

2022

# End User Desk Guide

DHHS TeleStaff 

**Developed by the Enterprise  
Organizational Change  
Management Team**

12/1/2022

For questions or inquiries regarding the content  
of this desk guide, please email us at  
[dhhs.ocmteam@nebraska.gov](mailto:dhhs.ocmteam@nebraska.gov)

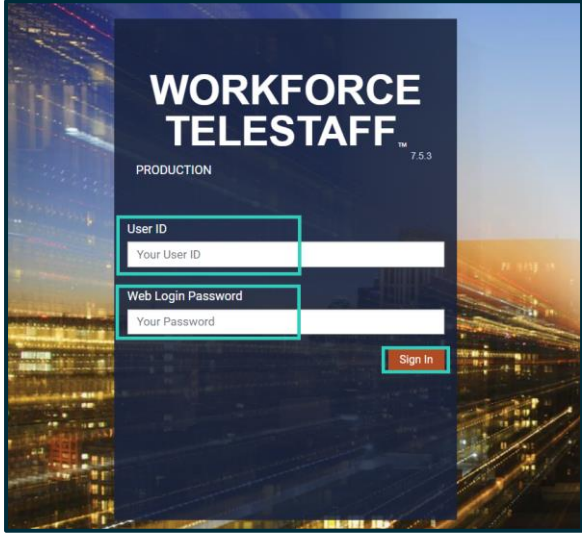
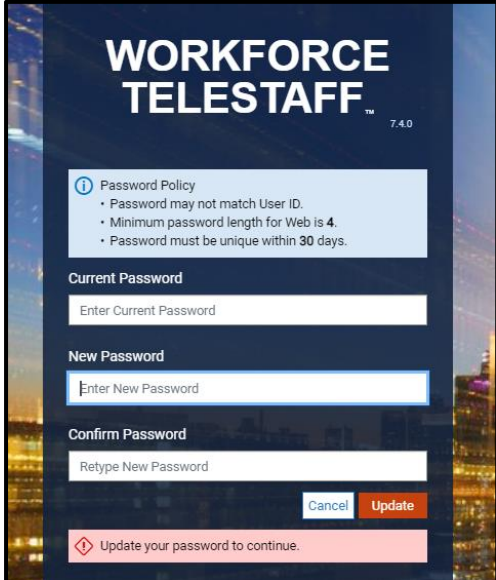
Welcome to the DHHS TeleStaff Desk Guide for End Users. This guide provides written and visual steps for completing common end-user tasks in the TeleStaff system.

## Table of Contents

- Chapter 1: Accessing TeleStaff..... 2
- Chapter 2: Dashboard Overview..... 4
- Chapter 3: Calendar Overview ..... 6
  - Requesting a Day Off ..... 8
- Chapter 4: Roster ..... 10
- Chapter 5: My Info ..... 11
  - My Info Tabs..... 13
- Chapter 6: People ..... 14
- Chapter 7: Reports ..... 15

## Chapter 1: Accessing TeleStaff

If this is your first time logging in to TeleStaff, you will be prompted to update your password.

Steps	Description
<p>1.</p>	<p>Navigate to the <b>TeleStaff</b> website, then enter your assigned username and password.</p> 
<p>2.</p>	<p>If you are prompted to update the password, enter your current password, a new password and then confirm the new password. Click the <b>Update</b> button to save your changes.</p> <p><b>Note:</b> If the password policy criteria are not met, a message displays indicating the necessary action to complete.</p> 

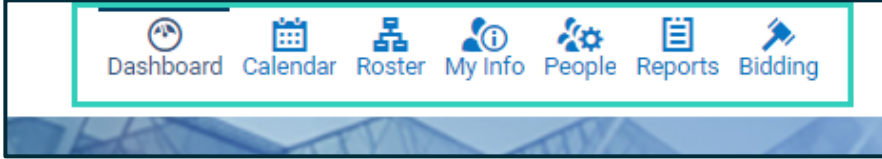
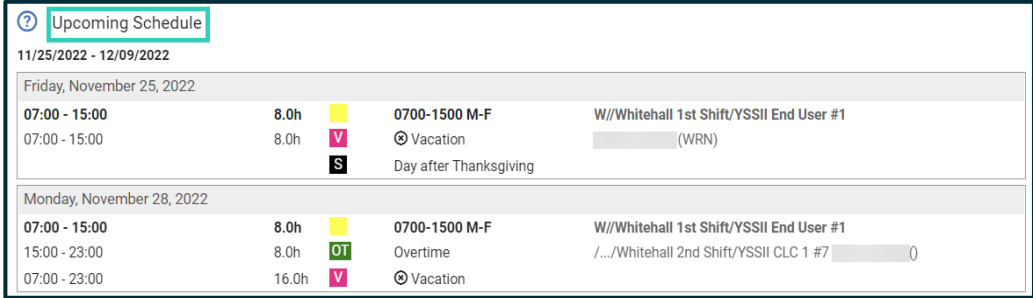
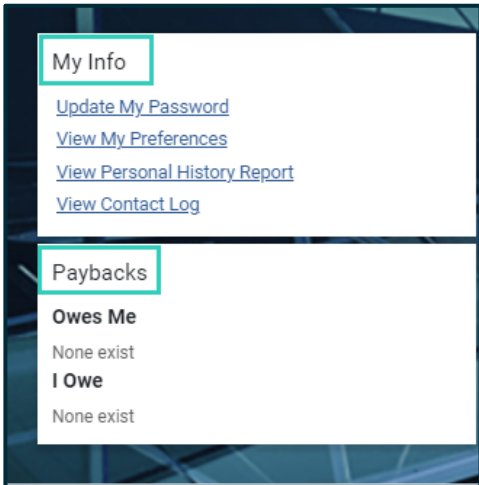
**Note:**

You can change your password at any time using the **Update My Password** link in the **My Info** section.

My Info
<a href="#">Update My Password</a>
<a href="#">View My Preferences</a>
<a href="#">View Personal History Report</a>
<a href="#">View Contact Log</a>
Paybacks
<b>Owes Me</b>
None exist
<b>I Owe</b>
None exist

## Chapter 2: Dashboard Overview

The TeleStaff Dashboard provides real-time staffing information and quick links for you to access and view relevant information.

Steps	Description
1.	<p>Click on an icon in the <b>Navigation Bar</b> at the top of the screen to move between TeleStaff pages.</p> 
2.	<p><b>Upcoming Schedule</b> – Displays a list view of your scheduling activities such as working days, overtime, leave exceptions, and sign-ups.</p> 
3.	<p><b>My Info</b> – Provides quick links to frequently visited pages.  <b>Paybacks</b> – Displays outstanding trade information.</p> 

4.

**Requests** – Indicates the number of requests in approved, pending, and denied status for the listed time frame. Click the **View Details** link for additional information regarding each request and its status.

**Requests**

11/25/2022 - 12/09/2022


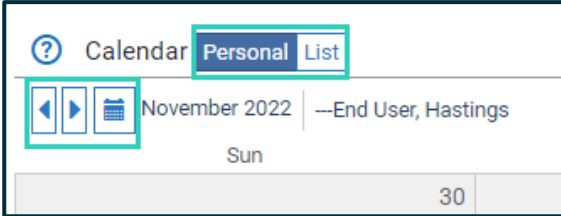
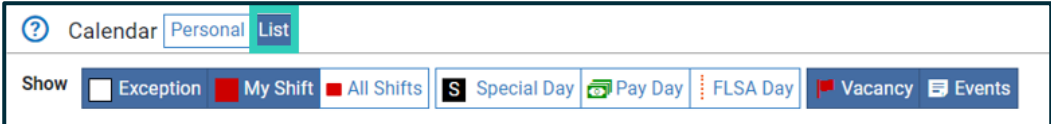
- 1 Request Approved
- 8 Request Pending
- 3 Requests Denied

[View Details](#)

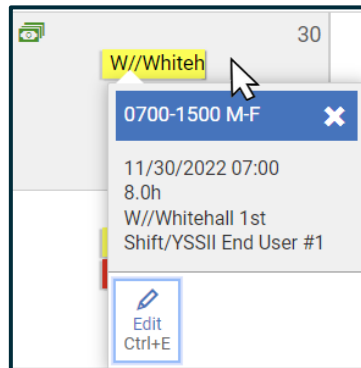
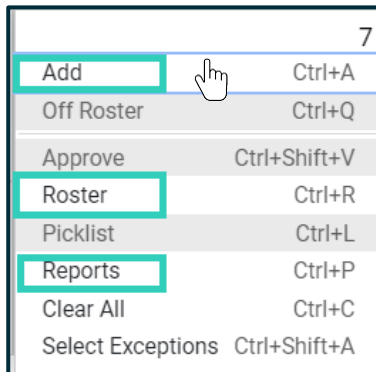
[View My Personal Calendar](#)

## Chapter 3: Calendar Overview

Use the Calendar to view or update your personal Calendar.

Steps	Description
1.	<p>Click the <b>Calendar</b> icon on the <b>Navigation</b> bar.</p> 
2.	<p>Click on <b>Personal</b> or <b>List</b> to shift between Calendar views.</p> <ul style="list-style-type: none"> <li>Click the left or right arrows to navigate to past or future dates on the calendar.</li> <li>Click the calendar icon to select a specific month and year.</li> </ul>  <p>On the <b>List</b> view, additional icons will display.</p>  <ul style="list-style-type: none"> <li><b>Leave exception</b> – Shows that there is an exception to the regular schedule for that day and is displayed below the scheduled shift box.             <ul style="list-style-type: none"> <li>Exceptions pending approval will be shown with an asterisk.</li> </ul> </li> <li><b>My Shift</b> – Shows your shift for that day.</li> <li><b>Special Day</b> – Special days or holidays are listed on the bottom of the calendar day. This may or may not indicate a non-working day.</li> <li><b>Currency icon</b> – Indicates payday.</li> <li><b>Red Dotted Line</b> – Indicates the end of an FLSA period.</li> </ul>

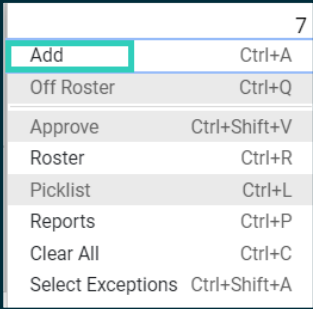
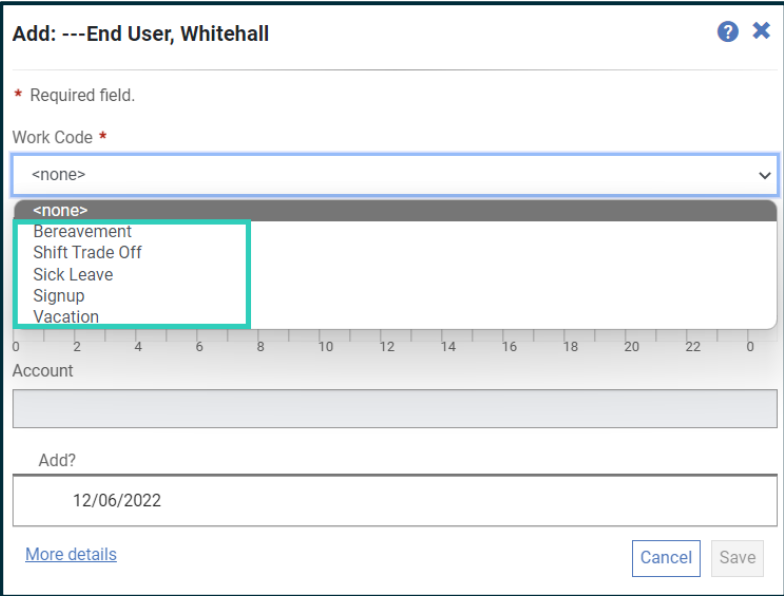
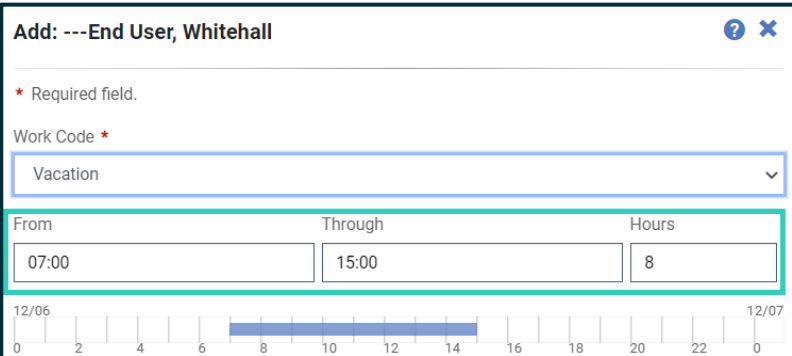
3.
  1. Select a calendar date to open the **Calendar Options** menu when the hand pointer is displayed, then choose between:
    - **Add** – Request time-off, time earned, or signup.
    - **Roster** – Opens the roster for the selected date.
    - **Reports** – Access the Reports area.
  2. Click on a **Work Code** item on your calendar when the arrow pointer is displayed to review details of the work code/edit the work code.



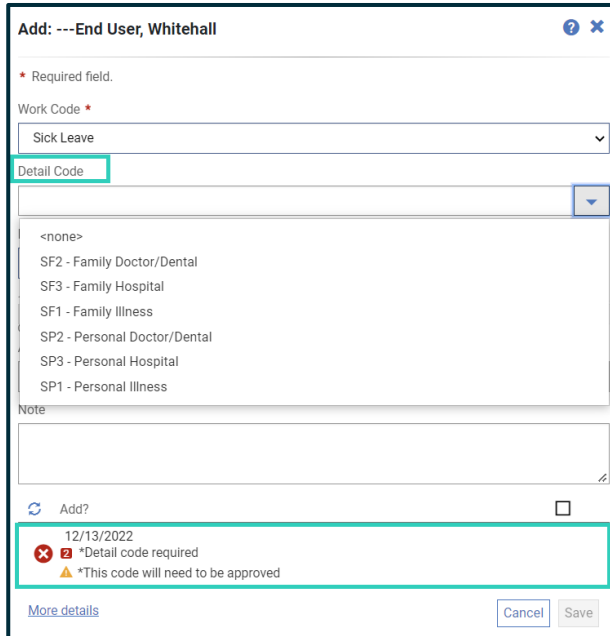


## Requesting a Day Off

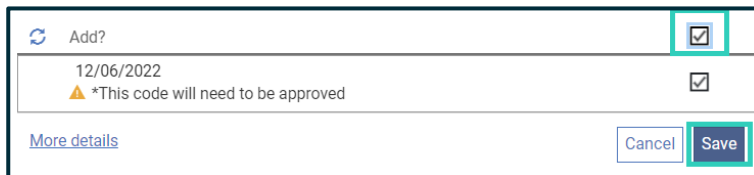
Complete the steps below to enter a Work Code for time off.

Steps	Description
1.	<p>Select a calendar date to open the <b>Calendar Options</b> menu, then select <b>Add</b>.</p> 
2.	<p>Select the applicable <b>Work Code</b> for the request.</p> 
3.	<p>Enter the timeframe; the hours will update automatically.</p> 




**Note:** Certain **Work Codes** will require you to enter a **Detail Code**. Click the drop-down and select the applicable code. Review the system generated messages at the bottom of the box for additional requirements for your request.



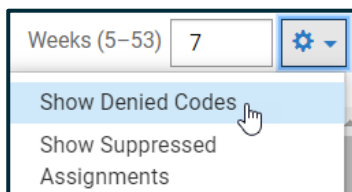
4. You will be required to click the **Add** checkbox to submit your request for approval. Then click the **Save** button.



**Note:** Your request will display the following statuses on your calendar based on the Approver's response.

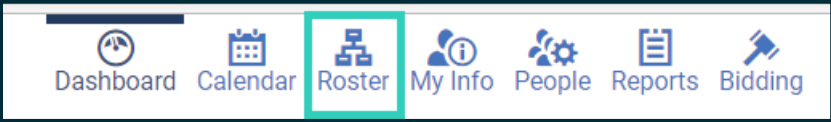
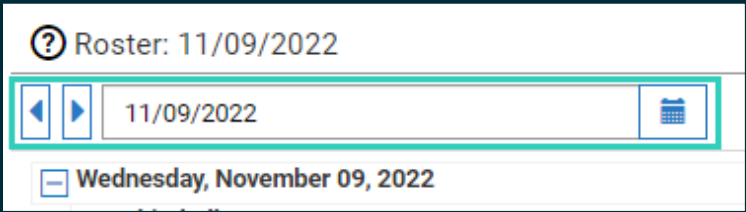

<b>White square/Asterisk = Pending</b>	 * SL-SF
<b>White square/X = Denied</b>	 X SL-SF
<b>White square alone = Approved</b>	 SL-SF2

a. Be sure to turn on the **Show Denied Codes** option, located on in the far-right corner of your calendar, to view denied codes:



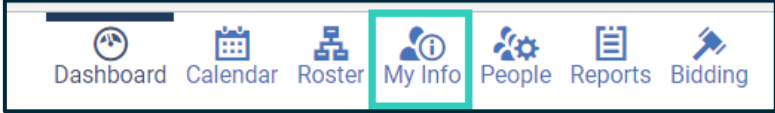
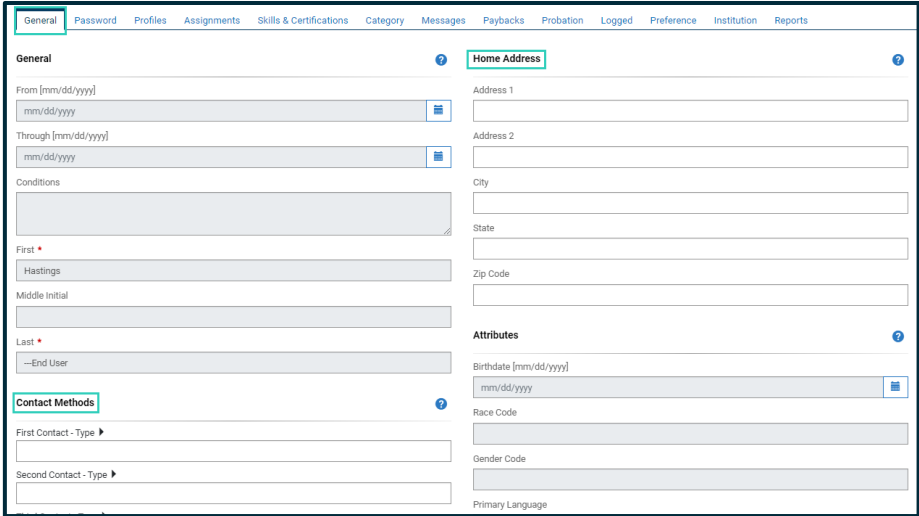
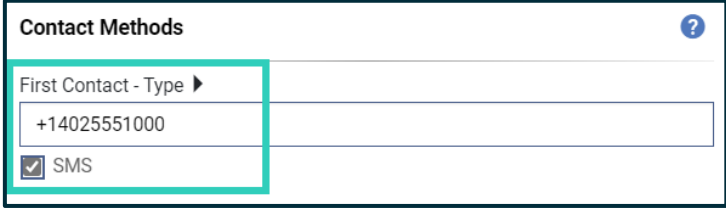
## Chapter 4: Roster

The Roster tool allows you to see who is scheduled at your site on a particular day.

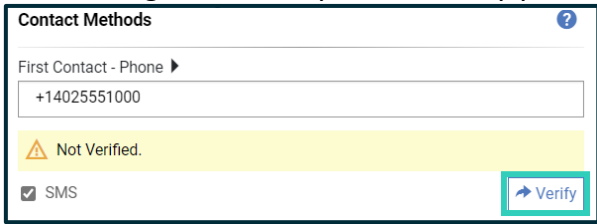
Steps	Description
1.	<p>Click the <b>Roster</b> icon on the <b>Navigation</b> bar.</p> 
2.	<p>You can change the date by using the arrows or calendar icon.</p> 
3.	<p>The calendar displays a list of employees by location. Additionally, you can see the schedule and work codes associated with each employee.</p> 

## Chapter 5: My Info

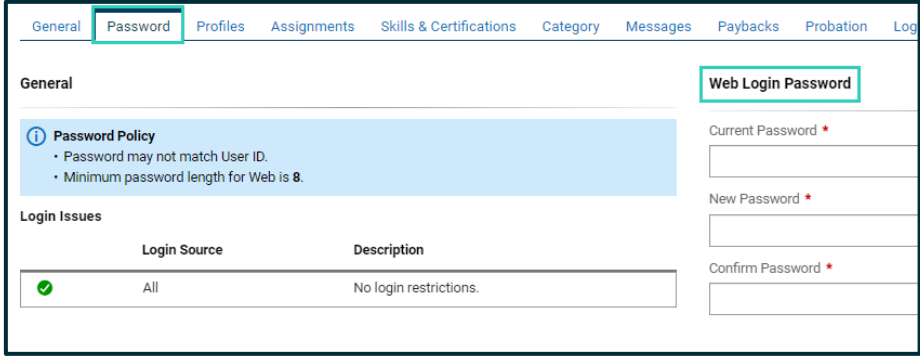
There are multiple tabs on the **My Info** page that allow you to review and update your information, change your TeleStaff password, or view your personal reports. Content within these tabs may require a manager or administrator to edit.

Steps	Description
1.	<p>Click the <b>My Info</b> icon on the <b>Navigation</b> bar at the top of the page to begin updating your information.</p> 
2.	<p>To review/change your contact information, click on the <b>General</b> tab. Fill out your updated info, then click the <b>Save</b> button in the top right corner.</p> 
3.	<p>If your site is using the SMS/Text messaging feature for outbound alerts, use this technique to enter your phone number in the <b>Contact Methods</b> section.</p> <ol style="list-style-type: none"> <li>Begin by selecting <b>Phone</b> from the <b>Type</b> drop-down</li> <li>Enter your phone number exactly in this manner (+1area code and number) no spaces</li> <li>Click the <b>SMS</b> checkbox</li> <li>Then click the <b>Save</b> button</li> </ol> 

4. After your changes are saved, a Verify link displays. Click the **Verify** link. You will receive a text message from the system to verify your number.

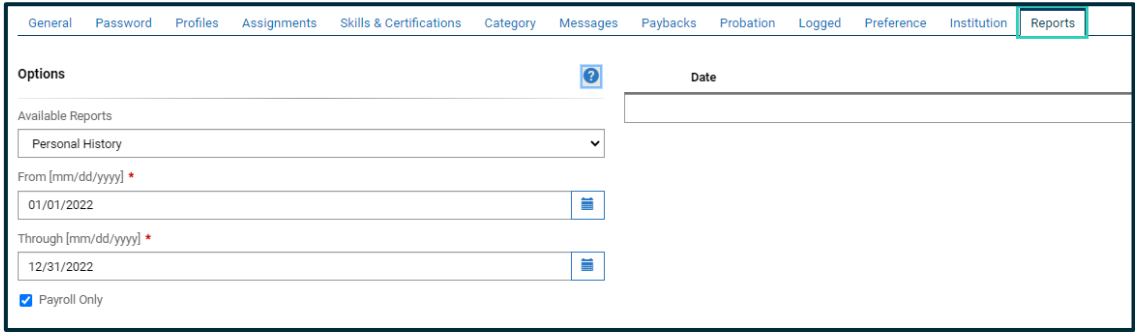


The screenshot shows a 'Contact Methods' form with a 'First Contact - Phone' field containing '+14025551000'. A yellow warning banner reads 'Not Verified.' with a triangle icon. Below the banner is a checked 'SMS' checkbox and a blue 'Verify' button with a right-pointing arrow.
5. Click the link in the text message. You will be prompted to login to TeleStaff from your phone. Navigate to the **My Info > General** tab to confirm the verification was successful.
6. To update your password, click on the **Password** tab. Once you have entered your new password, click **Save** in the top right corner.

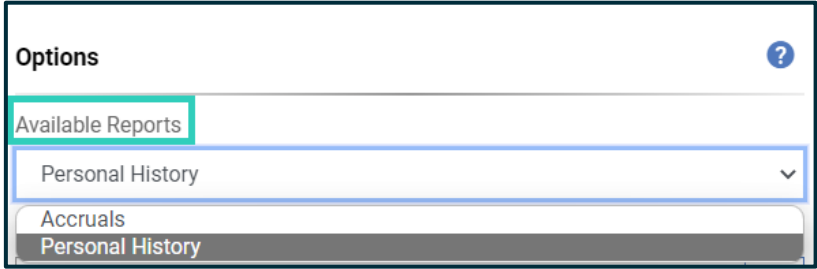


The screenshot shows the 'Password' tab selected in a navigation menu. The 'Web Login Password' section has three input fields: 'Current Password', 'New Password', and 'Confirm Password'. A 'Password Policy' box lists rules: 'Password may not match User ID.' and 'Minimum password length for Web is 8.' Below is a 'Login Issues' table.

Login Source	Description
<div style="display: flex; align-items: center;"> <span style="color: green; font-weight: bold; margin-right: 5px;">✔</span> <span>All</span> </div>	No login restrictions.
7. To view your personal reports, click on the **Reports** tab.




The screenshot shows the 'Reports' tab with an 'Options' section containing a dropdown for 'Available Reports' (set to 'Personal History'), 'From' and 'Through' date pickers (set to 01/01/2022 and 12/31/2022), and a checked 'Payroll Only' checkbox. A 'Date' input field is also visible.
8. Click the **Available Reports** drop-down menu and choose between viewing your **Personal History** or **Accruals**.




The screenshot shows the 'Available Reports' dropdown menu open, with 'Personal History' selected. 'Accruals' is also visible as an option below it.

9. Use the **From** and **Through** boxes to specify the date range, indicate whether you want to see **Payroll Only** data for the criteria specified, then click **View Report** in the top right corner.



10. The report displays.




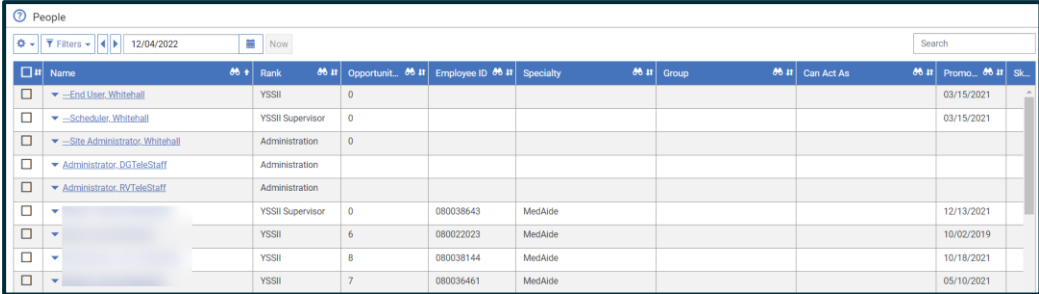
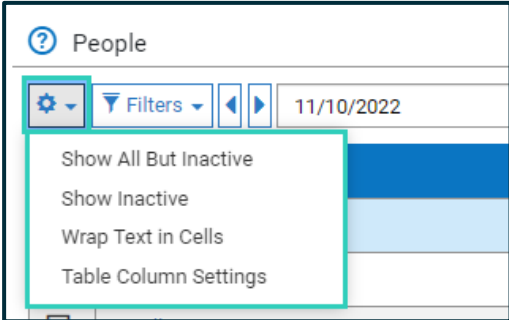
	Date	Overtime (OT)	Hours	Created	Last Modified By
+	11/14/2022	15- W/Whitehall 2nd Shift/YSSII CLC 23THM 1 #7	8.00	Overtime Previous Shift List 11/07/2022 15:55:52	Administrator.T
+	11/28/2022	15- W/Whitehall 2nd Shift/YSSII CLC 23THM 1 #7	8.00	Overtime Previous Shift List 11/07/2022 15:56:05	Administrator.T
+	12/12/2022	15- W/Whitehall 2nd Shift/YSSII CLC 23THM 1 #7	8.00	Overtime Previous Shift List 11/07/2022 15:56:16	Administrator.T
+	12/26/2022	15- W/Whitehall 2nd Shift/YSSII CLC 23THM 1 #7	8.00	Overtime Previous Shift List 11/07/2022 15:56:31	Administrator.T

## My Info Tabs

- **General** - Displays personal identifiers, such as name, contacts, address, and login information.
- **Password** - Allows employees to update their password.
- **Profiles** - Displays scheduling data that identifies what an employee is qualified to do, such as rank, specialties, groups, and special dates like promotion dates.
- **Assignments** - Displays assignment and shift details that identify where and when an employee works.
- **Skills & Certifications** - Displays assigned skills or certifications used to qualify employees to work various jobs.
- **Category** - Displays Employee Category information. Employee categories are used to classify employees and are generally associated with pay.
- **Messages** - Displays message activity and tracks messages sent to the employee.
- **Paybacks** - Displays shift trade payback details to track outstanding shift trades.
- **Probation** - Displays penalty and probationary information. When applicable this area tracks probationary periods, and job opportunities extended or refused.
- **Logged** - Displays work code logging activity and tracks your job offers or job assignments in hours or instances.
- **Preference** - Displays preference details. When applicable this area identifies when and where you prefer to work.
- **Reports** - Provides quick data access to the Personal History and the Accruals reports.


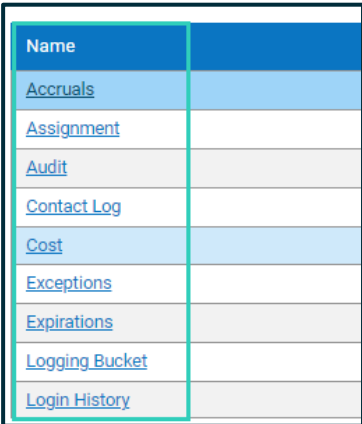
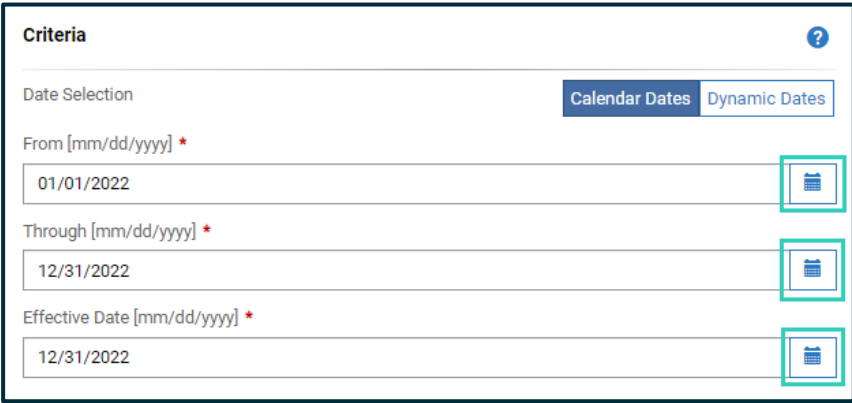
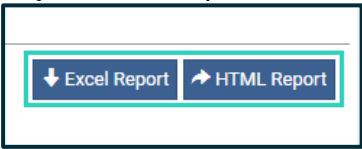
## Chapter 6: People

The People page shows all active records and profiles for a specified date.

Steps	Description																																																																																										
1.	<p>Click the <b>People</b> icon on the <b>Navigation</b> bar.</p> 																																																																																										
2.	<p>The <b>People</b> page provides a view only look at employees in your facility and their rank on the specified date</p>  <table border="1"> <thead> <tr> <th>Name</th> <th>Rank</th> <th>Opportunities</th> <th>Employee ID</th> <th>Specialty</th> <th>Group</th> <th>Can Act As</th> <th>Promo</th> <th>Sk</th> </tr> </thead> <tbody> <tr> <td>...End User, Whitehall</td> <td>YSSII</td> <td>0</td> <td></td> <td></td> <td></td> <td></td> <td>03/15/2021</td> <td></td> </tr> <tr> <td>...Scheduler, Whitehall</td> <td>YSSII Supervisor</td> <td>0</td> <td></td> <td></td> <td></td> <td></td> <td>03/15/2021</td> <td></td> </tr> <tr> <td>...Site Administrator, Whitehall</td> <td>Administration</td> <td>0</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Administrator, DGTeleStaff</td> <td>Administration</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Administrator, RVTeleStaff</td> <td>Administration</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>YSSII Supervisor</td> <td>0</td> <td>080038643</td> <td>MedAide</td> <td></td> <td></td> <td>12/13/2021</td> <td></td> </tr> <tr> <td></td> <td>YSSII</td> <td>6</td> <td>080022023</td> <td>MedAide</td> <td></td> <td></td> <td>10/02/2019</td> <td></td> </tr> <tr> <td></td> <td>YSSII</td> <td>8</td> <td>080038144</td> <td>MedAide</td> <td></td> <td></td> <td>10/18/2021</td> <td></td> </tr> <tr> <td></td> <td>YSSII</td> <td>7</td> <td>080036461</td> <td>MedAide</td> <td></td> <td></td> <td>05/10/2021</td> <td></td> </tr> </tbody> </table>	Name	Rank	Opportunities	Employee ID	Specialty	Group	Can Act As	Promo	Sk	...End User, Whitehall	YSSII	0					03/15/2021		...Scheduler, Whitehall	YSSII Supervisor	0					03/15/2021		...Site Administrator, Whitehall	Administration	0							Administrator, DGTeleStaff	Administration								Administrator, RVTeleStaff	Administration									YSSII Supervisor	0	080038643	MedAide			12/13/2021			YSSII	6	080022023	MedAide			10/02/2019			YSSII	8	080038144	MedAide			10/18/2021			YSSII	7	080036461	MedAide			05/10/2021	
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3.	<p>Click the <b>Gear</b> icon to filter the list by <b>All Inactive</b> or <b>All But Inactive</b>, or to change the table column settings.</p> 																																																																																										

## Chapter 7: Reports

The Reports page allows you to search for a variety of report topics, which are also listed alphabetically under the Name header.

Steps	Description
1.	<p>Click the <b>Reports</b> icon on the <b>Navigation</b> bar.</p>  <p>The navigation bar contains icons for Dashboard, Calendar, Roster, My Info, People, Reports, and Bidding. The Reports icon, which is a document with a checklist, is highlighted with a red box.</p>
2.	<p>Click on the topic <b>Name</b> to search for a report within that category.</p>  <p>A table with a 'Name' header and several rows of report topics: Accruals, Assignment, Audit, Contact Log, Cost, Exceptions, Expirations, Logging Bucket, and Login History. The 'Name' header and the 'Accruals' row are highlighted with a red box.</p>
3.	<p>Click on the <b>Calendar</b> icons to select the date range and effective date for your report. Additional search criteria will display based on the type of report selected.</p>  <p>The search criteria form includes a 'Criteria' header, a 'Date Selection' section with 'Calendar Dates' and 'Dynamic Dates' tabs, and three input fields: 'From [mm/dd/yyyy] *' (01/01/2022), 'Through [mm/dd/yyyy] *' (12/31/2022), and 'Effective Date [mm/dd/yyyy] *' (12/31/2022). Each input field has a calendar icon to its right, which is highlighted with a red box.</p>
4.	<p>Click on <b>Excel Report</b> to download the results as an Excel spreadsheet, or <b>HTML Report</b> to view your results in a new browser tab.</p>  <p>Two buttons are shown: 'Excel Report' with a download icon and 'HTML Report' with an external link icon. Both buttons are highlighted with a red box.</p>