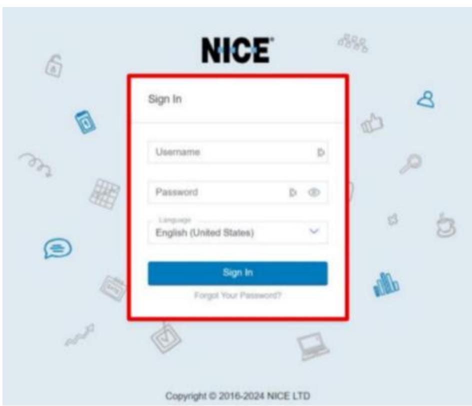
## NiCE WebStation Employee Guide

This guide provides text-only instructions for using NiCE WebStation.

### Logging In

- Go to: https://languageline-wfm.nicecloudsvc.com
- Username: Your Interpreter ID number.
- Default password: Welcome2Nice!LLS#
- On your first login, change your password.
- Password requirements: at least 14 characters, at least 1 letter, 1 number, and 1 special character; cannot reuse your last 10 passwords; cannot begin or end with spaces; cannot contain your username.

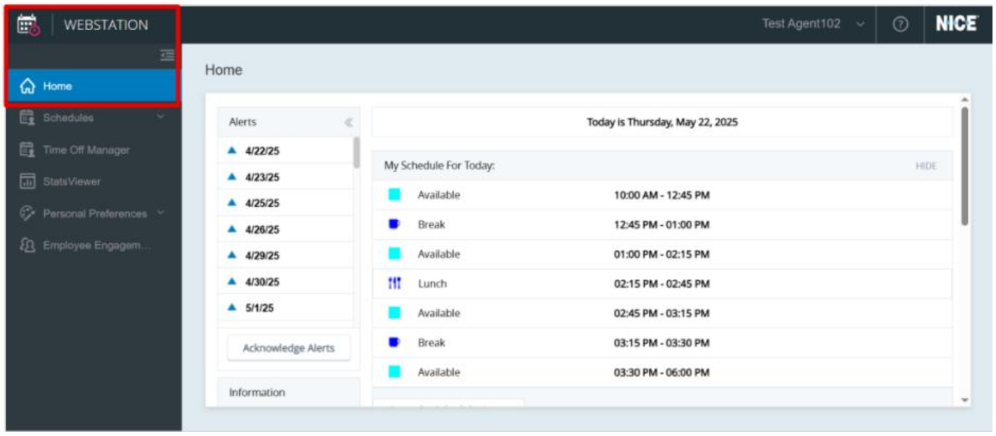



### Manage My Account

- Select your name in the upper-right corner and choose Manage My Account.
- Update your preferred language.
- Update your preferred time zone. You may select your local time zone; Kelly Services operates in PST.
- Change your password if needed.

### Viewing Your Schedule

- Navigate to Schedules > My Schedule.
- Use the Daily, Weekly, or Monthly tabs to change your view.
- Use the navigation arrows or calendar to move between dates.




**<u>Viewing and Adjusting Schedules-</u>**

**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

- Only the current week and next week are visible.
- A new week becomes available every Sunday.

**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

**<u>Requesting Time Off-</u>**

**Use My Schedule Change:**

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

## Important Reminders

- NiCE is your scheduling system only.
- Interpreter Connect or LINC records payable time.
- Interpreters cannot work unscheduled hours.
- If your schedule is incorrect, contact INTscheduling immediately.
- Use the appropriate break buttons according to Kelly policy.
- UTO requests and Shift Trades cannot be initiated after a shift has started.
- UTO and Shift Trades cannot be completed for any Additional Hours. Once these are added they must be worked.