

People First!



Type: General Correspondence	ID Number: GC 82
Date: March 16, 2007	Subject: Updating Information in the 411 Application

**Suggested Audience:**

Personnel Officers

**Details:**

Thanks to those agencies that have begun to update information in the 411 Application for their senior management staff and for concerned employees. This is a tremendous help to the office that maintains this site.

For agencies that have not yet had the opportunity to make these updates, please see the instructions below. If you have any questions, concerns or need assistance with this request, contact Crystal Armstrong (DMS) at 850-488-3121.

Please remember, as well, to keep information in People First up-to-date so that 411 data will be accurate when the interface is in place.

## INSTRUCTIONS FOR OBTAINING A USER ID AND PASSWORD TO ACCESS 411 ADMINISTRATION

1. Go to the **411 Administration Page** using web address: [http://411.myflorida.com/411/www\\_tel.security\\_client.logon?d\\_str=www\\_tel.main\\_menu](http://411.myflorida.com/411/www_tel.security_client.logon?d_str=www_tel.main_menu) , if control click does not work copy and paste the URL into a web browser.
2. On the **411 Administration Page** click on **Get User Id**



## 411 Administration Page

Note: Your browser must accept "cookies" or you will not be able to log in.

User Id:

Password:

Log On

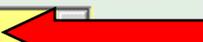
If you are a new user, Please [Get User Id first.](#)



3. To request access to the 411 Administration System, a request form will appear. Please complete form and submit to 411 System Administrator.

- All information marked with an asterisk (\*) is required.
- **User IDs** should be a minimum of seven (7) characters and a combination of letters and/or numbers not including special characters (ex. #\*\$\* -?).
- **Passwords** are required to be a minimum of seven (7) characters and a combination of letters and/or numbers not including special characters (ex. #\*\$\* ).
- Upon completion and submission of the **Request to Access System** form, the 411 Administrator will send an email acknowledging approval.
- All highlighted information is handled by the 411 System Administrator.

### Request to Access System

Request Form	
User ID:	* <input type="text"/>
First Name:	* <input type="text"/>
Last Name:	* <input type="text"/>
Password:	* <input type="text"/>
Confirm Password:	* <input type="text"/>
Area Code:	* <input type="text"/> (999)
Phone:	* <input type="text"/> (9999999)
Email:	* <input type="text"/>
Category:	State Agencies 
Organization:	Administration, State Board Of (SBA) 
Access Level:	Application Admin 
Access Type:	Telephone Directory

Submit | Back

Please note: You will not be able to logon to make changes to the directory until you receive your confirmation email from the 411 Application Administrator.

# INSTRUCTIONS FOR UPDATING PERSONNEL INFORMATION

1. From the tool bar on the left hand side of the page or from the center of the page, select **Personnel Directory**.

MyFlorida.com  
my

**Main Page**

**Organization Directory**

**Personnel Directory**

**Subject Directory**

**Search by Keyword**

**Search by Phone**

**Your Profile**

**User Management**

**Utilities**

**Resource**

**Change Password**

**Log Out**

**Contact Us**

## Main Page

### Overview

Welcome to the 411 Administration Pages. This assorted menu selections will allow you to view, add, update, delete, transfer and search telephone information for state agencies, cities, counties, community colleges, universities, school boards, state personnel and non-state personnel. Your menu to the left and the data you are capable of modifying is dependant your access privileges.

### Organization Directory

This interface will allow you to manage the telephone listings and related subjects in the specific organization.

### Personnel Directory

This interface will allow you to manage non-COPES/Convergys employee contact information.

2. Under the heading **View and Edit Records**, from the **Category** drop down menu select the category associated with the records that you will be updating i.e. **State Agencies, Cities, Counties, Community Colleges, etc.**

**Main Page**

**Organization Directory**

**Personnel Directory**

**Subject Directory**

**Search by Keyword**

**Search by Phone**

**Your Profile**

**User Management**

**Utilities**

## Personnel Directory

### View and Edit Records

Category: State Agencies

Organization: State Agencies

Last Name: Cities

First Name: Counties

Community Colleges

Universities

School Boards

Board Of (SBA)

View

3. Select the name of the **Organization** from the Organization drop down menu i.e. **Auditor General, Brevard Community College, etc.**

<b>Main Page</b>	<b>Personnel Directory</b>	
<b>Organization Directory</b>		
<b>Personnel Directory</b>		
<b>Subject Directory</b>	<b>View and Edit Records</b>	
<b>Search by Keyword</b>	Category: State Agencies	
<b>Search by Phone</b>	Organization: Administration, State Board Of (SBA)	
<b>Your Profile</b>	Management Services, Department Of (DMS)	<b>View</b>
<b>User Management</b>	Last Name: Marine Fisheries Commission (MFC)	
<b>Utilities</b>	First Name: Marine Institutes (MAI)	
<b>Resource</b>	Confirm to Pu: Military Affairs, Department Of (DMA)	
<b>Change Password</b>	Category: Myflorida Com (MFL)	
<b>Log Out</b>	Office Of Program Policy Analysis & Gov Ac(OPA)	
<b>Contact Us</b>	Office Of Legislative Services (OLS)	<b>Confirm</b>
	Other State Governments Information (SGI)	
	Parole Commission (PAR)	
	Prison Industries (PRI)	
	Private Industry Council (PIC)	

- To view the entire organization listing, select **View**.
- To view a specific individual's record, in the **Last Name** field enter the individual's last name, in the **First Name** field enter the individual's first name and select **View**.

<b>Main Page</b>	<b>Personnel Directory</b>	
<b>Organization Directory</b>		
<b>Personnel Directory</b>		
<b>Subject Directory</b>	<b>View and Edit Records</b>	
<b>Search by Keyword</b>	Category: State Agencies	
<b>Search by Phone</b>	Organization: Management Services, Department Of (DMS)	
<b>Your Profile</b>	Last Name: Smith	<b>View</b>
<b>User M</b>	First Name: Sylvia	
<b>Utilities</b>		

**Please Note:** You can search for personnel listings using multiple sets of search criteria such as entering last and first name, last name only (**all personnel with the selected last name will appear**), or last name and initial of first name (**all personnel with the selected last name and initial will appear**). You may also use any letter in the alphabet (**it will pull all names beginning with that letter**).

4. At this point, you may choose to **add a new record**, **update**, **delete** or to **delete multiple records** or to **view the detail** of an existing record.
  - To **update an existing record**, select the radio button or circle associated with the record and select **Update**. Make all of the necessary changes to the records and select **Update**. Go to Step 5.

**Please Note:** Upon completion of the changes, the record will be displayed in **Blue** indicating changes have been made.

Blue one is a new or updated record. Red one is a locked record.

	Last Name	First Name	City	Local Phone	Ext.	Fax	Suncom
<input type="radio"/>	SMITH	CATHY	TALLAHASSEE	(850) 414-6371			994-6371
<input type="radio"/>	SMITH	DONNA	TALLAHASSEE	(850) 488-8855			278-8855
<input type="radio"/>	SMITH	FREDRICK	TALLAHASSEE	(850) 488-7082			278-7082
<input type="radio"/>	SMITH	H	TALLAHASSEE	(850) 488-5499			278-5499
<input type="radio"/>	SMITH	JEANNETTE	JACKSONVILLE	(904) 359-6280			826-6280
<input type="radio"/>	SMITH	JEREMY	TALLAHASSEE	(850) 487-3651			277-3651
<input type="radio"/>	SMITH	JUANITA	TALLAHASSEE	(850) 487-4986			277-4986
<input type="radio"/>	SMITH	LINDA	TALLAHASSEE	(850) 487-0915			277-0915
<input type="radio"/>	SMITH	MARY	TALLAHASSEE	(850) 488-7082	1065		278-7082
<input type="radio"/>	SMITH	ROBERT	TALLAHASSEE	(850) 488-6600			278-6600
<input checked="" type="radio"/>	SMITH	SYLVIA	TALLAHASSEE	(851) 922-7455		(850) 413-0994	292-7455
<input type="radio"/>	SMITH	VICKIE	TALLAHASSEE	(850) 414-6660			994-6660



Update



- To **Delete an Existing Record**, select the radio button or circle associated with the record and select **Delete**. Go to Step 5.

**Please note:** After deleting, the information will not appear in **Blue**, it will no longer appear.

	Last Name	First Name	City	Local Phone	Ext.	Fax	Suncom
<input type="radio"/>	SMITH	CATHY	TALLAHASSEE	(850) 414-6371			994-6371
<input type="radio"/>	SMITH	DONNA	TALLAHASSEE	(850) 488-8855			278-8855
<input type="radio"/>	SMITH	FREDRICK	TALLAHASSEE	(850) 488-7082			278-7082
<input type="radio"/>	SMITH	H	TALLAHASSEE	(850) 488-5499			278-5499
<input type="radio"/>	SMITH	JEANNETTE	JACKSONVILLE	(904) 359-6280			826-6280
<input type="radio"/>	SMITH	JEREMY	TALLAHASSEE	(850) 487-3651			277-3651
<input type="radio"/>	SMITH	JUANITA	TALLAHASSEE	(850) 487-4986			277-4986
<input type="radio"/>	SMITH	LINDA	TALLAHASSEE	(850) 487-0915			277-0915
<input type="radio"/>	SMITH	MARY	TALLAHASSEE	(850) 488-7082	1065		278-7082
<input type="radio"/>	SMITH	ROBERT	TALLAHASSEE	(850) 488-6600			278-6600
<input type="radio"/>	SMITH	VICKIE	TALLAHASSEE	(850) 414-6660			994-6660



Delete



- To **Delete Multiple Records**, select **Multiple Delete**, select the boxes next to the records that you want to delete and click on **“Delete”**. Go to Step 5.



	Last Name	First Name	City	Local Phone	Ext.	Fax	Suncom
<input type="radio"/>	SMITH	CATHY	TALLAHASSEE	(850) 414-6371			994-6371
<input type="radio"/>	SMITH	DONNA	TALLAHASSEE	(850) 488-8855			278-8855
<input type="radio"/>	SMITH	FREDRICK	TALLAHASSEE	(850) 488-7082			278-7082
<input type="radio"/>	SMITH	H	TALLAHASSEE	(850) 488-5499			278-5499
<input type="radio"/>	SMITH	JEANNETTE	JACKSONVILLE	(904) 359-6280			826-6280
<input type="radio"/>	SMITH	JEREMY	TALLAHASSEE	(850) 487-3651			277-3651
<input type="radio"/>	SMITH	JUANITA	TALLAHASSEE	(850) 487-4986			277-4986
<input type="radio"/>	SMITH	LINDA	TALLAHASSEE	(850) 487-0915			277-0915
<input type="radio"/>	SMITH	MARY	TALLAHASSEE	(850) 488-7082	1065		278-7082
<input type="radio"/>	SMITH	ROBERT	TALLAHASSEE	(850) 488-6600			278-6600
<input type="radio"/>	SMITH	VICKIE	TALLAHASSEE	(850) 414-6660			994-6660

	Last Name	First Name	City	Local Phone	Ext.	Fax	Suncom
<input checked="" type="checkbox"/>	SMITH	CATHY	TALLAHASSEE	(850) 414-6371			994-6371
<input type="checkbox"/>	SMITH	DONNA	TALLAHASSEE	(850) 488-8855			278-8855
<input checked="" type="checkbox"/>	SMITH	FREDRICK	TALLAHASSEE	(850) 488-7082			278-7082
<input type="checkbox"/>	SMITH	H	TALLAHASSEE	(850) 488-5499			278-5499
<input type="checkbox"/>	SMITH	JEANNETTE	JACKSONVILLE	(904) 359-6280			826-6280
<input type="checkbox"/>	SMITH	JEREMY	TALLAHASSEE	(850) 487-3651			277-3651
<input checked="" type="checkbox"/>	SMITH	JUANITA	TALLAHASSEE	(850) 487-4986			277-4986
<input type="checkbox"/>	SMITH	LINDA	TALLAHASSEE	(850) 487-0915			277-0915
<input type="checkbox"/>	SMITH	MARY	TALLAHASSEE	(850) 488-7082	1065		278-7082
<input type="checkbox"/>	SMITH	ROBERT	TALLAHASSEE	(850) 488-6600			278-6600
<input checked="" type="checkbox"/>	SMITH	VICKIE	TALLAHASSEE	(850) 414-6660			994-6660
<input type="checkbox"/>	<b>Delete all personnel records in DMS</b>						

**Please note:** After deleting, the information will not appear in **Blue**, it will no longer appear. You must close the multiple delete window to continue.

- To **View the Detail** of an existing record, select the radio button or circle associated with the record and select **View Detail**. After viewing detail, click the **"Back"** button to return to previous screen.

	Last Name	First Name	City	Local Phone	Ext.	Fax	Suncom
<input type="radio"/>	SMITH	CATHY	TALLAHASSEE	(850) 414-6371			994-6371
<input type="radio"/>	SMITH	DONNA	TALLAHASSEE	(850) 488-8855			278-8855
<input type="radio"/>	SMITH	FREDRICK	TALLAHASSEE	(850) 488-7082			278-7082
<input type="radio"/>	SMITH	H	TALLAHASSEE	(850) 488-5499			278-5499
<input type="radio"/>	SMITH	JEANNETTE	JACKSONVILLE	(904) 359-6280			826-6280
<input type="radio"/>	SMITH	JEREMY	TALLAHASSEE	(850) 487-3651			277-3651
<input type="radio"/>	SMITH	JUANITA	TALLAHASSEE	(850) 487-4986			277-4986
<input type="radio"/>	SMITH	LINDA	TALLAHASSEE	(850) 487-0915			277-0915
<input type="radio"/>	SMITH	MARY	TALLAHASSEE	(850) 488-7082	1065		278-7082
<input checked="" type="radio"/>	SMITH	ROBERT	TALLAHASSEE	(850) 488-6600			278-6600
<input type="radio"/>	SMITH	VICKIE	TALLAHASSEE	(850) 414-6660			994-6660



View Detail



Information for SMITH, ROBERT	
<b>First Name:</b>	ROBERT
<b>Last Name:</b>	SMITH
<b>Middle Name:</b>	R
<b>Name Suffix:</b>	
<b>Employer:</b>	Management Services, Department Of (DMS)
<b>City:</b>	Tallahassee (TL)
<b>Local Phone:</b>	(850) 488-6600
<b>Fax Number:</b>	
<b>Suncom Phone:</b>	278-6600
<b>Email:</b>	
<b>Address1:</b>	
<b>Address2:</b>	
<b>Mailing City:</b>	
<b>Mailing State:</b>	
<b>Zip:</b>	

Back



- To **Add a New Record**, select **Add New Record**, input the personnel information and select **Add**. Go to Step 5.



**Please note:** All fields marked with an asterisk are required and need to be completed.

Add a New Record	
First Name	* <input type="text"/>
Last Name	* <input type="text"/>
Middle Name	* <input type="text"/>
Name Suffix	* <input type="text"/>
City	Alachua (AL) * <input type="text"/>
Area Code	* <input type="text"/>
Local Phone	* <input type="text"/> (9999999) Ext * <input type="text"/>
Suncom Phone	* <input type="text"/> (9999999)
FAX Area Code	<input type="text"/>
FAX Number	<input type="text"/> (9999999)
Email	* <input type="text"/>
Address1	<input type="text"/>
Address2	<input type="text"/>
Mailing City	<input type="text"/>
Mailing State	<input type="text"/>
Zip	<input type="text"/>



**Please Note:** Upon completion of the changes, the record will be displayed in **Blue** indicating a change has occurred. You may continue to make changes to other personnel or click **Submit Confirm Request**.

5. Once you have completed all changes associated with your organization, the changes should be submitted to the 411 Application Administrator for final review and approval. To do this you would click on **Submit Confirm Request**.



○ SMITH VICKIE TALLAHASSEE (850) 414-6660 994-6660

View Detail

Add New Record

Update

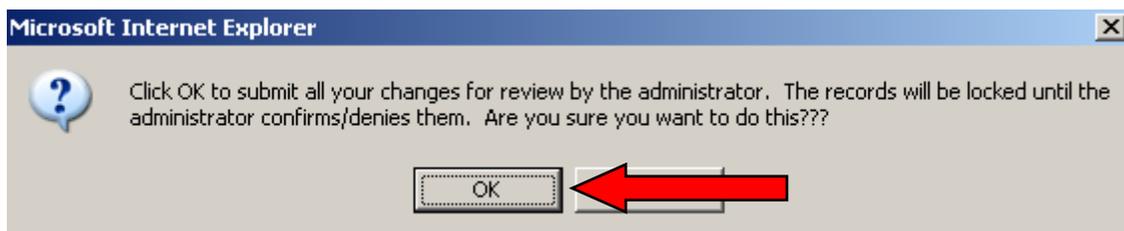
Delete

Multiple Delete

When finished with changes, please submit a confirm request to Application Administrator in order to publish all changes you made.

Submit Confirm Request

6. A window will open validating that you want to submit all of your changed information for review by the administrator, select **OK**.



**Please Note:** Upon the submittal of the confirmation request, all the record changes will be locked and listed in **RED** in the directory for review and approval by the 411 Application Administrator. You will be unable to make any other changes to this set of records until they are approved; however, you may make changes to other personnel records.

If at anytime you have questions or need assistance, please contact Sylvia Smith via phone at (850) 922-7455 or Crystal Armstrong via phone at (850) 488-3121 or email our office at [411HelpDesk@dms.myflorida.com](mailto:411HelpDesk@dms.myflorida.com).

Revised: 10-24-06

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