

McCORMICK Ambulance uses KRONOS® Telestaff online scheduling. Telestaff's system will be used for the electronic scheduling of all employees. This will include trading, picking up, dropping, PTO, and virtual trades.

Completed scheduling requests should be in by 1750 in order to be approved for the following day. Furthermore, all requests will be handled within a two week window. Requests made in advance of the two week time period will not be considered until it falls within this timeframe.

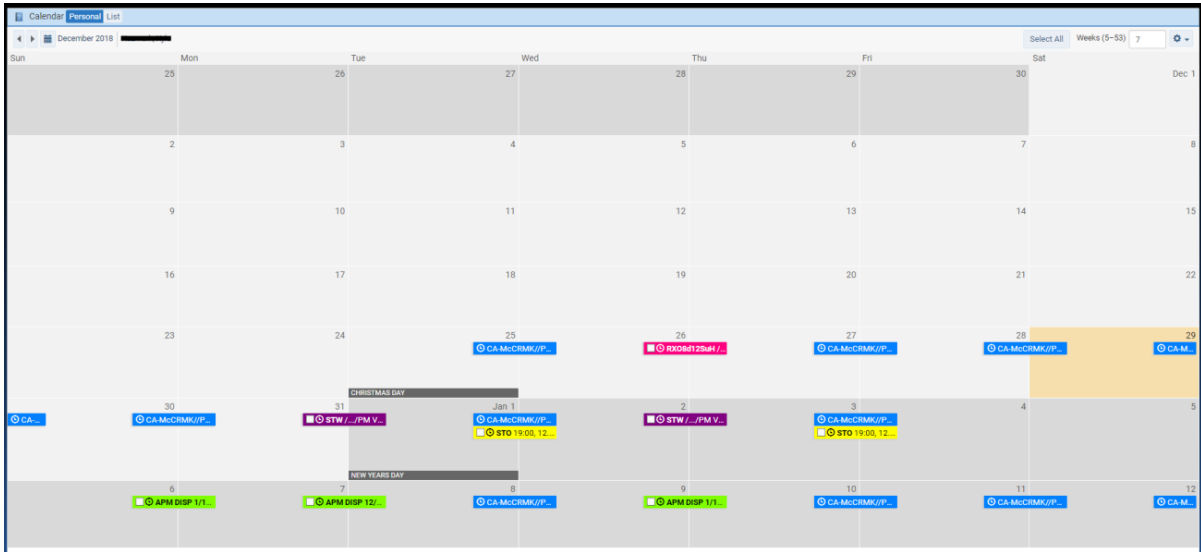
Telestaff Scheduling is found at: <https://amrwfts.kronos.net>

When you first log into Telestaff, the first screen is your dashboard. On the left side it will display your "Contact Log" if you have any messages from scheduling. The middle will display your schedule including any requests. Along the top of the screen, click Calendar to go to your personal calendar. Here you can see your schedule, pick up shifts, trade shifts, drop shifts, virtual trade, or request PTO. Next to the Calendar at the top of the screen, you have your roster. This will show you the daily schedule including who is working what shifts and what shifts are open.



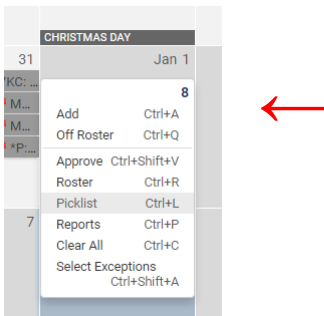
The screenshot shows the KRONOS Telestaff dashboard. At the top, there are navigation tabs for Dashboard, Calendar, Roster, and Reports. The user is logged in as Kazmark, Kyle. The main section is titled "Upcoming Schedule" and lists shifts from Saturday, December 29, 2018, to Saturday, January 12, 2019. Each shift entry includes the time (18:00 - 06:00 PST), duration (12.0h), and location (McCormick 12HR 1800 Comm B). Some shifts are marked as "STW" (Shift Trade Working) or "STO" (Shift Trade Off). A "Requests" sidebar on the right shows a list of requests: 12/29/2018 - 01/12/2019, with sub-items for Requests Approved, Requests Pending, and Requests Denied. There is also a "Featured Vacancies" section showing none exist for the period 12/29/2018 - 01/12/2019.

Effective Date: 2-21-2019



Picking up Shifts

1. On the Calendar screen, click on the date you wish to work and choose "Add"



2. Using the drop down under "Work Code", select **Available**.



3. In the "Detail Code" box type the shift your want (i.e. 112, 1502 1st half)
4. Select the time you want to work "From" 07:00 "Through " 07:00 "Hours" 24
5. Under the "Where" box, again select the shift you want if found (i.e. MCRMK: 1501)
6. Click on the "Add?" box and press **Save**.

Effective Date: 2-21-2019

The screenshot shows a scheduling form with the following fields and options:

- Work Code:** A dropdown menu currently set to "Available".
- Detail Code:** An empty text input field.
- From/Through/Hours:** Three input fields with values "00:00", "00:00", and "24".
- Account:** A dropdown menu set to "1242".
- Where:** A dropdown menu set to "<none>".
- Add?:** A checkbox that is currently unchecked.
- Detail code required:** A checkbox that is currently checked, with a red warning icon.
- Calendar:** A horizontal calendar bar showing dates from 01/08 to 01/10.
- Buttons:** "More details...", "Cancel", and "Save".

← Type the shift number you are picking up in the detail code box.

← Select the shift you are picking up from the drop-down list.

← Confirm no problems and check the box.

The pickup will show as a green box on your Calendar until it is approved by scheduling.

Shift Trades

1. On the Calendar screen, click on the date you wish to trade off of and choose "Add", you must already be assigned to a shift for the day.
2. Using the drop down under "Work Code", select "Shift Trade Off"

The screenshot shows the "Work Code" dropdown menu with the following options:

- Available
- <none>
- Available
- PTO Requested
- Shift Give Away
- Shift Trade Off** (highlighted)

3. In the "Note" box, write who you are trading with and what shifts (i.e. Bowie working my 116 on 1/6 for his 161 on 1/7)
4. In the "Cover Person" box, type the name of the person you are trading with and select their name.
5. Under the "Work Code" drop down list for the covering person select "Shift trade working" for 12hrs shifts and "Shift trade working CA SU 24h" for 24hr shifts.
6. Press **Save**
7. The person you are trading with will now need to submit a Shift Trade Off for the 2nd part of the trade using the same steps above.
 - a. For Example: Mike Jones is trading his 1/10 shift on 1502 for Luke Thompson's 801 shift on 1/7. Mike Jones will put in his request on 1/10 selecting Shift Trade Off and listing Luke Thompson as his cover. Luke Thompson will then submit a Shift Trade Off for his shift on 1/7 listing Mike Jones as his cover.

- b. Both employees must submit a Shift Trade Off request and list the details in the note box. If either tradeoff is missing, scheduling will be unable to find the trade and approve it.**

The shift trade will show on both employees' schedules with a star (*) until it is approved by scheduling.

- ← Type the details of the trade in the note box, include what shifts/dates you are trading and who you are trading with.
- ← Search for the person's name with who you are trading with. Select their name.
- ← If working a 24 hour shift change to "Shift Trade Working CA SU24"
- ← Check the box saying this code will need to be approved.

Give-Away (Drop)

1. On the Calendar screen, click on the date you wish to Drop and choose "Add", you must already be assigned to a shift for the day.
2. Using the drop down under "Work Code", select "Shift Give Away"

3. Select the time you want to work "From" 07:00 "Through " 07:00 "Hours" 24
4. In the "Note" box, type what shift, date and who your dropping your shift to. (i.e. Dropping 301 on 01/16 to Steven Brown)

5. In the "Cover Person" box type the name of the person you are dropping to and select their name.
6. On the bottom click on "Add?" and press **Save**.

The person you are dropping to must email scheduling after you submit the drop to confirm they are working the shift for you. If they do not contact scheduling, the drop will be denied.

If you are dropping a shift and picking up a shift in the same week for no points state it in the notes and email scheduling. This must be done at the time of pick up to be approved.

The drop will show on both employees' schedules with a star (*) until it is approved by scheduling.

← Type the details of the shift you are dropping and who you are dropping it too.

← Search for the person's name with who you are trading with.

← Check the box saying this code will need to be approved.

PTO – Paid Time Off

1. On the Calendar Screen, click on the date you wish to PTO, choose "Add"
2. Under "Work Code" drop down list, select "PTO request"
3. Select the time you want to work "From" 07:00 "Through " 07:00 "Hours" 24
4. In the "Note" box type the date you are requesting PTO for, the amount of hours you wish to use and any additional information.
5. On the bottom click on "Add?" and press **Save**.

The PTO will show on your schedule with a star (*) until it is approved by scheduling.

← Type the details of your request including the shift you are assigned to.

← Check the box saying this code will need to be approved.

You may only request PTO hours in the same amount as your assigned shift.

Example: You are assigned to work 1101 (24 hour shift). You must request 24 hours of PTO in order to be approved for the time off and receive pay.

Virtual Trade

1. On the Calendar screen, click on the date you wish to virtual trade to and choose "Add"
2. Using the drop down under "Work Code", select "Available"
3. In the "Detail Code" type VT (virtual trade) date (current working) to date (moving to)
i.e "detail code": vt fm 01/14 to 01/17

← vt fm 01/14 to 01/17

4. Select the time you want to work "From" 07:00 "Through " 07:00 "Hours" 24
5. Under the "Where" box, again select the shift you want if found (i.e. MCRMK: 1501)

Effective Date: 2-21-2019

6. Click on the "Add?" box and press **Save**.

The virtual trade will show as a green box on your Calendar until it is approved by scheduling.

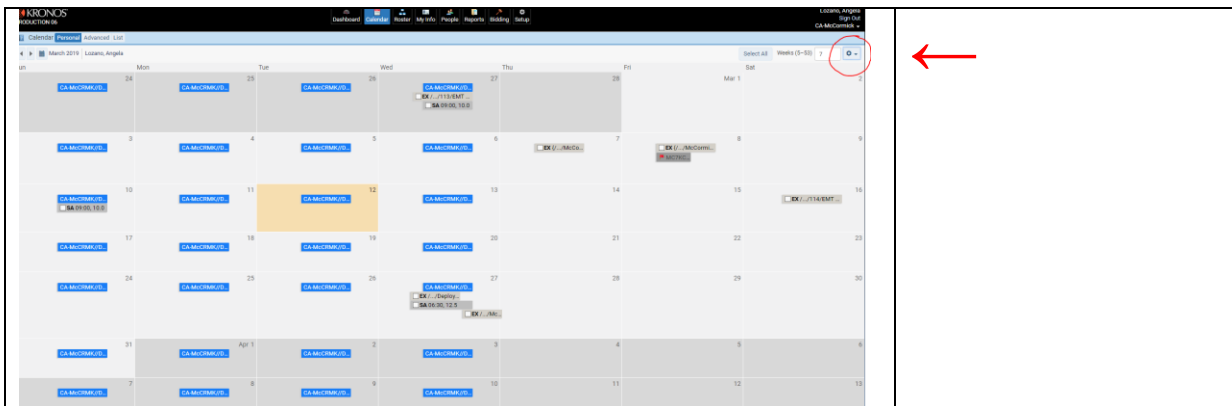
If you are trying to do a Same Day Trade, please email scheduling at scheduling@mccormickambulance.com

All virtual trade and regular trades must be completed in the same pay period. Virtual trades are never guaranteed, and are up to the sole discretion of the scheduler based on best possible coverage. As a general rule of thumb, 2 point days do not get virtual traded to 1 point days. Virtual trades will not be accepted to get off any 8 point days/holidays.

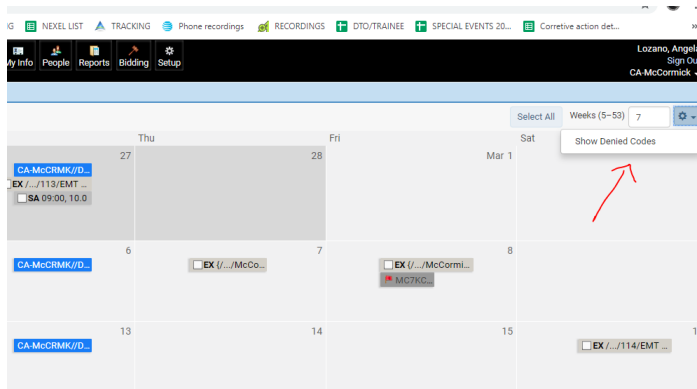
Denial Codes

On occasion, a scheduling request may be denied. The following steps allow you to see the written out denial explanation on your calendar.

1. On the home screen go to calendar view.
2. Select the settings button on upper right hand corner of screen.



3. Select "Show Denied Codes".



1. After selecting “Show Denied Codes”, the denied shift(s) will populate on your calendar. Select each one individually to see scheduler's written denial reason.

