
New WebTRACS

***Employee User's
Guide***

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Chapter 1 Introduction

Welcome to SmartFindExpress!

The Employee module of the WebTRACS system allows quick and easy access to the information you need to create and review absences. This guide provides instructions for performing these tasks through an Internet browser or over the telephone.

System Overview

WebTRACS is a technology solution that integrates database records with telephone Interactive Voice Response (IVR) and browser-based technology. WebTRACS automates the absence entry process for you and finds anTeacher to fill the absence.

Telephone IVR and computer browser software (such as Internet Explorer or Netscape), both communicate with WebTRACS to update information in the WebTRACS database.

WebTRACS automates, prioritizes, assigns, and dispatches the most appropriate Occasional Teacher for the job. Occasional Teachers have the ability to decline jobs, upon which the system repeats the process for the next selected Occasional Teacher in sequence. WebTRACS records the assignment and tracks the status through completion for record keeping and management reports.

WebTRACS selects Occasional Teachers to fill absences and places calls to those Occasional Teachers during the specified call-out times. Occasional Teachers can also call into the system or use their computer to search for available jobs. WebTRACS can be accessed 24 hours a day, 7 days a week by administrators, employees, and Occasional Teachers.

About this Guide

This guide contains the following chapters:

Chapter 1, *Introduction*, provides an overview of the WebTRACS system and describes the organization of this guide and the conventions used.

Chapter 2, *Internet Browser Access*, describes the browser access features and provides instructions for creating and reviewing absences.

Chapter 3, *Telephone Access*, contains the procedures for accessing and registering with WebTRACS over the telephone.

In addition to this guide, all employees receive a Quick Reference card during implementation of the system or upon being hired.

Conventions Used in this Guide

To help you effectively use your documentation, this guide follows the conventions described in the following topics.

Guide Identification

The top of every page displays a header that contains the title of the guide and the current chapter name and section name.

The bottom of every page displays the publication month and year of the document.

Information Alerts

This guide uses "Notes" with the following format:

Note: *This is a sample of a note. Notes provide information that will help you with the current task.*

Typographical formats

The following text format identifies special information:

Italics Words in *italics* indicate action buttons such as *Save*, *Continue*, *Return to List*, *NEXT*, and *PREV*.

Bold The name of commands and options are shown in **bold**. References to links also appear in **bold**, for example, "and click the **Start Date** link."

Chapter 2 Internet Browser Access

This chapter includes information on browser access features and provides instructions for performing the functions on the Employee menu.

Getting Started

This section describes Internet browser access requirements and system features.

System Requirements

The minimum Internet Web Browser versions supported are:

- Microsoft Internet Explorer version 5.5 or later
- Netscape Communicator version 6.2 or later
- Mozilla/Firefox 1.0 or later
- Safari 1.0 or later.

Signing In

Open your Internet browser and access the WebTRACS site. Your site can be found at: <https://tracs.dpccdsb.org>. The WebTRACS Welcome screen displays the welcome message and any "all users" announcements. Two identifiers are required to log on to the system: Access ID and Personal Identification Number (PIN). Only numeric information is allowed in these fields (no dashes). Once both fields are entered, the *Submit* button must be pressed to access the system.



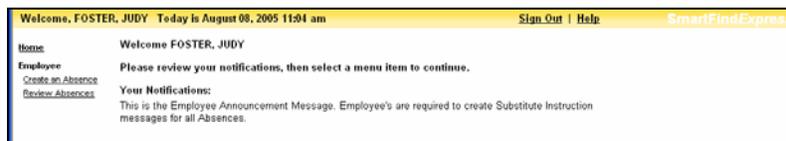
Signing Out

At any time during the session, the **Sign Out** command can be pressed to end the session and disconnect. Pressing the browser's *Back* button or going to another site on the Internet does not disconnect the session. To ensure security and privacy of information, you should sign out and disconnect or close the browser when finished with your session.

Note: *Do not use the browser's Back button to navigate to a previous screen. There are buttons provided within the program to return you to previously viewed information. For example, the Return to List button, or use the tabs at the top of a screen.*

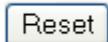
Employee Home Page

After a successful login, the home page is displayed. It displays your name and any announcements and notifications. Notifications include location announcements and expiration date notices.



Navigation Tools

WebTRACS uses *links* to display user screens and various action *buttons* to perform specific functions or to navigate to other screens. Links are indicated by underlined text. All menu items are underlined. When you click on a menu item, the corresponding page is displayed. Navigation tools in WebTRACS consist of buttons and icons. The following table describes the common navigation tools.

Button/Icon	Function
	Displays the next screen in the process when completing a task that has multiple processes, such as the process of creating an absence.
	Clears information entered on the screen and redisplay the screen with its default information.
	Takes you to the primary listing for that feature.
	Updates the database after data entry.
	Searches the database based on the criteria entered on the screen.
	Date icon. Clicking this button displays a calendar. Select a date or use the arrows on the calendar to scroll to the next or previous months and years. Selecting a day closes the calendar and places the date in the Date field.

Note: Fields on the screen that are marked with an asterisk (*) denote required information.

Using the Employee Menu

This section provides detailed instructions for using each of the options on the Employee menu.

<p>Home</p> <p>Employee</p> <p>Create an Absence</p> <p>Review Absences</p>	<p>Welcome FOSTER, JUDY</p> <p>Please review your notifications, then select a menu item to continue.</p> <p>Your Notifications: This is the Employee Announcement Message. Employee's are required to create Substitute Instruction messages for all Absences.</p>
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Create an Absence Allows you to enter your absence information and confirm the absence.

Review Absences Allows you to search, review, or cancel absences.

Create an Absence

To create an absence, you must enter the absence information and then continue with the process until a job number is assigned.

Click the **Create an Absence** link to display the Create Absence screen. Complete the absence information and then click *Continue*. If all information is entered correctly, the Create Absence Confirmation screen will display next. If any errors are encountered, a message will display and the information can be corrected.

Create Absence

Absence Information

To complete this absence, press Continue and proceed until a job number is assigned.

Location: ADMIN LOCATION 999990 999990

Classification: Elementary

Reason:

Budget Codes:

Is a Substitute required? Yes No

	Start	End
Dates (mm/dd/yyyy)	12/14/2005	12/14/2005
Absence Times (hh:mm am)	08:00 AM	03:00 PM
Substitute Times (hh:mm am)	08:00 AM	03:00 PM

REPORTING MULTIPLE DAYS?
If the days are non-consecutive or if every day of the absence does not start and end at the same time, press Modify Schedule.

Substitute

Specify a Substitute? ID:

PRE-ARRANGED?
If the specified substitute has accepted this assignment and does not need to be contacted, press YES.

Has the substitute accepted this job? Yes No

Substitute Instructions:

Field Name	Description
Location	<p>Location is a pull-down menu. Your primary location is displayed.</p> <p>Note: <i>If you have multiple locations or classifications on your profile, and the absence is being reported for a different location or classification other than the primary location or classification, use the appropriate pull-down menu to change the location and/or classification of the job. Only the locations on your profile will appear in the "Location" pull-down menu. Only the classifications on your profile for the selected location will appear in the "Classification" drop down menu.</i></p> <p>Note: <i>If you are an Itinerant schedule teacher, all of the locations and classifications you work are visible on the pull-down menu. Your work schedule and times are obtained from the primary location and classification on your profile.</i></p>
Classification	<p>Classification is a pull-down menu. Your primary classification is displayed.</p> <p>Note: <i>If you have multiple locations or classifications on your profile and the absence is being reported for a different location or classification other than the primary location or classification, use the appropriate pull-down menu to change the location and/or classification of the job. Only the locations on your profile will appear in the Location pull-down menu. Only the classifications on your profile for the selected location will appear in the "Classification" drop-down menu.</i></p>
Reason	<p>The pull-down menu displays all absence reasons that can be selected sorted by name or code. Select a reason to assign to this absence.</p>
Budget Code	<p>Enter a budget code for an absence only when the reason code requires a budget code. The budget code field disappears if the reason does not require a budget code.</p>
Is an Occasional Teacher required? Yes No	<p>You can choose if an Occasional Teacher is required for the absence. The default is Yes.</p> <p>If an Occasional Teacher is not required to fill the absence, click <i>No</i>. The system creates the job and assigns the job number. No calls will be made by the system for this job.</p> <p>Note: <i>The choice of indicating if an Occasional Teacher is required is only offered if the absence would normally require an Occasional Teacher.</i></p>
Dates Start/End	<p>The default for entry of an absence is the current date. To edit the dates, click the calendar icon to display the calendar, or type in the new dates in the indicated format. You may not enter an absence for past dates.</p>
Absence Times	<p>The start and end time indicated for the selected location is the default.</p>

Field Name	Description
Occasional Teacher Times	<p>The default is the same times of the absence.</p> <p>To edit the times, all four digits of the time must be entered in hh:mm am/pm format.</p>
Reporting Multiple Days?	<p>Your work schedule is displayed and can be modified. If the days are non-consecutive, or if each day of the multiple-day job has a different start/end time, click <i>Modify Schedule</i> to set the times for the absence. The Create Absence - Modify Times screen displays. Using this screen is covered in the following section.</p> <p>The workdays must correspond to the days of the absence being reported.</p>
Occasional Teacher Instructions	<p>Instructions can be entered during job creation. The message is not limited by length and the field will scroll as information is entered. These instructions will also be voiced to an Occasional Teacher over the telephone.</p>

Validation of the absence includes checking that the field values are correct, that information is not missing and that limitations have not been exceeded. If any error messages display, you can re-enter the data.

Modifying Your Schedule

This screen allows you to modify your work schedule. Uncheck the box next to the day(s) you want to modify. Make your updates and then click *Continue* to return to the Absence Information screen.

Create Absence - Modify Times					
Employee: AHO, KAREN					
From: 12/14/2005 - 12/14/2005					
		Absence		Substitute	
		Start Time	End Time	Start Time	End Time
Weekly Schedule (hh:mm am) (hh:mm am) (hh:mm am) (hh:mm am)					
Monday:	<input checked="" type="checkbox"/>	08:00 AM	03:00 PM	08:00 AM	03:00 PM
Tuesday:	<input checked="" type="checkbox"/>	08:00 AM	03:00 PM	08:00 AM	03:00 PM
Wednesday:	<input checked="" type="checkbox"/>	08:00 AM	03:00 PM	08:00 AM	03:00 PM
Thursday:	<input checked="" type="checkbox"/>	08:00 AM	03:00 PM	08:00 AM	03:00 PM
Friday:	<input checked="" type="checkbox"/>	08:00 AM	03:00 PM	08:00 AM	03:00 PM

You can uncheck days that do not apply to your absence dates. For example, if the absence days are for a four-week period and you normally work Monday thru Friday, but the absence is only for every Monday during that period, you would uncheck Tuesday thru Friday on this screen.

This screen is also used when every day of a multiple-day absence does not have the same times.

Confirming the Absence

The Create Absence Confirmation screen allows you to verify that the information is correct before the job is created. You can click the *Create Absence* button to create the job and receive a job number, or click the *Cancel* button to return to the Create Absence screen without creating the absence.

The system can automatically change your absence request due to restrictions that have been set up. You may notice a job being created as *No Substitute Required (NSR)*. If this occurs, the reason is displayed on the screen.

Create Absence Confirmation

This absence will not be created until the Create Absence button is pressed

Job Status: **Open/Open**
Employee: AHO, KAREN
Location: ADMIN LOCATION 999990
Classification: Elementary
Reason: 016 Vacation
Voice Instructions: None
Text Instructions: None
Dates: 12/14/2005 - 12/14/2005

Weekly Schedule:	Employee	Substitute
	Monday 08:00 AM - 03:00 PM	08:00 AM - 03:00 PM
	Tuesday 08:00 AM - 03:00 PM	08:00 AM - 03:00 PM
	Wednesday 08:00 AM - 03:00 PM	08:00 AM - 03:00 PM
	Thursday 08:00 AM - 03:00 PM	08:00 AM - 03:00 PM
	Friday 08:00 AM - 03:00 PM	08:00 AM - 03:00 PM

Specified Substitute: SMITH, HILLARY
Assigned Substitute:

Clicking the *Create Absence* button displays the Create Absence Verification screen. A job number has been created for this absence. The receipt of a job number is critical to successfully entering an absence in the database.

Job Creation was successful.

Create Absence Verification

Job Number: 863
Job Status: **Open/Open**
Employee: AHO, KAREN
Location: ADMIN LOCATION 999990
Classification: Elementary
Reason: 016 Vacation
Voice Instructions: None
Text Instructions: None
Dates: 12/14/2005 - 12/14/2005

Weekly Schedule:	Employee	Substitute
	Monday 08:00 AM - 03:00 PM	08:00 AM - 03:00 PM
	Tuesday 08:00 AM - 03:00 PM	08:00 AM - 03:00 PM
	Wednesday 08:00 AM - 03:00 PM	08:00 AM - 03:00 PM
	Thursday 08:00 AM - 03:00 PM	08:00 AM - 03:00 PM
	Friday 08:00 AM - 03:00 PM	08:00 AM - 03:00 PM

Specified Substitute: SMITH, HILLARY
Assigned Substitute:

To create a new absence, click the *New Absence* button to return to the Create Absence screen.

Reviewing Absences

This feature allows you to display all absences, or search for absences by job number or by date range. To search for absences by a date range, enter the dates in the "From/To" fields. The current date is the default date. Dates can be any date in the past, present, or future, however data is limited to the number of days the data has been saved. Absences can be displayed in list or calendar format. You can view the details of an absence and cancel an absence. Only future absences may be cancelled.

Review Absences

Display Format: List Calendar

(mm/dd/yyyy) (mm/dd/yyyy)

Search From:  To: 

Job Number: *Note: Search by job number will not use the date range*

The list is displayed in descending date order. Cancelled jobs are optionally displayed. To navigate through the listing, use the *Next* and *Previous* buttons.

Jobs can be reviewed or cancelled by clicking the **job number** link.

Review Absences

Display Format: List Calendar

(mm/dd/yyyy) (mm/dd/yyyy)

Search From:  To: 

Job Number: *Note: Search by job number will not use the date range*

Job #	Start Date/Time	Location	Reason
	End Date/Time	Classification	Substitute
863	12/14/2005 08:00 AM	ADMIN LOCATION 999990	Vacation
	12/14/2005 03:00 PM	Elementary	Open

Displaying Jobs in Calendar Format

The calendar format displays jobs starting with the month entered in the "Search From" field. One month is displayed at a time. The job number and start time display. Pressing the **job number** link displays the job details. If there are multiple absences for the same day, they will be listed. Cancelled jobs do not display in the calendar format. Non-workdays (based on daily availability) and weekends are shaded in light gray.

December 2005						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14 863 08:00 AM	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Canceling Absences

Click the **job number** link to review or cancel a job. The Review Absence Detail screen displays. This screen lets you review the details of an absence, update absence information, or cancel an absence.

If the job is in "Open" status, the text instructions can be updated. Click **Save** after making any changes.

Review Absence Detail

Job Number: 865
 Job Status: Active/NSR-No Sub Required Day
 Location: ADMIN LOCATION 999990
 Classification: Elementary
 Reason: Vacation
 Voice Instructions: None
 Text Instructions:

Start Date: 12/19/2005
 End Date: 12/19/2005

Weekly Schedule: **Employee** **Substitute**
 Monday 08:00 AM - 03:00 PM 08:00 AM - 03:00 PM

Note: The following days are NOT work days
 12/19/2005

Specified Substitute: None
 Assigned Substitute: Active

Notify the substitute of a cancellation?:

The *Cancel Job* button is displayed for current and future jobs with the following conditions:

- The job is not yet started and the time before the job starts, that jobs can be cancelled, has not been reached.
- An Occasional Teacher is not assigned or anTeacher is assigned and job cancellation is allowed.

To cancel the absence, first indicate that the Occasional Teacher needs to be notified of the cancellation by clicking in the "Notify the Occasional Teacher of a cancellation?" box, and then click *Cancel Job*. The system will notify the Occasional Teacher of the cancelled job by placing a telephone call. Cancelled jobs may display on the job list based on the system setup parameters. The job list redisplay with the word "Cancelled" displayed under the job number.

Chapter 3 Telephone Access

This chapter provides information and procedures for accessing WebTRACS using a telephone (Interactive Voice Response).

Registration

Before any features are available, you must register with the system and create a PIN. The Access ID and PIN are used for all interactions with the system and should never be used by anyone else.

To register, follow this procedure:

1. Call the main system number.
2. Enter your Access ID, followed by the star (*) key.
3. Enter your PIN, followed by the star (*) key. If your Access ID and PIN are same number, you will be asked to enter a new PIN before you can continue using the system. PIN numbers must meet the minimum length that has been setup in the parameters and can only contain numeric information.
4. If there has been no voice recording of your name, you are asked to record your name. Record your name and when you have finished recording, press the star (*) key.
5. Finally, you will hear the locations and classifications that have been setup in your profile. If this information is not correct, please contact your system operator. You are only allowed to create absences for the locations and classifications listed.

Main Menu

The following options are available from the main menu:

- Create an absence
- Review, cancel, or modify jobs
- Review work location and job descriptions
- Change your PIN or the recording of your name.

Create an Absence

Absences can be reported for today, tomorrow, or for a future date.

To enter an absence, follow these steps:

1. Call the main system number.
2. Enter your Access ID and PIN, both followed by the star (*) key.
3. Select "1" to create an absence.
4. If you have multiple locations and classifications in your profile, you will be asked to select one from a list. If you have more than nine in your profile, or you are classified as an itinerant teacher, you will be asked to enter the location and classification.

5. Select the start and end dates of the absence. The system asks you to indicate whether the absence is only for today, tomorrow, or if you want to enter the dates. The dates are entered as four digits in the format of MMDD. Parameter settings control the number of days in the future that an absence can be entered.
6. Select the start and end times of the absence. The default times for the absence location will play. Accept the default times or enter specific times. The times are entered as four digits in the format of HHMM. Either the 12-hour clock or military times can be entered. The 12-hour clock will ask you to indicate either *am* or *pm*. If this is a multiple-day absence, the time for each day must be confirmed. The absence times are also used for the Occasional Teacher's times.
7. Select a reason for the absence and press the star (*) key. A list of reasons automatically plays, but the reason can be entered at any time.
8. Record special instructions. Special instructions are used to provide information to the Occasional Teacher. The Occasional Teacher will know the dates, times, location, classification of the absence and your name. Special instructions allow you to tell a Occasional Teacher where a lesson plan can be found, that a field trip is planned for that day, that the absence is actually split between two locations, or any other information that would assist the Occasional Teacher in covering the absence. This needs to be a positive, instructional message. Parameter settings control the maximum length of the special instructions recording. You can choose to not record special instructions or to record any length of information up to the maximum length allowed.
9. Choose if an Occasional Teacher is required for the absence. In some instances, an Occasional Teacher is not required if it is a teacher workday or during a planning period.
10. Obtain the job number. Please stay on the line and hear the job number played to you. Remember, no job number means that the absence has **not** been created.

Entering Alphabetic Characters on the Telephone

Reason codes, location codes, and classification codes may contain alphabetic characters. When entering alphabetic characters, press the digit that corresponds to the letter. For example, for A, B or C, press 1. If the system determines that there are multiple codes that apply to the key presses, you will be hear a list of codes. Choose the correct code from the list.

Review, Cancel, or Modify a Job

After reporting an absence, you can call in and review or cancel an absence or modify the special instructions of a future absence that has already been reported. To do this:

1. Call the main system number.
2. Enter your Access ID and PIN, both followed by the star (*) key.
3. Press "2" to review, cancel, or modify an absence.
4. The open and active jobs are played in date order. To view past jobs, please use Web access. After each job is played, a menu allows you to repeat the job information, hear the next job, modify special instructions, or cancel the job. If you need to modify the job's dates, times or reason information, you must cancel the job and then create a new absence.

Special instructions may be deleted or re-recorded.

When canceling a job that has an assigned Occasional Teacher, you will be asked to indicate if the system should call the Occasional Teacher. To confirm cancellation, please wait until the system says, "Job number **xxxxxx** has been cancelled." If you do not stay on the telephone to hear the cancellation confirmation, there is no guarantee that the absence has been cancelled.