OptimumHQ System User Document

COVID-19 Health Status Recording and Location Tracking Application

This document describes how to log into the OptimumHQ application via a browser, complete the Health Status Check-in process and Use the QR codes posted on district doors for the location check-in.

Once you perform a Health Status Check-In you will receive a badge – green or red depending on how you answered the questions. **The Health Badge is valid for a 12-hour period.**

Every few days employees in this system will receive an email reminder to perform a Health Status Check-In. Even if the employee is not working on campus and they have a health issue, especially if it is COVID-19 related, the employee should complete the Health Status Check-In. The District is responsible for reporting COVID-19 health issues, specifically when someone tests positive.

Using this system *does not* remove the obligation to obtain prior approval to going on campus and the arrival and departure notification to FHDA police.

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First Time Use of the OptimumHQ system

When your account is created in the OptimumHQ system you will receive an email from the system to active your account and create your password. **Do NOT use your MyPortal password.**

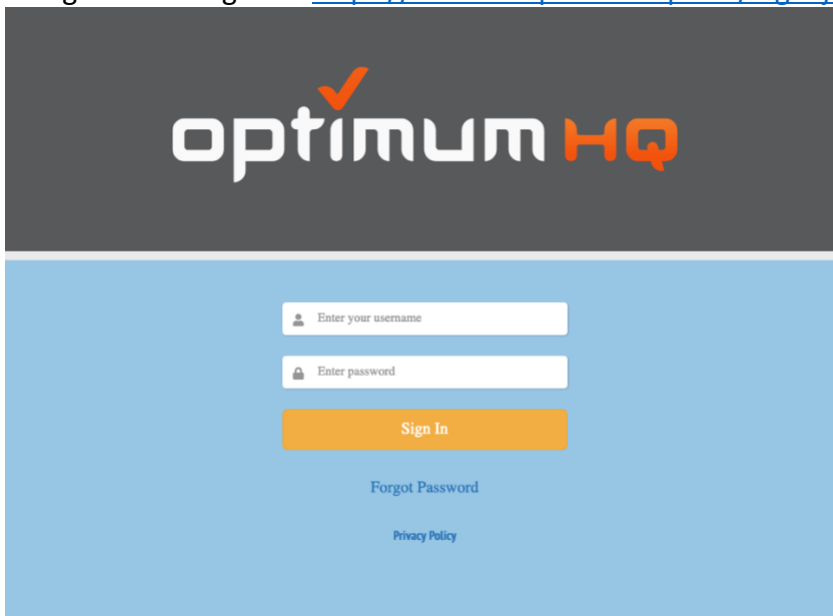Your **Login ID is your FHDA email address**.

You should **bookmark the login page** for OptimumHQ since it is NOT currently accessible through MyPortal.

This assumes you have logged into the system the first time and set your password. Do not use your MyPortal Password.

If you have never received the welcome email to set your password, submit an ETS Request for Help.

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.

Employee Dashboard

3. You should see the Employee Dashboard. If not look to the left side of the screen and select it.

** 👤 Employee Dashboard**

4. The default window is Employee Communications. Please read this since the information may have changed since the last time you logged into the system.

Employee Communications

Calendar

5. The next tab is Calendar.   Calendar   Scheduled projects on campus are listed on this calendar to help you avoid being the same space at the same time as other employees.

FAQ

6. The FAQ tab is not used at this time (12/11/20).

FAQ

My Health Check-Ins

7. My Check-Ins is the last tab. This will show all your health check-ins.

My Check-Ins

For audit and tracking purposes, data in this system may not be deleted. If you click on the wrench:

🔧

You will be able to:
a. View your badge for that particular health check-in
b. View Location Check-ins used with the badge.

Open Check-In Badge

View Location Check-Ins

My Location Check-Ins

8. If you want to *view your own Location Check-Ins* to make sure all check-ins were captured in the system, click on the My Check-Ins tab, next the *wrench* next to the date of your visit. Next **View Location Check-Ins.**

Employee Dashboard

| Employee Communications | Calendar | FAQ | My Check-Ins |

Open Check-In Badge

View Location Check-Ins
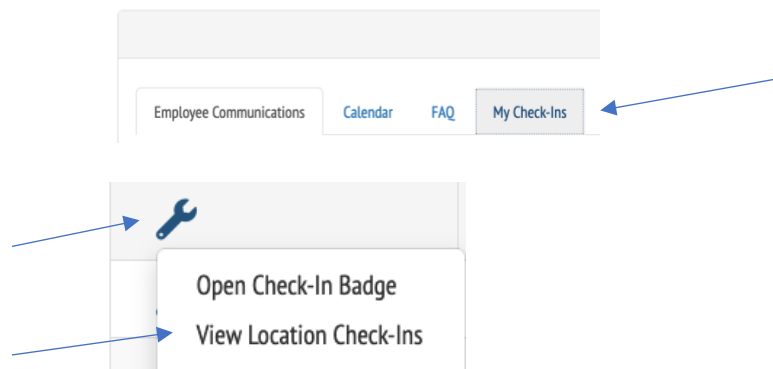
Example:

Show 10 entries

	Location Check In Date Time		Location Name
Reset	From **to** To		Location Nam
🔧	12/08/2020 02:45:59 PM		4400 Office

Health Status Check In

NOTE: If you have not performed a Health Status Check-in in a while, the system will send you an email reminder. You can ignore these, however, **each day before you come to campus, be sure to log in to the OptimumHQ portal to report your health status.**

1. On the Employee Dashboard in the ***upper right*** locate and click on the Check In icon.

☑ Check In

2. If you make a mistake you can always **Cancel** out of the form prior to clicking on **Next**. There is a **Cancel** button at the *top right* of the form and at the *bottom*.

Cancel

Cancel

3. Complete the form to best of your ability. If you indicate you are not 100% healthy on any question, a notification email will be sent to your direct supervisor to review your status.

Corporate Policy/Notice on data sharing and attestation of truthful response

Do you have a fever of 100.4 or higher?
- ⦿ No
- ○ Yes

Do you have any of the following symptoms?
- ☐ Cough
- ☐ Shortness of breath or difficulty breathing
- ☐ Chills
- ☐ Fatigue
- ☐ Muscle pain
- ☐ Headache
- ☐ Sore throat
- ☐ New loss of taste or smell
- ☐ Congestion or runny nose
- ☐ Nausea or vomitting
- ☐ Diarrhea

Health Status:
- ○ Healthy
- ○ Symptomatic - Not Tested
- ○ Pending Test Results
- ○ COVID-19 Positive
- ○ Other illness or medical condition

Have you traveled out of state in the past 30 days?
- ○ No
- ○ Yes

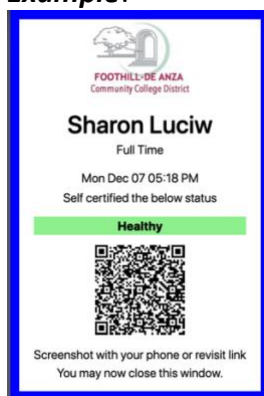In the last 14 days, have you been exposed to a COVID-19 symptomatic individual?
- ○ No
- ○ Yes - someone in my household or have continuing contact with
- ○ Yes - someone whom I do not have regular contact with

Healthy Status

If you receive a green health status badge at the end of this process you are allowed on campus provided you have the appropriate management authorization. *See examples below:*

1. If your completed form indicates you are healthy, click on the **Next** button at the bottom. Your green badge will appear on the next screen.

2. Take a picture of your badge with your cell phone for your records.
   Example:

3. Click on **Cancel** at the top right of the window.

4. If your cell phone is in the system, you should receive a text message with a link to "Retrieve your badge here:" *Example below:*
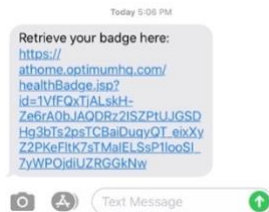
Healthy w/ Conditions

If you receive a **yellow** health status badge at the end of this process, you are still allowed on campus. For example, if you traveled out of state in the last 30 days, you will get a yellow badge. **Please contact your manager to confirm approval for on campus work.**
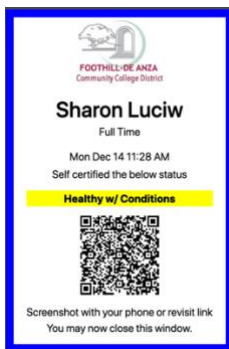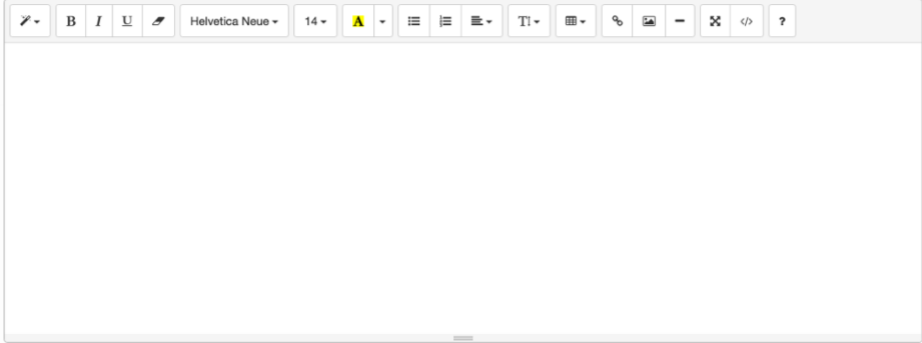*Example*:

Unhealthy Status

If you receive a red health status badge at the end of this process, you are not allowed on campus until your direct supervisor clears you to be eligible to return to campus.

5. If you select **Yes** for having a fever of 100.4 or above or you have selected any of the symptoms listed, you will be presented (*lower down on the form*) a box where you are required to provide additional details.

6. If you selected Yes to traveling out of state in the past 30 days, you will need to provide the location and dates traveled.

7. If you have selected Yes to being exposed to a COVID-19 symptomatic individual, you will need to provide the date when you were last exposed.
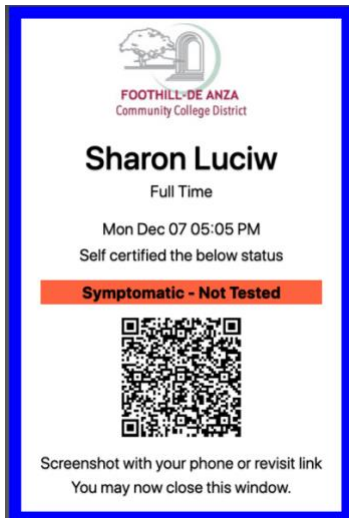

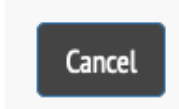8. Click on **Next** at the Bottom when you have completed the form.

9. As an example of selecting Symptomatic- Not Tested on the form, a RED badge will appear. You will not be allowed on campus. It is a good idea to take a picture of the badge with your cell phone for your records.

10. Click on **Cancel** at the top right of the screen.

11. If your cell phone is in the system, should receive a text message with a link to "Retrieve your badge here:" *Example below:*
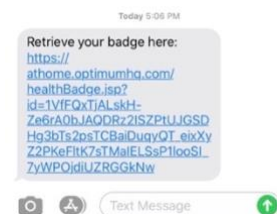
12. You should receive a Health Alert email as well. *Example below:*

Health Issue ALERT

A athome@optimumhq.com
Mon 12/7/2020 5:05 PM
To: Sharon Luciw

A new Employee Health Issue has been created for luciwsharon@fhda.edu

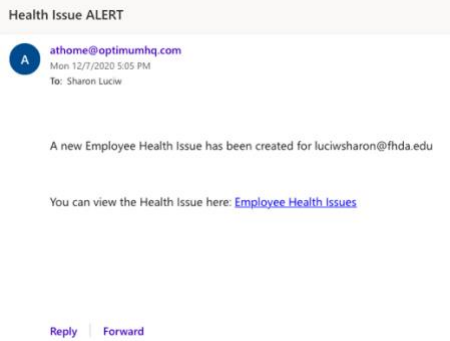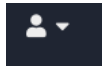You can view the Health Issue here: Employee Health Issues
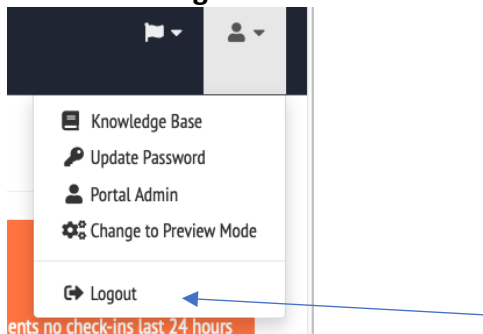
Reply | Forward

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**.

- Knowledge Base
- Update Password
- Portal Admin
- Change to Preview Mode
- Logout

ents no check-ins last 24 hours

Location Check-In

In order to conduct a Contact Trace using the OptimumHQ system there is additional action beyond the Health Status Check-In required by employees.

Once you are on campus and have notified FHDA police of your arrival, before you begin working in an area you need to perform the Location Check-In. Scan the QR code on the posted sign with your cell phone/mobile device camera or text the code to the phone number provided.

You must perform a Location Check-In for each area or building you enter.

Eventually all spaces and doors will have a QR Code Location Check-In sign. *If you find a door or area without a sign, submit and ETS Request for Help.*
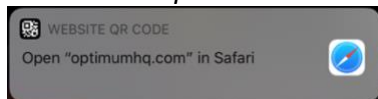
Example of a Location QR Code:

Or text 1308 to 6505146514

Scan QR Code

1. Scan the QR code with your smart phone camera.

2. If you have completed the Health Check-In form and received a **green** Healthy Badge within the pass 12 hours, you should see a pop-up message to open "optimumhq.com" in your phone's browser**.   Quickly tap on this pop-up message.**
    Example:

3. Your entry badge should appear on your cell phone screen. We suggest you save a copy/screen shot of this badge.
   *Example:*
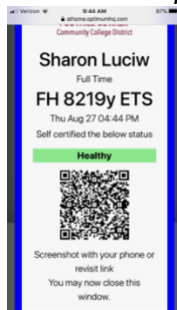
Text Code to Phone Number – Health Status Check-In must be completed prior to Location Check-In

1. **If you do not have a smart phone and will be performing Location Check-Ins via *texting*, you MUST complete a Health Status Check-In using a computer/smart mobile device before you can perform a Location Check-In.**

2. If you do not have a mobile device with a camera, text the code to the phone number shown on the sign below the QR code. You will receive a response back after a few seconds
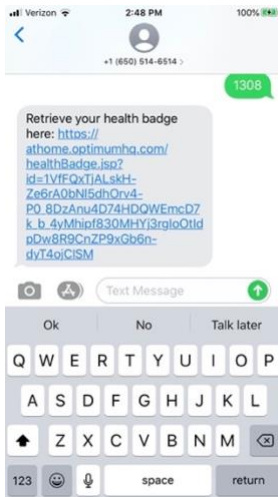   *Example:*
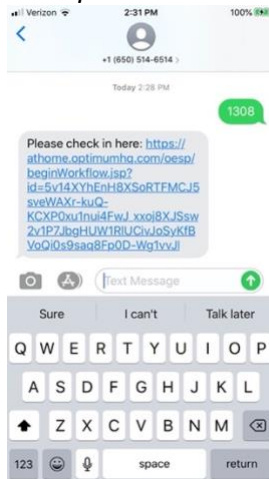
3. *If you have not yet completed a Health Status Check-In you will be asked to complete one. You know this because the text response is titled:* **Please check in here:**

4. If have completed the Health Status Check-In prior to texting the code for the Location Check-In the text message response is titled: **Retrieve your health badge here:**
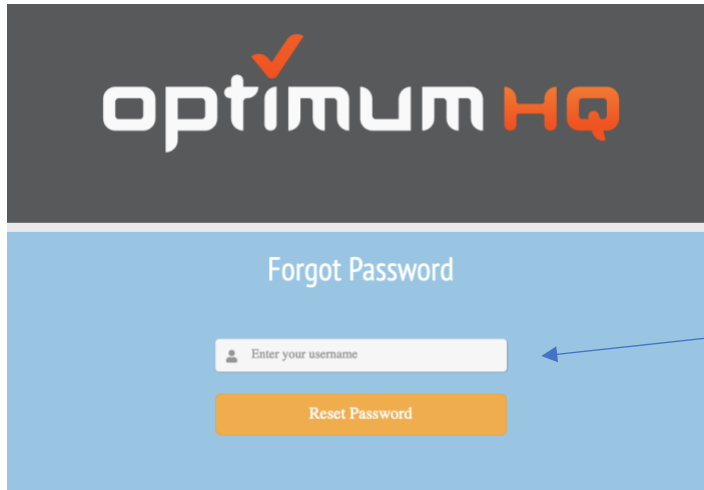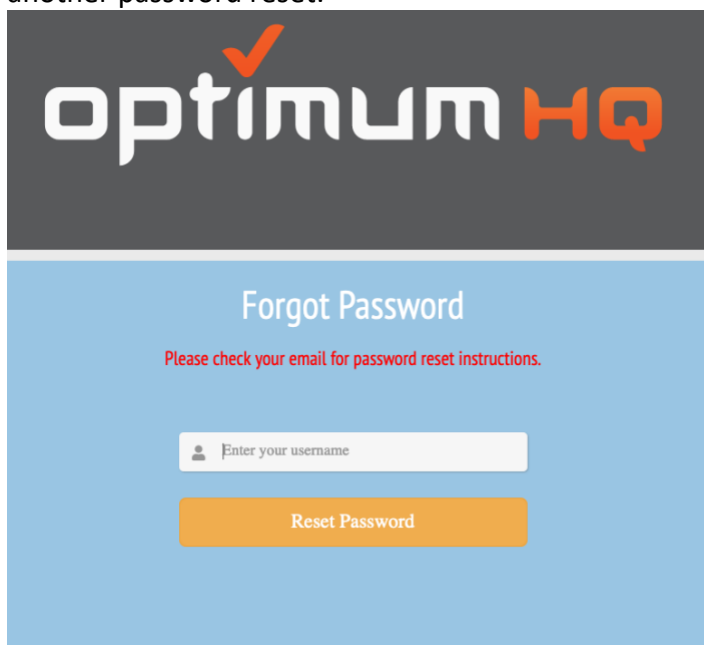   *Example:*

I forgot my password

1. On the Sign in page: https://athome.optimumhq.com/login.jsp
   Click on **Forgot Password**
   You should see this:

2. Enter your email address in the field **for Enter your username**.
3. Click on **Reset Password**.
4. You should see this telling you to check your email for password reset instructions.
5. Follow the instructions to reset your password.
6. The link in the email will expire in one hour and at that point you will need to request another password reset.

I never received the initial email to create my password

Contact the ETS Call Center at (408) 864-8324 or submit and ETS Request for Help:
-Using a browser go to etshelp.fhda.edu
-Log in using your MyPortal Credentials
-Complete and ETS Request for Help form

How do I add an employee, contractor, or vendor to the system?

Go to:

"OptimumHQ Visitors User.doc"

-or-

"OptimumHQ Manager_Supervisor User.doc"

Why am I getting *Health Check-in Needed* emails?

The system is set to send notices to employees to remind them to complete the Health status Check-in.   You are required to fill out the Health Status Check-In for each day you will be on campus. However, even if the employee is not working on campus and they have a health issue, especially if it is COVID-19 related, the employee should complete the Health Status Check-In. The District is responsible for reporting COVID-19 health issues, specifically when someone tests positive.