

AO TELESTAFF CHEAT SHEET

Over time (Extra Shifts): You can turn in your OT shift outside of 24 hours if there are AOs on the picklist by simply calling and requesting it on the TeleStaff line at (714) 536-5476. If there are no AOs on the picklist, you can find your own coverage however, AOs on the picklist have first priority. You do not need to GLCR if there are AOs on the pick list. Keep in mind, **you can not trade an overtime shift.** If it is within 24 hours of the start of your shift, you must call the BC line with any changes.

*******IF YOU ARE PART TIME, ALL OF YOUR SHIFTS ARE “OVERTIME”.**
A PART TIME AO CANNOT TRADE A SHIFT WITH A FULL TIME AO.

General Leave Approved (GL): Used when there are AOs on the pick list. This only applies to a regularly assigned shift it is not needed to turn in an overtime shift. This can be done on TeleStaff.

General Leave Confirmed Relief (GLCR): Used when there is NO other AO on the pick list, you must have your own coverage. This only applies to a regularly assigned shift it is not needed to turn in an overtime shift. This can be done on TeleStaff.

Hold over/Bail Out (BO): You can get out of a hold over by calling the TeleStaff line more than 24 hours in advance with your Bail Outs PIN number and name.

“Hello, this is AO Patino my PIN is 0000. I have a Hold Over Bail Out for May 5th AO Anzalone is going to bail me out. Her PIN is 0000.”

Shift Trade: In TeleStaff, select the AOX (Shift Exchange Off Duty) and fill in the detail portion of the exception **with the PIN number of the AO with whom you are doing the shift** exchange. Then, select the AO who is working the AWX (shift exchange On Duty) and fill in the detail portion of the exception with your PIN number. On your TeleStaff calendar it should show the pin number of the person you traded with and vice versa.

The screenshot shows a web browser window titled 'telestaff.net' with a form titled 'Add ...'. The form is divided into two sections: 'Action' and 'Cover'.
Action Section:
- Name: Hernandez, Alexandria
- Date: Sunday, May 31, 2020
- Work Code: AO - Shift Exchg Off Duty (dropdown menu) with a PIN input field containing '888'.
- Where: -none- (dropdown menu)
- From: 08:00 through 08:00 = 24 Hours
- Note: (empty text area)
- Account: (empty text area)
- An 'Apply' button is located below this section.
Cover Section:
- Name: Gonzalez, Amanda (DR) (dropdown menu)
- Work Code: AO - Shift Exchg On Duty (dropdown menu) with a PIN input field containing '852'.

When to call TeleStaff Line (714) 536-5476:

1. If you try to perform an action on TeleStaff and you get an “issue” code (i.e: request GL or shift trade within 24 hours)
2. If you want to turn in an Over Time shift
3. If you have a Hold Over Bail Out or Refusal
4. When you are calling out sick the night before your shift
5. If calling in sick the day of your shift, Call the main BC line at (714) 536-5406 between 0630-0700 (Don't wake up Chief in the middle of the night)

When to use TeleStaff:

1. Shift Trades
2. General Leave Confirmed or Approved
3. Placing yourself Available Partial and/or Available Full