OptimumHQ Manager_Supervisor Responsibilities

COVID-19 Health Status Recording and Location Tracking Application

District Managers and Supervisors who have the role of Manager in the OptimumHQ system have several responsibilities:

- Add an Employee (employees, vendors, contractors) to the system
- Actions required when receive an email for an employee with an Unhealthy status
- Create a Return to Work Authorization Date
- Conduct a Contact Trace

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How to Log-in to the OptimumHQ System

1. Using a browser go to: https://athome.optimumhq.com/login.jsp

   ![OptimumHQ login page]

2. Log in using your email address and the password you set after receiving the welcome email message. You should not have used your MyPortal password.

Add a New Employee_User to the OptimumHQ System

Not all employees are in the OptimumHQ system. If an employee is going to be working regularly on the district campuses or will come on site for emergency work, the employee should be in this system.

Vendors and contractors are added as employees when they will be working on site for an extended period of time on one or more of the campuses. **If a vendor or contractor is going to be on campus three days or fewer, please add them into the system as a Visitor for each day; otherwise add as a new Employee.** *(see the Visitor user document)*

1. Using a browser go to https://athome.optimumhq.com/login.jsp

Log in using your FHDA email address and the password you set during your first log in.
2. Go to **Employee Management** on the left side of the screen and click the arrow to reveal more choices.

3. Select: **Employees**

4. Click on **+ Add Employee**

5. Fill out the form. Please be sure to enter an **email address, CWID and mobile phone number, and select the reporting supervisor/manager of the employee**. For contractors enter as much information as possible.

   **The Email address is used as the login name.**

   **The mobile number is used so health status badges** will be sent to the individual’s mobile device when on campus.

   The email address and cell phone may be used during a contact trace.

6. To enter the name of the new user’s supervisor you must select **Yes** to the following:

7. Once you have completed the form, click on **Next** *(this saves the information)*.

8. Next, search for the employee you have added. At the bottom of the screen are the fields where you enter values for the search. Enter the name of the employee and the
search will automatically complete.

Example Below: Entered in the Last Name field Luciw and this is the search result:

9. You need to manually trigger the system to send an email to the new user to complete the setup. The email sent to the new user has a link to set their password for this system. Employees must not use their MyPortal password. (the login name is their email address).

Click on the box next to the employee’s record in the window:

Example:

Now click on Email Invites at the top:

Select To Selected.
When it asks you if you want to proceed, Click on OK.

10. It is probably best if you follow up with the individual to let them know an email is coming from the OpimumHQ system: athome@optimumhq.com

If they don’t receive the email within 15 minutes, ask the user to check their Junk email folder.

11. If no email arrives, submit an ETS Request for Help.
Take Action When There is an Unhealthy Status Reported by an Employee

Review the Details of the Healthy Report

Email automatically sent to the Manager/Supervisor

1. When an unhealthy status (red Badge) is reported by the employee, an email is sent to their direct supervisor as listed in the OptimumHQ system.

   Example email:
   
   ![Image of email example]
   
   A new Employee Health Issue has been created for brichbennet@gmail.com

   You can view the Health Issue here: Employee Health Issues

2. The direct supervisor clicks on the link in the email and is taken to the OptimumHQ login web page. If there is a concern about the validity of the email, go to the OptimumHQ login page via the saved bookmark or typing the web address directly into the browser: https://athome.optimumhq.com/login.jsp

3. Once logged in, locate and click on Employee Management on the left side of the window.

4. Click on Employees from the list.
5. Search for the Employee's name.
   *Example (enter name in Last Name field, the search will automatically complete):*

   **Employees**

   ![Employee Management Interface](image)

   *Example of Completed Search Results:*

   ![Completed Search Results](image)
6. Click on the wrench at the left and select **View Employee Details**.

   **Example:**

   ![Image of employee details](image1)

7. Click on the Issues tab.

   ![Image of issues tab](image2)

   **Example of health issues reported by the employee**

   ![Image of health issues](image3)

   **Contact the employee to discuss the illness**

   Not all illnesses prevent an employee from working on campus such as allergies, common cold and more. So, it is important to have a conversation with the employee.

   **When the illness is related to COVID-19, please follow the guidelines on the Human Resources web pages:**  [http://hr.fhda.edu/_covid-19/index.html](http://hr.fhda.edu/_covid-19/index.html)
Creating a Return to Work Authorization Date: For an Employee who had an Unhealthy Status

When an employee has indicated an unhealthy status (red Badge), the employee requires a Return to Work authorization by their direct supervisor before they may return to campus.

1. Click on Employee Management on the left side of the window.

2. Click on Health Alerts.

3. Search for the employee. Enter the name into the Person Name field – the search will automatically complete.

Example:

<table>
<thead>
<tr>
<th>Issue Date</th>
<th>Issue Status</th>
<th>Subject</th>
<th>Person Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/07/2020 06:05:43 PM</td>
<td>New</td>
<td>Symptomatic - Not Tested</td>
<td>Luciw</td>
</tr>
<tr>
<td>12/08/2020 04:18:49 PM</td>
<td>New</td>
<td>Other illness or medical condition</td>
<td>Luciw</td>
</tr>
</tbody>
</table>
4. Locate the check-in associated with the Red Badge for which you need to provide a Back to Work Authorization Date. Click on the wrench next to the check-in and Select View Issue Details.

5. At the upper right of the window, click on the Clear-to-Return button.

6. Select the clear to return date from the pop-up calendar. If there is no pop-up calendar, click on the Calendar icon to the right of the date field. Click on Next.

7. Wait a few seconds for the screen to refresh and for the Health Alert Details screen to appear. Locate at the left side of the window the field for Clear-to-Return Date. Make sure there is date in the field.

Example:

The employee may now Return to Campus.
Conducting a Contact Trace: For an employee who tested positive or was in contact with someone who tested positive

Conduct a contract trace only when directed.

1. **Click** on Employee Management and **Select** Contact Tracing.

2. Perform a **Search** for the employee for the time they were working on campus:
   2.a. Enter the **employee name** into the **Person Name** field.
   2.b. Enter the **Date Range** the employee was working on campus.
       - The **FROM** date should be **Two Days prior to the last day** the employee was working on campus.
       - The **To** date should be the **last day the employee was working on campus**.

   **Example Search Result:**

<table>
<thead>
<tr>
<th>Person Name</th>
<th>Event Status</th>
<th>Update Date</th>
<th>Person Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Luciw</td>
<td>New</td>
<td>08/06/2020 12:13:40 PM</td>
<td>Sharon Luciw</td>
</tr>
</tbody>
</table>

3. **Click** on the **wrench** and select **View Trace Details**.
4. For more information on where the employee was working, click on the Location Check-Ins tab.

*Example:*

5. *Follow procedures as directed by the District* regarding notifications to employees, contractors and vendors. For more information go to: http://hr.fhda.edu/_covid-19/index.html

**How to Log Out of the System**

1. In the upper right of the screen you will see two icons. Click on the icon that looks like a person:

   ![Logout Icon](image)

   Then select Log Out.