



Web Access  
Tutorial Guide

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# 1 Login to Web Access

**Note:** After logging in, DO NOT use the Back and Forward buttons in your web browser. Only use the drop down menu to navigate from page to page. The Back and Forward buttons can cause unexpected behaviour.

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**Entrust**  
SSL  
VERIFY

Powered by  
**TeleStaff**

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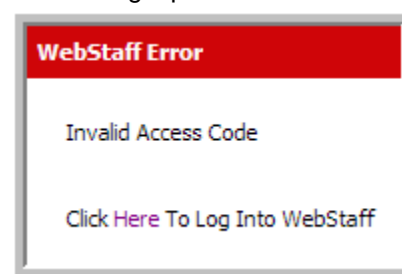
User ID

Password

Access Code

Sign In

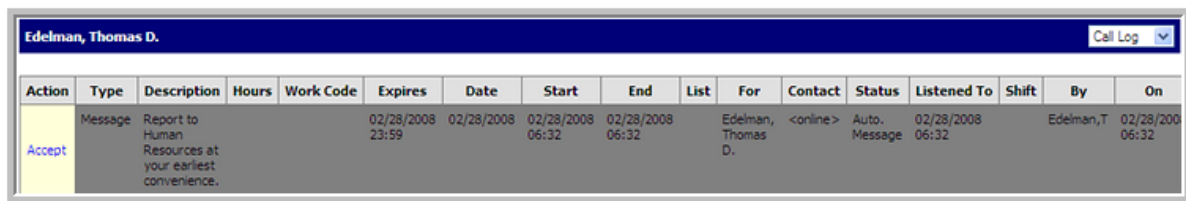
1. This is the screen where you login to the TeleStaff system. Type your TeleStaff Login ID in the User ID field.
2. Type your TeleStaff Login Password in the Password field.
3. Type the Access Code in the Access Code field.
4. Lastly, click Sign In or press [Enter] on the keyboard to complete the Login process.
5. If you cannot login, Web Access will notify you. Click the [Here](#) link to return to the Web Access home page to try again. If you are still experiencing login issues, contact your TeleStaff Administrator.



## 2 Notifications, Messages, and Outstanding Opportunities to Work

Whenever you login to Web Access, you will be alerted to any outstanding Notifications, Messages, and/or Opportunities for Work. If you do not have any Message or Notifications, you will go directly to your calendar.

If you do have a Message, Notification, and/or Opportunity for Work, a complete list of all your outstanding contact logs appears:



Action	Type	Description	Hours	Work Code	Expires	Date	Start	End	List	For	Contact	Status	Listened To	Shift	By	On
Accept	Message	Report to Human Resources at your earliest convenience.			02/28/2008 23:59	02/28/2008	02/28/2008 06:32	02/28/2008 06:32		Edelman, Thomas D.	<online>	Auto. Message	02/28/2008 06:32		Edelman,T	02/28/2008 06:32

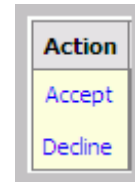
- **An opportunity for work** means that you are given the opportunity to accept or reject a work assignment. The word '**Vacancy**' will be displayed as the type of contact log. You can scroll to the right and left to view all relevant information. Click to accept or reject the opportunity for work.
- If you are sent a **message**, the text is displayed in the contact log window. The message remains in this window until you click the Accept link. TeleStaff does not give you the option to reject a message. The message will remain in this window until you click the Accept. If there is a voice recording associated with the message you must call into the TeleStaff server or login to TeleStaff and assuming speakers are configured on the client, you will be able to listen to the message.
- If you are sent a **notification**, all the relevant information will be displayed in the contact log window. You can scroll to the right and left to view all the information. The notification will remain in this window until you click the Accept button. TeleStaff does not give you the option to reject a notification.

## 2.1 Accept or Reject Work Opportunities

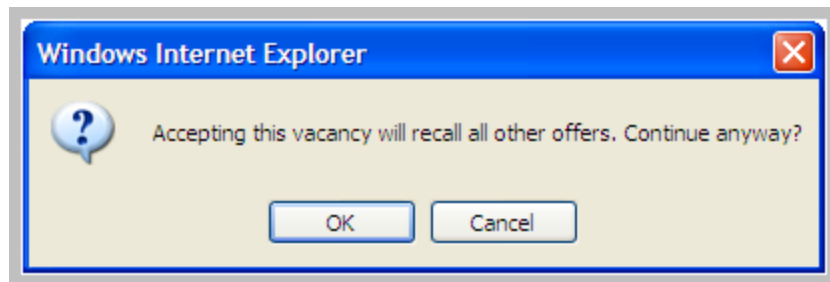
This window also provides users with the functionality to Accept or Decline work opportunities.

### 2.1.1 To Accept a work opportunity:

1. Click the **Accept** link when prompted by Web Access. The work opportunity will appear when you first login to Web Access.



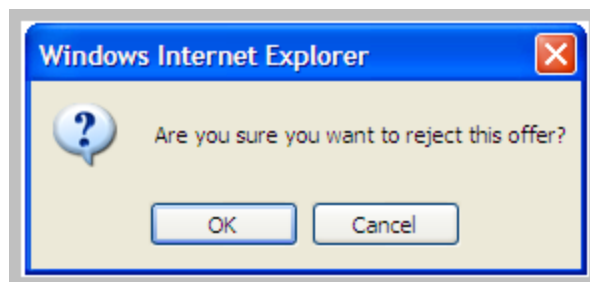
2. A Confirmation window appears such as the one below. Click **OK** to continue or **Cancel** to stop this action.



3. If you clicked **OK** you return to the Call Log window. If you clicked **Cancel** you return to the work opportunity.

### 2.1.2 To Decline a work opportunity:

1. Click the **Decline** link when prompted by Web Access. The work opportunity will appear when you first login to Web Access.
2. A Confirmation window appears such as the one below. Click **OK** to continue or **Cancel** to stop this action.
3. If you clicked **OK** you return to the Call Log window. If you clicked **Cancel** you return to the work opportunity.



Click **Accept** button to accept the Opportunity, message, or notification. A confirmation window appears after you accept or reject a job offer.

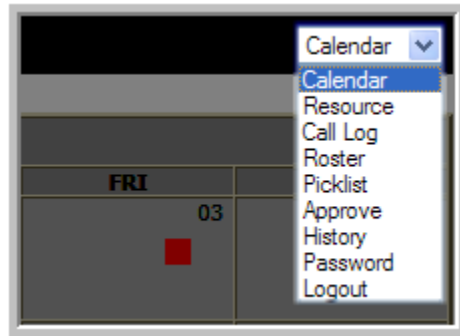
### 3 Navigation

#### 3.1 Dropdown Navigation Box

After login to Web Access, the **Calendar Page** is the first page in Web Access.

One of the ways to access and view other pages is by using the drop down menu located in the upper right hand corner of the Web Access window as seen below. From here you can navigate and view:

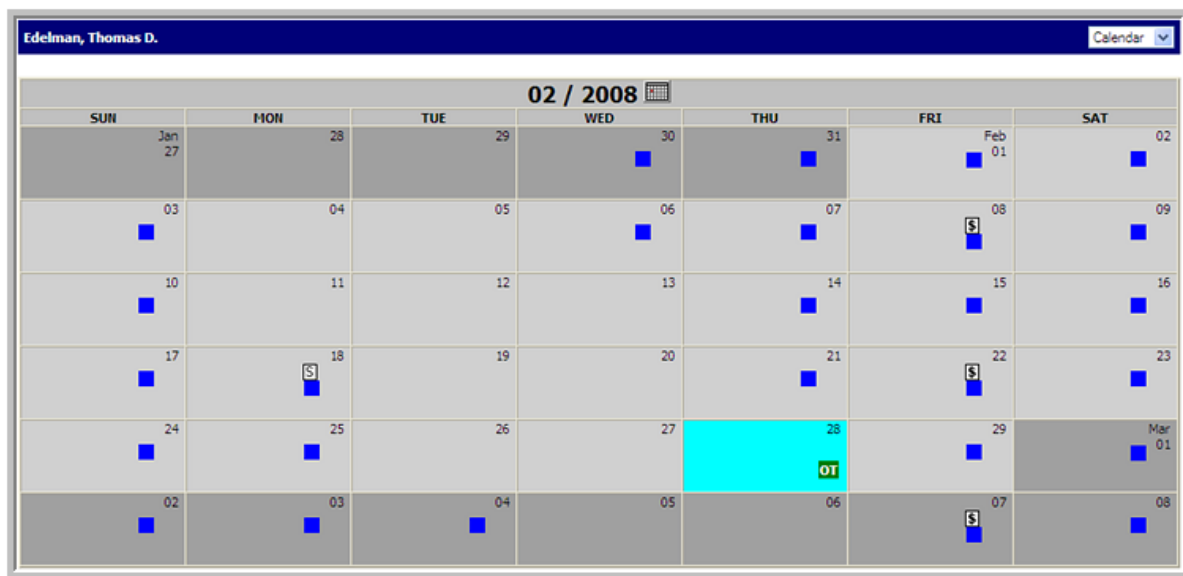
- Calendar
- Resource
- Call Log
- History
- Logout



Additional detail for each screen is outlined throughout the manual.

### 4 Calendar

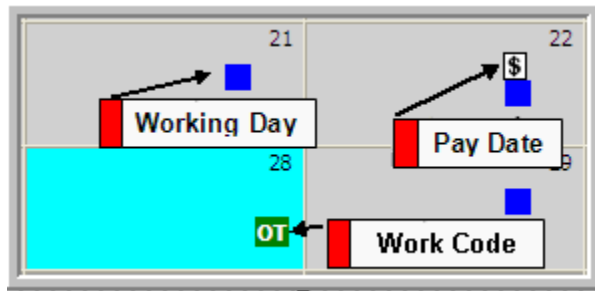
If you have no notifications or messages the **Calendar Page** is the first and main page in Web Access.



From the Calendar page you, the user, can accomplish most of the tasks normally available using the Calendar window in TeleStaff.

Your personal calendar displays your shift, alternate shifts, pay dates, special days, exception codes, and sign-up/unavailable codes:

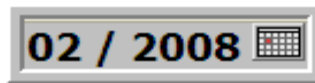
- Scheduled workdays are displayed as colored squares ■ within the corresponding calendar day. Move the mouse cursor over the colored box to see the Shift information.
- Work codes and exception codes are displayed as colored boxes as well color will depend on your on the color associated with that particular code (within each affected calendar day.)
- Today's date is displayed in light blue and special days are displayed with an S.
- Paydays are displayed as white dollar sign boxes. \$
- FLSA dates are displayed as long red bar on the left side of the calendar day on which the FLSA Period begins.



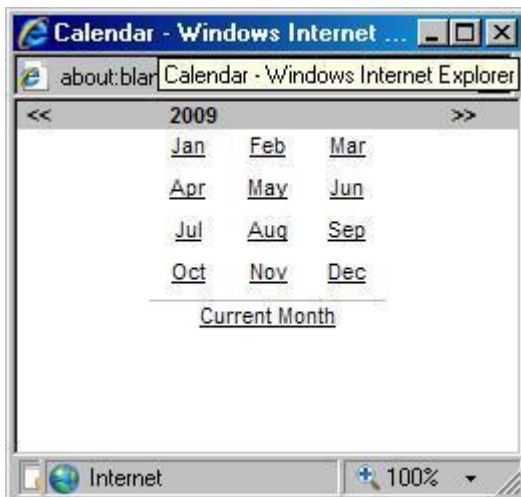
## 4.1 Calendar Navigation

Navigation to different calendar months or years is simple.

1. Click the Left or Right arrow buttons to navigate backward or forward one month at a time, respectively.



2. Click the Calendar button to open the pop-up calendar:

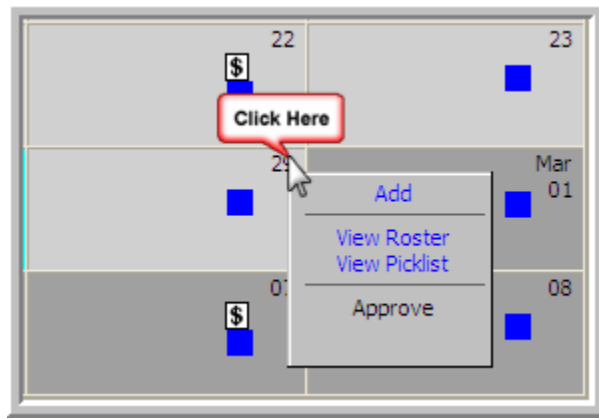


- In the **Pop up Calendar** window, left select any month to jump to the Calendar for the corresponding year.
- Left select the **Left** or **Right** arrow buttons in this window to navigate backward or forward one year at a time, respectively.
- You can return back to the current month and date at any time by clicking the **Current Month** link in the Pop up Calendar window.

## Calendar Navigation: LEFT Click Options

From the Web Access Calendar you can perform several tasks:

- **Add** work codes
- **View Roster** for a particular day



To Access this menu you **left** click on the day (number) you want to view the following menu appears:

From here you select which function you want to perform and it will bring up the corresponding window.



## 4.2 Add Work Codes

1. Left-click on the calendar date (number) for the day you wish to either request time off or sign up for work opportunity. A popup menu appears.
2. Click Add from the popup menu. The Add... window appears:

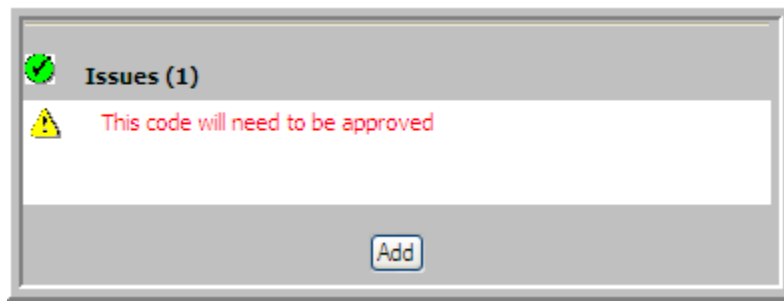
The screenshot shows a web browser window titled "https://zmad002.ottawa.ca - TeleStaff Web Access ...". Inside the browser, there is a modal window titled "Add ..." with a "Close" button in the top right corner. The window contains a form with the following fields and values:

- Action** (Section Header)
- Name**: Lawho, Felix
- Date**: Friday, March 26, 2010
- Work Code**: Availability all shifts-disp tous shift (dropdown menu is open)
- Where**: Availability all shifts-disp tous shift
- From**: 25
- Hours**: 25
- Note**: Sick Part time-maladie temps partiel
- Account**: Stat Lieu Day Jour de conge compensato

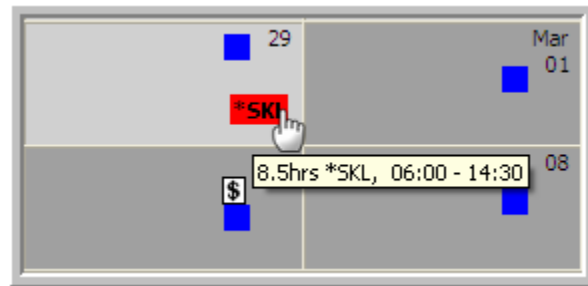
The dropdown menu for the Work Code field is open, showing the following options:

- Availability all shifts-disp tous shift
- Availability Day shift-disp de jour
- Availability Evening shift-disp de soire
- Availability Night Shift-disp de nuit
- Shift Exchange - Not Working
- Sick Part time-maladie temps partiel
- Sick Uncertified - maladie non-certifie
- Stat Lieu Day Jour de conge compensato
- Time off in lieu Reprise de temps
- Vacation - Even Years annees paires** (highlighted)
- Vacation - Odd Years annees impaires
- Vacation unpaid-vacances sans solde

3. The **Add...** window works much like the TeleStaff workstation version. Select the **Work Code** you wish to use from the drop down list provided.
4. If available, **Add** a detail code in the **Detail Code** field.
5. If applying a signup code and a deployed unit is available, you can select the unit from the **Where** Field
6. Adjust the **From**, **through**, and **Hours** fields if necessary.
7. If available, add a note in the **Note** field.
8. Click **Apply** when done.
9. Any issues will display. If the code needs to be approved by someone with authority it will display in the Issues area.



9. Then click **Add** to add the work code to the Calendar.
10. The code and settings you selected appear on the calendar:



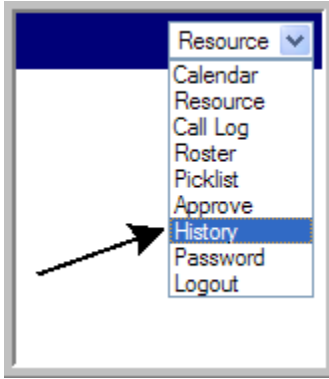
### 4.3 Remove a Work Code

1. To View or Remove a Work left-click on the code.
2. The Work Code Detail window appears with the details of the code you selected.
3. To remove or view an exception code left click on the Remove button at the bottom of the window. If there are any Issues with removal, an error message will appear under Issues field. Upon removal the Calendar window will be redrawn.



## 5 History

Navigate to the History window by selecting **History** from the drop down box located in the upper right corner of the active Web Access window:



The History window opens:

A screenshot of the History window for user Edelman, Thomas D. The window has a title bar with the user's name and a 'History' dropdown menu. Below the title bar, there are fields for 'Start Date' (02/01/2008) and 'End Date' (02/29/2008), a 'Payroll Only' checkbox (checked), and a 'Refresh' button. The main content area is a table with the following data:

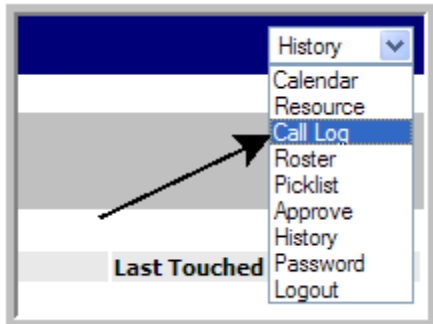
Date	Shift	Detail	Hours	List	Created	Last Touched
OT		Overtime (OT)	8.50			
02/28/2008	D	.../Team 1/Police Officer #5	8.5	Qualified	02/28/2008 06:31	Salazar, J
SL		Sick Leave (SKL)	8.50			
02/29/2008	D		8.5		02/28/2008 06:52	Salazar, J

This History window lists a history of activity for the logged-in user. Information is ordered by activity (work codes) and can be shown for a designated span of time (the **Start Date** and **End Date**). The History window data can also be filtered for payroll by utilizing the Payroll Only checkbox.

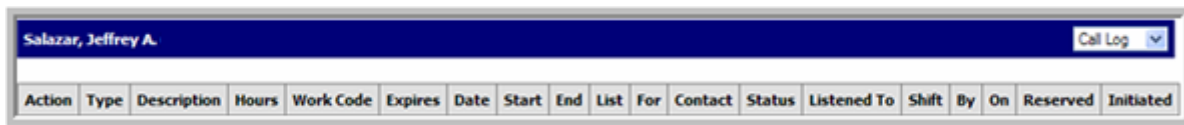
- **Start Date / End Date:** Enter dates into these fields to run the history query for the selected date range. For ease of date selection manually enter a date in these fields or click the Calendar button to call up the Pop up Calendar window.
- **Payroll Only:** By default, the **Payroll Only** checkbox is checked.
- **Refresh:** Click this button to run a query with your desired settings.

## 6 Call Log

To review data other than Payroll information, Navigate to the **Call Log** window by selecting **Call Log** from the drop down box located in the upper right corner of the active Web Access window:



The Call Log window opens:



## 7 Logout

To Log Out, Navigate to the Logout option by selecting **Logout** from the drop down box located in the upper right corner of the active Web Access window:

