

Kelly Educational Staffing™



Kellyeducationalstaffing.com

Kelly® Automated Scheduling System Employee Guide

Kelly Automated Scheduling System Reference Guide for Employees

Table of Contents

First Things First

Section A: Recording Your Name and Title

Internet Feature

Section B: Accessing the Kelly Automated Scheduling System

Section C: Recording An Absence

Section D: Viewing Your Absence History

Section E: Absence Reason Balances

Section F: Modifying An Absence

Section G: Preferred Substitute Employees

Section H: Changing Your Profile

IVR Telephone Feature

Section I: Accessing the Kelly Automated Scheduling System

Section J: Recording An Absence

Section K: Checking Absence Reason Balances

Section L: Reviewing Upcoming Absences

Section M: Reviewing a Specific Absence

Section N: Reviewing or Changing Personal Information

Section O: IVR System Map

General Information

Section P: Need Help?

Kelly Automated Scheduling System Reference Guide for Employees

Welcome!

Kelly Educational Staffing® is pleased to introduce the Kelly Automated Scheduling System. Two technologies have been brought together to create an easy-to-use system for communicating your absences. You will be able to use either the Internet or Interactive Voice Response (IVR) telephone technology to handle most of your absences. This guide details the functionality for both the Internet and telephone features of the Kelly Automated Scheduling System. For your convenience, the system is available 24 hours a day, seven days a week.

Guide Content

In this guide you will learn how to:

- Access the system via the Internet and telephone
- Record an absence
- View your schedule
- Change your profile and update personal information
- View your absence history
- Obtain assistance

First Things First

A: Recording Your Name and Title

You must record your name and title regardless of whether you use the Internet or the IVR system. Your recorded name and title are used during the scheduling process to provide assignment information to the substitute employees. You will only need to record your name and title one time, as this recording will be used for all of your absences.

To record your name and title, have your ID number and PIN ready. **Your ID number and PIN have been provided to your school administrator.**

Step 1: Call 1-800-942-3767.

Step 2: Enter your ID number followed by the # sign.

Step 3: Enter your PIN followed by the # sign.

Step 4: You will hear the following message: *"There is currently no recording of your name and title on file. To make this recording, please select Personal Options from the Main Menu."*

Step 5: Press **5** from the Main Menu to change your personal information. You will hear the following options:

- Press **1** to review or change your name and title.
- Press **2** to change your PIN.
- Press **3** to change your telephone number.

Note: Changing your telephone number will also change the ID number that you use to access the system.

Step 6: Press **1**. The system will spell your name and ask if you wish to change your recording.

- Press **1** to proceed.
- Press **2** to return to the Main Menu.

Step 7: Press **1** and the system will prompt you to record your name and title. Please record your name, grade, and the subject you teach.

Step 8: After recording, the system will provide the following options:

- Press **1** to save the recording.
- Press **2** to erase and re-record your name and title.
- Press **3** to return to the Change Personal Information Menu without saving.

Changing Your Recording

You can re-record your name and title at any time by calling into the system and selecting the **Review or Change Your Personal Information** option. For more information, refer to **Section N: Reviewing or Changing Personal Information.**

Internet Feature of the Kelly Automated Scheduling System

B: Accessing the Kelly Automated Scheduling System

Step 1: Log on to the Kelly Educational Staffing Web site on the Internet at kellyeducationalstaffing.com.

Step 2: Select the country and click **Go**.



Step 3: Click **KASS Login**.

Step 4: Enter your ID number and PIN in the appropriate fields. **Your ID number and PIN have been provided to your school administrator.**

Step 5: Click **Sign In**. This will log you on to the Kelly Automated Scheduling System and take you to your customized home page.



On your home page you will see the functions available to you, including Messages, Currently Scheduled Absences, Questions, and your Interactive Calendar.

- **Messages** is used by your Kelly Educational Staffing office or KAST Center to provide you important information.



- **Currently Scheduled Absences** lists all absences you have scheduled for the next 14 days. Click the confirmation number to view the absence details.

Currently Scheduled Absences for the next 14 days						
Date	School	Absence Reason	Start Time	End Time	Duration	
STATUS: Filled CONF# 16642746 , Starting: 6/11/2007, Substitute: Abrams, Williams						
6/11/2007	Benjamin Franklin MS	Conference	7:30 AM	3:30 PM	Full Day	
6/12/2007		Conference	7:30 AM	3:30 PM	Full Day	
6/13/2007		Conference	7:30 AM	3:30 PM	Full Day	

B: Accessing the Kelly Automated Scheduling System (continued)

- **Questions** contains your Kelly Educational Staffing office or KAST Center contact information.

Questions

If you have questions about the rules or setup of the system contact **Jane Smith** at (248) 244-5555 or email: janesmith@email.com.

Interactive Calendar

June 2007

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

Legend:

- School Closed Day
- No Substitute Needed
- Absence

Navigation Links:

- ▶ [Create An Absence](#)
- ▶ [Absence Reason Balances](#)
- ▶ [View My Schedule](#)
- ▶ [Absence Files](#)
- ▶ [Change PIN](#)
- ▶ [Change Personal Information](#)
- ▶ [Absence History](#)
- ▶ [Preferred Substitutes](#)

Change Personal Information

Email: tbanks@benjaminranklinMid.org
Phone: (810) 555-1212

[Change Personal Information](#)

- **Interactive Calendar** highlights the dates you are scheduled to be absent and the dates your school is closed. View the details for a specific day by clicking the date. You can scroll to another month by clicking the right/left arrows in the upper corners of the calendar.
- The functions available to you are listed on the left side of your home page (e.g., Create an Absence, Change Personal Information).

C: Recording An Absence

To record an absence, you will need the absence date(s), absence reason(s), and the absence start and end times. Your default start and end times were provided by your school administrator.

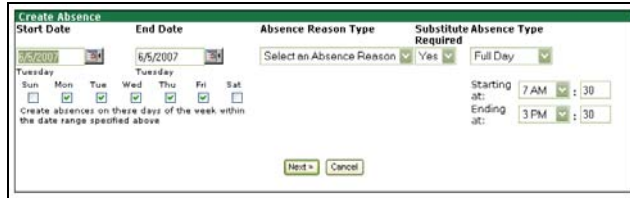
Note: If the absence begins within one hour of the school's scheduled start time, the system will not allow you to enter the absence. Please contact your Kelly Educational Staffing office to record the absence.

Step 1: Click **Create an Absence** on the left side of your home page.

C: Recording An Absence (continued)

Step 2: Enter the following absence information in the Create Absence screen:

- **Length of Absence** – Click the calendar icon to select the start and end dates. If the absence is longer than five consecutive days, please contact your Kelly Educational Staffing office directly to record the absence.
- **Absence Reason Type** – Select the appropriate reason for the absence from the drop-down list.
- **Absence Type** – Select the type of the absence:
 - Full day
 - Half day AM
 - Half day PM
 - Custom
- **Starting At** – Select the absence start time.
- **Ending At** – Select the absence end time.



Step 3: Click **Next** to finalize the details of the absence. You can add notes for the substitute employee, such as the location of the lesson plan.

Step 4: Click **Save** when the information is complete. The system will save your absence and give you a confirmation number. The confirmation number ensures that you completed the process correctly and can be used later to retrieve the absence details. Once your absence is saved, the system will begin finding a substitute employee if one is required.

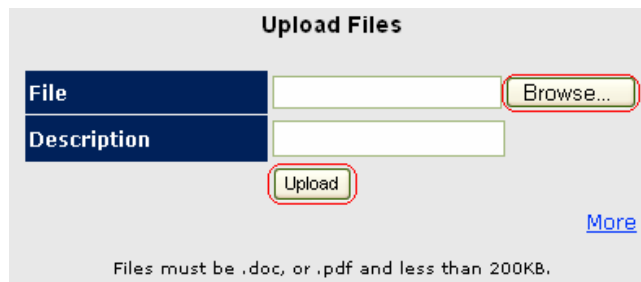


Step 5: Click the **Upload New** link to attach a document to the absence.

Note: Documents attached to an absence can only be in .doc or .pdf format and no larger than 200KB. An absence can have more than one attachment linked to it. An attachment will be deleted from an absence 10 days after the assignment is completed.

The following screen appears after clicking the **Upload New** link.

- Click on the browse button to find the file to attach.
- Click on the open button to attach the file.
- Type the name of the file in the description field.



C: Recording An Absence (continued)

Assigning a Prearranged Substitute (if applicable)

Note: In order to assign a specific substitute teacher, you must first contact the substitute teacher directly to verify their availability.

To assign a prearranged substitute teacher to an absence in KASS using the Internet feature, create an absence as instructed in the previous steps. Before saving the absence (Step 4), complete the steps below:

Step 1: Click **Save & Assign**.

Step 2: Click the first letter of the substitute teacher's last name on the **Assign a Substitute for Conf #** screen. Only qualified and available substitute teachers' names will appear.

Step 3: Locate the substitute teacher's name you wish to assign. Click **Assign**.

Reminder: You **must** contact the substitute teacher and ensure he/she accepts the assignment.

The system will save the absence and give you a confirmation number. The confirmation number ensures that you completed the process correctly and can later be used to retrieve the absence details.

D: Viewing Your Absence History

Step 1: Click **Absence History** on your home page.

Substitute Name	Start Date	CONF#	Days	School	Status
Abrams, Williams	06/11/2007	16642746	3	Benjamin Franklin MS	Filled
	06/05/2007	16643052	1	Benjamin Franklin MS	UnFilled
Daily, Charles	09/27/2006	11700737	1	Benjamin Franklin MS	Filled
Zimmerman, Kerri	08/21/2006	11147205	1	Benjamin Franklin MS	Filled
Zimmerman, Kerri	08/02/2006	11147205	17	Benjamin Franklin MS	Filled
Easterbrook, Benjamin	08/01/2006	11047531	1	Benjamin Franklin MS	Filled

Step 2: Click **Conf #** to view and/or modify the absence.

E: Absence Reason Balances

The Absence Reason Balances function may not currently be in use in your district. Please contact your school administrator or Kelly Educational Staffing office for assistance.

F: Modifying An Absence

- Step 1:** Click **Absence History** on your home page.
- Step 2:** Click the confirmation number of the future absence you want to modify. Past absences cannot be modified.
- Step 3:** Click **Edit this Absence**. If the absence has a substitute employee assigned (the absence is Filled or Closed), you can only change the Absence Reason and Notes fields. If the absence does not have a substitute employee assigned (the absence is Unfilled or Cancelled), you can change the date, absence reason, absence type, and start and end times.

The screenshot shows a web interface for modifying an absence. At the top, there's a header 'Modify Absence' and a link 'Create a new absence'. Below this, a summary of the absence is shown: Confirmation#: 16643052, Employee: Tammy Banks, School: Benjamin Franklin MS, Created on: Jun 4 2007 9:54:49 AM, Last Update: Jun 4 2007 9:54:49 AM, Status: Unfilled, and Substitute Required: Yes. There's an 'Attachments' section with an 'Upload New' button. Below that, a table shows the absence details for one day: Date: 6/5/2007 (Tuesday), Absence Reason: Jury Duty, Absence Type: Full Day, Starting at: 7 AM : 30, and Ending at: 3 PM : 30. A 'Notes' field is present with a character limit of 256. A 'School Default Information' box lists: Default Start Time: 8:30 AM, Default End Time: 3:30 PM, Hours in a full day: 8 hours, Minimum Absence length: 4 hours, and Maximum Absence length: 9 hours. At the bottom, there are 'Add Day(s)' buttons and 'Save'/'Cancel' buttons.

- Step 4:** Click **Save** to finish modifying the absence. If you need to cancel or change the absence after the start date, please contact your Kelly Educational Staffing office.

G: Preferred Substitute Employees

Click on this link to view your Preferred Substitutes. Please contact your school administrator or Kelly Educational Staffing office for assistance.

H: Changing Your Profile

You can perform the following functions from your customized home page:

Change your PIN (from the PIN that was originally provided by your school administrator)

- Step 1:** Click **Change PIN** on your home page.
- Step 2:** Enter your existing PIN in the **Current PIN** field.

H: Changing Your Profile (continued)

Step 3: (optional) Enter your e-mail address in the **E-mail Address** field. The system will send your PIN to your e-mail address when you use the **Forgot Your PIN** function.

Step 4: Enter your new PIN in the **New PIN** field.

Step 5: Retype your new PIN in the **Retype PIN** field.

Step 6: Click **Apply Changes** to save your changes.

View and Modify Your Personal Information

Step 1: Click **Change Personal Information** on your home page. The system will display your current information.

Step 2: Click **Edit Info** at the bottom of your profile.

Step 3: Change the information as necessary. Be sure the information is entered in the mandatory fields, which are identified with red asterisks (*).

Step 4: Click **Apply Changes** to save your changes.

IVR Telephone Feature of the Kelly Automated Scheduling System

The Kelly Automated Scheduling System is also accessible through IVR telephone technology. You will need a touch-tone telephone to use the IVR system. If you do not have a touch-tone telephone, please contact your Kelly Educational Staffing office or KAST Center for assistance.

Note: The IVR numerical options may change at any time. Please listen carefully before making a **selection**.

I: Accessing the Kelly Automated Scheduling System

Step 1: Call 1-800-942-3767.

Step 2: Enter your ID number followed by # sign. **Your ID number and PIN have been provided to your school administrator.**

Step 3: Enter your PIN followed by the # sign.

Note: If you have not made your name and title recording, press **5** and refer to **Section A: Recording Your Name and Title**.

I: Accessing the Kelly Automated Scheduling System (continued)

Step 4: Once you are logged on to the system, you will hear the following options:

- Press **1** to record an absence (see Section J).
- Press **2** to check entitlement balances.
- Press **3** to review upcoming absences (see Section L).
- Press **4** to review a specific absence (see Section M).
- Press **5** to review or change personal information (see Section N).

Pressing the * key will take you back one menu level at any point.

For all other functions, please contact your Kelly Educational Staffing office, log on to KASS via the Internet or contact the KAST Center as outlined in section B of this guide.

J: Recording an Absence

Step 1: Press **1** from the Main Menu to record an absence.

- Press **1** to record an absence for today. If you are recording an absence after your school's cutoff time (typically one hour before school starts on the day of the absence), the system will not allow you to record an absence. Please contact your Kelly Educational Staffing office or KAST Center to record the absence.
- Press **2** to record an absence for tomorrow.
- Press **3** to record an absence for another day. The system will prompt you to enter the day of the month for which your absence begins.
- Press **4** to record an absence for Monday. This is only available when entering an absence on Fridays and Saturdays.

Step 2: Enter the number of days for the absence. If the absence is longer than five days, please contact your local Kelly Educational Staffing office or KAST Center.

Step 3: Enter a start and end time for the absence by selecting one of the following:

- Press **1** for a full day absence (your default start and end times were provided by your school administrator).
- Press **2** for a half day AM.
- Press **3** for a half day PM.
- Press **4** to enter specific start and end times.

Step 4: Select the reason for the absence.

Step 5: The system will confirm the details of the absence and provide the following options:

- Press **1** if correct.
- Press **2** to erase and re-enter.
- Press **3** to cancel.

If the absence is a multi-day absence, the system will prompt you to enter a date for the next day of the absence, or you may accept the default date.

- Press **1** if the details are the same as the previous date.
- Press **2** to change some of the details.
- Press **3** to change all of the details.

J: Recording an Absence (continued)

Step 6: (If this step does not apply, you will be automatically forwarded to Step 7). Before saving the absence, the system will confirm the details of the absence and provide the following options:

- Press **1** to assign a specific substitute teacher.
- Press **2** to allow the system to locate a substitute teacher.

Note: In order to assign a specific substitute teacher, you must first contact the substitute teacher directly to verify their availability and to request their 10-digit phone number.

Enter the substitute teacher's 10-digit telephone number including area code and press **#**. Confirm the telephone number you entered by pressing **1**. Select the appropriate substitute teacher name by pressing the appropriate number.

Step 7: The system will save the absence and give you a confirmation number. The confirmation number ensures that you completed the process correctly and can later be used to retrieve the absence details.

K: Checking Absence Reason Balances

The Checking Absence Reasons Balances function may not currently be in use in your district. Please contact your school administrator, Kelly Educational Staffing office or KAST Center for assistance.

L: Reviewing Upcoming Absences

Step 1: Press **3** from the Main Menu to review upcoming absences.

Step 2: You will hear the following options if you have absences scheduled:

- Press **1** for absences scheduled for today.
- Press **2** for absences scheduled for tomorrow.

Step 3: After the system has played the details of your absence, you will have the following options:

- Press **1** to hear more about the absence if it is a multi-day absence.
- Press **2** to hear the information again.
- Press **4** to listen to the next absence if you have more than one upcoming absence.
- Press **5** to return to the Main Menu.

M: Reviewing a Specific Absence

Step 1: Press **4** from the Main Menu to review a specific absence.

Step 2: Enter the confirmation number of the absence you wish to review.

Step 3: The system will repeat the confirmation number you entered and provide the following options:

- Press **1** if the confirmation number is correct.
- Press **2** to re-enter the confirmation number.

Step 4: After you hear the information, the system will provide the following options:

- Press **1** to hear more about the absence if it is a multi-day absence.
- Press **2** to hear the information again.
- Press **5** to return to the previous menu.

N: Reviewing or Changing Personal Information

Press **5** from the Main Menu to review or change your personal information. You will hear the following options:

- Press **1** to change your name and title recording.
- Press **2** to change your PIN.
- Press **3** to change your telephone number.
Note: Changing your telephone number will also change the ID number that you use to access the system.
- Press ***** to return to the previous menu.

Changing Your Name and Title Recording

Step 1: Press **1** to hear your current recording (or your name spelled if you have not recorded your name). If you wish to change your recording:

- Press **1** to proceed.
- Press **2** to return to the Main Menu.

Step 2: Press **1** and the system will prompt you to record your name and title. Please record your name, grade, and the subject you teach.

Step 3: After recording, the system will provide the following options:

- Press **1** to save the recording.
- Press **2** to erase and re-record your name and title.
- Press **3** to return to the Change Personal Information Menu without saving.

Changing Your PIN

Step 1: Press **2** to hear your current PIN.

- Press ***** to leave your PIN unchanged.
- Enter a new four digit PIN followed by the **#** sign.

Step 2: The system will repeat the PIN you entered.

- Press **1** if the PIN is correct.
- Press **2** to re-enter your PIN.

Step 3: After confirming your new PIN:

- Press **1** to save your new PIN.
- Press **2** to erase and re-record your PIN.
- Press **3** to return to the Change Personal Information Menu without saving.

Change Your Telephone Number

Step 1: Press **3** to hear your current telephone number.

- Press ***** to leave your telephone number unchanged.
- Enter a new ten-digit telephone number followed by the **#** sign.

Note: Changing your telephone number will also change the ID number that you use to access the system.

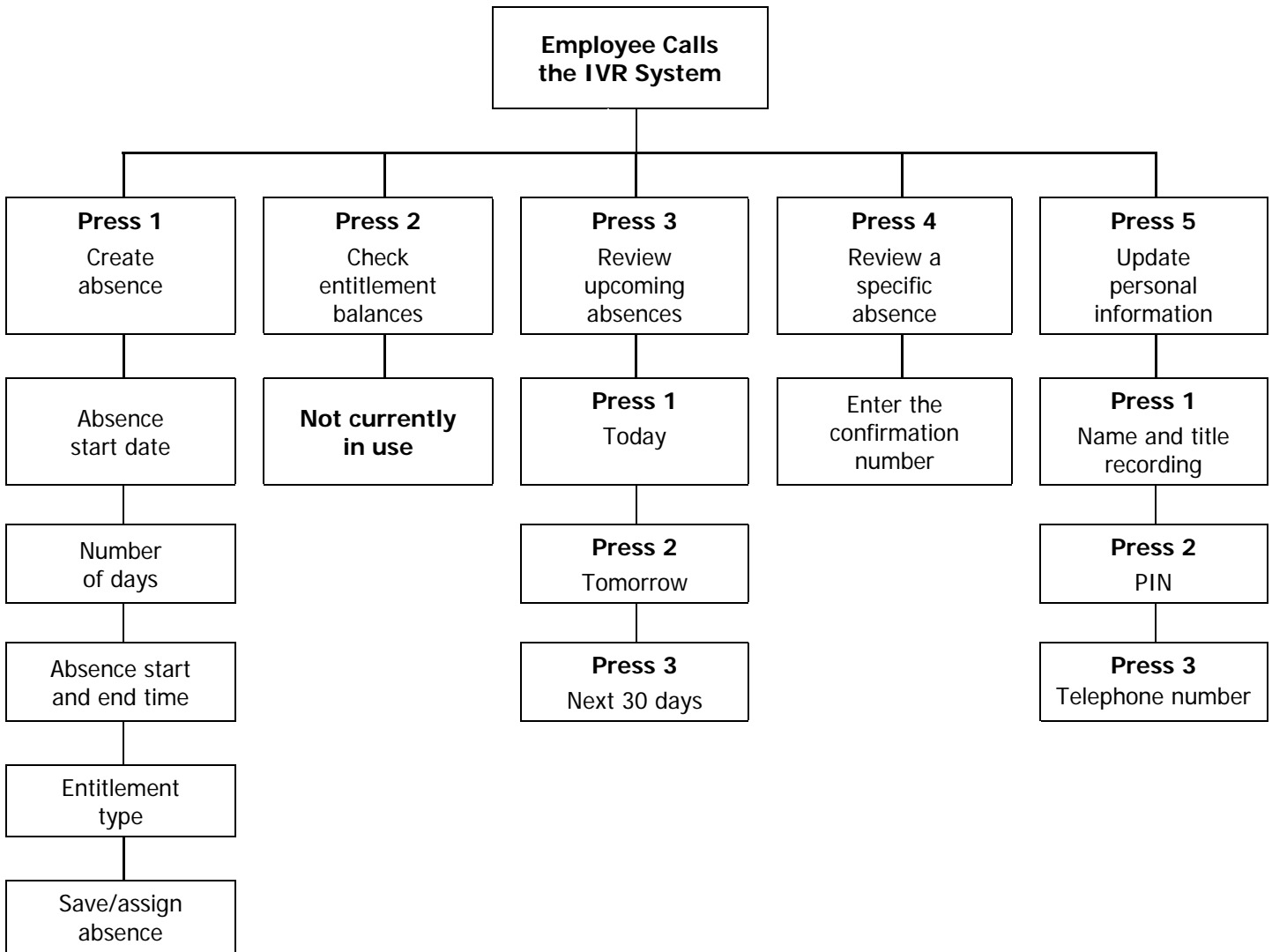
Step 2: The system will repeat the telephone number you entered.

- Press **1** if the telephone number is correct.
- Press **2** to re-enter the telephone number.

Step 3: After confirming your new telephone number:

- Press **1** to save your new telephone number.
- Press **2** to erase and re-record your telephone number.
- Press **3** to return to the Change Personal Information Menu without saving.

O: IVR System Map



General Information

P: Need Help?

Contact your Kelly Educational Staffing office or KAST Center to:

- Cancel or modify an absence
- Ask questions regarding Kelly Educational Staffing or the use of the Kelly Automated Scheduling System
- Obtain your PIN
- Receive assistance if you are unable to access the system

Call 1-866-KELLY-38, during regular business hours, for assistance if you experience technical difficulties using the automated scheduling system.

**We look forward to providing you the convenience of the Kelly Automated Scheduling System. Please share your feedback with your Kelly Educational Staffing office.
Thank you!**

✂ Cut out and save these quick reference cards:

Kelly Educational Staffing

Via the Internet

- Go to kellyeducationalstaffing.com, select the country and click **Go**.
- Click **KASS Login** and enter your ID number and PIN in the appropriate fields.*
- This feature allows you to:
 - Record an absence
 - View your schedule
 - Change your profile/update personal information
 - Obtain assistance

Via the Interactive Voice Response System (IVR)

- Dial 800-942-3767 and log on to the Kelly Automated Scheduling System by entering your ID number and PIN.*
- This feature allows you to:
 - Record an absence
 - Review upcoming absences
 - Review a specific absence
 - Review or change your personal information

*Your ID number is your 10 digit telephone number. Your PIN will be assigned by the Kelly branch.

Kelly Educational Staffing

Kelly Automated Scheduling System for Employees

- Report an absence via kellyeducationalstaffing.com or call 800-942-3767.
- For assistance, or if you forget your PIN, contact your Kelly Educational Staffing office or KAST Center at 866-KELLY-98.
- For technical difficulties, call 866-KELLY-38 during regular business hours.