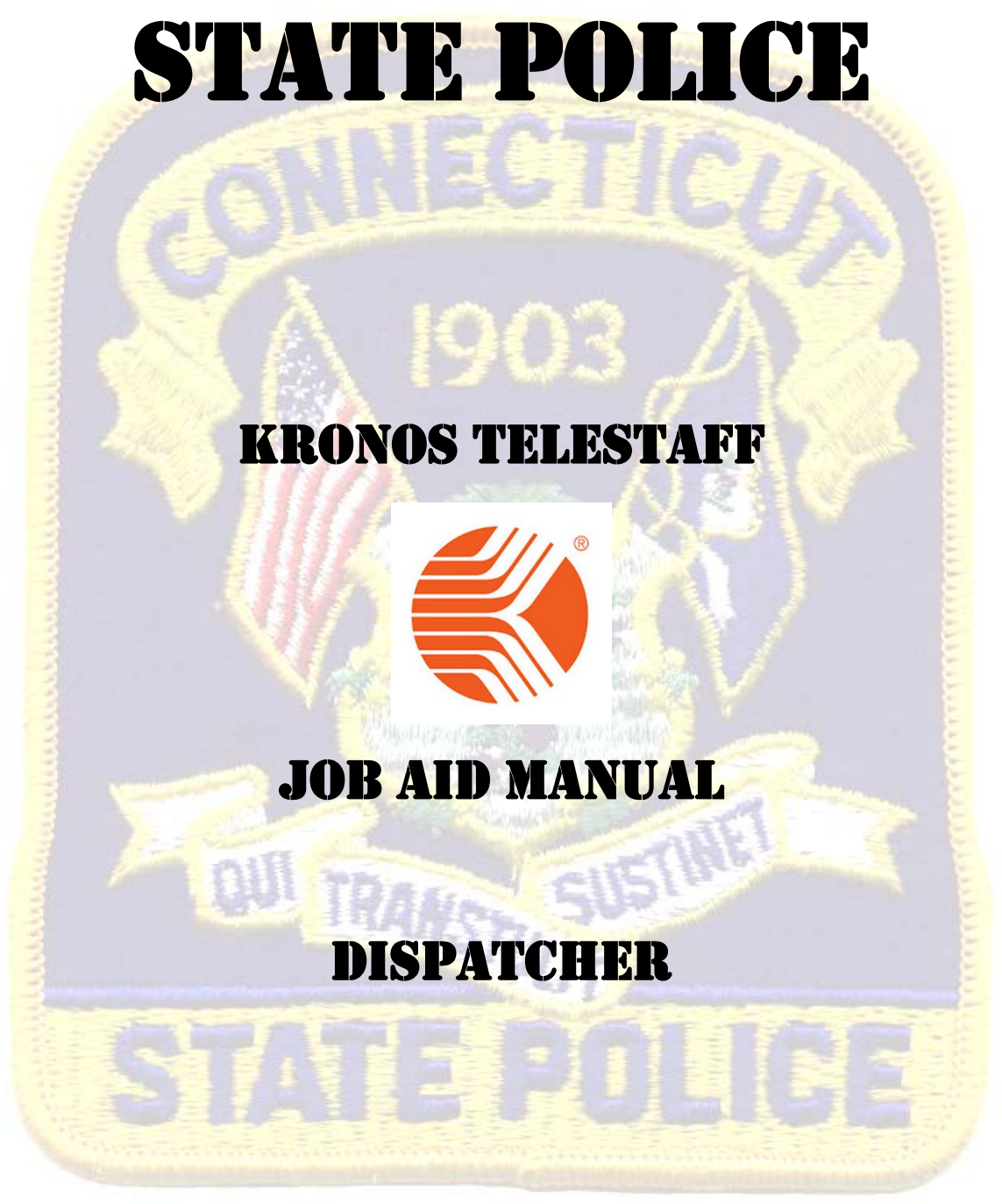
CONNECTICUT STATE POLICE

KRONOS TELESTAFF



JOB AID MANUAL

DISPATCHER



CONNECTICUT STATE POLICE
Kronos Telestaff
Dispatcher Job Aid manual

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TELESTAFF JOB AIDS

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NOTE: TO ADD OVERTIME DAYS (X'S) ADD THE WORK CODE "SIGNUP TROOP FULL DAY" TO THE DAYS YOU WISH TO VOLUNTEER FOR OVERTIME. SEE "ADDING A WORK CODE" ON PAGE 3.



Dashboard Overview

Workforce TeleStaff™



The Dashboard provides real-time staffing information and quick links for users to easily access or view relevant information at a glance.

Online Help
Select ? to access online help.

Upcoming Schedule
Displays a list view of the user's scheduling activities such as working days, overtime, leave exceptions, and sign-ups.

Calendar – Displays a calendar view of scheduling activities for each user such as working days, overtime, leave exceptions, sign-ups, and special event work opportunities.

My Info – Contains the user's personnel information, including profile and assignment information.

People – A personnel list used to manage profiles, assignments, preferences and more.

Reports – Run reports for self, and based on configuration, users may have the ability to run reports for others.

Bidding – Create and maintain the production schedule for your organization.

Name
Identifies user

Sign Out
Link to log out of TeleStaff.

Paybacks
Displays outstanding "who owes me" trade information.

Featured Vacancies
Available working opportunities within the Upcoming Schedule time frame.

Requests Panel
Lists the number of requests in approved, pending and denied status for the listed time frame. Click **View Details** for additional information regarding each work code and its status.

My Info Section - Quick links to frequently visited pages.
 Update My Password – Quick link to update password.
 View My Preferences – Quick link to your preferences.
 View Personal History Report – Provides total hours for each work code record.
 View Contact Log – Tracks all contact attempts.

Accruals Report
Dimensions<>TeleStaff customers have an overview of accrual balances as displayed, otherwise this table has no data.

Requests
07/24/2019 - 08/07/2019
 0 Requests Approved
 1 Requests Pending
 1 Request Denied
[View Details](#)
[View My Personal Calendar](#)

Featured Vacancies
07/24/2019 - 08/07/2019
 07/24/2019
 Extra Duty Special Event
 /.../Parade/Lead
 07/24/2019
 Extra Duty Special Event
 /.../Parade/Employee #2

Date	Time	Duration	Event	Employee
Wednesday, July 24, 2019	07:00 - 15:00	8.0h	1st - 7 am	1/Unit 11/Employee #5
	07:00 - 15:00	8.0h	Vacancy	Extra Duty Special Event
Thursday, July 25, 2019	07:00 - 15:00	8.0h	1st - 7 am	Alba, Jose(EW)
	07:00 - 15:00	8.0h	Exchange Off	Alba, Jose(EW)
	07:00 - 15:00	8.0h	1st - 7 am	1/Unit 11/Employee #5
	07:00 - 15:00	8.0h	Pay Day	
Sunday, July 28, 2019	07:00 - 15:00	8.0h	1st - 7 am	1/Unit 11/Employee #5
	07:00 - 15:00	8.0h	Vacation	
Tuesday, July 30, 2019	07:00 - 15:00	8.0h	1st - 7 am	1/Unit 11/Employee #5
Wednesday, July 31, 2019	07:00 - 15:00	8.0h	1st - 7 am	1/Unit 11/Employee #5
Thursday, August 01, 2019	07:00 - 15:00	8.0h	1st - 7 am	1/Unit 11/Employee #5
Friday, August 02, 2019	07:00 - 15:00	8.0h	1st - 7 am	1/Unit 11/Employee #5

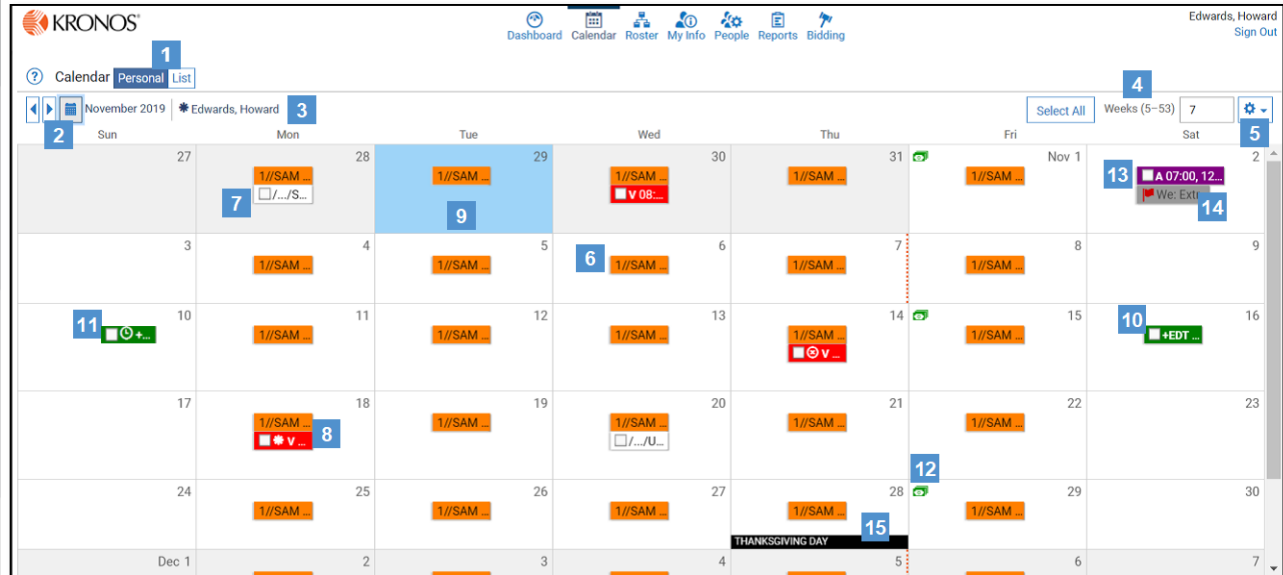


Calendar Overview

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The Personal Calendar displays scheduling activity for each user such as scheduled working days, overtime, leave exceptions, sign-ups, and special event work opportunities. This job aid reviews calendar navigation, symbols, and details.



1 Calendar Function Links:

- **Personal** – Personal view of user calendar (displayed).
- **List** – Displays calendar items in a report format.

2 Calendar Button – Navigate to a past or future date on the calendar.

3 Name – The name of the user whose calendar is being viewed.

4 Weeks (5-53) – Controls the number of weeks within view and displays relevant information for the corresponding number of weeks, between 5 and 53 weeks.

5 Gear box:

- **Show Denied Codes** – Displays denied work codes on the calendar.
- **Show Suppressed Assignments** – Displays suppressed codes.

6 Scheduled shift – A pattern of colored boxes indicate permanent assignment. Shifts are displayed on the calendar by a time-span bar, which identifies when the shift is on or off and for how long. For example, a shift crossing midnight displays the time-span bar across two days.

7 Finalized schedule date – Represents regular pay status. The schedule has been approved for the date in question. Typically represents past dates.

8 Leave exception – Indicates an exception to the regular work schedule (in this case, time off) and is displayed below the scheduled shift box. Each exception has a unique abbreviation. A code pending approval is displayed with an * (asterisk). Depending on configuration, the color can be unique or it may indicate the type of exception it represents (working vs. non-working).

9 Current Date – Blue highlighted calendar date represents today's date.

10 Overtime exception – Indicates an exception to the regular work schedule (in this case overtime) and is displayed below the scheduled shift box. Each code has a unique abbreviation. An exception code pending approval is displayed with an * (asterisk). Depending on configuration, the color can be unique or it may indicate the type of exception it represents (working vs. non-working). Common practice is working exceptions are green.

11 Clock icon – Indicates the scheduled exception runs in a different time zone than the user's assigned shift.

12 Currency icon – Indicates pay day.

13 Signup code – Depending on configuration, some organizations allow the option to sign-up for potential working opportunities. Signup Codes are used to indicate the days and times that you are available for additional work and are listed in line with the scheduled shift times.

14 Vacancy Flag – Represents a vacancy (typically for special events) available for sign up for the logged in user.

15 Special date – Special days or holidays are listed on the bottom of the calendar day. This may or may not indicate a nonworking day.

Left Click Calendar Date
 Add: Request time-off, time earned, or signup.
 Approve: Access the Approve screen.
 Reports: Access the Reports area.
 Clear All: Clears all user selections.
 Select Exceptions: Select all exceptions on the chosen day.

Add	Ctrl+A	31
Off Roster	Ctrl+Q	
Approve	Ctrl+Shift+V	
Roster	Ctrl+R	
Picklist	Ctrl+L	
Reports	Ctrl+P	
Clear All	Ctrl+C	
Select Exceptions	Ctrl+Shift+A	



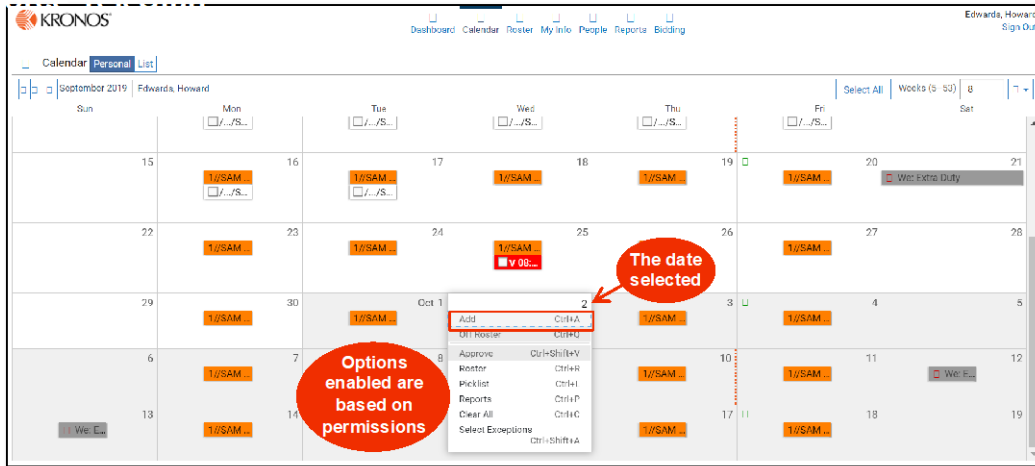
Adding a Work Code

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Work codes represent working, non-working, sign up and regular pay statuses. Add a work code to sign-up for more hours, request leave, request extra duty pay, or to initiate a trade.

- From the calendar, click the calendar date box and select Add. Based on organizational requirements, different fields in the Add window may be enabled based on the work code selected.



- The work code selected determines which fields are enabled in the Add window. The Add window below has most fields enabled. Typically, the add window will have fewer fields then displayed here. Make necessary adjustments to appropriate fields and select save to add the work code to the calendar.

Work Code: Dropdown menu of all work codes available for the user adding the code.

Detail Code: If enabled, this code may have an optional or required submenu or free text field.

Account: Allows for account information to be predefined or added to a work code, typically for payroll or reporting purposes.

Date: Indicates the date the issue pertains to (helpful when multiple dates are selected).

Symbol: Prompts visual indicators regarding issues and whether the issue may be bypassed by a user.

More details: links to the Roster and Event tabs.

The screenshot shows the 'Add: Edwards, Howard D.' window. Red arrows point from the text descriptions on the left to the corresponding fields in the form: 'Work Code' dropdown, 'Detail Code' dropdown, 'From' and 'Through' time fields, 'Hours' field, 'Account' field, 'Note' text area, 'Add?' checkbox, and 'More details...' link.

Name: The name of the user for which the code is being added.

From: The start time of the work code selected.

Through: The end time of the work code selected.

Hours: The total duration of the work code selected.

Timespan Bar: The blue bar indicates the work code hours. A gray timespan indicates scheduled time.

Note: If enabled, provides a text field, typically used to further explain use of the code.

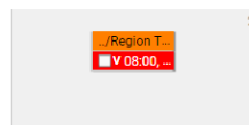
Issues: Indicate violations of policy. If the request is in violation the issue will either prevent the user from entering the code, convert the work code into a request, or allow the user to override the issue if they have the appropriate level of authority (see page 2).

- If permitted, select the check box enabling the Save button. Select Save and the code is added to the calendar.



Tip: Based on configuration, a work code may require approval. An asterisk next to the work code abbreviation indicates the pending approval status.

Work codes pending approval are listed with an asterisk



Approved work codes are listed by abbreviation only



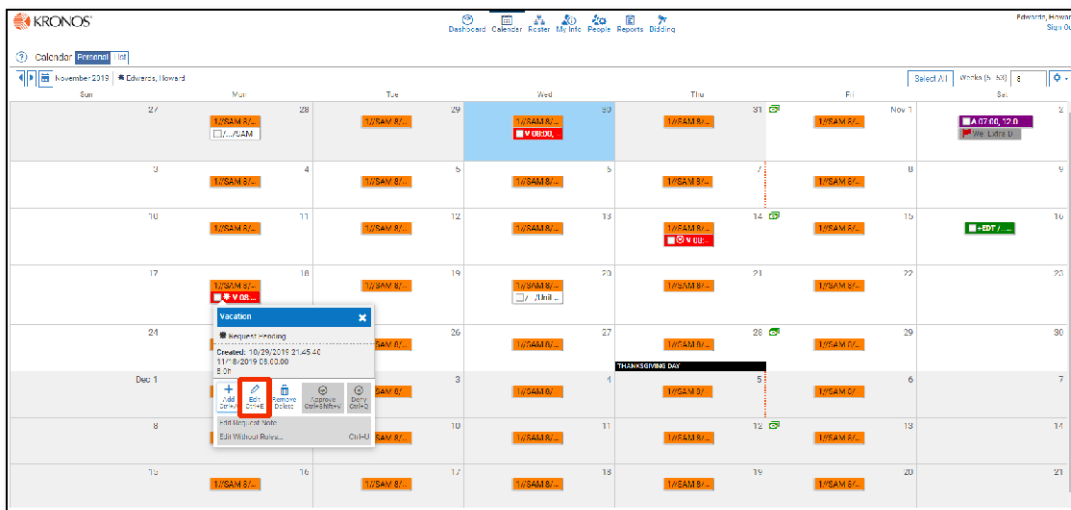
Editing a Work Code

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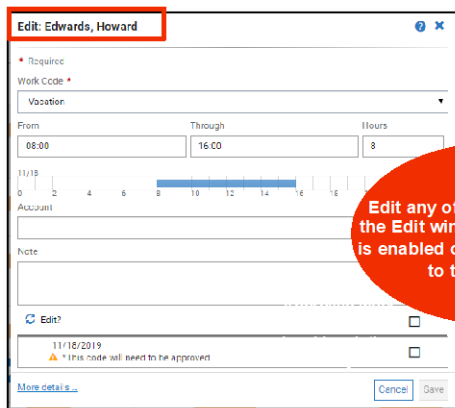
Users may modify available settings on a work code via the Edit button. Edit allows users to change settings enabled on the work code while following the work code rules. There are various types of edit capabilities. This job aid reviews the most commonly assigned end user edit capability: Edit Basic.

- 1 In order to modify a work code, click directly on the work code and select Edit. Editing capabilities are determined by user authority and by work code, so some codes may be edited and others may not.

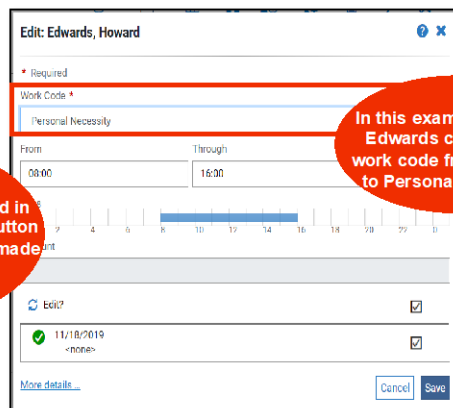


- 2 Adjust available fields may be enabled, such as; Work Code, From, Through and Hours. Editing a work code may trigger an issue, which allows the user to see if editing the selected work code violates a business rule or policy. If the edit is in violation of an issue, then depending on the strength of the users' system security level, the issue displayed will do one of the following:

- prevent the user from editing the code
- convert the work code into a request
- allow the user to override that issue

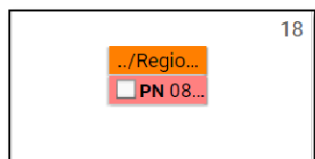


Edit any of the fields enabled in the Edit window. The Save button is enabled once a change is made to the work code.



In this example, Howard Edwards changed his work code from Vacation to Personal Necessity.

- 3 Select Save and the modified code is added to the calendar.



Edit Permissions
Work codes may only be edited until changed by a supervisor. Requests may be modified by users until it is approved by the supervisor. After that, only a supervisor can edit it.



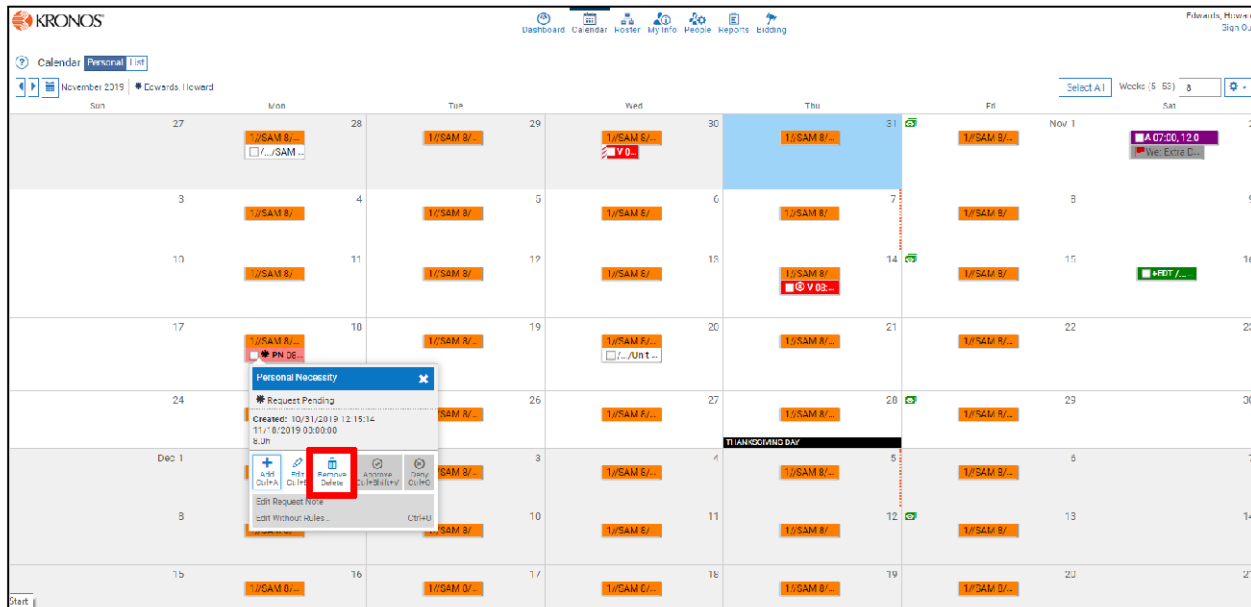
Removing a Work Code

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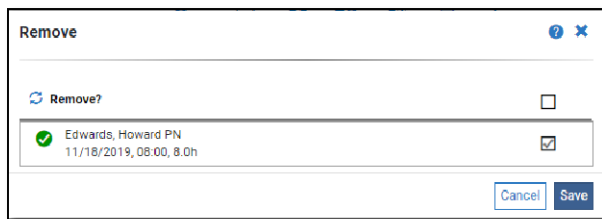


Work Codes may be removed from the Calendar at any time before a supervisor either approves, denies, or edits them.

- From the calendar, click the work code to enable the options menu and select Remove.



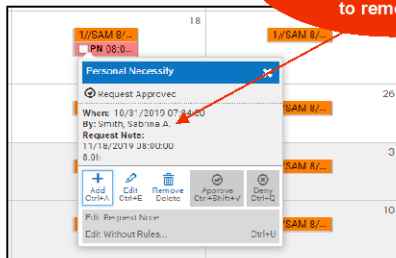
- Issues may be present in the Remove window. Issues can prevent a user from removing a work code or turn the work code into a request. If there are no issues, the work code may be removed. Click Save to confirm the removal.



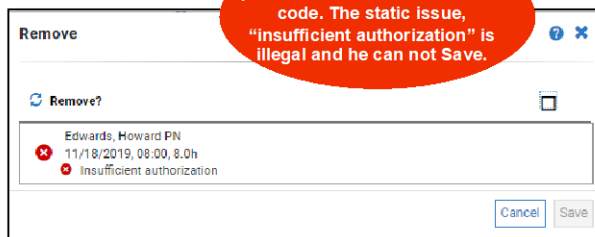
- The Personal Necessity work code is removed from the Calendar.



In this example, Sabrina Smith approved the work code request prior to Howard trying to remove it.



Howard does not have permission to remove the work code. The static issue, "insufficient authorization" is illegal and he can not Save.

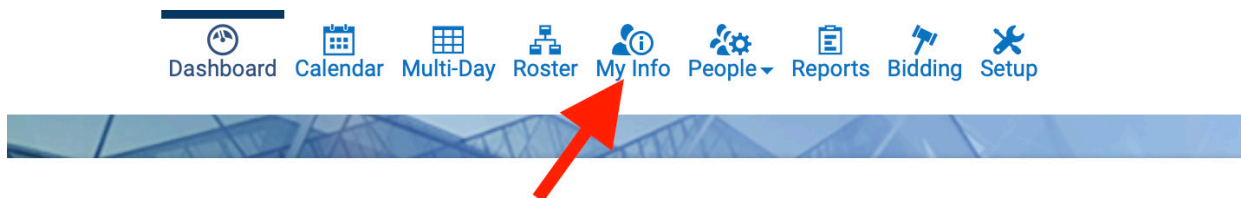




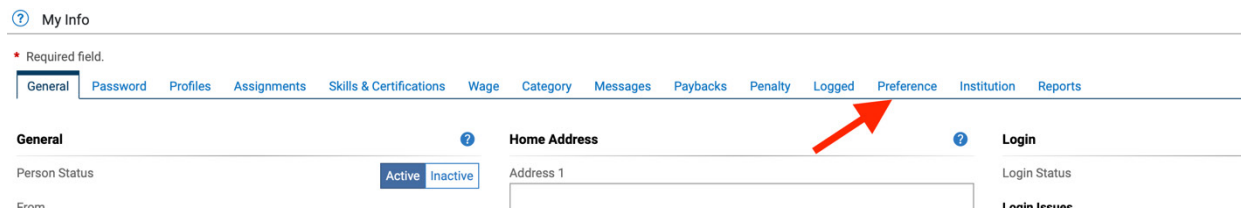
DISPATCHER OVERTIME LOCATION PREFERENCES

The Hiring Rules for Dispatcher Vacancies allow for Dispatchers from other Troops to accept overtime for vacancies that ARE NOT at the home Troop assignment. The location preference needs to be added for those users who want to work at other Troops. Dispatchers will appear in the “Fill By Rules” list if they are signed up for availability to work AND have the other Troop Locations added to their preference.

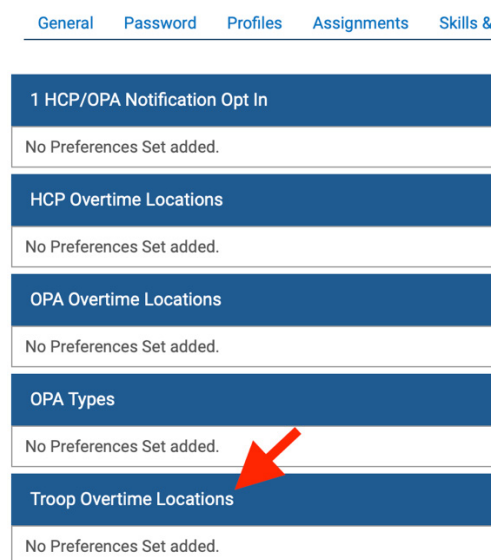
1. Navigate to the users “My Info” page



2. Click on “Preference”



3. Dispatchers will use the “Troop Overtime Locations” preference



4. Click “+Add Set” on the right-hand side of this row



OPA Types + Add Set

No Preferences Set added.

Troop Overtime Locations + Add Set

No Preferences Set added.



5. Users can now specify the dates the preference is valid for

Troop Overtime Locations + Add Set

+ [trash] mm/dd/yyyy [calendar] mm/dd/yyyy [calendar]

No Preferences added.

6. Click the “+” button to add the Troop Locations

7. Click in the Box and begin typing the Troop Locations that the Dispatcher wants to work in

OPA Types

- Police Services / Office of Field Operations / Central District / Troop F - New
- Police Services / Office of Field Operations / Central District / Troop H - New
- Police Services / Office of Field Operations / Central District / Troop I - New
- Police Services / Office of Field Operations / Eastern District / Troop C - Troop

8. You can type % to get all the options in the drop down

OPA Types

- Police Services / Office of Field Operations / Central District / Troop F - New
- Police Services / Office of Field Operations / Central District / Troop H - New
- Police Services / Office of Field Operations / Central District / Troop I - New
- Police Services / Office of Field Operations / DESPP Communications
- %

9. You can add multiple Troop Locations in this preference



+

mm/dd/yyyy

↓ 1

Troop

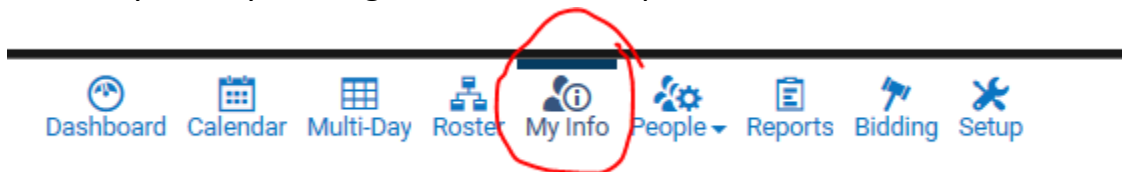
Search for an item

- × Police Services / Office of Field Operations / Western District / Troop L - New
- × Police Services / Office of Field Operations / Central District / Troop H - New



Updating Your Contact Information

- 1) To update your contact information in Telestaff do the Following:
 - a. Log into Telestaff
 - b. Go to My Info by clicking the link at the top of the screen



- c. Scroll to the bottom left of the Information screen where you will see Contact Methods

First *

Middle Initial

Last *

Contact Methods ?

1st Contact - Type ▶

2nd Contact - Type ▶

3rd Contact - Type ▶

4th Contact - Type ▶

Override On Duty Phones

- d. Enter up to 4 contact methods. First choose the Type

1st Contact - Type ▼

- Phone
- Email**
- Home Phone
- Office Phone
- Mobile



- e. Then enter the number and/or email for the type(s) you have chosen
- f. If you want the system to text you at a particular number, you must enter the country code (e.g. +1) and select the sms check box

Contact Methods

1st Contact - Mobile ▶

 SMS

- g. Select Save in the upper right hand corner

[Sign Out](#)
[Police Services](#) ▼

[Return to List](#) [Cancel](#) [Save](#)

- h. If you have selected the sms option, you will see Verify appear under the number. Select Verify and Telestaff will send you a text message to verify that this is an active number

Contact Methods



1st Contact - Mobile ▶

Not Verified.

 SMS [Verify](#)

- i. Save after any changes that you make.
- j. Your information is not updated in Telestaff which will contact you in the order that you have indicated. Please note that while you may enter up to 4 contact methods, you are not required to do so. You must enter at least one contact method, however.



This job aid will explain the work code abbreviations an employee may see on his/her personal calendar.

Name	Abbreviation	Type
Administrative Suspension 29	ASUS	Working
Bid Leave 50	BIDLV	Signup
Canceled Special Duty With Pay 51	CANCEL	Working
Canceled Special Duty Without Pay 52	CANCELWOP	Working
Comp Earned 97	CE	Working
Comp Used 18	CU	Non Working
Day off Owed for Transfer 114	DOWT	Non Working
DB On-Call 115	DBONCALL	Working
Dignitary Escort/Detail 26	DE	Working
DOC Refusal Penalty - M 112	DRFPEN	Working
Extended Shift Overtime Comp 86	ESOVTC	Working
Extended Shift Overtime Pay 24	ESOVT	Working
Flex Shift Adjust 116	ADJ	Working
Full Suspension 39	FSUS	Non Working
HCP Placeholder 21	HCPPLC	Working
HCP Shift Conflict 47	HCPSC	Working
HCP Trade Off 106	HCPTOff	Non Working
HCP Trade Worked 107	HCPT.W	Working
Holiday Comp Earned 91	HCE	Working
Holiday Comp Used 3/4 Shift 64	HCU.75	Non Working
Holiday Comp Used 3/4 Shift 9.25hr Front 105	HCU.75Fx	Non Working
Holiday Comp Used 3/4 Shift 9.25hrs 82	HCU.75x	Non Working
Holiday Comp Used 3/4 Shift 9.25hrs Back 104	HCU.75Bx	Non Working
Holiday Comp Used 3/4 Shift Back 103	HCU.75B	Non Working
Holiday Comp Used 3/4 Shift Front 102	HCU.75F	Non Working
Holiday Comp Used Full Shift 41	HCU	Non Working
Holiday Comp Used Full Shift 9.25hrs 83	HCUx	Non Working
Holiday Comp Used Half Shift 62	HCU.5	Non Working
Holiday Comp Used Half Shift 9.25hrs 84	HCU.5x	Non Working
Holiday Comp Used Half Shift Back 101	HCU.5B	Non Working
Holiday Comp Used Half Shift Front 100	HCU.5F	Non Working
Holiday Comp Used Quarter Shift 63	HCU.25	Non Working
Holiday Comp Used Quarter Shift 9.25hrs 85	HCU.25x	Non Working
Holiday Comp Used Quarter Shift Back 99	HCU.25B	Non Working
Holiday Comp Used Quarter Shift Front 98	HCU.25F	Non Working



Holiday On a Holiday 43	HOL	Non Working
Holiday on Day Off Earned 42	HXCE	Non Working
Holiday Worked 28	HWCE	Working
Holiday Worked With Pay 53	HWPY	Working
Involuntary Troop Overtime Comp 87	IOVTC	Working
Involuntary Troop Overtime Pay 23	IOVT	Working
Jury Duty 9	JD	Non Working
Light Duty 27	LD	Working
LV Block 68	LVB	Non Working
LV Intermittent 69	LVI	Non Working
Military Leave - Active Duty 11	MIL-AD	Non Working
Military Leave - Active Duty Earned 94	MLADE	Working
Military Leave - Drills 92	MIL-D	Non Working
Military Leave - Drills Earned 95	MLDE	Working
Military Leave - Training 93	MIL-T	Non Working
Military Leave - Training Earned 96	MLTE	Working
Move RDL Off 49	RDLOff	Non Working
Move RDL On 48	RDLOn	Working
OPA Placeholder 20	OPAPLC	Working
OPA Trade Off 108	OPATOff	Non Working
OPA Trade Worked 109	OPAT.W	Working
Overtime - Comp 1.0x 54	OVT.C1.0	Working
Overtime - Comp 1.5x 31	OVT.C1.5	Working
Overtime - Dispatch 30	OVT.D	Working
Overtime - Pay 1.5x 90	OVT.P1.5	Working
Penalty - Overtime 55	POT	Working
Penalty - Special Duty 8	PSD	Working
Personal Leave 3/4 Shift 61	PL.75	Non Working
Personal Leave 3/4 Shift 9.25hrs 81	PL.75x	Non Working
Personal Leave Earned 88	PLE	Working
Personal Leave Full Shift 38	PL	Non Working
Personal Leave Full Shift 9.25hrs 80	PLx	Non Working
Personal Leave Half Shift 59	PL.5	Non Working
Personal Leave Half Shift 9.25hrs 79	PL.5x	Non Working
Personal Leave Quarter Shift 60	PL.25	Non Working
Personal Leave Quarter Shift 9.25hrs 78	PL.25x	Non Working
Regular 1	REG	Regular Duty
Sick Earned 16	SE	Working
Sick Leave 3/4 Shift 67	SL.75	Non Working



Sick Leave 3/4 Shift 9.25hrs 74	SL.75x	Non Working
Sick Leave Full Shift 7	SL	Non Working
Sick Leave Full Shift 9.25hrs 75	SLx	Non Working
Sick Leave Half Shift 65	SL.5	Non Working
Sick Leave Half Shift 9.25hrs 76	SL.5x	Non Working
Sick Leave Quarter Shift 66	SL.25	Non Working
Sick Leave Quarter Shift 9.25hrs 77	SL.25x	Non Working
Signup Special Duty AM 36	SUSAM	Signup
Signup Special Duty Full Day 35	SUS	Signup
Signup Special Duty PM 37	SUSPM	Signup
Signup Troop Full Day 6	SUT	Signup
Special Assignment 25	SA	Working
Swap Off 4	SWAPOFF	Non Working
Swap Off Same Day 117	SWAPOFFSD	Non Working
Swap Worked 3	REG.SWAPW	Working
Training 22	TRN	Working
Travel 46	TA	Non Working
Troop Overtime Comp 89	OVTC	Working
Troop Overtime Pay 2	OVT	Working
Unauthorized Leave 44	UAL	Non Working
Union Business Leave 45	UBL	Non Working
Vacation 3/4 Shift 58	VAC.75	Non Working
Vacation 3/4 Shift 9.25hrs 70	VAC.75x	Non Working
Vacation Earned 13	VE	Working
Vacation Full Shift 5	VAC	Non Working
Vacation Full Shift 9.25hrs 72	VACx	Non Working
Vacation Half Shift 56	VAC.5	Non Working
Vacation Half Shift 9.25hrs 71	VAC.5x	Non Working
Vacation Quarter Shift 57	VAC.25	Non Working
Vacation Quarter Shift 9.25hrs 73	VAC.25x	Non Working
Workmans Comp 40	WC	Non Working