

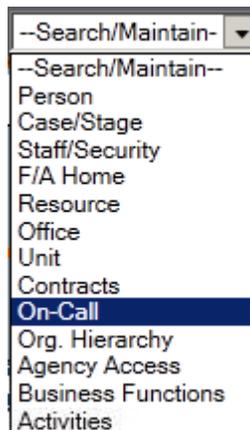


The On-Call Log in CONNECTIONS is used to record the name and contact information for local district (LDSS) staff providing on-call coverage outside regular business hours. The State Central Register (SCR) uses the on-call log to assign CPS Intakes to LDSS On-call and In-day staff.

The SCR has security to update the On-Call log for all local districts. LDSS staff can only maintain the On-Call log for their own district.

### Searching for a Local District On-Call Log

1. Select **On-Call** from the **Search/Maintain** dropdown menu.
2. Select **County** (*Regional/specialized offices are also listed*).  
For NYC, **Zone** is required.
3. Enter **Start Date/End Date** (*optional*).
4. Enter **Start Time/End Time** (*optional*).



 **If you select a Start Date and End Date that are the same, a Start Time and End Time are required.**

5. Click on the **Search** button.
6. Select a record on the **On-Call List** to view details.
7. Select an employee on the **On-Call Employees** grid to view details about that employee.

### Adding a New Shift, Block of Time or Employee

A **Shift** or **Block** can be created for one day, a designated period of time or an entire month.

**NOTE: New Using** is a feature that allows the re-use of information, previously recorded in the On-Call log (i.e. phone numbers, Shift/Blocks, Contact Order, Designation) to reduce repetitive data entry. See page two of this tip sheet for use of this feature.

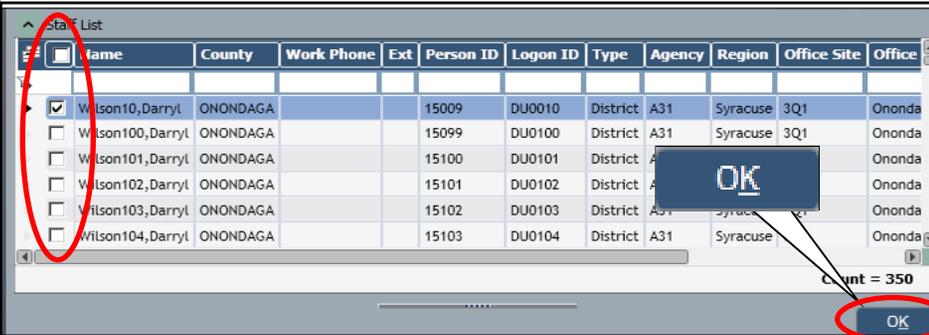
### To enter a new shift, block or employee:

1. Select **On-Call** from **Search/Maintain** dropdown menu.
2. Select **County** (*Regional/specialized offices are also listed*).  
For NYC, **Zone** is required.
3. Click on the **Search** button.
4. Click on the **New** button.

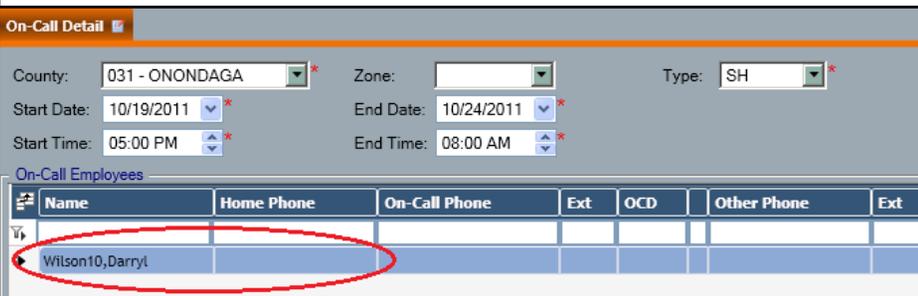


5. Select the **Staff Search** link in the NAVIGATION PANE.
6. Enter the worker's name (last name is required, first name is optional).

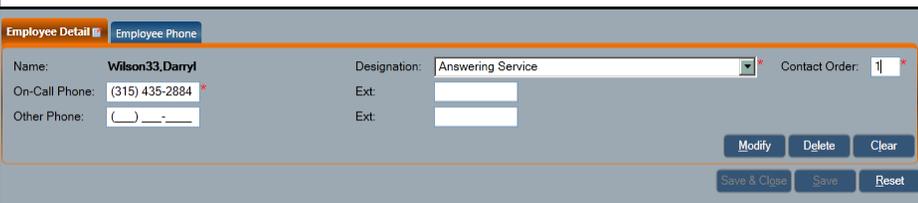
- Click on the **Search** button.
- Select the correct returned name(s);  
*Up to 9 employees can be selected by checking the check box to the left of each employee's name.*



- Click on the **OK** button.
- Select the employee on the **On-Call Employees** grid.
- Enter the **Start Date/Start Time** and **End Date/End Time**.
- Enter the **Type** (Block or Shift).



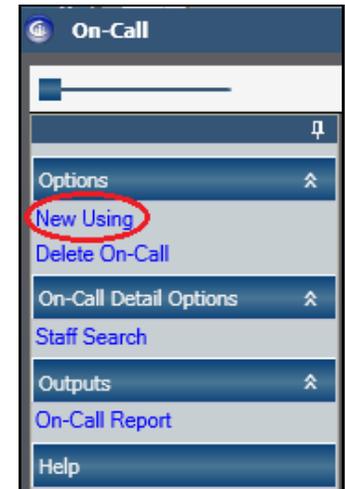
- On the **Employee Detail** tab, enter **On-Call Phone** information, **Designation** and **Contact Order**.



- Click the **Modify** button
- Select **Save**, if additional records need to be created or select **Save and Close** if the log is complete.

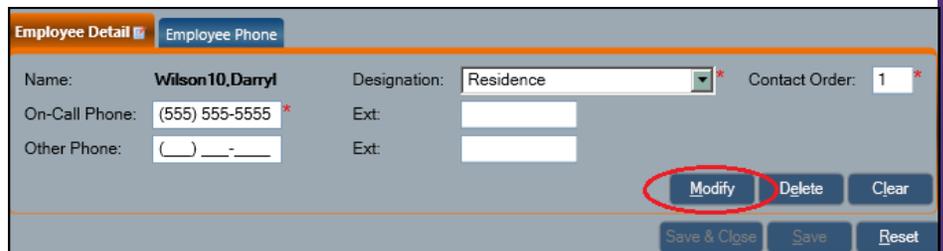
### Adding a New Shift, Block of Time or Employee Using Existing Information (New Using)

- Select **On-Call** from **Search/Maintain** dropdown menu.
- Select **County** (*Regional/specialized offices are also listed*). For NYC, **Zone** is required.
- Click on the **Search** button.
- Select a record from the **On-Call List**.
- Click on the **New Using** link in the **NAVIGATION PANE**.
- On the **On-Call Detail** tab, enter an **End Date/Time**.



 **NOTE: End Date must be entered before Start Date**

- Enter the **Start Date/Time**.
- Select an **Employee** from the **On-Call Employees** grid.  
*Previously recorded information for the selected employee will display on the **Employee Detail** tab.*
- On the **Employee Detail** tab, enter changes in **Designation** and **Contact Order**, if needed.

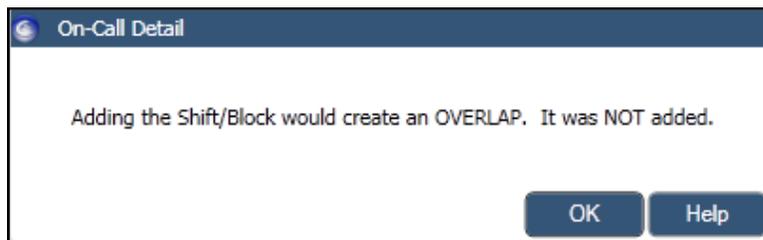


- If changes have been made, click the **Modify** button.
- Select **Save** if another record needs to be created or select **Save and Close** if the log is complete

### Changing or Inserting a Shift

When the On-call employee is not available to take calls for a period of time during their shift, another On-call employee can be added:

- Select **On-Call** from **Search/Maintain** dropdown menu.
- Select **County** (*Regional/specialized offices are also listed*). For NYC, **Zone** is required.
- Click on the **Search** button.
- Select the record from the **On-Call List** to modify.
- Modify the original employee shift to show the time they are unavailable.
- Click the **Save** button.
- Add the new employee with a shift that does not overlap the original employee.

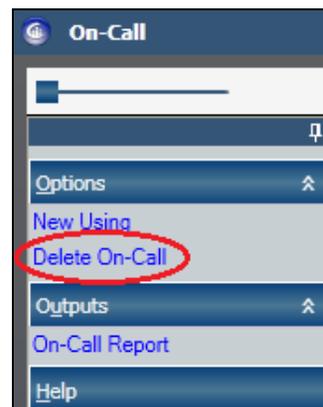


- End the new employee and create a record for the original employee, when that employee becomes available again.

### Deleting an On-Call Record

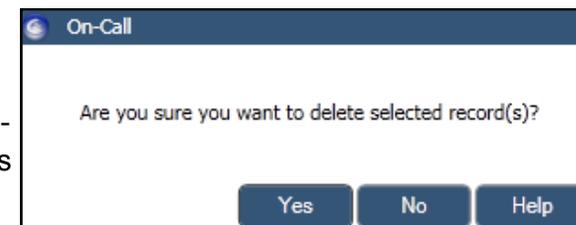


**Note: The On-Call Log will store a maximum of 350 records so older entries will need to be deleted to make room for future ones.**



- Select **Yes** to the prompt.
- Select **OK** to the message that the data has been deleted.

- Select **On-Call** from Search/Maintain dropdown menu.
- Select **County** (*Regional/specialized offices are also listed*). For NYC, **Zone** is required.
- Click on the **Search** button.
- Select a record **on the On-Call List**.
- Click on the **Delete On-Call** link in the **NAVIGATION PANE**.



### Resources

- CONNECTIONS Job Aids and Tip Sheets:  
<http://ocfs.state.nyenet/connect/jobaides/jobaides.asp>
- CONNECTIONS Regional Implementation Staff:  
<http://ocfs.state.nyenet/connect/contact.asp>
- CONNECTIONS Application Help Mailbox:  
[ocfs.sm.conn\\_app@ocfs.state.ny.us](mailto:ocfs.sm.conn_app@ocfs.state.ny.us)  
(NOTE: address contains an underline)
- CONNECTIONS Communications Mailbox:  
[connections@ocfs.ny.gov](mailto:connections@ocfs.ny.gov)

ITS Enterprise Service Desk  
1-800-697-1323