

Kelly Services

NICE WebStation Employee Guide

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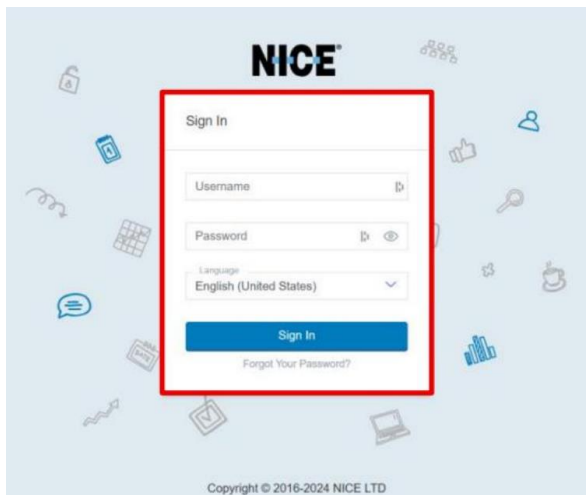
From Deputy to NiCE: Tips and Terms

As we transition from Deputy to NiCE, here are some comparison terms to help our team:

NiCE Term	Old Deputy Term
NiCE Webstation	Deputy
Time Off Manager	Request Time Off- Leave
Shift Trade	Offer Shift
Time Board	Open Shifts

Logging in to NICE WebStation

1. Open <https://language-line-wfm.nicecloudsvc.com> in your web browser.
2. TYPE IN your credentials
 1. Username: Your Interpreter ID number
 2. Default password: Welcome2Nice!LLS#
3. Enter your password and select your preferred language.
4. Click Sign In.



The system will prompt you to change the default password.

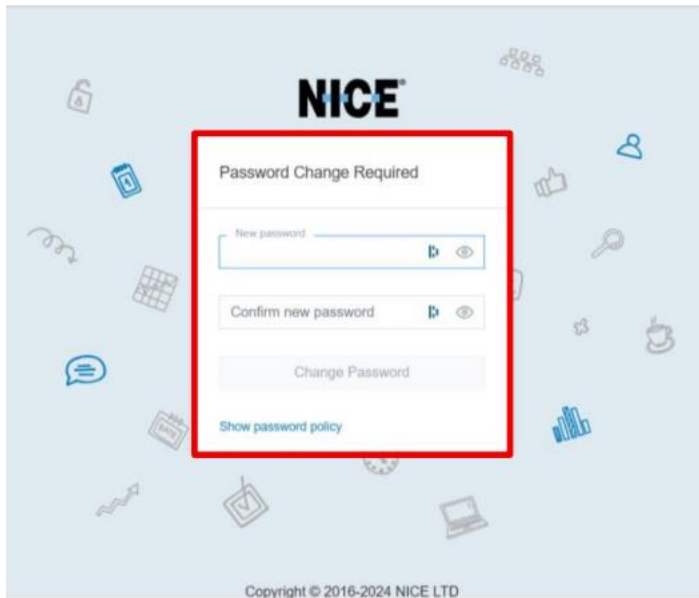
5. TYPE IN a new password

Password policy:

- The last 10 passwords cannot be reused
- The password must be at least 14 or more characters long
- The password cannot begin and end with spaces
- The password cannot contain the username
- The password must contain at least 1 letter
- The password must contain at least 1 numeric character
- The password must contain at least 1 special character

6. TYPE IN the new password again

7. CLICK Change Password

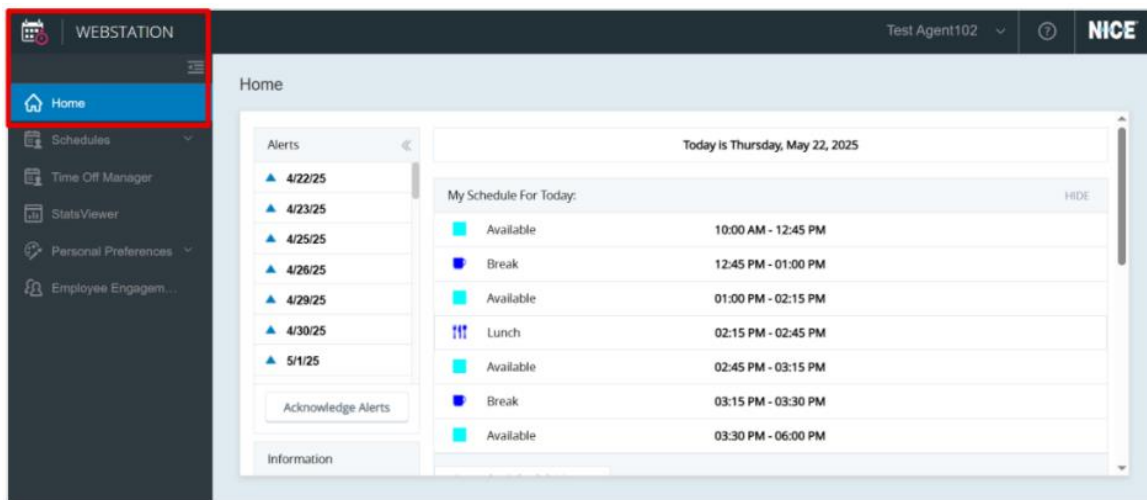


The screenshot shows a web page titled "NICE" with a "Password Change Required" form. The form is highlighted with a red border. It contains the following elements:

- Form title: Password Change Required
- Input field: New password (with a strength indicator and an eye icon for visibility toggle)
- Input field: Confirm new password (with a strength indicator and an eye icon for visibility toggle)
- Button: Change Password
- Link: Show password policy

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After changing your password, you will be taken to the Webstation Home Page.



The screenshot shows the NICE Webstation Home Page. The top navigation bar includes "WEBSTATION", "Test Agent102", and the NICE logo. The left sidebar contains a menu with "Home" highlighted in blue. The main content area displays the "Home" page with the following sections:

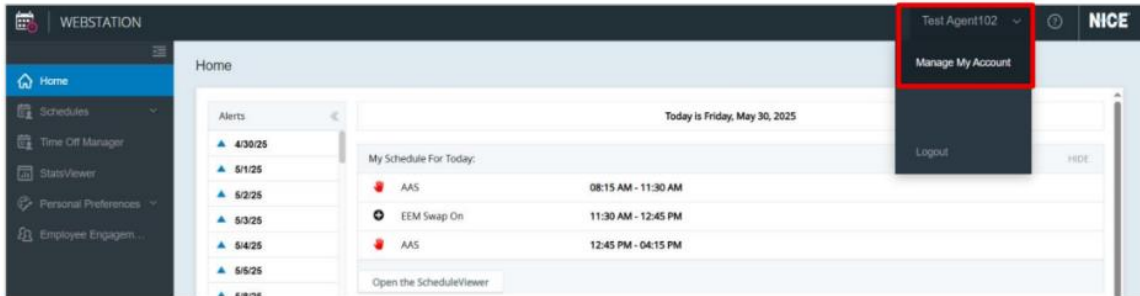
- Alerts: A list of dates from 4/22/25 to 5/1/25, with an "Acknowledge Alerts" button.
- Information: A section for user information.
- My Schedule For Today: A table showing the user's schedule for Thursday, May 22, 2025.

Today is Thursday, May 22, 2025		
My Schedule For Today: HIDE		
Available		10:00 AM - 12:45 PM
Break		12:45 PM - 01:00 PM
Available		01:00 PM - 02:15 PM
Lunch		02:15 PM - 02:45 PM
Available		02:45 PM - 03:15 PM
Break		03:15 PM - 03:30 PM
Available		03:30 PM - 06:00 PM

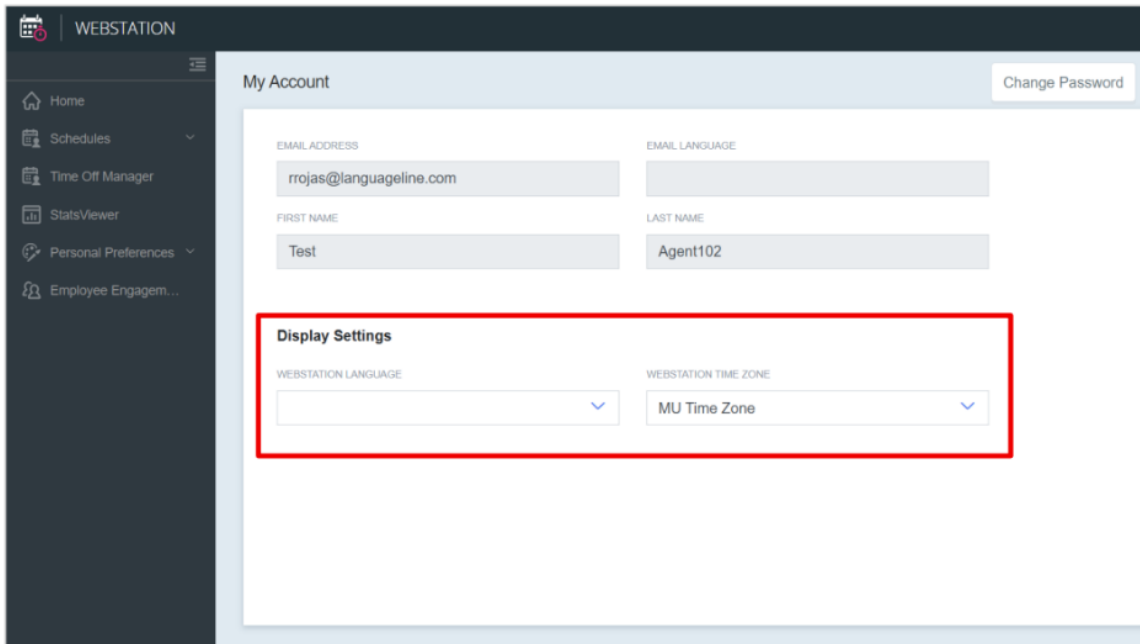
NICE Webstation allows you to select your preferred language and time zone. You also have the option to change your password.

To manage your account:

1. CLICK your name at the top on the Webstation home page.
2. CLICK Manage My Account from the drop-down menu.



3. CLICK on the drop-down arrow to select your preferred Webstation Language.
4. CLICK on the drop-down arrow to select your Webstation Time Zone.
 - You may select the time zone according to your location, however please note the Kelly Services team operates in **PST ONLY**.



5. CLICK Change Password if you need to change your password.

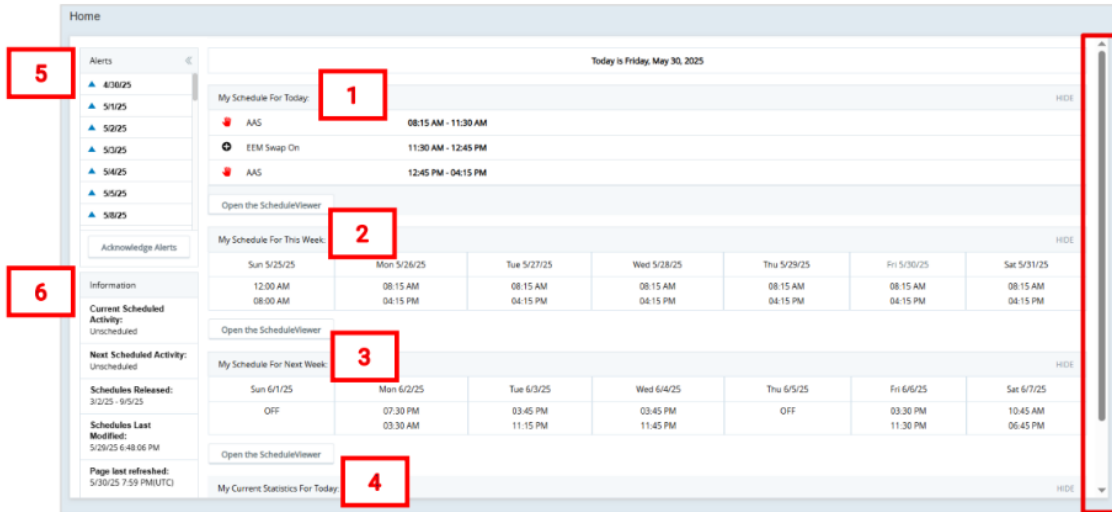
Manage My Account Home

The Webstation home page will display six different areas:

1. My Schedule For Today
2. My Schedule For This Week

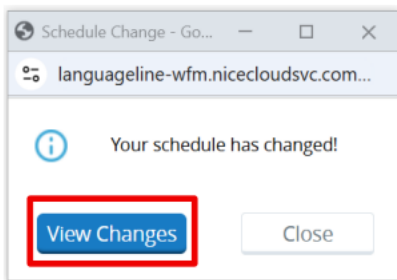
3. My Schedule For Next Week
4. My Current Statistics For Today
5. Alerts
6. Information


Note: You may need to scroll down to see all areas.



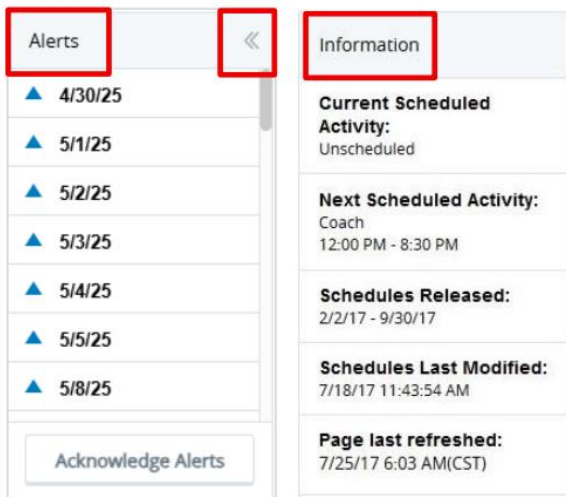
Alerts

A pop-up notification will appear if your schedule has changed. To review the updates, **CLICK View Changes**. This will display all modifications made since your last login.



- Schedule change alerts will also appear in the Alerts section.
- The Alerts and Information sections will be expanded by default.
- To collapse these sections, **CLICK** the Left Arrow  .

- If there are any unacknowledged alerts, the Right Arrow will blink while the sections collapse.
- Schedule changes are represented by this icon ▲.
- CLICK the Right Arrow » to expand the sections.
- To clear alerts, CLICK Acknowledge Alerts. This message will display: *“This will clear the change marks for schedules on all days. If you have not yet seen all of the changes, click Cancel. Otherwise, click OK.”* This clears all alerts, as well as the schedule change icons.



Define Personal Preferences:

WebStation Navigation: Personal Preferences

1. Locate the options in the menu for the personal preferences
2. For each option, preferences are entered by checking a box next to items and data to be viewed on the corresponding page for which the preferences are being entered

Viewing and Adjusting Schedules-

View My Schedule:

WebStation Navigation: Schedules > My Schedules

1. Click on daily, weekly, or monthly tab to change the schedule view
2. Click the arrow to move to the next week's schedule
 3. Select a day on the calendar to see a different day's schedules
 4. Click on the add an activity button to request an activity be added to a schedule

Sign up for Slots on the Time Board:

This is how you add extra hours to your schedule similar to picking up open shifts.

WebStation Navigation: Schedules > Time Board

1. On the main page, click the sign up link to sign up for a slot
2. On the popup, edit start and stop times for the slot as needed
3. View pending and approved slots on the my schedule changes page

Input Schedule Preferences:

WebStation Navigation: Schedules > Schedule Preferences

1. On the opening page, click on the add preferences or edit preferences link next to a weekly rule
2. Click on the tabs at the top of the main page to determine the preferences to input
3. For lunch times, start times, and stop times preferences, select a day to input preferences
4. Enter preferences
5. Copy preferences to other days of the week

Manage Availability:

Pro Tip: This is how you submit new hours to update your schedule for future postings.

WebStation Navigation: Availability Points

1. On the opening page, click on a link under the availability column or click the add a date range link
2. On the page that appears, click on day/time boxes in the grid
3. Choose to make the day/time boxes available or unavailable by clicking the appropriate button
4. Adhere to instructions provided when selecting availability
5. On the opening page, check the status of the input availability

Requesting Time Off-

Use My Schedule Change:

Schedule Changes are to be used if you need a day off that has already been posted to your schedule. You will use the activity code to request this time off.

WebStation Navigation: Schedules > My Schedule Changes

1. On the main page, click on the request a schedule change button
2. On the request a schedule change page, request to add activities to schedules, extend schedules, create schedules
3. Click on the add row button to make multiple change requests
4. In the tables on the main page, view the status of change requests in tables: pending, completed, unsuccessful

Locate My Time Off- Text & Calendar View:

Pro Tip: Time Off Manager should be used for future days off that have not been posted to your schedule yet.

WebStation Navigation: Time Off Manager

1. On the selector page, click on a time off rule
2. On the main page, on the my time off tab, toggle between the text view button and calendar view button
3. In the text view, identify the tables that represent different time off states
4. In the calendar view, use the color key link to identify the time off states in a graphical format

Adding a Time Off Request:

Pro Tip: All interpreters will select **UTO** for their type of time off.

WebStation Navigation: Time Off Manager

1. On the selector page, click on a time off rule
2. From the my time off tab, click on the request time off link

3. Select type off type and length, enter start/end dates and times, and enter time off comments for the request

Canceling a Time Off Request:

WebStation Navigation: Time Off Manager

1. On the selector page, click on a time off rule
2. From the my time off tab – text view – locate time off to cancel and click on the cancel link
3. From the my time off tab – calendar view – locate time off to cancel in the calendar
4. Click on the delete request button

Viewing Time Off Allotments:

WebStation Navigation: Time Off Manager

1. On the selector page, click on a time off rule
2. Click on the time off allotments tab
3. Choose a tab for viewing: daily, weekly, or monthly
4. View a row in the spreadsheet for taken/planned time and remaining time
5. Click on the wait list or time off links to view additional information

Trading Shifts-

Initiate Trades from My Trades:

WebStation Navigation: Schedules > My Trades

1. On the main page, click on the trade a schedule button to initiate a trade
2. On the trade your schedule page, select a schedule to trade, determine the trade length, and determine whether it is an open trade
3. On the post your schedule to the trade board page, input options for the schedule that will be received in return for the traded schedule
4. On the main page, view the status of trades in multiple tables

View Group Schedules:

WebStation Navigation: Schedules > Group Schedules

1. On the main page, use the change link to change the management unit or employee type
2. Use the arrows to skip to another day's schedules
3. Click a date on the calendar to view another day's schedules
4. Click on the trade a schedule button to trade a schedule with a specific agent

Accept a Trade on Schedule Trade Board:

WebStation Navigation: Schedules > Schedule Trade Board

1. On the main page, put a checkmark in the box next to one or more trades to accept
2. On the trade your schedule page, edit and confirm options for the schedule that will be received and given away
3. Review the status of your trades

4. Check the alerts section of WebStation to accept any alerts associated with the trade