

People First Helpful Hints

Employees, Managers and HR Professionals



Interactive Voice Response System (IVR)

- ◆ The People First Interactive Voice Response System (IVR) is one of the self-service tools available to perform key human resources-related activities and can be accessed by dialing 1-866-ONE- HRFL (1-866-663-4735).
- ◆ The IVR is available 24 hours a day, 7 days a week. Service Center Specialists are also available Monday through Friday, from 8:30 a.m. – 5:30 p.m., Eastern Time (ET).
- ◆ If you need EAP assistance, call: 1-800-860-2058.
- ◆ For hearing impaired services, contact:
 - ◆ 1-866-221-0269 for Benefit and/or Payroll Prep related questions
 - ◆ 1-866-221-0268 for HR/Staffing related questions

Web

- ◆ The People First Website is one of the self-service tools available and can be accessed at <https://peoplefirst.myflorida.com/logon.htm>
- ◆ If you are having difficulty logging on with your User ID and Password, or have forgotten your Password, contact the People First Service Center at 1-866-ONE-HRFL (1-866-663-4735) between 8:30 a.m. and 5:30 p.m., ET.
- ◆ If you have forgotten your User ID, please contact your manager, or call the Service Center
- ◆ If you are having difficulty accessing the Website, please contact your agency's technical contact.
- ◆ There are system requirements associated with accessing the People First Website. Please reference the complete list of basic system requirements at www.MyFlorida.com.

On-Line Training Tools

- ◆ The People First On-Line Training Tool allows you to access detailed information relating to various self-service activities using the People First Service System.
- ◆ To access the Training Tool you must logon to dms.myflorida.com website and click on the People First link in the "Human Resource Support" box. This will take you to the HRM People First page. Click on the State Employees link to access various training tools.
Included in the Training Tools are:
 - * User Guides
 - * Training Demonstrations
 - * Quick Reference Cards (QRC)
- ◆ The following are some helpful hints to keep in mind when using the On-Line Training Tool.
 - ◆ You will need both the Windows Media Player and Adobe Acrobat Reader downloaded on your system in order to view the demos and/or access the User Guides and QRCs. For information regarding the appropriate software version required for your computer, please speak with your agency's technical contact.
 - ◆ You may find it useful to look through the User Guide section prior to viewing the demo.
 - ◆ User Guides and QRCs can be printed.
 - ◆ Demos vary in length. The demo length is displayed in the top right corner of Windows Media Player (WMP) once the demo has been launched.
 - ◆ WMP window can be enlarged by clicking on the icon in the lower right-hand corner of the window. There is a toolbar located at the bottom of the window which will allow you to fast-forward, rewind, stop, pause and/or adjust the volume.
 - ◆ For greatest viewing clarity, hold down the "alt" and "enter" keys. This will enlarge the demo to the full screen size, but will remove the toolbar. Press the "alt" and "enter" keys to toggle between the two views.