

# 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:

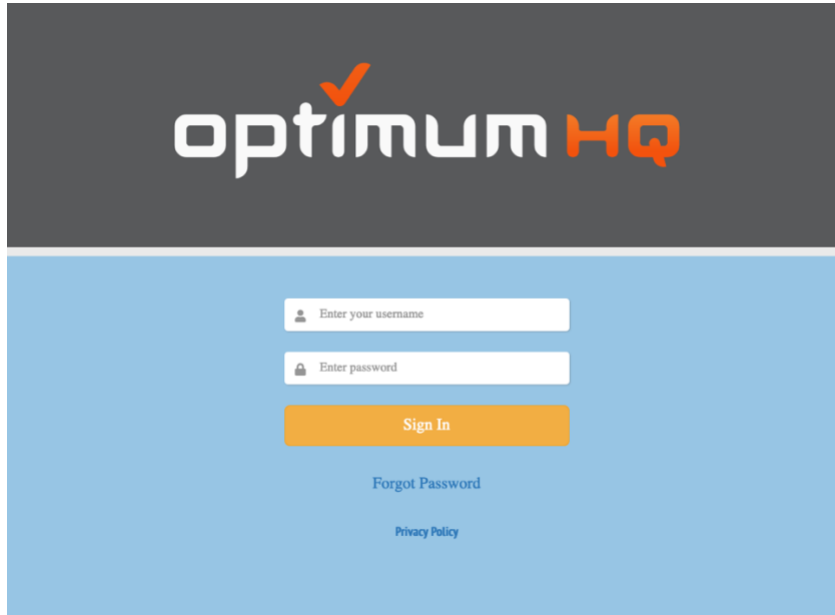
- Add an Employee (employees, vendors, contractors) to the system
- Actions required when receive an email for an employee with an Unhealthy status
- Create a Return to Work Authorization Date
- Conduct a Contact Trace

### Table of Contents

<b>How to Log-in to the OptimumHQ System .....</b>	<b>2</b>
<b>Add a New Employee_User to the OptimumHQ System .....</b>	<b>2</b>
<b>Take Action When There is an Unhealthy Status Reported by an Employee.....</b>	<b>6</b>
<b>Review the Details of the Healthy Report .....</b>	<b>6</b>
Email automatically sent to the Manager/Supervisor .....	6
<b>Contact the employee to discuss the illness .....</b>	<b>8</b>
<b>Creating a Return to Work Authorization Date: For an Employee who had an Unhealthy Status .....</b>	<b>9</b>
<b>Conducting a Contact Trace: For an employee who tested positive or was in contact with someone who tested positive.....</b>	<b>11</b>
<b>How to Log Out of the System .....</b>	<b>12</b>

## How to Log-in to the OptimumHQ System

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



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:

Supervisor:

Would you like to edit this person's Supervisor?

Yes x ▼

Supervisor/Counselor Email:

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.

<input type="button" value="Reset"/>	Email <input type="text" value="Email"/>	Last Name <input type="text" value="Last Name"/>	First Name <input type="text" value="First Name"/>	Title <input type="text" value="Title"/>	Department <input type="text" value="Department"/>	Supervisor Name <input type="text" value="Supervisor Na"/>	Work Location <input type="text" value="Work Location"/>	Last Check In Date From <input type="text" value=""/> to <input type="text" value=""/>
--------------------------------------	---	---	---	---	---	---	---	---

Showing 1 to 10 of 460 entries

Previous **1** 2 3 4 5 ... 46

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

how  entries

<input type="button" value="Reset"/>	Email <input type="text" value="Email"/>	Last Name <input type="text" value="luciw"/>	First Name <input type="text" value="First Name"/>	Title <input type="text" value="Title"/>	Department <input type="text" value="Department"/>	Supervisor Name <input type="text" value="Supervisor Na"/>	Work Location <input type="text" value="Work Location"/>	Last Check In Date From <input type="text" value=""/> to <input type="text" value=""/>	Hr <input type="text" value=""/>
<input type="checkbox"/>	<input type="button" value="wrench"/>	luciwsharon@fhda.edu	Luciw	Sharon	Director of Networking and Client Services	ETS	Joseph Moreau	Temporary-At-Home	09/30/2020 03:07:35 PM

Showing 1 to 1 of 1 entries (filtered from 460 total entries)

Previous **1** Next

- 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:

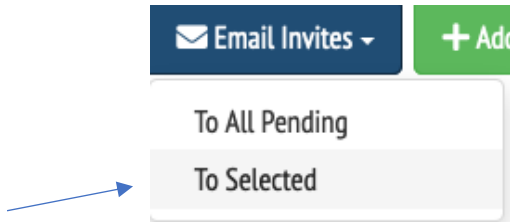
Example:

<input type="button" value="Reset"/>	Email <input type="text" value="Email"/>	Last Name <input type="text" value="luciw"/>	First Name <input type="text" value="First Name"/>	Title <input type="text" value="Title"/>	Department <input type="text" value="Department"/>	Supervisor Name <input type="text" value="Supervisor Na"/>	Work Location <input type="text" value="Work Location"/>	Last Check In Date From <input type="text" value=""/> to <input type="text" value=""/>	Hr <input type="text" value=""/>
<input checked="" type="checkbox"/>	<input type="button" value="wrench"/>	luciwsharon@fhda.edu	Luciw	Sharon	Director of Networking and Client Services	ETS	Joseph Moreau	Temporary-At-Home	09/30/2020 03:07:35 PM

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](mailto: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**.

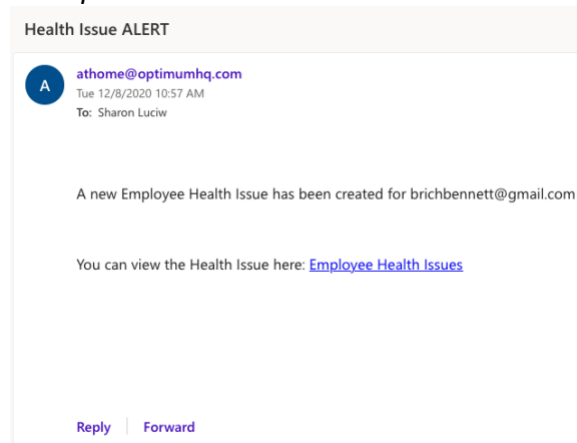
# Take Action When There is an Unhealthy Status Reported by an Employee

## 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:*

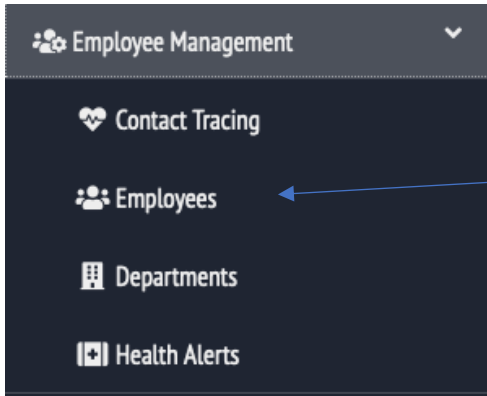


2. The direct supervisor clicks on the link in the email and is taken to the OptimumHQ login web page. If there is a concern about the validity of the email, go to the OptimumHQ login page via the saved bookmark or typing the web address directly into the browser: <https://athome.optimumhq.com/login.jsp>

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

Show  entries

<input type="button" value="Reset"/>	Email	Last Name	First Name	Title
	<input type="text" value="Email"/>	<input type="text" value="luciw"/>	<input type="text" value="First Name"/>	<input type="text" value="Title"/>

*Example of Completed Search Results:*

Show  entries

<input type="button" value="Reset"/>	Email	Last Name	First Name	Title	Depart
<input type="checkbox"/>	<input type="text" value="luciwsharon@fhda.edu"/>	<input type="text" value="Luciw"/>	<input type="text" value="Sharon"/>	<input type="text" value="Director of Networking and Client Services"/>	<input type="text" value="ETS"/>

- Click on the wrench at the left and select **View Employee Details**.

*Example:*

Reset	Check In Date Time From <input type="text"/> to <input type="text"/>	Check In Status Check In Statu
	12/08/2020 03:18:49 PM	Other illness or medical condition

	12/08/2020 03:18:49 PM	<a href="#">View Check-In Details</a>
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- Click on the Issues tab.



*Example of health issues reported by the employ*

Show  entries

Reset	Issue Date From <input type="text"/> to <input type="text"/>	Issue Status Issue Status	Assigned To Assigned To	Assigned To Email Assigned To Ei	Description Description
	12/08/2020 04:18:49 PM	New			HealthStatus: Other illness or medical condition Fever: No Exposure: No Symptoms: Muscle pain Issues: Travel: No JUST A TEST!!!

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>**



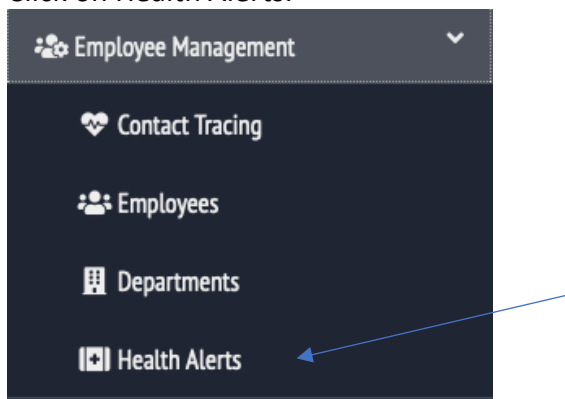
## Creating a Return to Work Authorization Date: For an Employee who had an Unhealthy Status

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:*

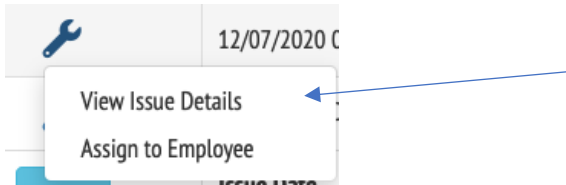
Show  entries

<input type="button" value="Reset"/>	Issue Date	Issue Status	Subject	Person Name
	From <input type="text"/> to <input type="text"/>	<input type="text" value="Issue Status"/>	<input type="text" value="Subject"/>	<input type="text" value="Luciw"/>

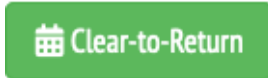
Show  entries

<input type="button" value="Reset"/>	Issue Date	Issue Status	Subject
	12/07/2020 06:05:43 PM	New	Symptomatic - Not Tested
	12/08/2020 04:18:49 PM	New	Other illness or medical condition

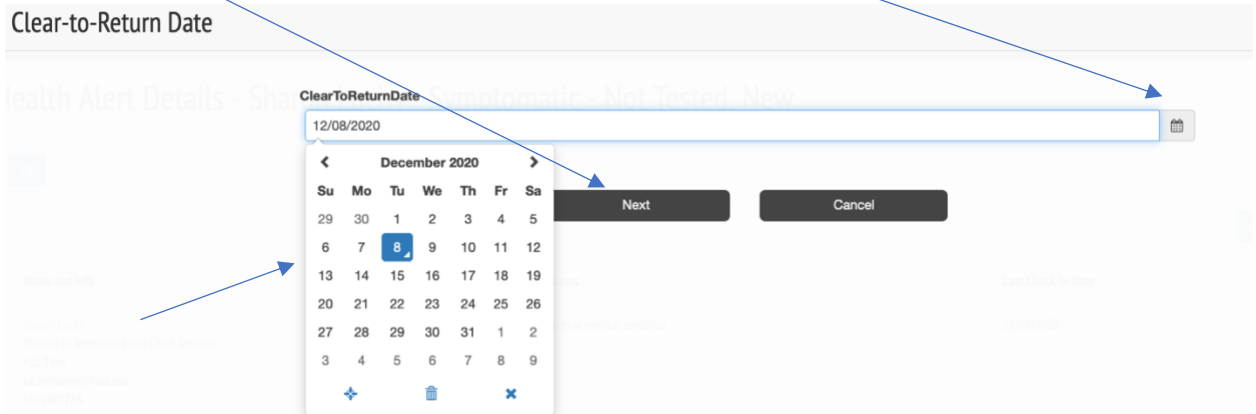
4. Locate the check-in associated with the **Red** Badge for which you need to provide a **Back to Work Authorization Date**. **Click** on the **wrench** next to the check-in and **Select View Issue Details**.



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:**

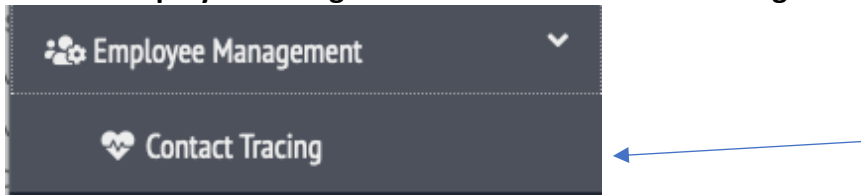
A screenshot of a form field. The label 'Clear-to-Return Date' is at the top. Below the label is a text input field containing the date '12/09/2020'.

**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.

**Person Name**

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.

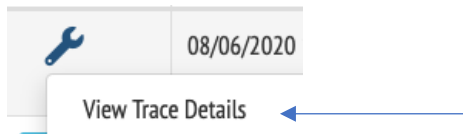
-The **To** date **should be the last day the employee was working on campus**.

to

*Example Search Result:*

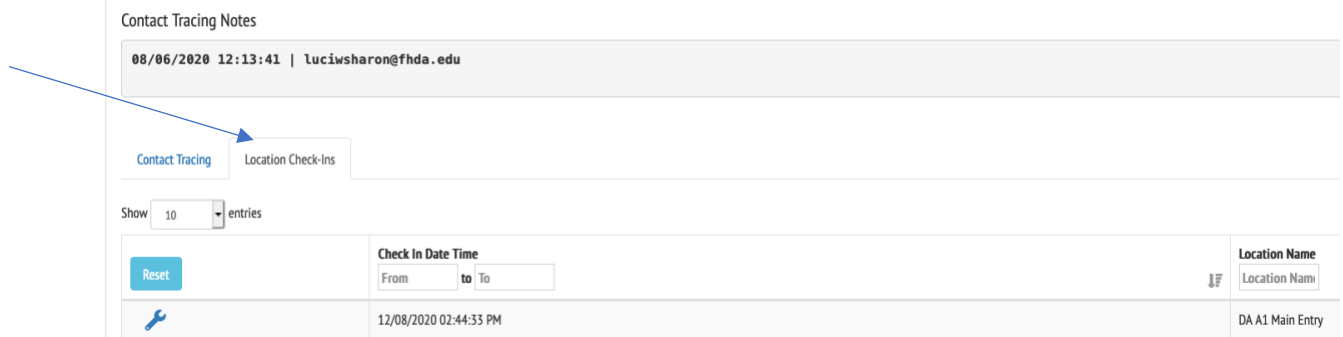
<input type="button" value="Reset"/>	Update Date	Event Status	Person Name
<input type="button" value="wrench"/>	12/04/2020 3 to 12/08/2020 3	<input type="text" value="Event Status"/>	<input type="text" value="Luciw"/>
<input type="button" value="wrench"/>	08/06/2020 12:13:40 PM	New	Sharon Luciw

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.

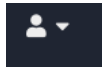
**Example:**



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:



Then select **Log Out**.

