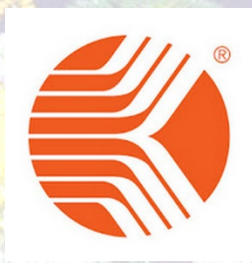


CONNECTICUT STATE POLICE

KRONOS TELESTAFF



JOB AID MANUAL

M/SGT AND SGT



CONNECTICUT STATE POLICE
Kronos Telestaff
Master Sergeant/Sergeant

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TELESTAFF JOB AIDS

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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.



Edwards, Howard
Sign Out

My Info
Update My Password
View My Preferences
View Personal History Report
View Contact Log

Paybacks
Owes Me
Since 07/24/2019
Darratz, Juan G.
74.00 hours for Exchange Off

I Owe
Since 07/24/2019
Alba, Jose
8.00 hours for Exchange Off

Accruals Report
07/24/2019

Taken	0.00 hours
Planned	12.00 hours
Vested	12.00 hours
Sick	
Taken	24.00 hours
Planned	0.00 hours
Vested	16.00 hours
Comp Time	
Taken	40.00 hours

Upcoming Schedule
07/24/2019 - 08/07/2019

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	
Friday, July 26, 2019			
07:00 - 15:00	8.0h	1st - 7 am	1/Unit 11/Employee #5
07:00 - 15:00	8.0h	Vacation	
Saturday, July 27, 2019			
Sunday, July 28, 2019			
Monday, July 29, 2019			
07:00 - 15:00	8.0h	1st - 7 am	1/Unit 11/Employee #5
07:00 - 15:00	8.0h	1st - 7 am	1/Unit 11/Employee #5
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

Requests
07/24/2019 - 08/07/2019

- Requests Approved
- Requests Pending
- 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

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.

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.

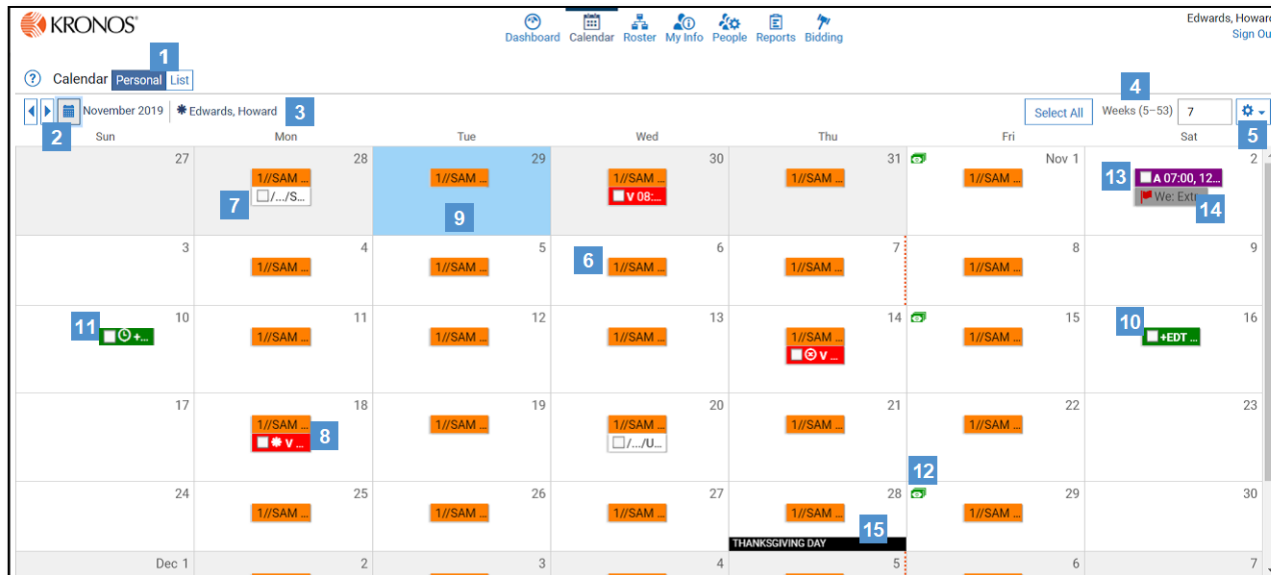


Calendar Overview

Workforce TeleStaff™



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
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



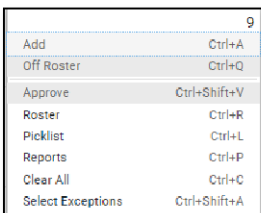
Adding a Detail Code

Workforce TeleStaff™

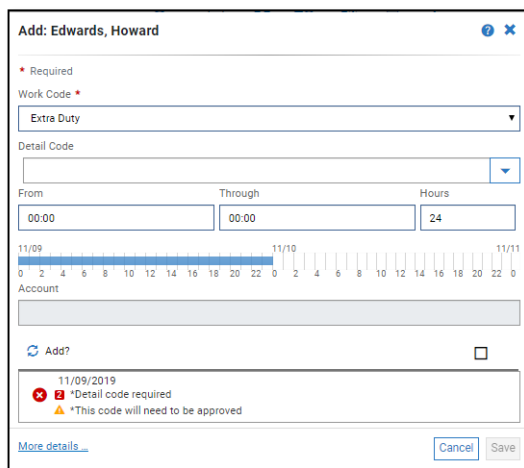


Detail codes are used in Workforce TeleStaff to attach additional information to a work code such as, predefined values or free text and are typically used for payroll or reporting purposes. Detail codes may be required via issue in order to add and save a work code.

- 1 From the calendar, click the calendar date box and select Add. Based on organizational requirements, the detail code field in the add window may appear and is enabled based on the work code selected.

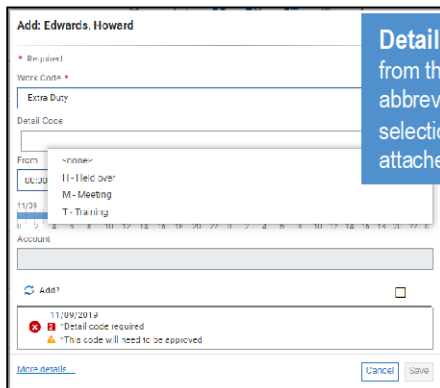


Add? A Detail Code may be requested or required in the add window via a static issue. The work code can not be saved until a Detail Code is added.



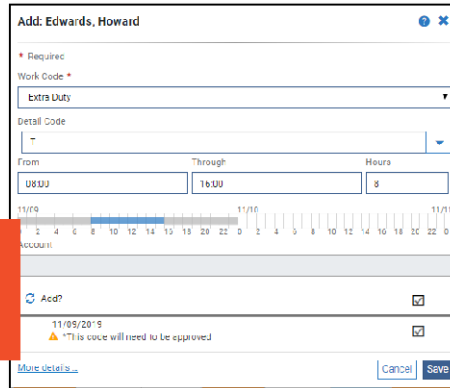
Detail Code The dropdown menu appears when the selected work code requires additional details.

- 2 The Detail Code drop down menu may be a selectable menu (shown in this example), free text or both selectable and free text.

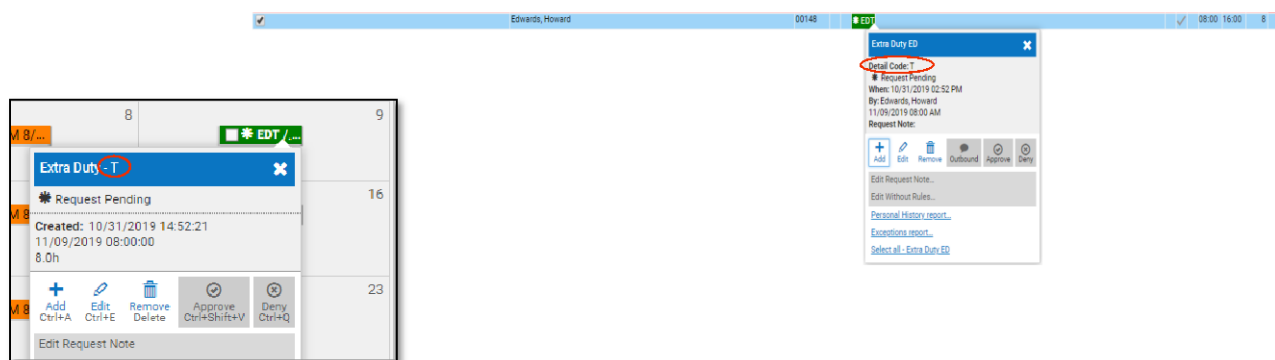


Detail Code Select an option from the drop down menu. The abbreviation before the selection is the detail that attaches to the work code.

Add? Once the detail code is added, the "Detail code required" issue is removed and the save option is enabled.



- 3 The Detail Code abbreviation is visible on the Calendar and Roster when you select the work code.





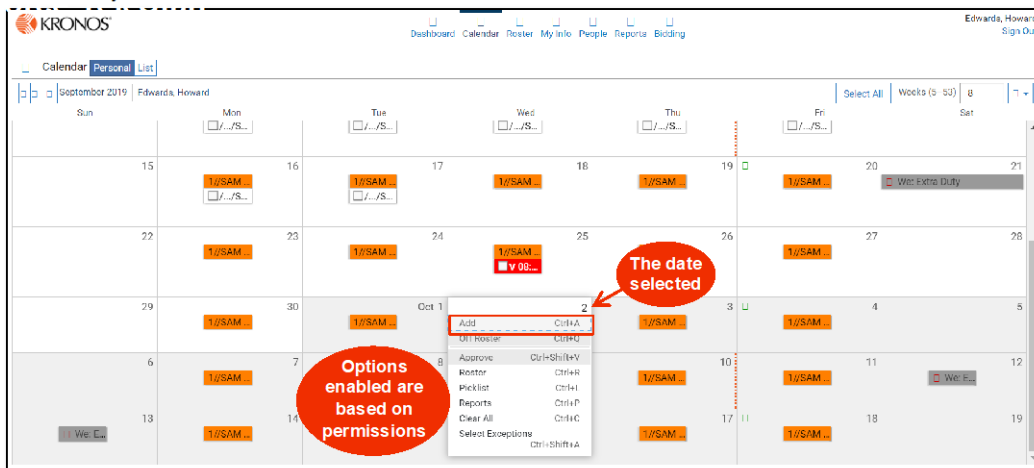
Adding a Work Code

Workforce TeleStaff™



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 'Add' window for user Edwards, Howard D. shows fields for Work Code (Vacation), Detail Code, From (16:00), Through (00:00), and Hours (8). A timespan bar shows a blue bar for the work code and a gray bar for scheduled time. A 'Note' field is present. At the bottom, there is a list of issues: '*Request within 48 hours - requires approval', '*Detail code required', and '*This code will need to be approved'. A 'Save' button is visible at the bottom right.

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.

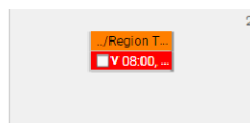
Issues: Indicate violations of policy. If the request is in violation the issue will either prevent the user from entering the code, convert the work code into a request, or allow the user to override the issue if they have the appropriate level of authority (see page 2).

- 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



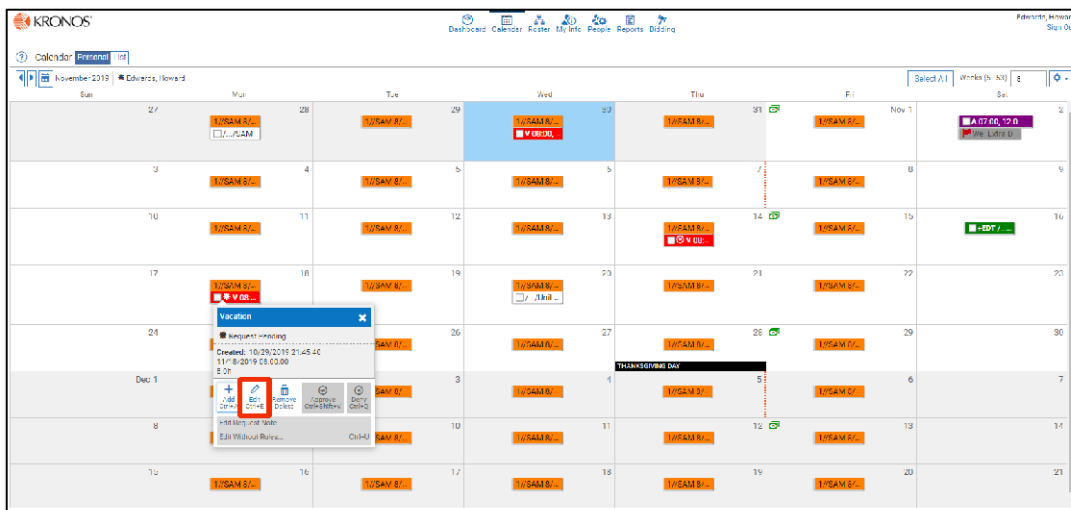
Editing a Work Code

Workforce TeleStaff™



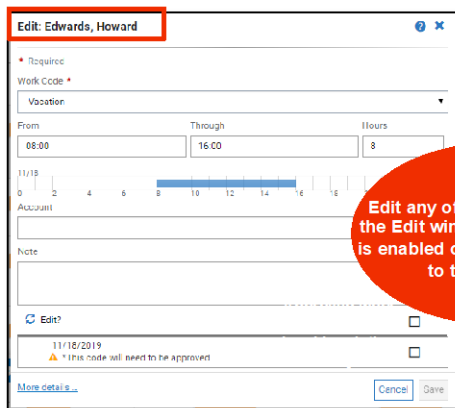
Users may modify available settings on a work code via the Edit button. Edit allows users to change settings enabled on the work code while following the work code rules. There are various types of edit capabilities. This job aid reviews the most commonly assigned end user edit capability: Edit Basic.

- 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.

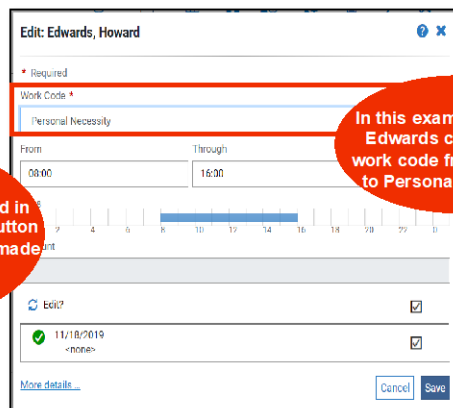


- 2 Adjust available fields may be enabled, such as; Work Code, From, Through and Hours. Editing a work code may trigger an issue, which allows the user to see if editing the selected work code violates a business rule or policy. If the edit is in violation of an issue, then depending on the strength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

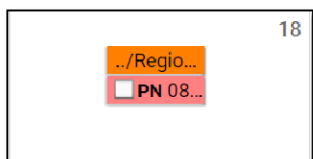


Edit any of the fields enabled in the Edit window. The Save button is enabled once a change is made to the work code.



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.

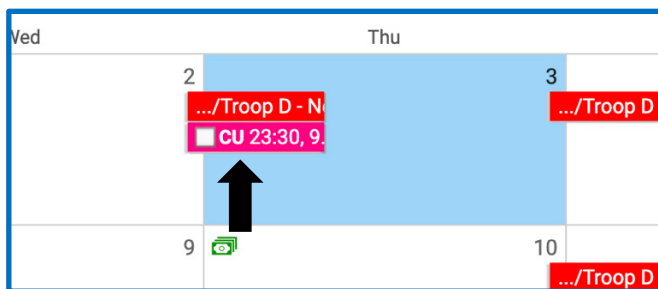
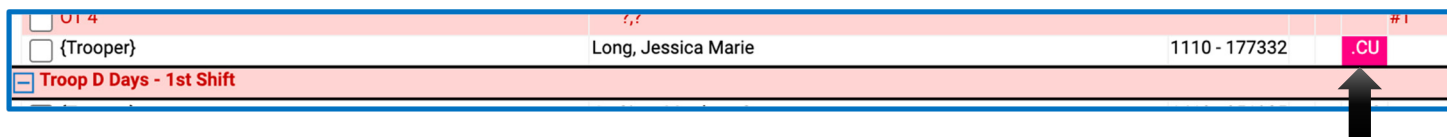


Edit Permissions
Work codes may only be edited until changed by a supervisor. Requests may be modified by users until it is approved by the supervisor. After that, only a supervisor can edit it.

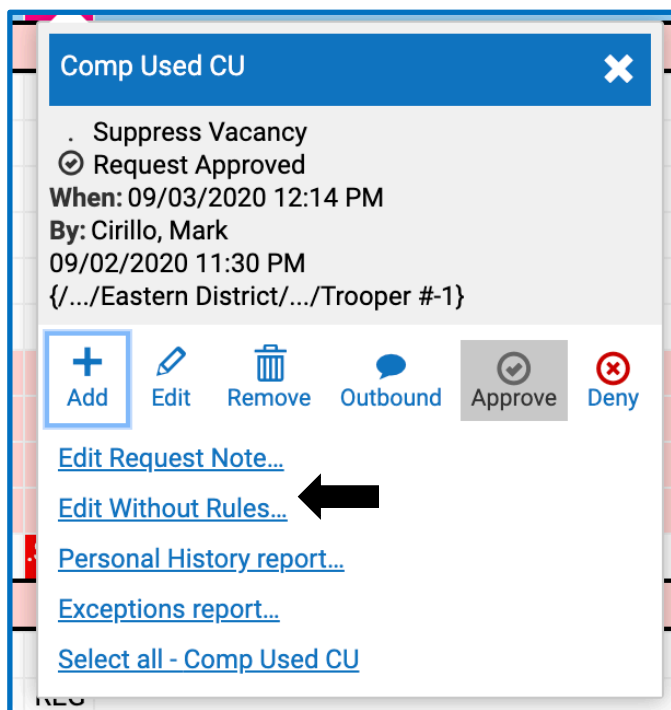


This job aid will explain how to change an approved work code back to a request pending status.

1. Locate the approved work code on either the calendar or roster.



2. Click on the work code and when the box appears select “edit without rules”



3. Click on the “advance” tab.



KRONOS DEVELOPMENT-10

Dashboard Calendar Multi-Day Roster My Info People Reports Bidding Setup

Cirillo, Mark Sign Out Police Services Audit

Cancel Save

* Required field.

Long, Jessica Marie [09/03/2020]

09/02 09/03 09/04

0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 0

Action

Work Code: Comp Used From: 23:30 Through: 08:45 Hours: 9.25 Detail Code: []

Account: [] ID Override: [] Creation Date: 09/03/2020 12:14:27

Note: [] List: <none>

Advanced **Logging** **Roster** **Event**

4. Locate the “work code status” section on the left side.

Advanced

Default Options... Mode

Work Code Status: Request Approved

Request Note: Search for an item

Vacancy Flags: None Selected

Overrides: Effective: mm/dd/yyyy, Location: <none>, Count: []

Still Available
 ^ No Roster Impact
 ! Penalty Charge
 ~ Hidden

. Suppress *
Dynamic

! Pinned *

5. Select the drop down menu and then find the option “request pending” and select it. Then hit save in the top right corner.



Default Options Mode =

Non-Request
Request Approved
Request Denied
✓ Request Pending

Request Note

Vacant
Non

6. Now you can confirm on the calendar or roster that the code has been changed by the "*" located next to it or clicking on the code and seeing request pending.

??			#1
Long, Jessica Marie	1110 - 177332	*.CU	
McDermott, Jeffrey R.		REG	

Thu

2 3

.../Troop D - N .../Troop D - N

*.CU 23:30

Comp Used

09/02/2020 23:30:00
9.25h
{ / /Eastern District/ /Trooper #-1}

* Request Pending

Created: 09/03/2020 12:28:56

Request Note

Search for an item

+ Add Ctrl+A Edit Ctrl+E Remove Delete Approve Ctrl+Shift+V Deny Ctrl+Q

23 Edit Request Note
[Edit Without Rules...](#) Ctrl+U



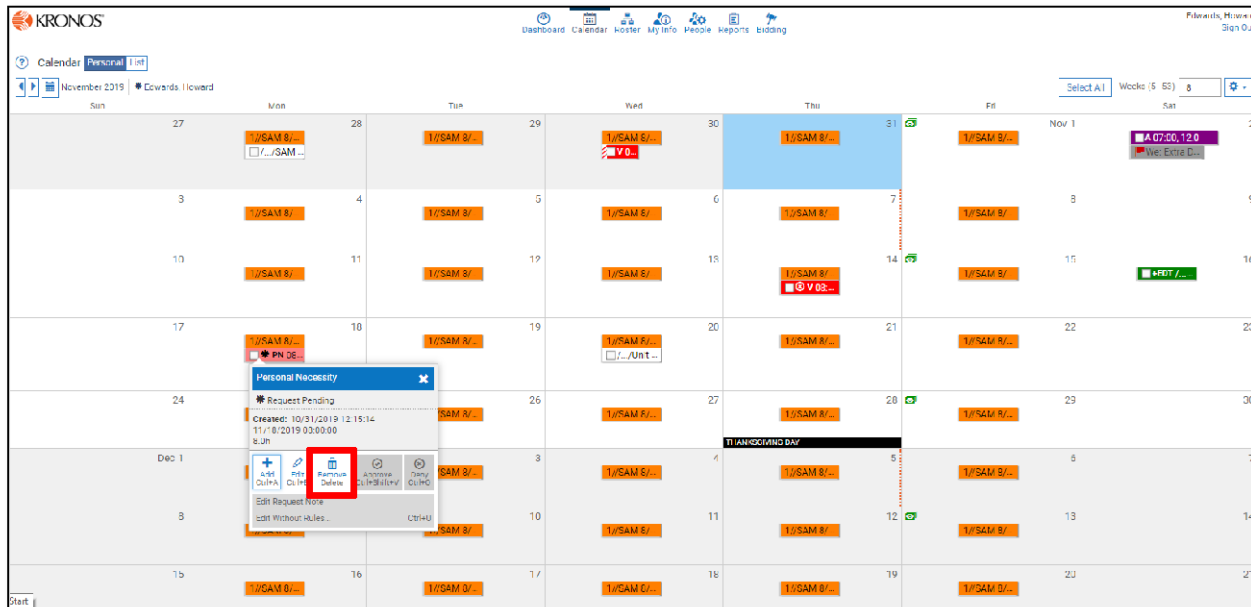
Removing a Work Code

Workforce TeleStaff™

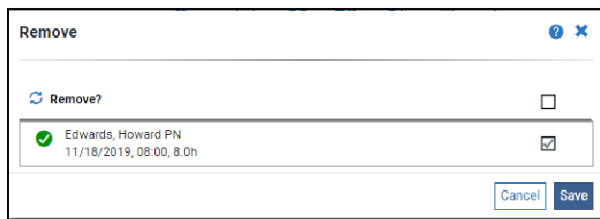


Work Codes may be removed from the Calendar at any time before a supervisor either approves, denies, or edits them.

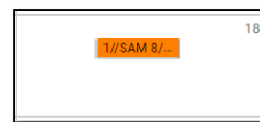
- From the calendar, click the work code to enable the options menu and select Remove.



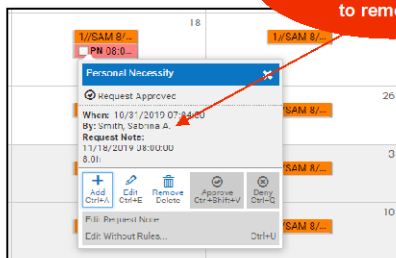
- Issues may be present in the Remove window. Issues can prevent a user from removing a work code or turn the work code into a request. If there are no issues, the work code may be removed. Click Save to confirm the removal.



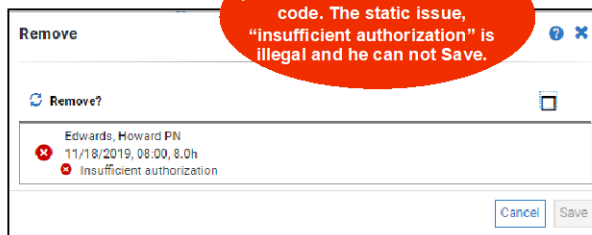
- The Personal Necessity work code is removed from the Calendar.



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.



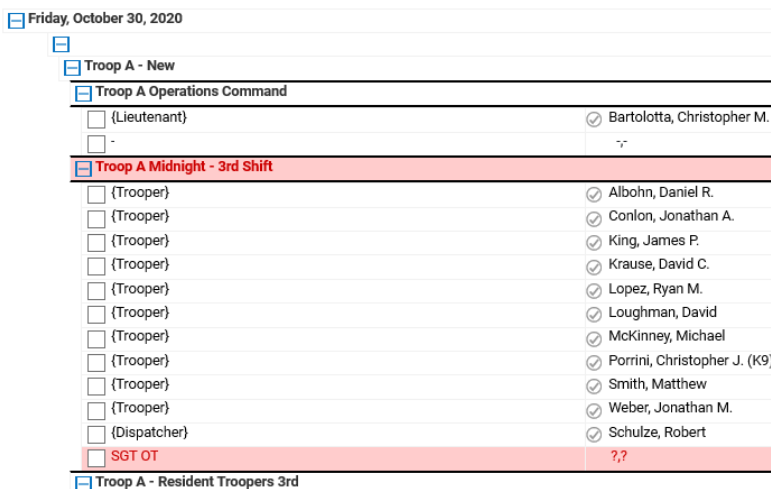


Filling OT (For units with minimum staffing)

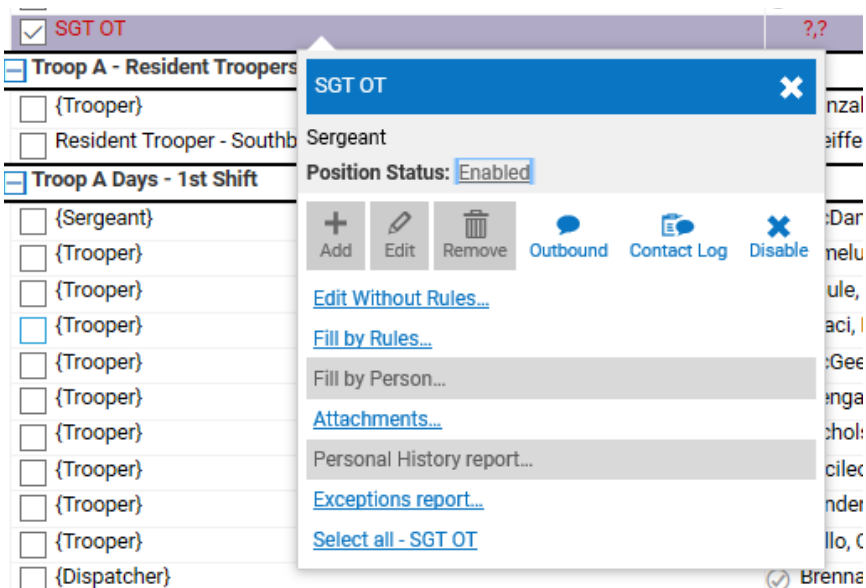
- 1) Log in to TeleStaff and navigate to the Roster



- 2) On the Roster view you will see your overtime shifts highlighted in pink.

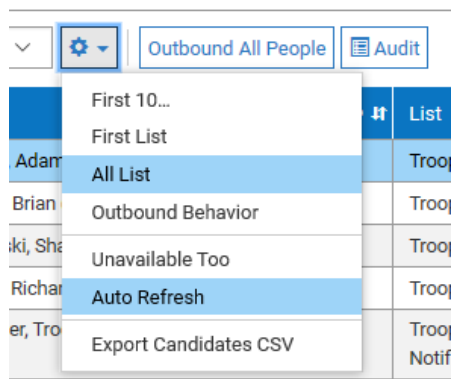


- 3) Left-click on the highlighted spot and select the "Fill By Rules"





4) On the next screen, make sure that “All List” is selected by selecting the cog next to “Outbound All People”



5) Make sure that the details are correct.

Details ?

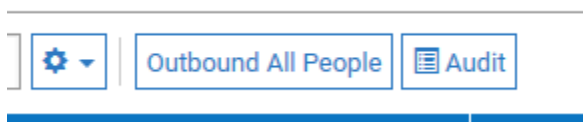
Work Code
Extended Shift Overtime Pay

Detail Code *
PG600

Note

Account

6) Select Outbound All People



7) If the system is unable to fill the spot, it will notify you AND will contact Dispatch on the ETS (Bat) Phone.

Continued...



- 8) Order ins are a **MANUAL** process. The Order In list will show on the same screen, and you will need to manually contact the person who is next to be ordered in. Make sure you record the Contact Outcome if you order in a Trooper. It will record on the appropriate list (Order In).

Contact Outcome 

Outcome

Accepted 

- 9) Always select SAVE (above Contact Outcome) before you exit.



ENABLING THE CORRECT PREFERENCE FOR TROOP OVERTIME

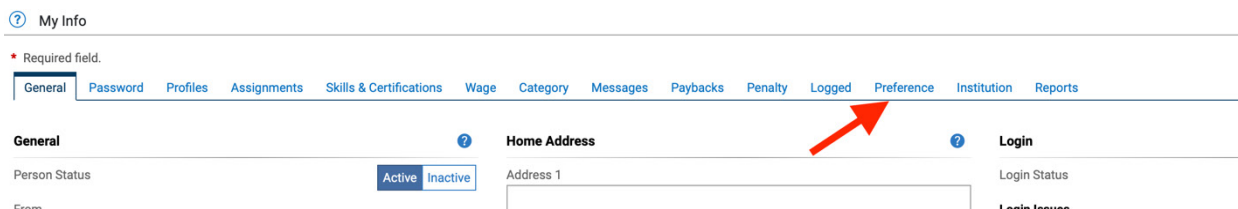
TROOPERS AND SERGEANTS/MASTER SERGEANTS ASSIGNED TO TROOPS ONLY

To ensure that you have the correct preference enabled for receiving Troop overtime for your assigned Troop:

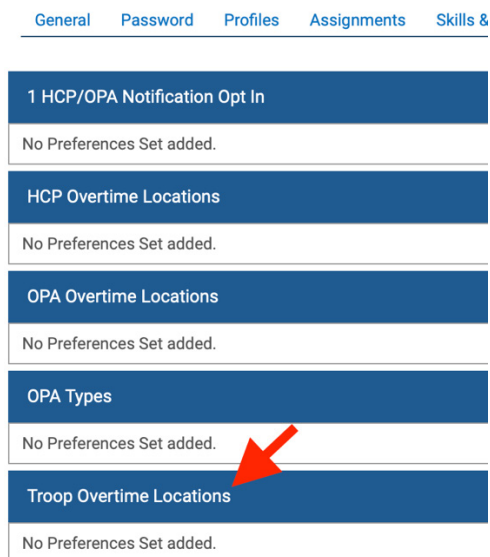
1. Navigate to the users “My Info” page



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. This step is not mandatory.

Troop Overtime Locations + Add Set

+ mm/dd/yyyy - mm/dd/yyyy

No Preferences added.

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

7. Click in the Box and begin typing the Troop Location to which you are assigned

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. **ONLY ADD THE TROOP YOU ARE CURRENTLY ASSIGNED TO. IF YOU TRANSFER YOU MUST UPDATE THIS PREFERENCE.**



Signing up for Troop overtime and Putting your “x” in the box

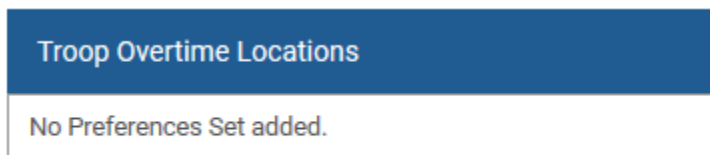
- 1) Log in to TeleStaff and navigate to My Info



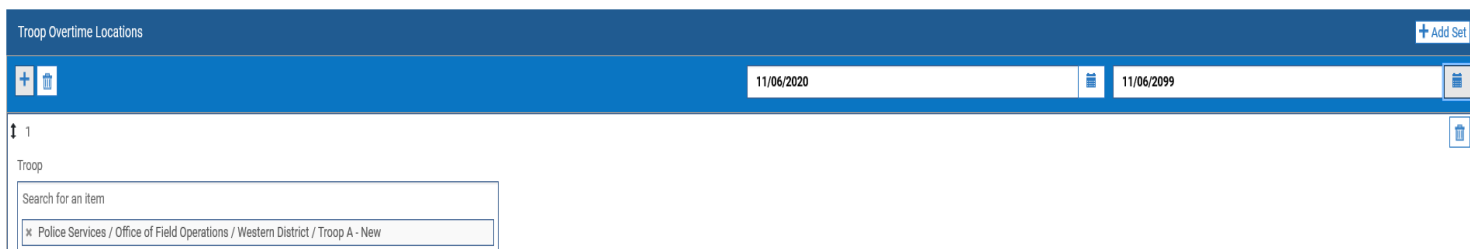
- 2) Select Preference from the tabs across the top



- 3) Scroll to the bottom where you will see Troop Overtime Locations



- 4) Select Add Set on the right side of the pane and then select the ‘+’ button. This will enable a search box. Type in your assigned Troop and select it. This is a temporary setting, so effective dates must be entered. This allows one to set semi-permanent dates by entering an end date far into the future or short term dates by entering smaller date ranges.



- 5) Select Save in the top right when finished.

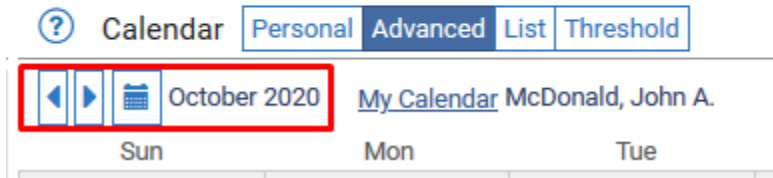
6) IF YOU WANT TO WORK TROOP OT YOU MUST ADD YOUR HOME TROOP.

Selecting the days you want to volunteer for Troop OT

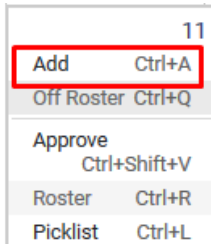
- 1) Navigate to the calendar across the top.



- 2) Use the date selector to navigate to the desired month.



3) Select which days to signup for by left clicking on the open space in the target date. To select multiple days, click and hold the mouse and drag across dates or hold the 'control' key and select the desired dates. On the menu that appears, select Add.



4) Select Signup Troop Full Day. No other changes are necessary. Select Save.

* Required field.

Work Code *

Signup Troop Full Day

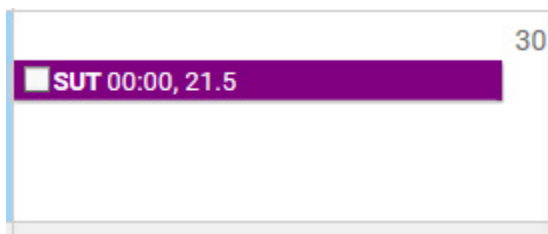
From 00:00 Through 22:00 Hours 22

10/30 10/31

Account

Note

5) The signup now appears on the calendar. Repeat as desired.





Setting up preferences and signing up for HCP/OPA overtime

- 1) Log in to TeleStaff and navigate to My Info

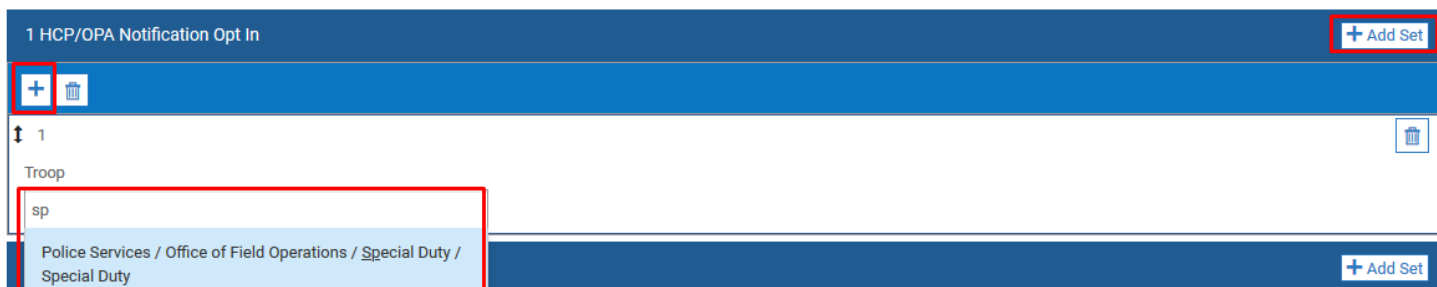


- 2) Select Preference from the tabs across the top

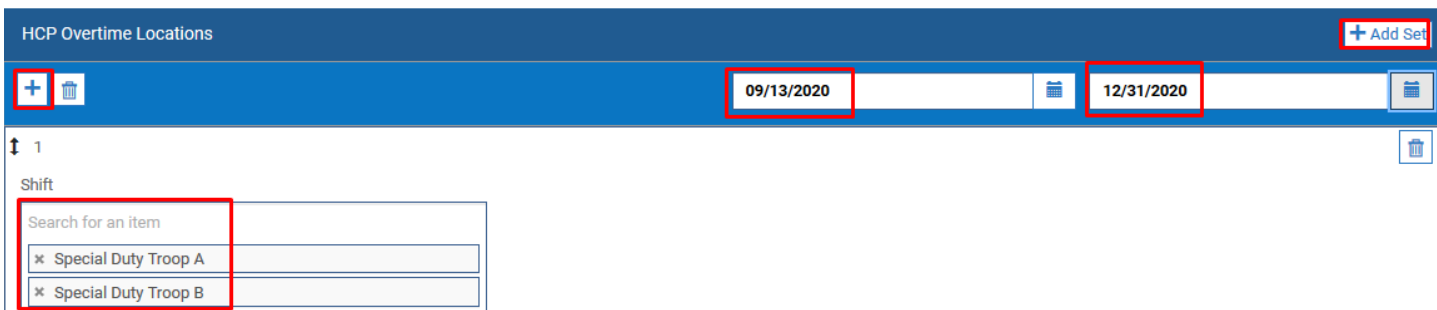


- 3) There are four options on this tab that pertain to HCP/OPA overtime

- a. HCP/OPA Notification Opt In – This is to receive notifications for last minute HCP/OPA opportunities. Select Add Set on the right side of the pane and then select the ‘+’ button. This will enable a search box. Type in “Special Duty” and select it. This will opt you in. This is a permanent setting until removed.



- b. HCP Overtime Locations – This is to select which troop locations to work HCP/OPA overtime in. Select Add Set on the right side of the pane and then select the ‘+’ button. This will enable a search box. Type “Troop” in the box and select the desired troop. Repeat this process to select as many as desired. This is a temporary setting, so effective dates must be entered. This allows one to set semi-permanent dates by entering an end date far into the future or short term dates by entering smaller date ranges.



- c. OPA Overtime Locations – This is to select which troop locations to work HCP/OPA overtime in. Select Add Set on the right side of the pane and then select the ‘+’ button. This will enable a search box. Type “Troop” in the box and select the desired troop. Repeat this process to select as many as desired. This is a temporary setting, so effective dates must be entered. This allows one to set semi-permanent dates by entering an end date far into the future or short term dates by entering smaller date ranges.



OPA Overtime Locations + Add Set

+ 🗑️ 09/13/2020 📅 10/31/2020 🗑️

↑ 1 🗑️

Shift

Search for an item

- ✖ Special Duty Troop D
- ✖ Special Duty Troop C

- d. OPA Types - This is to select different OPA event types. Select Add Set on the right side of the pane and then select the '+' button. This will enable a search box. Type "OPA" in the box and select the desired type. Repeat this process to select as many as desired. This is permanent setting until removed.

OPA Types + Add Set

+ 🗑️

↑ 1 🗑️

Specialty

Search for an item

- ✖ OPA DSS
- ✖ OPA ESCORT

- e. Select Save in the top right when finished.

4) IF YOU WANT TO WORK HCP YOU MUST ADD ALL THE HCP LOCATIONS YOU WANT TO WORK. IF YOU WANT TO WORK OPA YOU MUST ENTER THE OPA LOCATIONS AND TYPES.

- 5) To opt-in to the "Not Fill's" notification, add the "Special Duty" option under the HCP/OPA Notification Opt In section.

1 HCP/OPA Notification Opt In

+ 🗑️

↑ 1 Special Duty 🗑️

Troop

Limited to 1 item

- ✖ Police Services / Office of Field Operations / Special Duty / Special Duty



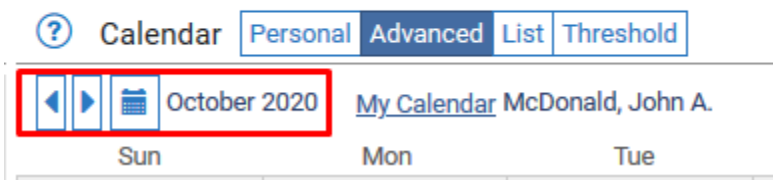
Selecting the days you want to volunteer for special duty

(putting your “x” in the box)

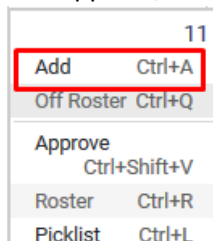
- 1) Navigate to the calendar across the top.



- 2) Use the date selector to navigate to the desired month.



- 3) Select which days to sign up for by left clicking on the open space in the target date. To select multiple days, click and hold the mouse and drag across dates or hold the ‘control’ key and select the desired dates. On the menu that appears, select Add.



- 4) There are three options for each day: Signup HCP/OPA AM, Signup HCP/OPA PM, and Signup HCP/OPA Full Day. Select one of those options from the menu. No other changes are necessary. Select Save.

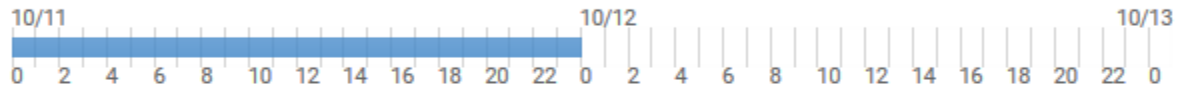


* Required field.

Work Code *

Signup HCP/OPA Full Day

From	Through	Hours
00:00	00:00	24



Account

Note

<input type="checkbox"/>	Add?	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	10/11/2020 <none>	<input checked="" type="checkbox"/>

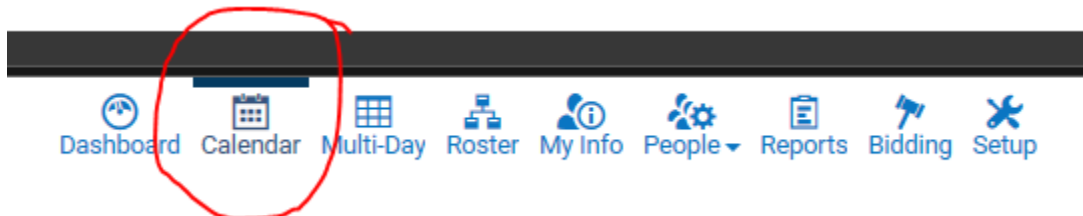
[More details ...](#)

5) The signup now appears on the calendar. Repeat as desired.

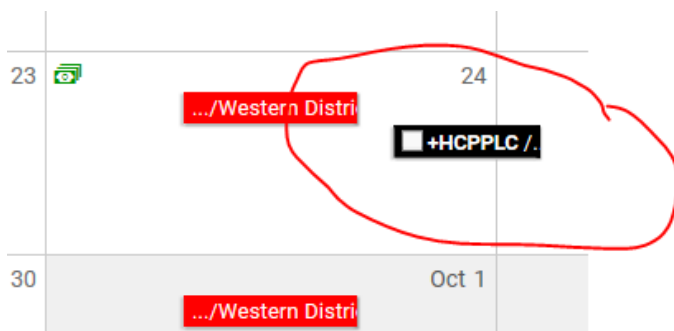


Entering and Submitting Worked Special Duty Overtime

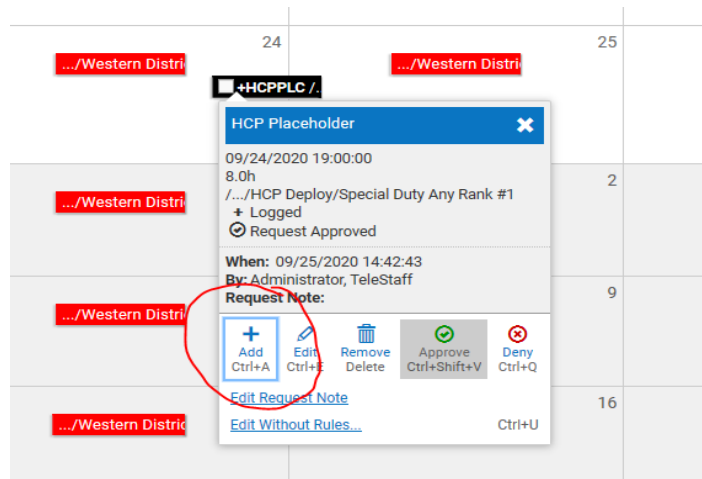
- 1) The Special Duty Office will assign HCP/OPA. Troops can assign last minute “Local Deploys” such as pole jobs, etc. When you are assigned a job you will be notified automatically in the manner that you have configured your contact preferences.
- 2) Once you have been assigned a Job (HCP/OPA) you can “locate” that job in Telestaff as follows:
 - a. Log into Telestaff
 - b. Go to your Calendar by clicking the link at the top of the screen



- c. Once on your Calendar you will see the HCP/OPA Placeholder icon on the day that you have been assigned the Job. This will be a black bar that is defaulted to an 8 hour block that starts at the time that you are required to appear at the Job location. **THIS DOES NOT MEAN THAT THE JOB WILL BE AN 8 HOUR JOB – THIS IS ONLY A PLACEHOLDER IN THE SYSTEM**



- 3) Once you have worked the job:
 - a. Enter the hours that you worked in Telestaff.
 - i. Click on the HCP/OPA placeholder (the black bar)
 - ii. Select Add





iii. Select the Work Code “HCP/OPA Overtime Pay”

The screenshot shows a form titled "Add: Barbero, Jared". It includes a "Work Code" dropdown menu with "HCP/OPA Overtime Pay" selected. Below it is a "Detail Code" dropdown menu. The "From" field is set to "00:00", the "Through" field is set to "00:00", and the "Hours" field is set to "24". A calendar view shows the dates 09/24, 09/25, and 09/26. The "Account" field contains "0246-dot00630703cn-0920". There is a "Note" field. At the bottom, there are "Add?", "Cancel", and "Save" buttons, along with a "More details..." link.

iv. Enter the Detail code for the type of assignment that you worked (HCP/OPA/OPA State Facility)

The screenshot shows the "Detail Code" dropdown menu open. The options are: "<none>", "HCP - HCP", "OPA - OPA", and "OSA - OPA State". The "OSA - OPA State" option is highlighted in blue.

v. Enter the start time in the “From” section using 24-hour time and the total number of hours approved by the Timekeeper in the “Hours” section. Telestaff will automatically calculate the “Through” section.

The screenshot shows the "From", "Through", and "Hours" input fields. The "From" field is set to "19:00", the "Through" field is set to "09/25/2020 05:00", and the "Hours" field is set to "10". Below the input fields is a calendar view showing the dates 09/24, 09/25, and 09/26. The "Account" field is empty.



- vi. The “Account” section should automatically appear. This is the job number. Add any narrative comments in the “Note” section.

Account

0246-dot00630703cn-0920

Note

Enter Narrative here if required

- vii. Acknowledge the warning at the bottom by checking the box, and hit Save. This will submit your HCP/OPA Job Hours in Telestaff



Add?

09/24/2020

⚠ Select HCP from the Detail Code dropdown

[More details ...](#)

Cancel

Save

YOU MUST STILL SUBMIT A SIGNED HCP REPORT TO THE SPECIAL DUTY OFFICE

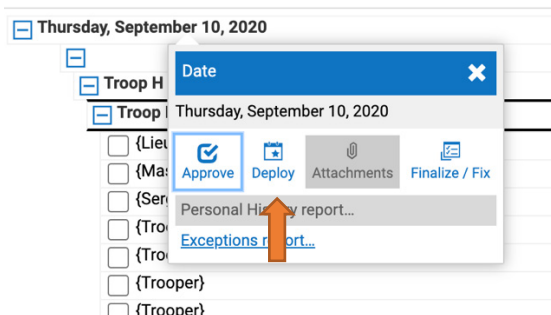
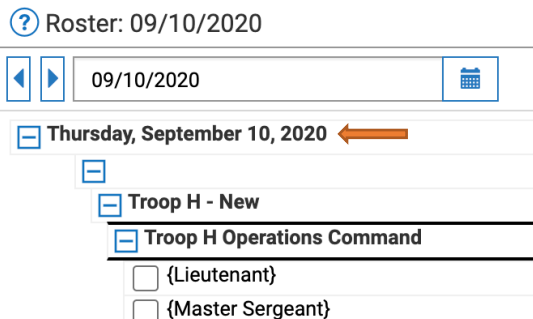
- A. At the completion of the HCP/OPA job, you must have the company Timekeeper sign off the new HCP/OPA Report DPS-693-c or the HCP/OPA Report Mobile DPS-693-c-1. Both forms are located on the DESPP- Kronos Intranet Page. There are a variety of ways that this can be completed:
 - i. Both you and the Company Timekeeper can sign a paper form. Bring 2 copies of the form, sign both, and then provide the Timekeeper with a copy.
 - ii. Download the form to your mobile device via your email and then use the Adobe Fill and Sign App to electronically sign the form. You can then email yourself, the Timekeeper, and Special Duty a copy of the form (see next step).
 - iii. Scan (at your office copier) or photograph any paper reports to submit electronically. Reports completed electronically with Adobe Fill and Sign can be emailed directly to Special Duty.
 - iv. **IT IS NO LONGER NECESSARY TO HAVE A SUPERVISOR SIGN THE HCP/OPA REPORT.**
 - v. **ALL REPORTS MUST BE SUBMITTED VIA EMAIL TO THE SPECIAL DUTY OFFICE VIA EMAIL AT HCPOPA.OTREPORT@CT.GOV NO LATER THAN YOUR NEXT WORKING DAY.**

ONCE YOU HAVE ENTERED YOUR HOURS IN TELESTAFF AND EMAILED YOUR HCP/OPA REPORT TO SPECIAL DUTY AT HCPOPA.OTREPORT@CT.GOV YOU ARE DONE AND YOUR HCP/OPA HOURS HAVE BEEN SUBMITTED

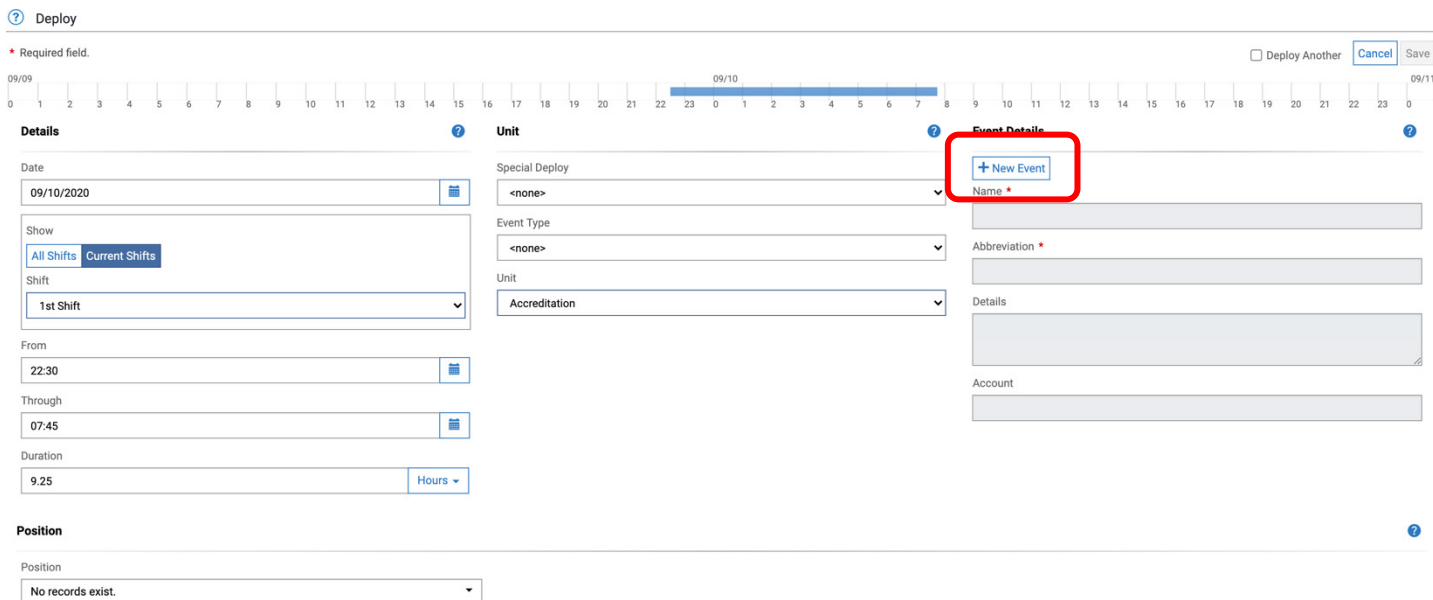


This job aid will explain the process deploying a special event at the troop level.

1. Navigate to the roster for the specific day you would like the event to show up on. And then click on the date on the roster and the below box will appear where you will select “deploy”.



2. Once you have selected the deploy button the following will come up and you select new event.





- After the new event window comes up you will select the event type in the center from the drop down. From this list you will see each troop.

Unit

Special Deploy

<none>

- <none>
- ✓ DSS Windsor
- HCP Deploy
- HCP Deploy Last Minute
- OPA Deploy
- OPA Deploy Last Minute
- Special Duty Deploy
- Special Duty Deploy Last Minute
- Troop A Local Deploy
- Troop B Local Deploy
- Troop C Local Deploy
- Troop D Local Deploy
- Troop E Local Deploy
- Troop F Local Deploy
- Troop G Local Deploy
- Troop H Local Deploy
- Troop I Local Deploy
- Troop K Local Deploy
- Troop L Local Deploy
- TSU - Grant (Other)
- TSU - HP-CMV

Specialty

- Next you will select a shift you would like to the event to use, if there is no shift you can select misc. shift which gives you a 23 hour period where you can customize the time of the event.

Details

Date

09/10/2020

Show

All Shifts Current Shifts

Shift

Misc Shift Position

From

00:00

Through

23:00

Duration

23 Hours



- Next navigate to the event details on the right column. Here you can name the event and add any pertinent details.

Event Details ?

[+ New Event](#)

Name *
DSS Windsor

Abbreviation *
DSSW

Details

Account
2606-1404

- Next you need to add the positions. Select troopers, Sergeant, etc. and how many of each. Then hit the save button underneath the positions.

Position

Quantity (max 999)	Position	Specialty
1	Sergeant	
10	+Trooper	
<input type="text" value="1"/>	+Trooper	None Selected



- Once all the details of the event have been filled out and you are ready to “deploy” the event onto the rosters and calendars you will hit the save button on the top right.

Cirillo, Mark
[Sign Out](#)
Police Services ▾

Deploy Another

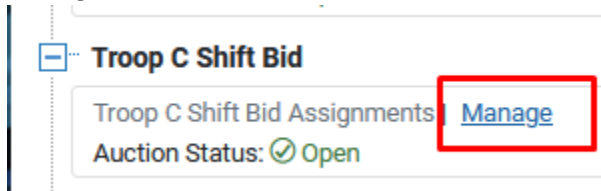
09/11



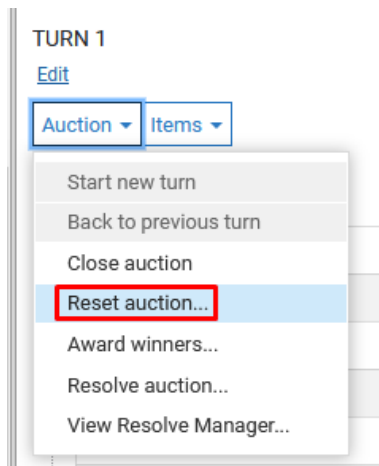


Setting up and Managing a Shift Bid

- 1) Navigate to Bidding across the top of the screen. On the Bidding screen, select Manage for the bid you wish to manage.



- 2) The Manage screen is made up of two panels. The left pane are the people eligible to bid in this bid, and the right pane are the items that can be bid on. The troopers do not bid on the patterns directly, rather they bid only on the shift. As many troopers choose to remain on their existing shift and pattern, there is an option listed as No Change so that their choice is documented.
- 3) The Bids are effective dated, which allows the system to determine who is eligible for the bid based on their attributes, like rank and current troop assignment. Each bid cycle, a new effective date must be set. To set this, click on the Auction menu and select Reset Auction



- 4) On the Reset Auction screen, select the *Set a new effective date* checkbox and set the date to the target bid cycle start date. Check *Reset Formula ID based names*. Check *Clear bid records / status* and select *Remove bids, wins, and awards – Keep nothing*. Click Save in the bottom right.



Set a new effective date

10/30/2020

Reset Formula ID based names

Clear bid records / status

⚠ Bid records will be permanently lost

Remove nothing - Keep bids, wins and awards

Remove awards - Keep bids and wins

Remove wins and awards - Keep bids

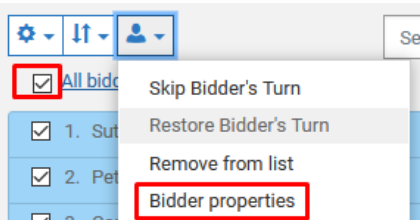
Remove bids, wins and awards - Keep nothing

Reset auction turn to 1

Reset all auction bidders' turn to 1

Synchronize Bids with Dynamic Quantities

- Now the list of personnel must be refreshed. Select the Gear icon in the top left of the screen and select Recreate Bidders List. The system will generate a list of eligible personnel in the appropriate order. Select Recreate from the bottom right. The system will return to the Bid with the updated list.
- By default, only the first bidder is eligible. To allow all bidders to submit their preferences, select All Bidders from the top left, select the Person icon, and select Bidder Properties.



- From the Bidder Properties screen, select ASAP (expedite) and click the calendar icon for Bid Time. This will enter in the current time as the bid start time. A future date and time can also be entered if you wish to wait to make the bid active. Select OK to close the window.



Bidder Properties ? x

Multiple records being edited: Blank values | Mixed values | Matching values

Bid Time: 10/27/2020 12:21:42 Max Wins:

Time Limit: minutes ASAP (expedite) Disabled

8) All bidders should now be listed as Active in the left pane. Click the arrow next to their name to proxy bid for them. Otherwise, they can log in and will see the bid under the Bidding section since they are now an active bidder. Bids are entered by placing a value as to their preference. Click Save in the bottom right when complete.

<input type="checkbox"/> 1. Sutherland, Corey M. Active 10/27/2020 12:21	<input type="button" value="X"/>
<input type="checkbox"/> 2. Petell, Todd A. Active 10/27/2020 12:21	<input type="button" value=">"/>
<input type="checkbox"/> 3. Carpenter, Veronica E. Active 10/27/2020 12:21	<input type="button" value=">"/>
<input type="checkbox"/> 4. Sackett, Christopher B. Active 10/27/2020 12:21	<input type="button" value=">"/>
<input type="checkbox"/> 5. Kiddy, Trevor M. Active 10/27/2020 12:21	<input type="button" value=">"/>
<input type="checkbox"/> 6. Starknole, Thomas Active	<input type="button" value=">"/>

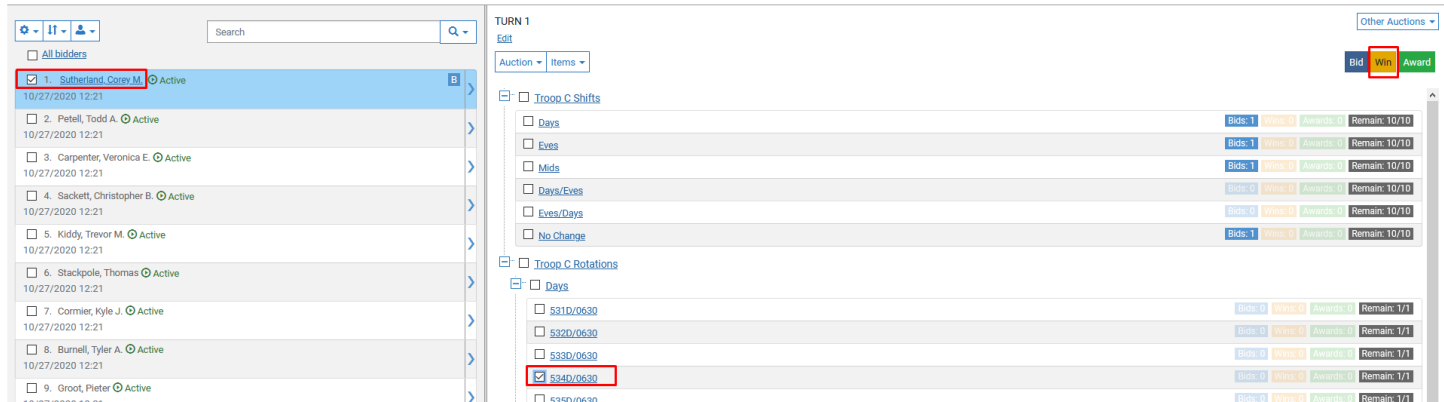
6 items

Days	<input type="text" value="2"/>
Eves	<input type="text" value="3"/>
Mids	<input type="text" value="4"/>
Days/Eves	<input type="text" value="Enter Bid"/>
Eves/Days	<input type="text" value="Enter Bid"/>
No Change	<input type="text" value="1"/>

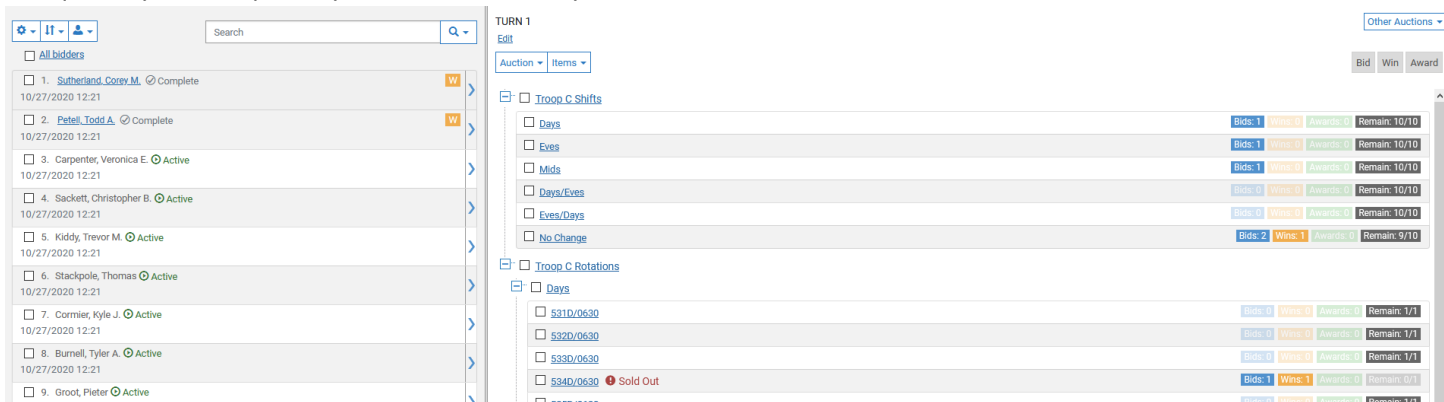
9) Bidders who have bid have a B next to their name on the left pane. This can be used as a reference to reach out to personnel who have not yet bid.

<input type="checkbox"/> 1. <u>Sutherland, Corey M.</u> Active 10/27/2020 12:21	<input type="button" value="B"/> <input type="button" value=">"/>
<input type="checkbox"/> 2. Petell, Todd A. Active 10/27/2020 12:21	<input type="button" value=">"/>

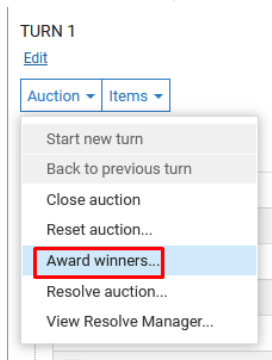
10) When bidding is complete, the next phase is the Win phase. This phase does not make any permanent changes, so changes can be reverted at this point without issue. Due to the nature of the bid as the users do not directly set their pattern, this is being done manually. The list on the left is in the correct order for processing bids already. Select the arrow next to the first bidder to verify what preferences they entered, then deselect to return to the main screen. With the bidder selected and their preferences in mind, select the desired pattern under the Rotations section of the right pane and select Win from the top right.



11) The system will ask to confirm your manual action. Select the checkmark on the right of the screen and select OK from the bottom right. This will return you to the main bid screen. Repeat this process until complete. For people who do not wish to change, use the Win option on No Change to record that the bid was processed. The personnel will now show with a W on the screen when their Win is complete. Patterns are controlled by quantity, so if a quantity is exhausted, the system will show “Sold Out” next to it.



12) Once complete and the bid is verified, the bid has to be finalized. The Award phase is the final process in the bid. This is final and cannot be undone in the bid itself, as it modifies user assignments within TeleStaff. To award the bid, select the Auction menu and select Award Winners.



13) On the Manage Bid Items, validate the selections and select Accept Warnings from the top right if required. Select OK to process the Award. At this time the bid is complete and the bid can be closed. Select the Auction menu from the main screen and select Close Auction. The bid can be reopened by selecting the menu again and selecting Open Auction. Bids and results can be archived by selecting the Items menu and selecting from the Export Bidders or Export Results options.



Submitting a Shift Bid

1) Navigate to Bidding across the top of the screen.



2) You will see the bid under the Bidding section once your Troop XO enables you as an active bidder and opens the bid. Bids are entered by placing a value as to their preference. You must enter a preference for each option. Click Save in the bottom right when complete.

The image shows a web form titled 'Troop C Shifts' with 6 items. It contains a table with the following rows:

Days	<input type="text" value="2"/>
Eves	<input type="text" value="3"/>
Mids	<input type="text" value="4"/>
Days/Eves	<input type="text" value="Enter Bid"/>
Eves/Days	<input type="text" value="Enter Bid"/>
No Change	<input type="text" value="1"/>

3) When bidding is complete, the next phase is the Win phase. Due to the nature of the bidding process this is being done manually by the Troop XO. When this is complete and finalized you can check you schedule on your calendar for the next cycle, or check the 56 day report that the Troop XO's will post.



Workforce TeleStaff Contact Log Overview

Field Descriptions



The Dashboard displays upon login unless the Contact Log has items that require a response from the user.

Workforce TeleStaff tracks all contact attempts in the Contact Log.

A	B	C	D	E	F	G	H	I	J
Action	Type	For	Contact	Status	Description	Date	On	Shift	
Accept	Message	Edwards, Howard	<online>	Skip	Reminder that training is today!	07/16/2019	2019-07-16 13:49:03		

A Expand: If there are multiple contact records for this candidate on this job, click to expand and view all contact record. The most recent contact record displays.

B Accept/Reject : When receiving a contact attempt, select Accept to confirm receipt of the notification, working opportunity, or message. Select Reject to reject a working opportunity.

C Type:

Type Name	Type Description
Fill Vacancy	An opportunity to accept or reject a work assignment. Scroll to the right and left to view all relevant information.
Messages	If a message is received the text is displayed in the contact log window. The message remains in this window until it is accepted.
Notifications	Provide assignment information. Scroll left or right to view the details of the notification. Notifications may only be accepted by right clicking on the notification and selecting Accept. TeleStaff does not provide the option to reject a notification.

D For: Displays the name of the person contacted as last name, first name.

E Contact: Displays how they were contacted (e.g., phone number, SMS).

F Status: Displays the result of the contact.

G Description: Displays the details of the job or message.

H Date: Displays the date of the contact.

I On: Displays the date & time stamp of the contact.

J Shift: Displays the shift associated with the vacancy.*

K List: Displays the List used to qualify the person.*

*If being used to fill a vacancy

L Work Code: Displays the work code that will be assigned to the person if they accept the offer.*

M Start & End: Displays the start and end times of the vacancy* or contact.

N Hours: Displays the total duration of the vacancy.*

O By: Displays the name of the person that attempted the contact.

P Initiated: Displays the initial date & time stamp of the for this contact.

Q Expires: Displays the ending date & time stamp for when this contact expires.

R Listened To: Displays the date and time the user listened to the notification, message, etc.

S Reserved: Displays the beginning date & time stamp of the reserve period for this person for this job.

K	L	M	N	O	P	Q	R	S	
List	Work Code	Start	End	Hours	By	Initiated	Expires	Listened To	Reserved
		07/16/2019 13:48	07/16/2019 13:48		Smith, Sabrina	2019-07-16 13:48:55	2019-07-16 23:59:00	2019-07-16 13:49:03	2019-07-16 23:59:00

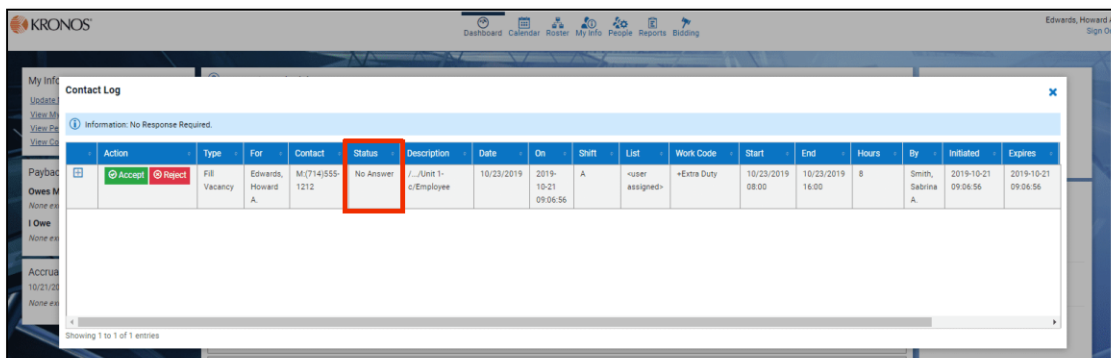


Contact Status Outcome Descriptions

Workforce TeleStaff™



The Contact Log records and tracks outbound activity amongst people when notifying them of a working opportunity, a notification, a message or an alarm. The table below describes contact status outcomes derived from manual entry using Fill By Rules and system generated outcomes using the Outbound or Inbound module. The field descriptions below correspond to the selected candidate and are generated in the Status column on the contact log.



Status	Description
Accepted	The Opportunity, Notification, Message or Alarm has been accepted. <i>Note:</i> The open position will only be filled if Accepted is selected.
Answer Machine	A message was left on an answering machine.
Busy	The phone call received a busy signal.
Call Error	An error occurred during the call.
Email	An electronic mail message (email) was sent.
Fax Machine	A fax machine picked up the phone call.
Invalid Contact Method	Phone number is not a valid number.
No Answer	No one answered the phone call.
Offered Again	Reset the offer expiration date to allow a candidate to accept the Position.
Pager	The phone number was to a pager and the candidate was paged.
Rejected	The candidate rejected the Opportunity.
Remove/Ignored	The candidate was assigned to a Position but their record was removed OR a user selected this option.
Skip	The candidate received the Opportunity but chose to not Accept or Reject. They can review their calendar before making a decision. The candidate can maintain the skip status until the offer has expired.
Waiting for Call Back	Available for manual entry only. Use to allow candidates to return a call before the reserve or expire time elapses.



This job aid will explain the process when an employee is promoted to a new rank (ie. Trooper to Sergeant).

1. Navigate to the people tab and locate the person you would like to promote. Then click on the profile sub tab, which will show the employees current profile (rank). From here you will need to put an end date (usually a day before the employees promotion is to take effect)

People: Allegro, Christopher S.

General Profiles Assignments Skills & Certifications Wage Category Messages Paybacks Penalty Logged Preference Institution Reports

Test if status is Active on
09/08/2020

+ Add Clone Delete Audit

Profiles

- Trooper

Settings

Profile Status: Active Inactive

Profile Name: Trooper

From: 08/24/2001

Through: mm/dd/yyyy ←

Condition:

Rank: Trooper

Rank Level:

Specialty

Specialty Skill

<none>

Group

Group Skill

<none>

Advanced

Promoted: 01/20/2006

Opportunity Number: 0

Pay Group: NP-1

Authority Override: <none>

Location: <none>

Special Date: 08/24/2001

Drivers License:

License Class:



- Once this is done you need to click on the clone button to create a new profile with their new rank. Then you will change the profile name (the same as the rank) and then the from date is the date their promotion is in effect. Next you will change the rank from the drop down menu. In the center section of this tab under advanced you will see a promoted date (again the date the promotion is effective).

People: Allegro, Christopher S.

General Profiles Assignments Skills & Certifications Wage Category Messages Paybacks Penalty Logged Preference Institution Reports

Test if status is Active on
09/08/2020

+ Add Clone Audit

Profiles
Trooper
+Trooper

Settings

Profile Status: Active Inactive

Profile Name: +Trooper

From: 08/24/2001

Through: mm/dd/yyyy

Condition:

Rank: Trooper

Rank Level:

Specialty: <none>

Group: <none>

Advanced

Promoted: 01/20/2006

Opportunity Number: 0

Pay Group: NP-1

Authority Override: <none>

Location: <none>

Special Date: 08/24/2001

Drivers License:



This job aid will explain the process when an employee retires.

1. Navigate to the people tab and locate the person you would like to retire. Start with the assignment sub tab. In the center column put the date of retirement or the last date they will be working.

People: Alexandre, Richard

* Required field.

General Profiles **Assignments** Skills & Certifications Wage Category Messages Paybacks Penalty Logged Preference Institution Reports

Assignments

Apply Filter

Test if status is Active on

09/08/2020

+ Add - Delete Audit

Assignments
DMF0800 /.../Computer Crimes - Invest/Sergeant

Save as template

General

Start Date

mm/dd/yyyy

End Date

mm/dd/yyyy

Conditions

Starting Rotation

Starting Rotation

Starting Rotation

Suppressed

12



2. Navigate to the profile sub tab and place the same end date in the left column and then click on the button that says inactive, then save.

People: Alexandre, Richard

General **Profiles** Assignments Skills & Certifications Wage Category Messages Payback

Profiles

<no desc>

Settings ?

Profile Status **Active** Inactive

Profile Name

From: 11/25/1994

Through: mm/dd/yyyy

Condition

Group

Advanced

Promoted 06/27/2003

Opportunity Number 0

Pay Group NP-1

Authority Override <none>

Location <none>

Special Date



- 3. Lastly, navigate to the general sub tab and in the left hand column place the same end date and again click to change the status to inactive, then save.

People: Alexandre, Richard

* Required field.

General Profiles Assignments Skills & Certifications Wage Category Messages

General **Home Ad**

Person Status Active Inactive

From

Through

Conditions

First *

Middle Initial

Last *

234

Contact Methods

Address 1

Address 2

City

State

Zip Code

Attribute

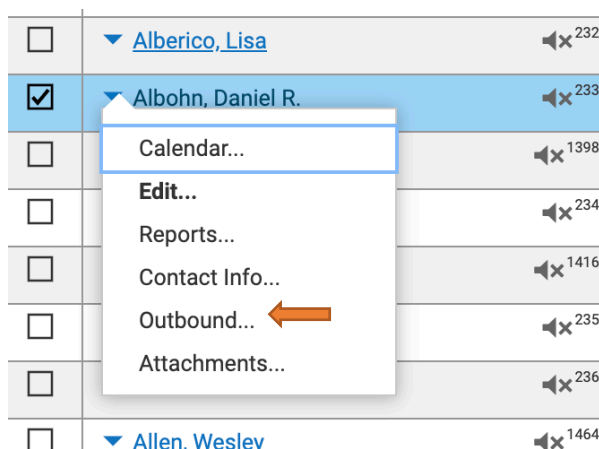
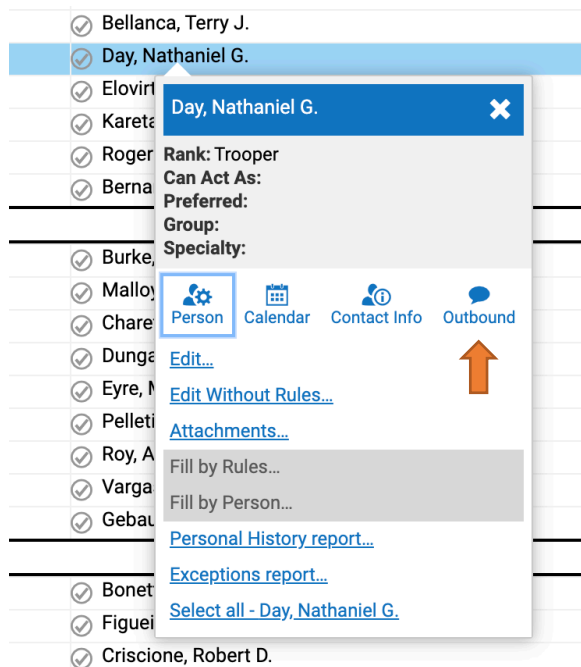
Birthdate

Race Code

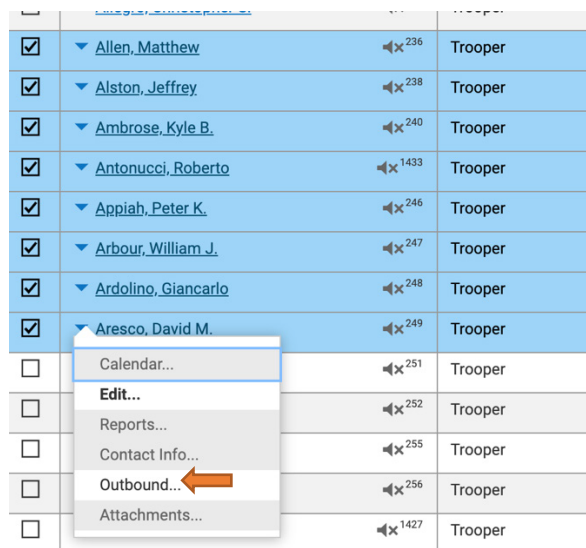


This job aid will explain how to send an individual employee or a group of employees a message via text.

1. If you would like to send a message to an individual employee the outbound function can be located either through the roster or through the people tab. From the roster click on the employees name, then outbound. From the people tab, click on the down arrow next to the employees name, then the same outbound function.



2. To select multiple employees to send a message to click on the people tab and select whoever you would like to send the message to. Once all employees are selected then hit the down arrow on any of them and then outbound. You should see all the officers listed in the outbound tab.





- Once the outbound function is displayed you will be able to free text the message you would like the employees to receive and then select the contact method that has been designated by your agency to use for text messages.

[?](#) Outbound

[Activity Logs](#)

* Required field.

Warning: No audio message has been recorded.

Settings



Contact Methods

Outbound Type *

Message

Send Over Next *

60 minutes

Maximum attempts per submit *

3

Message *

Type Message Here

- On Duty Contact
- 1st Contact
- 2nd Contact
- 3rd Contact
- 4th Contact
- Email
- Phone

Select the contact method here

Recording Audio: To record an audio message using a phone, type your text in the Message box, click Record, and then contact Workforce TeleStaff.

Record

- Once you have completed the message and satisfied then to send the message out, just click on the send box on the top right.



Contact Methods

- On Duty Contact
- 1st Contact
- 2nd Contact
- 3rd Contact
- 4th Contact
- Email
- Phone



DATASHEET

Kronos Workforce TeleStaff™ and Twilio

Offering short message service

Timing is everything when it comes to citizen safety, and employees are not always able to accept a phone call regarding an open working opportunity or job offer. Now, with the ability to drive quick and easy communication with staff via short message service (SMS), Kronos® Workforce TeleStaff™ 7.1 customers are just one click away from backfilling positions, accepting job offers, and ensuring adequate staffing to keep citizens safe.

What is SMS?

SMS is a text messaging service component of most telephone, internet, and mobile-device systems. SMS uses standardized communication protocols that enable mobile devices to exchange short text messages, and SMS supports outbound job offers, messages, and notifications.

The image shows two screenshots from the Kronos Workforce TeleStaff interface. The left screenshot displays an SMS notification with the following text: "What: 24.0hrs (Overtime) Where: A Shift - (01) Station One/Engine 1/Firefighter #2 When: 06/21 / 07:30 To Accept: https://mckinley.demo.kronos.com/response/a/39lyTMD25T26izWY3m_3Tw To Reject: https://mckinley.demo.kronos.com/response/t/39lyTMD25T26izWY3m_3Tw". Below the notification, it says "SMS Notification" and "You have successfully accepted this job offer." with a "View Available Job Offers" link. The right screenshot shows a roster view for "Roster: 07/25/2019" with a table of staff members and their assignments.

Station	Position	Name	ID	Status	Assignment
003 Station Three	Captain	Staland, Chris R.	00045	Reg	
	Engineer	Caswell, Richard	00185	Reg	
	Firefighter	Leck, Daryl	00181	Reg	
	Firefighter	Stelman, Frank D.	00145	ROT	✓
Medic 3	Firefighter-PM	Wilnowsky, John V.	00093	Reg	
	Firefighter-PM	Black, Mark L.	00052	Reg	
004 Station Four	Battalion Chief	Solomon, Tracy	00160	Reg	
	Aide	Salazar, Fred	9981234	Reg	
	Aide	Spencer, Jesse	9981242	Reg	
	Engine 4	Fire Engineer	0001111	Reg	

SMS capabilities

SMS messaging improves efficiency by quickly communicating job information to a group of people and subsequently notifying staff of their position assignments. SMS supports several key Workforce TeleStaff functions:

- **Outbound Job Offers**
 - **By Person** communicates timely job offer details to individuals
 - **By Rules** communicates timely job offers with work and scheduling rules taken into consideration
 - **Using Auto Hire** determines the window of time within which the person must accept or reject the job offer before the system bumps the offer to the next person in line
 - **Using Auto Hire with Multiple Job Offers** communicates multiple job offers to a staff member, spawning an SMS alert for each offer; note this functionality is comparable to viewing multiple job offers in the Contact Log
- **Accept Job Offer** allows individuals to accept or decline a job offer; if the person accepts, he or she receives confirmation of acceptance and the roster is updated



Kronos Workforce TeleStaff and Twilio

- **View Available Job Offers** presents all available jobs, and the system will intuitively hide expired job offers from view; mobile-friendly accept/reject buttons pertaining to the job offer are easily discernible
- **Outbound Job Offers by Rules**— Auto Hire can determine the window of time within which the person must accept or reject the job offer before the system bumps the offer to the next person in line
- **Outbound Notification** pushes outward notifications to a person regarding the assignment the person has been given
- **Outbound Message** pushes to staff important information and relevant details, including overtime status, job location, job type, and equipment assignment

Action	Type	For	Contact	Status	Description	Date
Accept Reject	Fill Vacancy	Edelman, Frank D.	+17 93	SMS	/.../Engine 3/FireFighter #2	07/2
Accept Reject	Fill Vacancy	Edelman, Frank D.	+17 93	SMS	/.../Engine 4/FireFighter #1	07/2
Accept Reject	Fill Vacancy	Edelman, Frank D.	+17 93	SMS	/.../Engine 5/FireFighter #1	07/2

Accept/Reject Buttons for ease of use on mobile devices

SMS Requirements

Twilio, a cloud communications platform, is Workforce TeleStaff’s single provider of SMS. To leverage the SMS capabilities in Workforce TeleStaff 7.1 and beyond, your organization must acquire programmable SMS. Users should visit www.twilio.com to learn pricing, licensing, and staging details.

SMS enablement will require a new registration key. Contact your account manager.

Customers must be using Workforce TeleStaff 7.1 or higher to take advantage of SMS capabilities.

Employees must opt in to the SMS feature by going through a phone verification process. Employees can opt out of the feature at any time by removing the SMS contact number from MyInfo or simply replying ST OP.

Data rates may apply to the end-user when taking advantage of SMS functionality .

Kronos Professional Services is available to assist with SMS system setup .



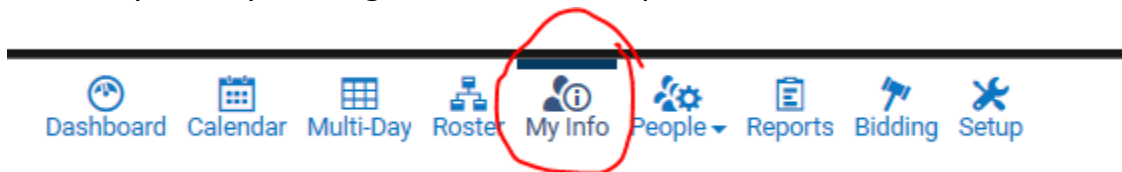
kronos.com

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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