

TELESTAFF PHONE GUIDELINES

202-299-3333

To accept an assignment

You will be prompted to enter you TeleStaff password, followed by #

You will be prompted to select 1 for New Messages

After listening to message you may hang up and TeleStaff will show that you have been notified of your assignment. If you are unsure of an assignment it will be the member's responsibility to log into TeleStaff to view their personal calendar or contact their on duty OIC.

To enter a work code:

Access TeleStaff by dialing 202-299-3333

You will be prompted to enter your 8-digit Logon ID Number, followed by #

You will be prompted to enter your password, followed by #

You will be prompted to select 3 for Inbound Options

You will be prompted to select 1 to enter a code

You will be prompted to enter a date range, followed by #

- To enter a single date, use the following format: 1) the two-digit abbreviation for the month, followed by a two-digit date. For example, for April 9, you would enter 0409#. For October 15, you would enter 1015#
- You can also enter a date range in order to enter the same code over a series of consecutive shifts. For example, to enter annual leave for the shift on August 13 – August 19, you would enter 08130819#. TeleStaff will only enter the work code on your scheduled work days, even though the date range includes regularly scheduled days off.

You will be prompted to enter a numeric **code** followed by # key.

- WDO Special Event – **773**
- WDO AM – **0700**
- WDO PM – **1900**
- Annual Leave Period – **257**
- Annual Leave Request – **25**
- Bereavement – **238**
- Court – **227**
- Holiday Request – **465**
- Jury Duty – **5879**
- MIP (UNIFORM ONLY) – **647**
- Personal Leave Day (EMS ONLY) – **759**
- Sick Leave - **758**

You will be prompted to enter a cover code, followed by “#” key.

- At this prompt, hit #. We do not use cover codes.

TeleStaff will repeat back to you the code you entered, as well as the date(s).

You will be prompted to press 1 to confirm or # to cancel if you made a mistake.

- If you confirm, there will be an extended pause.

Once TeleStaff prompts you to “press 1 to enter a code, press 2 to remove code” you can hang up.

To remove a work code:

Access TeleStaff by dialing 202-299-3333

You will be prompted to enter your 8-digit Logon ID Number, followed by “#” key.

You will be prompted to enter your password, followed by “#” key.

You will be prompted to select 3 for Inbound Options

You will be prompted to Press 2 to remove a code

You will be prompted to enter a date range, followed by “#” key.

- To remove a code from a single date, use the following format: 1) the two-digit abbreviation for the month, followed by a two-digit date. For example, for April 9, you would enter 0409#. For October 15, you would enter 1015#
- You can remove the same code over a series of consecutive shifts by entering a date range. For example, to remove a code for the shift from August 13 – August 19, you would enter 08130819#. TeleStaff will only remove the work code on your scheduled work days the code was originally entered, even though the date range includes regularly scheduled days off.

TeleStaff will tell you the date(s) and type of code to be removed. You will be prompted to hit 1 to confirm or # to cancel.

TeleStaff will confirm the removal of the code; at this point, you can hang up. In addition, members utilizing TeleStaff by phone must contact their on duty OIC to confirm their request for leave has posted.

Your password is not case sensitive when using the telephone service. The following is the numeric number for letters on a standard telephone.

ABC=2 • DEF=3 • GHI=4 • JKL=5 • MNO=6 • PQRS=7 • TUV=8 • WXYZ=9

Members are reminded that they can use only numbers in their password if they so choose. Passwords must be 4-10 digits in length and do not need to be reset periodically. The Battalion Management Teams are available to assist members with resetting lost passwords. Ringbacks™ or music that replaces a standard ring heard by the caller can not be used with TeleStaff. The system will think that the music is the answering machine and leave the message prematurely.