

**Kelly Educational Staffing®**

# Kelly® Automated Scheduling System (KASS) Employee Guide



[kellyeducationalstaffing.com](http://kellyeducationalstaffing.com)

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**KELLY**  
SERVICES

# KASS Reference Guide for Employees

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# KASS Reference Guide for Employees

## Welcome!

Kelly Educational Staffing® is pleased to present the Kelly Automated Scheduling System (KASS). KASS is available through the Internet or telephone (via Interactive Voice Response system - IVR) creating an easy-to-use system for absence management. Among several other available features, you can use the system to communicate and report on employee absences. For your convenience, the system is available 24 hours a day, 7 days a week. This guide details the functionality for both the Internet and telephone features in KASS.

## Guide Content

In this guide you will learn how to:

- Access the system via the Internet and telephone
- Record an absence
- View your schedule
- Change your profile and update personal information
- View your absence history
- Obtain assistance

# First Things First

## A: Verify Your Name and Title Recordings

You must verify your name and title recordings regardless of whether you use the Internet or the IVR system. Your recorded name and title are used during the scheduling process to provide assignment information to the substitutes.

To verify your name and title recordings, have your ID number and PIN ready. **Your ID number and PIN have been provided by your school administrator.**

**Step 1:** Call 1-800-942-3767.

**Step 2:** Enter your ID number followed by the # sign.

**Step 3:** Enter your PIN followed by the # sign.

**Step 4:** Press **5** from the Main Menu to review or change your personal information.

**Step 5:** Press **1** to hear your current recording (or your name spelled if you have not recorded your name). If you wish to change your recording:

- If you wish to update your recorded name and title, proceed to **Step 6**.
- Press **2** to leave your recording as is and return to the main menu (skip remaining steps).

**Step 6:** Press **1** and the system will prompt you to record your name and title. Please record your name, grade, and the subject you teach.

**Step 7:** After recording, the system will provide the following options:

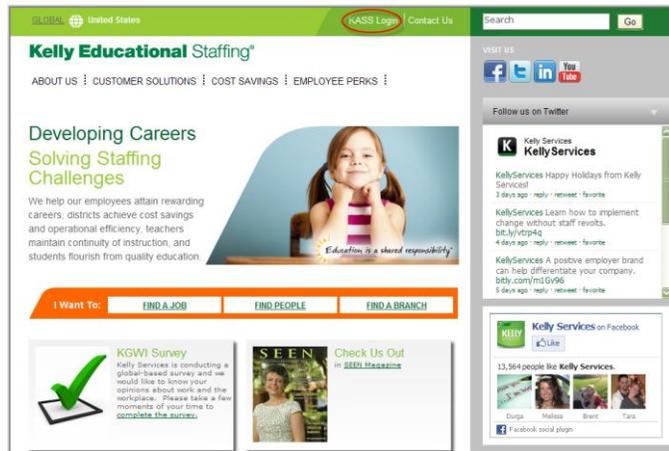
- Press **1** to save the recording.
- Press **2** to erase and re-record your name and title.
- Press **3** to return to the Change Personal Information Menu without saving.

For more information on reviewing and updating your personal information, refer to Section N: Reviewing or Changing Your Personal Information.

# Internet Feature of KASS

## B: Accessing KASS

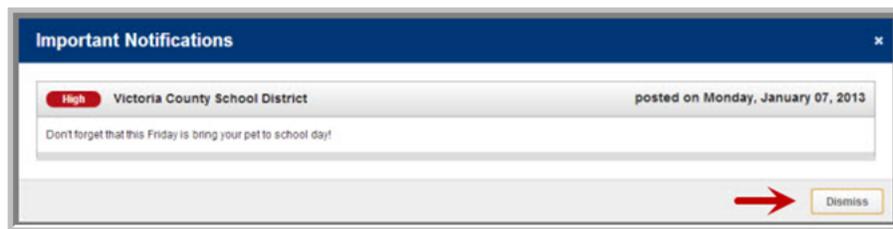
- Step 1:** Log on to the Kelly Educational Staffing Web site on the Internet at [kellyeducationalstaffing.com](http://kellyeducationalstaffing.com).
- Step 2:** Click on the **KASS Login** link.
- Step 3:** Enter your ID number and PIN in the appropriate fields. **Your ID number and PIN have been provided to your school administrator.**
- Step 4:** Click **Sign In**. This will log you on to KASS and take you to your customized home page.



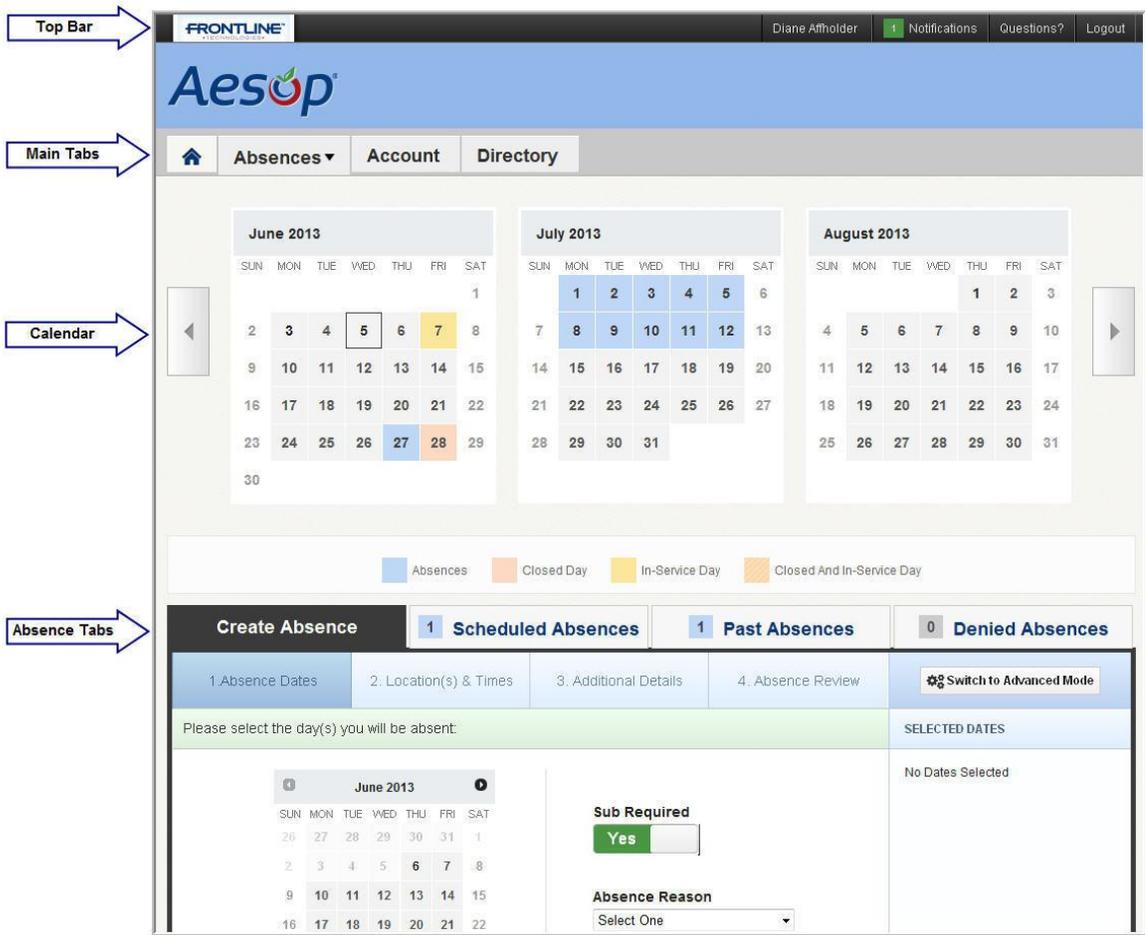
## C: Home Page

### Web Alerts

When logging in, important notifications may pop up. Notifications are used by your Kelly Educational Staffing office or KAST Center to notify you of important information. This information can be re-visited by clicking **Notifications** on the Top Bar.



Once you have dismissed your Web Alerts you will be able to view your home page.



## Top Bar

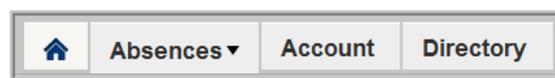
At the very top of your home page you will see a black bar with four different buttons you can click on.



- **Name:** Takes you to your Account tab where you can change things like your personal info, PIN, and your preference list.
- **Notifications:** View web alerts from your Kelly Educational Staffing office or KAST Center.
- **Questions:** Contains your Kelly Educational Staffing office or KAST Center contact information.
- **Logout:** To log out of KASS and be taken back to the login page.

## Main Tabs

The Main Tabs will help you navigate quickly to the different areas in KASS.



- **Home (house icon):** Takes you back to your home page.

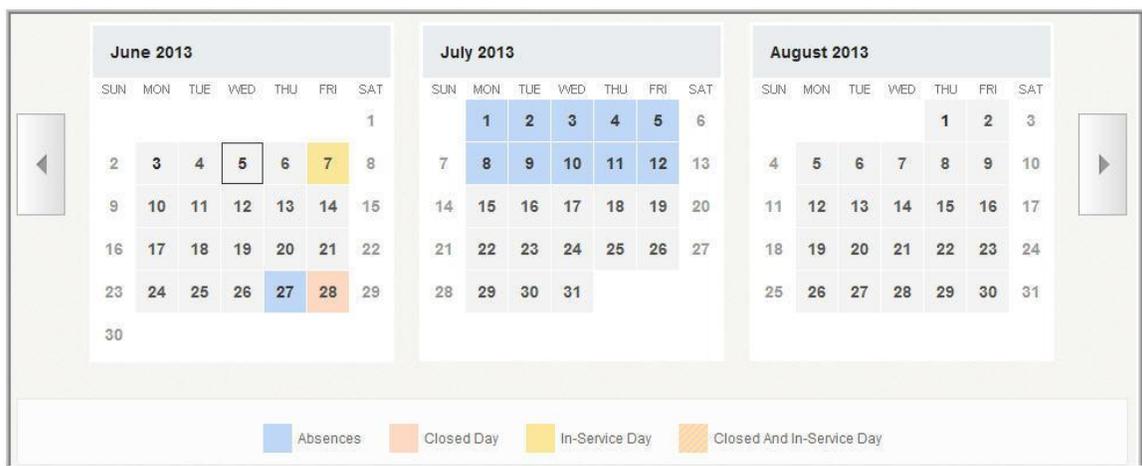
- **Absence:** Takes you to the absence creation page.
- **Account:** Takes you to where you can change your personal info, change your PIN, and view your preference list.
- **Directory:** View your absence approvers (if applicable).

## Calendar

Just below the main tabs is your calendar. The calendar is color coded to show the dates you are scheduled to be absent and the dates your school is closed.

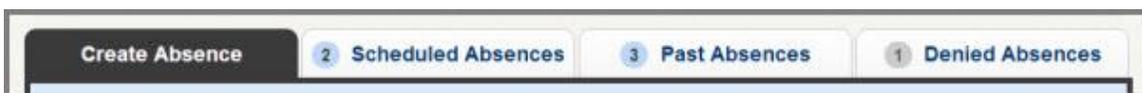


You can view the details for a specific day by clicking on the date. You can scroll to another month by clicking the right/left arrows on either side of the calendar.



## Absence Tabs

Below the calendar are the Absence Tabs. These tabs allow you to create a new absence, view scheduled and past absences and view denied absences (if applicable).



- **Create Absence:** Create a basic absence right from the Home Page.
- **Scheduled Absences:** View a list of upcoming absences that you have already scheduled.
- **Past Absences:** View your past absences for the past 30 days.
- **Denied Absences:** View any absence requests that were denied by your approver (if applicable).

## D: Recording An Absence

To record an absence, you will need the absence date(s), absence reason(s), and the absence start and end times. Your default start and end times were provided by your school administrator.

**Note:** If you are attempting to create an absence for today after your school's cutoff time (typically within one hour of the school's scheduled start time), the system will not allow you to record the absence. Please contact your Kelly Educational Staffing office or KAST Center to enter the absence.

**Step 1:** Scroll down to the **Create Absence** tab on your home page.

**Step 2:** Update the following absence information:

- **Dates:** Using the calendar, select the day(s) you will be absent.
  - If the absence is longer than five consecutive days, please contact your Kelly Educational Staffing office or KAST Center directly to record the absence.
- **Substitute Required:** Toggle the **Sub Required** slider to No if you do not require a substitute.
- **Absence Reason:** Select the appropriate Absence Reason from the drop-down list.
- **Time:** Select the type of absence from the drop-down list (Full Day, Half Day AM, Half Day PM, or Custom).
- **Notes:** You have the ability to leave notes for the sub, such as the location of the lesson plan.
- **File Attachments:** To attach a Word, Excel, or PDF file to the absence, click the Browse button and locate the file you want to attach. Once you select your file, click the Open button. If you would like to include a description, type the name of the file in the Description field.

**Step 3:** Save the absence by selecting one of the following options:

- **Create Absence:** Click the Create Absence button to save the absence and allow KASS to find a substitute for you (if one is required).
- **Create Absence and Assign Sub (if applicable):** Click the Create Absence and Assign Sub button to save the absence and assign a pre-agreed upon substitute. Use the search box to search for subs that are qualified and available to fill your absence. Once you start typing in a last name into the search box, matches will drop down below the box.

- When assigning a specific substitute, you must first contact the substitute directly to verify their availability. When a substitute is manually assigned, they are not notified by the system, so it is imperative they are directly contacted.

Once the absence is saved you will see a message at the top of your screen which will include the confirmation number. The confirmation number ensures that you completed the process correctly, and can be used later to retrieve the absence details.



## E: Viewing Your Absence History

KASS will keep a list of your absences from the past 30 days under the **Past Absences** tab on your home page.

| Create Absence   |                 | 1 Scheduled Absences           | 3 Past Absences | 0 Denied Absences |
|--|-----------------|--------------------------------|-----------------|-------------------|
| This list shows absences for the past 30 days. <a href="#">View More...</a>    |                 |                                |                 |                   |
| Date   | Reason          | Location                       | Duration        | Time              |
| CONFIRMATION # <a href="#">109245693</a> ABRAMS, WILLIAMS FRANCIS / UNAPPROVED |                 |                                |                 |                   |
| 30 Apr 2013  | Illness         | Old British School             | Full Day        | 7:30 AM - 2:30 PM |
| CONFIRMATION # <a href="#">109245644</a> ACKERLY, AMANDA / UNAPPROVED          |                 |                                |                 |                   |
| 13 May 2013  | Personal Day    | Meadow Creek Elementary School | Full Day        | 7:30 AM - 2:30 PM |
| CONFIRMATION # <a href="#">109245645</a> UNFILLED / UNAPPROVED                 |                 |                                |                 |                   |
| 14 May 2013  | Job Injury Cert | Old British School             | Full Day        | 7:30 AM - 2:30 PM |

**Step 1:** Click the **Past Absences** tab on your home page.

**Step 2:** Click on the Confirmation # or the View Details button to view the absence.

If you need to see your absence history from more than 30 days ago you can click the View More link at the top of the list.

## F: Modifying An Absence

The number of fields you are able to modify is dependent on the status of the Absence:

- If the absence has a substitute assigned (the absence is Filled), you can only change the Absence Reason and Notes fields.
- If the absence does not have a substitute assigned (the absence is Unfilled), you can change the Date(s), Absence Reason, Absence Type, and Start and End times.

**Note:** If you need to change any other field not listed above, or you need to cancel or change the absence after the start date, please contact your Kelly Educational Staffing office or KAST Center.

**Step 1:** Click **Scheduled Absences** on your home page's **Absence Tabs**.

**Step 2:** Click the confirmation number of the future absence you want to modify. Past absences cannot be modified.

**Step 3:** Click the **Edit this Absence** button.

**Edit Absence**

Mon, Jun 3rd Meadow Creek Elementary School

School: Meadow Creek Elementary School

Absence Reason: Personal Day

Time: Full Day 07:30 AM to 02:30 PM

Substitute Required: Yes

Monday, Jun 3, 2013  
Meadow Creek Elementary School  
7:30 AM - 2:30 PM  
Personal Day

Notes to Administrator (Viewable only by Administrator and Employee): None

Notes to Substitute (Viewable by Administrator, Employee, and Substitute): None

File Attachments: Uploaded Files, Related Files

**Edit Absence**

**Step 4:** Click **Save** to finish modifying the absence.

## G: Preferred Substitutes

The Preferred Substitutes feature is an optional feature that gives you a measure of control over which substitutes are offered the opportunity to fill in for you when you are absent. Substitutes who are included on your Preferred Substitutes list are given preferential treatment by Kelly Educational Staffing when attempting to find a substitute for an absence that you register.

Your ability to view and edit the Preferred Substitutes list is determined by your school district. Please contact your school district or Kelly Educational Staffing office if you have questions regarding your ability to view or edit the Preferred Substitutes list.

### Viewing Your Preferred Substitutes List

**Step 1:** Click **Account>Preferred Substitutes** from your home page to display your preferred substitutes.

**Preferred Substitutes List**

Substitutes included on this list will be given preferential treatment by Aesop when attempting to fill your absences. You can order up to five subs as your top favorites. If they are qualified and available, Aesop will notify them immediately when you register an absence...

Note: The number of favorites you can select and how they are notified may vary based on your school district's preferences

Search:

| Order | Substitute       | Actions                               |
|-------|------------------|---------------------------------------|
|       | Ackley, Amanda   | <input type="button" value="Remove"/> |
|       | Baldwin, Melissa | <input type="button" value="Remove"/> |
|       | Augusta, Christi | <input type="button" value="Remove"/> |

**Note:** Including a substitute on this list does not guarantee that the substitute will be assigned to your absence, only that they will be the first substitutes to be contacted by the automated IVR system and the KAST Center.

## Adding a Substitute to the Preferred Substitutes List

**Step 1:** To add a new substitute to your preferred list, start typing the name of the sub in the search box.

**Step 2:** Once the desired substitute is found, click **Add Substitute to List**.

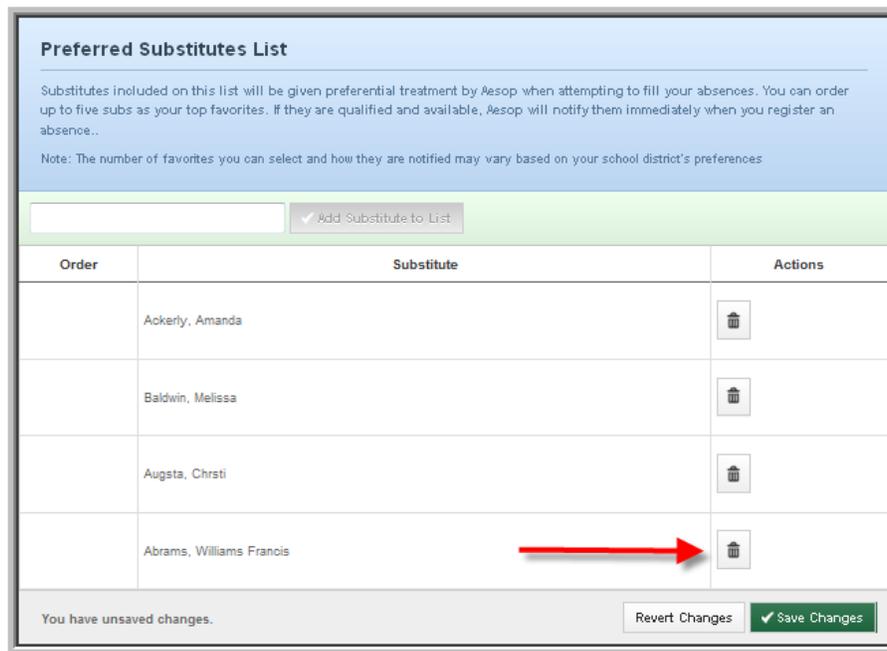


A search box containing the text "Abrams, Williams Francis" and a green button with a checkmark and the text "Add Substitute to List".

**Step 3:** Click the **Save Changes** button to add the substitute to your list.

## Removing a Substitute from the Preferred Substitutes List

**Step 1:** Click on the **Trash Can Icon** to the left of the substitute you would like to remove.



The screenshot shows the "Preferred Substitutes List" interface. At the top, there is a search box with "Abrams, Williams Francis" and a button "Add Substitute to List". Below this is a table with columns "Order", "Substitute", and "Actions". The table contains four rows of substitutes: Akerly, Amanda; Baldwin, Melissa; Augsta, Chrti; and Abrams, Williams Francis. A red arrow points to the trash can icon in the "Actions" column for the last row. At the bottom of the interface, there is a status bar that says "You have unsaved changes." and two buttons: "Revert Changes" and "Save Changes".

| Order | Substitute               | Actions   |
|-------|--------------------------|---|
|       | Akerly, Amanda           |   |
|       | Baldwin, Melissa         |  |
|       | Augsta, Chrti            |  |
|       | Abrams, Williams Francis |  |

**Step 2:** Click on the **Save Changes** button to remove the substitute from your list.

## H: Changing Your Profile

From the **Account Tab** you can perform the following functions:

### View and Modify Your Personal Information

**Personal Info**

**General Information**

**Name:** Diane Affholder

**Phone:** 2482440000

**Email Address:** daffholder2@riverside

**Title:** Journalism, High Sch

**Room Number:** Main Office

**Language:** English

**Start Time:** 7:30 am

**Half Day AM End Time:** 12:00 pm

**Half Day PM Start Time:** 12:01 pm

**End Time:** 2:30 pm

**Step 1:** From your home page, click **Account>Personal Info**. The system will display your current information.

**Note:** If you change your name and/or title on the web, you must also verify their recordings in the IVR system to ensure that the recordings are updated as well. (Refer to Section N for instructions)

**Step 2:** Once your changes have been made, click **Save**.

### Change your PIN

**Step 1:** From your home page, click **Account>Change Pin**.

**Step 2:** Enter your existing PIN in the **Old Pin** field.

**Step 3:** Enter your new PIN in the **New Pin** field.

**Step 4:** Retype your new PIN in the **Confirm New Pin** field.

**Step 5:** Click **Apply** to save your changes

**Change your Pin**

**Old Pin:**

**New Pin:**

**Confirm New Pin:**

Clear Form

## IVR Telephone Feature of KASS

KASS is also accessible through IVR telephone technology. You will need a touch-tone telephone to use the IVR system. If you do not have a touch-tone telephone, please contact your Kelly Educational Staffing office or KAST Center for assistance.

- **Note:** The IVR numerical options may change at any time. Please listen carefully before making a selection. Pressing the \* key will take you back one menu level at any point.

### I: Accessing KASS

**Step 1:** Call 1-800-942-3767.

**Step 2:** Enter your ID number followed by # sign.

**Step 3:** Enter your PIN followed by the # sign.

**Note:** Your ID number and PIN have been provided to your school administrator.

**Step 4:** Once you are logged on to the system, you will hear the following options:

- Press **1** to record an absence (see Section J).
- Press **2** to check entitlement balances (see Section K).
- Press **3** to review upcoming absences (see Section L).
- Press **4** to review a specific absence (see Section M).
- Press **5** to review or change personal information (see Section N).

For all other functions, please contact your Kelly Educational Staffing office, log on to KASS via the Internet, or contact the KAST Center for assistance.

### J: Recording an Absence

**Step 1:** Press **1** from the Main Menu to record an absence.

- Press **1** to record an absence for today.
  - This option is only available before your school's cutoff time (typically one hour before school starts). The system will not allow you to record an absence for today after the cutoff time. Please contact your Kelly Educational Staffing office or KAST Center to record the absence.
- Press **2** to record an absence for tomorrow.
- Press **3** to record an absence for another day. The system will prompt you to enter the day of the month on which your absence begins.
  - This option will only allow you to record absences for the next 30 days.
- Press **4** to record an absence for Monday.
  - This option is only available when you are logged in on Fridays and Saturdays.

**Step 2:** Enter the number of days for the absence.

- If the absence is longer than five days, please contact your local Kelly Educational Staffing office or KAST Center.

**Step 3:** Enter a start and end time for the absence by selecting one of the following:

- Press **1** for a full day absence (your default start and end times were provided by your school administrator).
- Press **2** for a half day AM.
- Press **3** for a half day PM.
- Press **4** to enter specific start and end times.

**Step 4:** Select the reason for the absence.

**Step 5:** The system will confirm the details of the absence and provide the following options:

- Press **1** if correct.
- Press **2** to erase and re-enter.
- Press **3** to cancel.

If the absence is a multi-day absence, the system will prompt you to enter a date for the next day of the absence, or you may accept the default date.

- Press **1** if the details are the same as the previous date.
- Press **2** to change some of the details.
- Press **3** to change all of the details.

**Step 6:** (If this step does not apply, you will be automatically forwarded to Step 8). Before saving the absence, the system will confirm the details of the absence and provide the following options:

- Press **1** to assign a specific substitute.
- Press **2** to allow the system to locate a substitute.

**Note:** In order to assign a specific substitute, you must first contact the substitute directly to verify their availability and to request their 10-digit phone number.

**Step 7:** Enter the substitute's 10-digit telephone number including area code and press #. Confirm the telephone number you entered by pressing 1. Select the appropriate substitute name by pressing the appropriate number.

**Step 8:** The system will save the absence and give you a confirmation number. The confirmation number ensures that you completed the process correctly, and can later be used to retrieve the absence details.

## **K: Checking Entitlement Balances**

The Checking Entitlement Balances function may not currently be in use in your district. Please contact your school administrator or Kelly Educational Staffing office for assistance.

## **L: Reviewing Upcoming Absences**

**Step 1:** Press **3** from the Main Menu to review upcoming absences.

**Step 2:** You will hear the following options if you have absences scheduled:

- Press **1** for absences scheduled for today.
- Press **2** for absences scheduled for tomorrow.
- Press **3** for absences scheduled for the next 30 days.

**Step 3:** After the system has played the details of your absence, you will have the following options:

- Press **1** to hear more about the absence if it is a multi-day absence.
- Press **2** to hear the information again.
- Press **4** to listen to the next absence, if applicable.
- Press **4** to return to the Main Menu.

## **M: Reviewing a Specific Absence**

**Step 1:** Press **4** from the Main Menu to review a specific absence.

**Step 2:** Enter the confirmation number of the absence you wish to review.

**Step 3:** The system will repeat the confirmation number you entered and provide the following options:

- Press **1** if the confirmation number is correct. The system will read the absence details.
- Press **2** to re-enter the confirmation number.

**Step 4:** After you hear the information, the system will provide the following options:

- Press **1** to hear more about the absence if it is a multi-day absence.
- Press **2** to hear the information again.
- Press **5** to return to the previous menu.

## **N: Reviewing or Changing Personal Information**

Press **5** from the Main Menu to review or change your personal information. You will hear the following options:

- Press **1** to change your name and title recording.
- Press **2** to change your PIN.

### **Changing Your Name and Title Recording**

**Note:** If you change your name and title recording, you must also update your title in your KASS Web profile. (Refer to Section H for instructions)

**Step 1:** Press **1** to hear your current recording (or your name spelled if you have not recorded your name).

- Press **1** to change your recording.
- Press **2** to leave the recording unchanged.

**Step 2:** Press **1** and the system will prompt you to record your name and title. Please record your name, grade, and the subject you teach.

**Step 3:** After recording, the system will provide the following options:

- Press **1** to save the recording.
- Press **2** to erase and re-record your name and title.
- Press **3** to return to the Change Personal Information Menu without saving.

### **Changing Your PIN**

**Step 1:** Press **2** to hear your current PIN.

- Enter a new PIN followed by the **#** sign.
- Press **\*** to leave your PIN unchanged.

**Step 2:** The system will repeat the PIN you entered.

- Press **1** if the PIN is correct. The system will save your new PIN.
- Press **2** to re-enter your PIN.

## **General Information**

## **O: Need Help?**

**Contact your Kelly Educational Staffing office or KAST Center at 1-866-KELLY-98 to:**

- Cancel or modify an absence.
- Ask questions regarding Kelly Educational Staffing or the use of KASS.

**Call 1-866-KELLY-38 during regular business hours if you experience technical difficulties using the automated scheduling system or if you have forgotten your PIN.**

**We look forward to providing you the convenience of KASS.  
Please share your feedback with your Kelly Educational Staffing office or KAST Center.  
Thank you!**

✂ Cut out and save these quick reference cards:

### **Kelly Educational Staffing**

#### **Via the Internet**

- Go to [kellyeducationalstaffing.com](http://kellyeducationalstaffing.com)
- Click **KASS Login** and enter your ID number and PIN in the appropriate fields.\*
- This feature allows you to:
  - Record an absence
  - View your schedule
  - Change your profile/update personal information
  - Obtain assistance

#### **Via the Interactive Voice Response System (IVR)**

- Dial 1-800-942-3767 and log on to the KASS by entering your ID number and PIN.\*
- This feature allows you to:
  - Record an absence
  - Review upcoming absences
  - Review a specific absence
  - Review or change your personal information

\*Your ID number and PIN have been provided to your school administrator.

### **Kelly Educational Staffing**

#### **KASS for Employees**

- Report an absence via [kellyeducationalstaffing.com](http://kellyeducationalstaffing.com) or call 1-800-942-3767.
- For technical difficulties, or if you forgot your PIN, call 1-866-KELLY-38 during regular business hours.