

SumTotal Workforce Management



# CyberShift Employee Quick Reference Guide



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# Logging On

► **To log on to WFM RIA:**

1. Open **Web browser**.
2. Enter the **web address** provided by your System Administrator.
3. Enter your user name in the **User Name** field. This field is case sensitive. This would be your DOE network ID/email address
4. Enter your password in the **Password** field. This field is case sensitive. This would be your current DOE network password
5. Click **Sign In**.



## Sign In

User name

Password

Sign In



**DOE Employees**

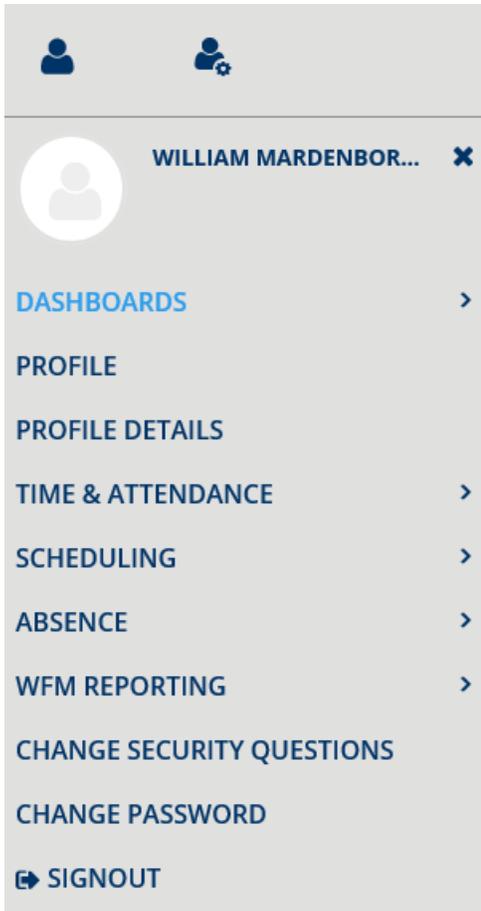
Your User name is your DOE email without @schools.nyc.gov.

[Reset Password](#)

# Logging Off

To log off from CyberShift:

1. Open the **Self window**.
2. Click the down arrow next to the user name and click **Sign Out**.



# CyberShift Dashboard

The CyberShift dashboard allows users to quickly view and access a vast array of information related to several functional areas including:

1. Web Clock
2. Time & Attendance
3. View accruals
4. My Reminders

By clicking on the arrow on the upper right of each widget will open the titled link. Dashboards designs are based on user need and may be different based on the type of supervisor i.e. Standard user, Supervisor, Payroll Secretary.

The dashboard is divided into several functional areas:

- TODAY'S ATTENDANCE:**

Status	Employees
On	0
Actual Off	0
Assumed Off	0
- TIME & ATTENDANCE - THIS WEEK:**

Scheduled Hours	288.25	→
Total Hours	0.00	→
Regular Hours	0.00	→
Overtime Hours	0.00	→
Absence Hours	P - 0.00 U - 0.00	
- DIRECT REPORTS:**
  - BLANCA PIZARRO
  - COLETTE CRAWFORD
  - GEORGE CLOONEY
  - JAMES BOND
- MY REMINDERS:**
  - You Have 2 unread messages
  - You Have 0 unread messages in your Absence Queues
- ABSENCES - NEXT 30 DAYS:**

Code	SCHEDULED		PENDING	
	EE	Hrs.	EE	Hrs.
ANL	1	147.00	0	0.00
<b>Total</b>	<b>1</b>	<b>147.00</b>	<b>0</b>	<b>0.00</b>
- WEB CLOCK:**

01:01 PM

Buttons: IN, OUT, BREAK, LUNCH
- TIME OFF:**

Name	Code	Date
GEORGE CLOONEY	ANL	4/5/2020
GEORGE CLOONEY	ANL	4/6/2020
GEORGE CLOONEY	ANL	4/7/2020
- VIEW ACCRUALS:**

Annual Leave	893.6
Sick Leave	787.9
Comp Time	50.3
Vested Annual Leave	0.0
Vested Sick Leave	0.0
Vested Comp Time	0.0
FLSA Comp	0.0
Floating Holiday	0.0
Eid al-Adha Floating Holiday	0.0
- TIMESHEET:**

Sun	0:00
Mon	0:00
Tue	0:00
Wed	0:00
Thu	0:00
Fri	0:00
Sat	0:00

# Navigation Bar

A navigation bar is available at the top of the window that enables users to quickly navigate between the functional areas. A simple click on a Blue school house will bring you back to the Home dashboard from anywhere in the application. The blue person on the far left, will open the full menu. For example, once the Self Icon is selected, you can then select Time & Attendance to open your timesheet.

The screenshot displays the Sumtotal application interface. At the top, a navigation bar includes a user profile icon, a home icon, and a notification icon. Below the navigation bar, the interface is divided into several sections:

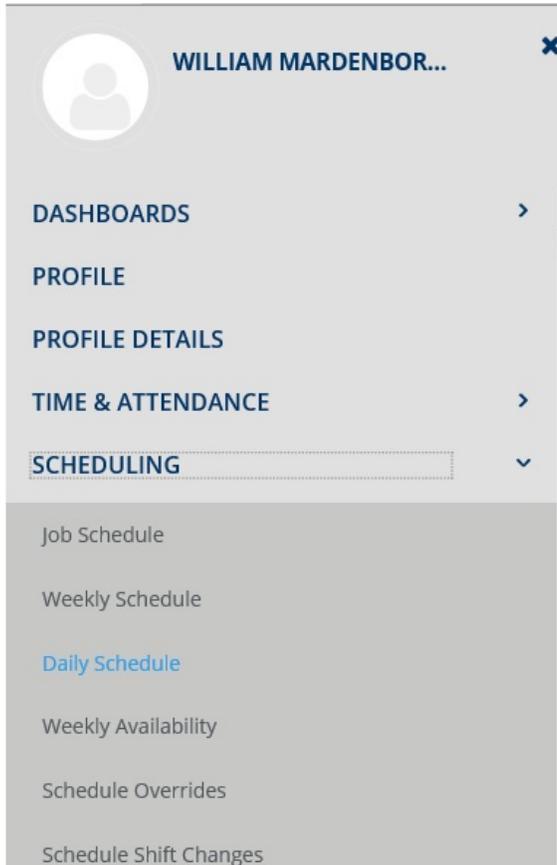
- Left Sidebar:** Contains navigation options such as DASHBOARDS, PROFILE, PROFILE DETAILS, TIME & ATTENDANCE (selected), SCHEDULING, ABSENCE, WFM REPORTING, CHANGE SECURITY QUESTIONS, CHANGE PASSWORD, and SIGNOUT.
- TODAY'S ATTENDANCE:** Shows status for employees (On: 0, Actual Off: 0, Assumed Off: 0).
- DIRECT REPORTS:** Lists direct reports: BLANCA PIZARRO, COLETTE CRAWFORD, GEORGE CLOONEY, and JAMES BOND.
- MY REMINDERS:** Displays unread messages (2 for general, 0 for absence queues).
- ABSENCES - NEXT 30 DAYS:** A table showing scheduled and pending absences.
 

SCHEDULED		PENDING	
Code	EE Hrs.	EE	Hrs.
ANL	1 147.00	0	0.00
<b>Total</b>	<b>1 147.00</b>	<b>0</b>	<b>0.00</b>
- WEB CLOCK:** Shows the current time (01:07 PM) and buttons for IN, OUT, BREAK, and LUNCH.
- VIEW ACCRUALS:** Lists various leave types like Annual Leave, Sick Leave, Comp Time, etc.
- TIME OFF:** A table showing time off entries for GEORGE CLOONEY.
 

Name	Code	Date
GEORGE CLOONEY	ANL	4/5/2020
GEORGE CLOONEY	ANL	4/6/2020
GEORGE CLOONEY	ANL	4/7/2020
- TIMESHEET:** A grid for tracking time by day (Sun, Mon, Tue, Wed, Thu, Fri, Sat).

# Shortcut Links

On the functional area pages, shortcut links are available right beneath the Navigation Bar. These links allow users to quickly access specific functionalities within the CyberShift WFM system. A simple click on a shortcut link will launch the related page in the main workspace. For example, if **Daily Schedule** is selected from the Scheduling main page, the Scheduling page will be replaced with the **Daily Schedule** page.

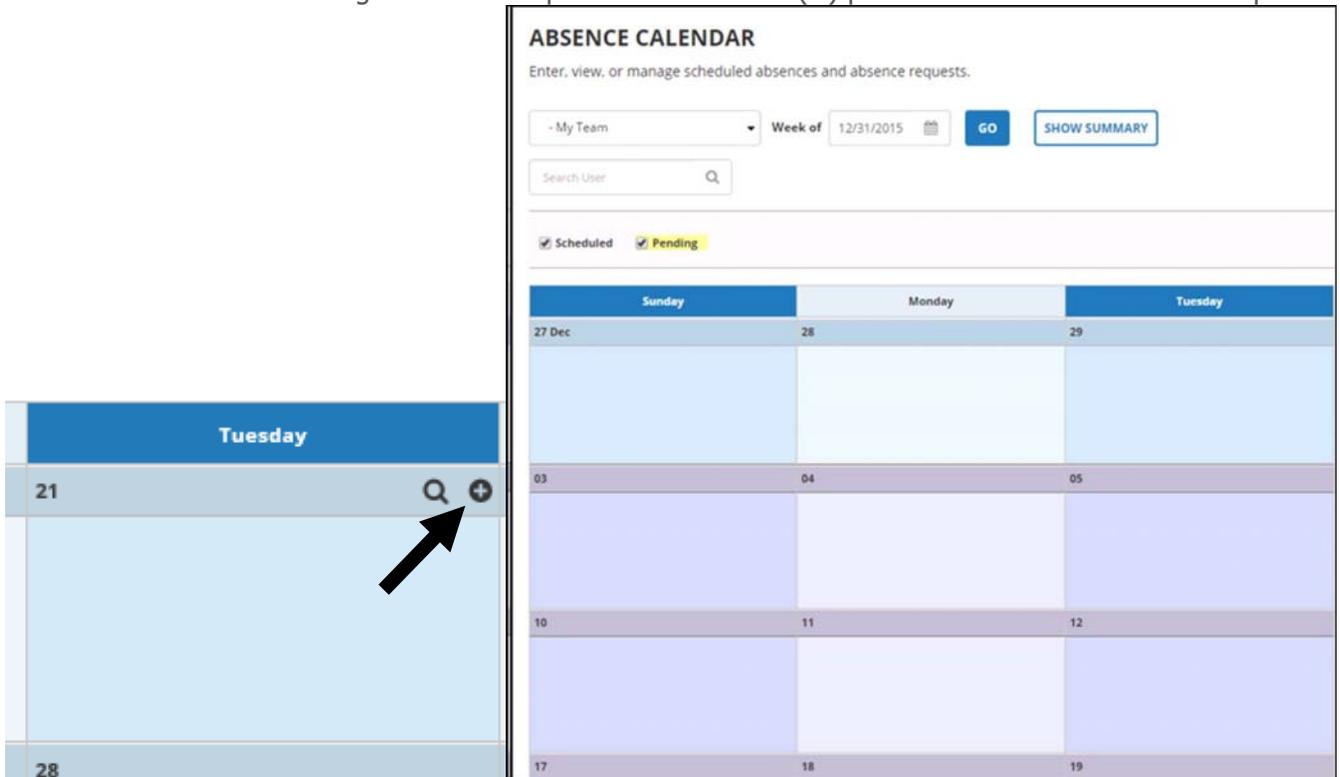


Once a user has completed a task on the displayed form, another shortcut link or functional area within the navigation bar can be selected -allowing the user to perform a task in another functional area, or from the Home page.

# Making an Absence Request

► To request an absence through the Absence Calendar:

1. Log into CyberShift.
2. Select **Absence** from the Self Menu bar.
3. Click **Absence Calendar**.
4. Place the cursor over the target absence request date. Click the (+) plus icon to start the absence request.



**ABSENCE - 27 DECEMBER 2015**
✕

**Absence Type**  Scheduled  Request

**Employee...** - Me

**Code**  🔍

**Code Description**

**Absence Time Input**  Duration  Time Pair

**Duration**

**Full Day**

Please make sure a code is selected and an absence length has been specified.

**Once Off**  **Date Range**  **Daily**  **Weekly**  **Monthly**  **Yearly**

**Attachment** BROWSE No file selected UPLOAD

**Comment**

SAVE
CANCEL

Select **Request** in the Absence Type.

By default **"Me"** is selected in the **Employee** field.

### ***Once off Absence (Single day absence)***

1. Enter the first character of the required code in the **Code** field -it will auto-populate based on the entry. Make a selection from the entries. Click the Wand icon to launch a question wizard to assist with selecting the correct code for the absence request. This wizard displays a series of related questions. The code is automatically selected based on the user's response,
2. The **Code Description** field is populated based on the selection made in the Code field.
3. Below the code description, any associated follow-up questions and the employee responses are displayed to help the approver.
4. Select **Duration** if the requested absence is less than a complete shift. Enter the duration in HH:MM format.
5. Select **Full Day** if requesting a Full Day Absence.

- The Accrual Details field will populate with the details for the selected Absence Code.
- Select **Once Off** if the frequency of the absence being scheduled is for just one day.

**CLICK SAVE TO SUBMIT THE REQUEST**

### **Date Range Absence (Two or more consecutive days)**

- Select **Date Range** if the frequency of the absence being requested is more than one day.

- The Start field is read only and will auto-populate with the start date.
- Enter the end date in End On field.

**CLICK SAVE TO SUBMIT THE REQUEST**

### **Daily Absence (Reoccurring absence based on number of days)**

Select Daily if the frequency of the absence is requested on daily increments.

- Select **Every** to confirm that the request is continuous and occurs at the defined interval. For example, if the requested absence should occur every 3 days, select **Every** and enter "3" in the days field.
- Select **Every Weekday** if the absence is continuous and should occur every day defined as a weekday.
- The Start field is read only and will auto-populate.
- Enter the number of occurrences in the End After field after which the absence schedule should end.
- Enter the end date in the End On field on which the absence should end.

**CLICK SAVE TO SUBMIT THE REQUEST**

## **Weekly Absence (Reoccurring absence requested for the same day/s in a date range)**

Select **Weekly** if the frequency of the absence being requested is on a weekly basis.

The screenshot shows a form for requesting a weekly absence. At the top, there are radio buttons for frequency: Once Off, Date Range, Daily, Weekly (selected), Monthly, and Yearly. Below this, there is a field 'Recur every 1 week(s) on:'. Underneath, there are checkboxes for days of the week: Sunday, Monday, Tuesday, Wednesday, Thursday (checked), Friday, and Saturday. A 'Start' field contains the date 11/26/2015. At the bottom, there are radio buttons for ending the schedule: End After (with a field for 1 occurrence) and End On (with a field for 11/26/2015).

1. Enter the number of weeks for which the requested absence should recur in the **Recur every** field.
2. Select the days of the week on which the scheduled absence should occur.
3. The **Start** field is read only and will auto-populate the start date.
4. Enter the number of occurrences in the **End After** field after which the absence schedule should end.
5. Enter the end date in the **End On** field on which the absence should end.

**CLICK SAVE TO SUBMIT THE REQUEST**

## **Monthly Absence (Reoccurring absence requested for the same day each month in a date range)**

Select **Monthly** if the frequency of the absence being scheduled is on a monthly basis.

The screenshot shows a form for requesting a monthly absence. At the top, there are radio buttons for frequency: Once Off, Date Range, Daily, Weekly, Monthly (selected), and Yearly. Below this, there are two radio buttons for scheduling: 'Day 1 of every 1 month(s)' (selected) and 'The first day of every 1 month(s)'. The 'Day 1' option has a dropdown menu showing '1' and a field for 'month(s)'. The 'The first day' option has a dropdown menu showing 'first' and a field for 'month(s)'. A 'Start' field contains the date 12/01/2015. At the bottom, there are radio buttons for ending the schedule: No end date, End After (with a field for 1 occurrence), and End On (with a field for 12/01/2015).

1. Select **Day/of every** to indicate that the requested absence is recurring and will be scheduled on the defined day of the month and recur for the defined monthly interval. For example, if the requested absence should occur on the 15<sup>th</sup> of the month, every 3 months, select the **Day** radio button and enter "15" in the day field and then enter "3" in the month(s) field.
2. Select **The /of every** to indicate that the requested absence is recurring and will be scheduled on the defined day of the month and recur for the defined monthly interval. For example, if the requested absence should occur the third day of every 2<sup>nd</sup> month, select **The /of every** and select **third** from the first option list, select **day** from the second option list, and enter "2" in the months field.
3. The **Start** field is read only and will auto-populate with the start date.
4. Select **No end date** if there is no end date for the absence being requested.
5. Select **End After** to indicate that the absence scheduled should be as per the interval and end after the

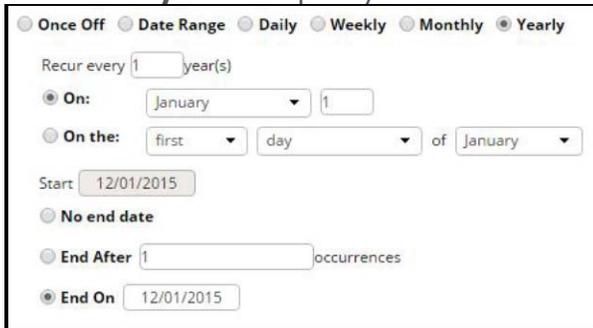
defined number of occurrences. Enter the number of occurrences in the End After field after which the absence schedule should end.

6. Select End On to indicate the date on which the absence should end. Enter the end date in End On field on which the absence should end.

**CLICK SAVE TO SUBMIT THE REQUEST**

**Yearly Absence (Reoccurring absence requested for the same date on an annual basis)**

Select **Yearly** if the frequency of the absence being requested is on a yearly basis.



The screenshot shows a form for selecting the frequency of an absence. At the top, there are radio buttons for 'Once Off', 'Date Range', 'Daily', 'Weekly', 'Monthly', and 'Yearly'. The 'Yearly' option is selected. Below this, there is a 'Recur every' field with a dropdown set to 'year(s)' and a text input containing '1'. Underneath, there are three radio button options: 'On:', 'On the:', and 'End After:'. The 'On:' option is selected, with a dropdown set to 'January' and a text input containing '1'. Below that, the 'On the:' option has a dropdown set to 'first', a dropdown set to 'day', and a dropdown set to 'January'. The 'Start' field is a text input containing '12/01/2015'. Below that, there are three radio button options: 'No end date', 'End After:', and 'End On:'. The 'End On:' option is selected, with a text input containing '12/01/2015'.

1. Select **Recur every** to indicate that the requested absence will recur on a yearly basis. Define the recurrence by entering a value in the year(s) field.
2. Select **On** to indicate that the requested absence will recur on the specified month and day, every year.
3. Select **On the** to indicate that the requested absence will recur on the defined day, of the defined month, at the defined yearly interval. For example, if the requested absence should occur the third day of January each year, select **On the** and select **third** from the first option list, select **day** from the second option list, and select **January** from the third option list.
4. The Start field is read only and will auto-populate with the start date.
5. Select **No end date** if there is no end date for the absence being scheduled.
6. Enter the number of occurrences in **End After** field after which the absence schedule should end.
7. Enter the end date in the **End On** field on which the absence should end.

## Attaching a document to your absence request

1. To attach a file, click **Browse** to locate the file to attach. Select the required file and click **Open**.

ABSENCE - 02 DECEMBER 2015

Absence Type:  Scheduled  Request

Employee...: - Me

Code: TRN

Code Description: TRAINING

Absence Time Input:  Duration  Time Pair

Duration: 8:00

Full Day:

Accrual Details - N/A

Once Off  Date Range  Daily  Weekly  Monthly  Yearly

Attachment: **BROWSE** No file selected **UPLOAD**

Training notes.docx

Comment: Training

**SAVE** **CANCEL**

2. Click Upload to attach the file.

3. Enter any additional information in the Comment field and click Save.

4. The request is submitted.

Scheduled  Pending **SHOW ALL** **HIDE ALL**

TRAINING

Sunday	Monday	Tuesday	Wednesday
29	30	01 Dec	02
			Hooks, Sally TRAINING 08:00

Click **Cancel** to discard the request.

# Payroll Summary

The Payroll Summary feature allows you to quickly review, edit and approve time records for single or multiple employees.

► **To view Payroll Summary:**

Log into CyberShift.

Select **Time & Attendance** from the Navigation bar.

Click **Payroll Summary**.

By default, payroll summary displays the time records for the entire week associated with the date selected for the employee. Records can be filtered based on the options provided in the first row of the **Payroll Summary** screen and by using the **Additional Filter**. Employees can view their **Clock Data** and **Summary Totals** by clicking the options on screen.

**PAYROLL SUMMARY**  
Summary information for all employees on your team.

- Me Start 01/11/2016 End 01/17/2016 GO ADDITIONAL FILTER

Export Print VIEW TIME IN DETAIL VIEW TIMESHEETS SHOW SUMMARY TOTALS BY CODE SAVE

Filter No Filters Available Regular 00:00 Overtime 00:00 Absence 00:00

	Date	Payroll	Last / First	Approved	Code	Scheduled Shift	Actual Shift	Regular	Overtime	Absence	Class
<input checked="" type="checkbox"/>				All				>	>	>	

Showing Records 0 To 0 Of 0  
Number of Records Per Page 10

Legend  
Unapproved Record  
Assumed Off  
Public Holiday

The following filters are available:

Payroll	Last / First	Approved	Code	Scheduled Shift	Actual Shift	Regular	Overtime	Absence		
Class	Pay Group	Off Punch	Reason	Call Out	Assumed Off	Use Sys Breaks	Manual Calculation	Shift Rule	PM Prem Hours	PM Prem Dollars

# Time Entry

Entering time is similar to using a paper timesheet and requires that you know the actual of hours you worked.

With CyberShift, you enter time according to your individual requirements. For example, you may be required to enter time daily, weekly or bi-Weekly. Regardless of how often you enter time, you always need to provide date information to the application.

## Time Sheet

Time sheet provides a quick way for employees to view and record their work activity details for the selected week. The work activity can include details such as code, cost center, position, shift, work order and work items for the selected week.

► To view the **Timesheet**:

- 1 Log into **CyberShift**.
- 2 Select **Time & Attendance** from the navigation bar.
- 3 Click Enter Time in Time Pairs.

TIME SHEET

Simple time entry that adapts to employee type, displaying time pair or duration based entry as appropriate.

Johnson, Mark - 18558 Start 12/01/2015 End 12/07/2015 GO

Search User Q

Print Time In Time Pairs APPROVE ALL UNAPPROVE ALL COPY DAY COPY WEEK ADD TIME ADD DAY HIDE WORK DETAILS SHOW WORK DETAILS SAVE

	Day	Date	Act. Shift	Sched. Shift	Approved	Reason	Code	In	Out	Dur.
+ [edit] x	TUE	12/01/2015	0	1201	Autopoll	UA				12:00
+ [edit] x	WED	12/02/2015	0	1201	Autopoll	UA				12:00
+ [edit] x	THU	12/03/2015	0	1201	Autopoll	UA				12:00
+ [edit] x	FRI	12/04/2015	0	1201	S. Hooks	(W)	06:00	18:00		12:00
+ [edit] x	SAT	12/05/2015	0	0	Autopoll	(D)				00:00
+ [edit] x	SUN	12/06/2015	0	0	Autopoll	(D)				00:00
+ [edit] x	MON	12/07/2015	0	1201	Autopoll	UA				12:00

Employee Total: 00:00, Absence: 60:00, Paid: 00:00, Unpaid: 00:00

To edit records in Timesheet, click the field and enter the first letter -the field auto-populates the results based on the entry.

If the time records are not correct (for example, if you arrived late, left early or worked a different schedule), edit the appropriate fields with the correct times and click **Save**.

# Weekly Schedule

The Weekly Schedule provides a schedule of work start and end times, by day, for a single employee or a team of employees for the selected week.

► To view the Weekly Schedule:

Log into **CyberShift**.

Select **Scheduling** from the Self Menu.

Click **Weekly Schedule**.

The **Weekly Schedule** provides the following details: **Employee:** The schedule of the logged-in employee or team leader is displayed **Week of:** Displays the current date by default **Show All:** Displays all the Weekly Schedules of the employee. **Hide All:** Hides the Weekly Schedule.

**WEEKLY SCHEDULE**  
View your team's schedule for the week.

Case, Ethan - 18563 Week of 12/01/2015 **GO**

Search User  **BACK** **NEXT**

Absences  NETWORK SUPPORT **COPY SCHEDULE** | **SHOW ALL** **HIDE ALL**

**Absences** Total - 04:00

Employee...	ID	Total	Roster	SUN Nov 29	MON Nov 30	TUE Dec 01	WED Dec 02
Ethan Case	18563	04:00	811				VACATION DAY

**NETWORK SUPPORT** Total Scheduled Hours - 40:00

Employee...	ID	Total	Roster	SUN Nov 29	MON Nov 30	TUE Dec 01	WED Dec 02
NETWORK SUPPORT							
Ethan Case	18563	40:00	811		07:00 - 15:30	07:00 - 15:30	07:00 - 15:30

To select a different date, click the date field and select a date from the calendar.

**WEEKLY SCHEDULE**  
View your team's schedule for the week.

- My Team Week of 12/31/2015 **GO**

Search User

Absences

**Absences**

December 2015

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2

# View Accruals

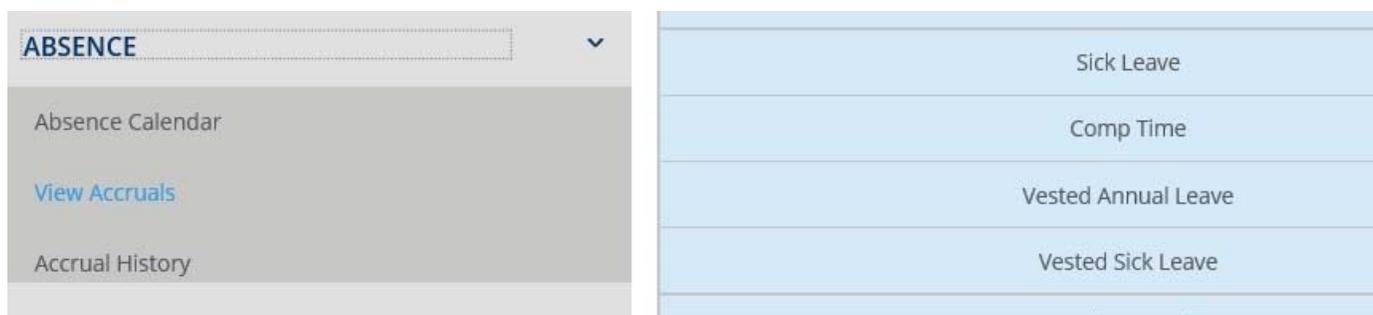
An employee can check the number of hours remaining in their accrual account for various absence events. The current balance shown only reflects those absences that have actually been taken, and will not reflect scheduled absences that have not yet occurred. Knowing the amount of accrued hours an employee has available can help them make better decisions regarding absence requests.

► **To view employee accrual balances:**

1. Log into **CyberShift**.
2. Select **Absence**.



3. Click **View Accruals**.



4. The report provides the following information for each accrual:

**Accrual Description:** Displays the description associated with each listed accrual code

**Opening Hours Balance:** The balance at the start of the accrual period (the last time the balance was affected)

**Current Hours Balance:** The current available balance (minus any future dated approved requests)

**Accrual Date:** The start date of the accrual period.