



Office of the Chief Information Officer 'How To' Guide on Administrative Operations



Version 1.0
September 17, 2013

Document History

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1 Introduction

This 'How To' guide is designed to provide step-by-step instructions for both supervisors and employees on how to perform the following administrative operations to accomplish the duties of their assigned roles and position:

- How To Process Time and Attendance (T&A) in Quicktime
- How To Access Quicktime Remotely
- How To Request Office Supplies and Equipment
- How To Request Commercial Training
- How To Process Travel in Concur Government Edition (CGE) – *Coming Soon!*

2 Time and Attendance (Quicktime)

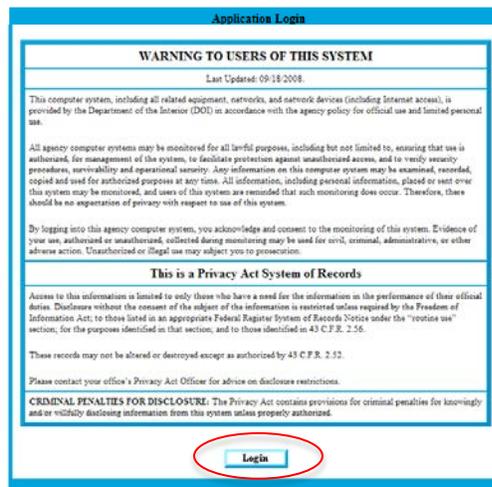
2.1 'How To' Process Time and Attendance in Quicktime via Web Access

2.1.1 Employee Instructions

The following are detailed instructions on how an employee codes his/her time and requests leave in Quicktime.

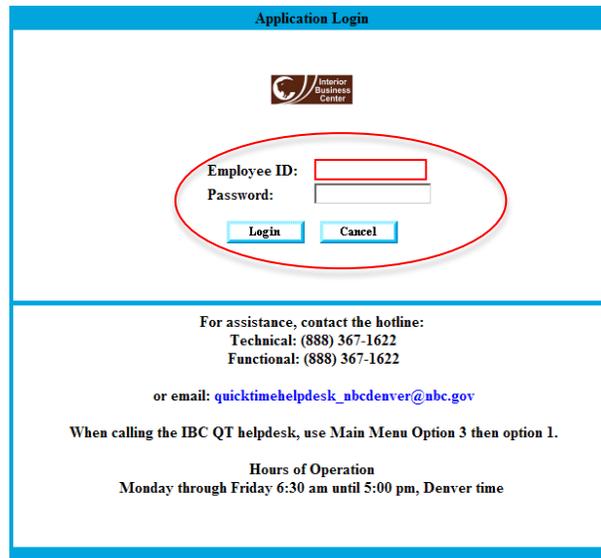
2.1.1.1 Process for Coding Time and Attendance in Quicktime

1. Use the following url to access the Quicktime **Application Login** page and click **Login**.
<https://qtime.nbc.gov/proweb/qtime1534/login>



2. Log into Quicktime using the **Employee ID** and **Password** assigned to you and click **Login**.





Application Login

Interior Business Center

Employee ID:

Password:

Login Cancel

For assistance, contact the hotline:
 Technical: (888) 367-1622
 Functional: (888) 367-1622

or email: quicktimehelpdesk_nbcdenver@nbc.gov

When calling the IBC QT helpdesk, use Main Menu Option 3 then option 1.

Hours of Operation
 Monday through Friday 6:30 am until 5:00 pm, Denver time

- By default the 'Current' tab is already selected. If you access your time card the Monday after the pay week, the system will advance to the next payperiod requiring you to click on the 'Previous' tab to review and/or make corrections and/or updates to your time in that same payperiod. Select **Payroll**.



HARMON LORAY E.

Previous Current

MAIN MENU

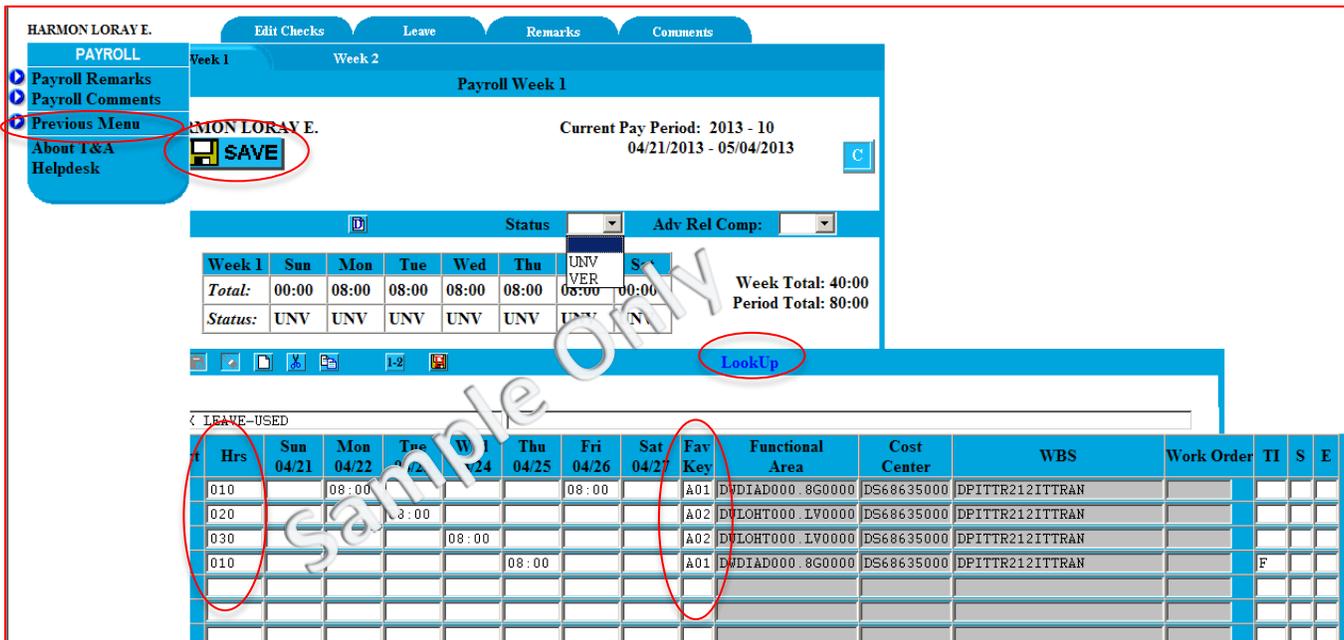
- Pay Periods
- Change Password
- Payroll Remarks
- Payroll
- Sign In/Out
- Default Schedule
- Messages
- Leave Balance
- Leave Request
- Reports
- List Alternates
- Exit
- About T&A
- Helpdesk

Time and Attendance

Current Pay Period: 2013 - 10
 04/21/2013 - 05/04/2013

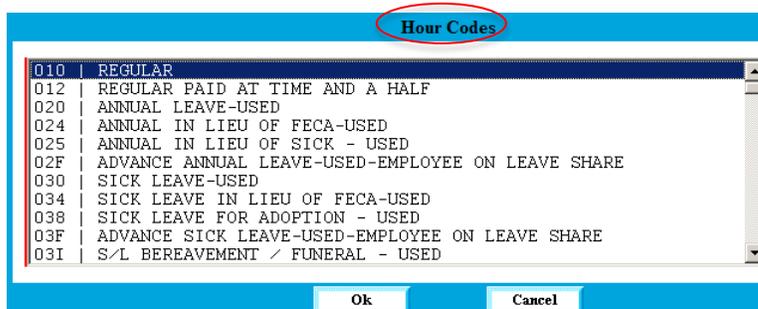
Employee: HARMON LORAY E.

- The system will direct you to your time card in 'Payroll Week One' as shown in the sample below. While on this screen you should do the following before changing your 'Status' or advancing to 'Payroll Week Two':



- a. Code your time for Week One. Code both your hours using the **Hrs** codes and your activity using the **Fav Keys (Favorite Cost Keys)** provided by your timekeeper each fiscal year. **Make sure the week totals to 40 hours.** The hours codes that are commonly used are as follows:
 - i. 010 = Regular Hours Worked
 - ii. 020 = Annual Leave Used
 - iii. 030 = Sick Leave Used
 - iv. 050 = Holiday Not Worked

Note: If you are uncertain as to what code to use, you can always look it up by selecting the Hrs Code “box” next to the row you want to code then select **LookUp**. A new window opens up listing all of the codes you can use as shown.



- b. Before advancing to Payroll Week Two, click on .
- c. Select the tab for Week 2 and repeat the process performed in “a. and b.” and click on .
- d. Click the arrow in the **Status** box to change your status from unvalidated (**UNV**) to verified (**VER**) and click on .

5. From the Main Menu, select **Previous Menu**.
6. If you do not need to create a leave request and you are finished using Quicktime, then from the Main Menu select **Exit** to exit out of the system.





2.1.1.2 Process for Requesting Leave in Quicktime

The following are the steps for employees to follow when requesting leave, after successfully logging into Quicktime:

1. Before submitting a leave request, first check sick and annual leave balances. Click on the **Leave Balance** link listed in the Main Menu to the left of the screen.



2. Leave balances will be displayed as in the screenshot below. If leave balances are adequate for the leave amount(s) to be requested, proceed to step 3. In the event, leave balances are inadequate, leave may have to be advanced which should be discussed with the supervisor before submitting the leave request in Quicktime.

HARMON LORAY E. Leave Leave Share

Leave Balance

HARMON LORAY E. Current Pay Period: 2013 - 12
 Status: UNV 05/19/2013 - 06/01/2013

Use/Lose Date: 01/12/2014 PP Hours YTD Hours
 Use/Lose Balance: 10:00 Adv Ann Lv Used - LS: 00:00 00:00
 Leave Category: 8 Adv Sick Lv Used - LS: 00:00 00:00
Owed YTD ADV

Adv Annual Lv:
 Adv Sick Lv:

Leave Type	Forward	Accrued	YTD	Available	Used	YTD	Balance
ANNUAL							
SICK							
SICK BEREAVEMENT / FUNERAL							
SICK GENERAL FAMILY CARE							
SICK SERIOUS/TRAUMATIC FAMILY ILL							
FAMILY LEAVE							
FAM LV MILITARY - 12 Week							
FAM LV MIL INJURY - 26 Week							
CREDIT							
COMPENSATORY							

3. Click on the **Leave Request** link listed in the Main Menu to the left of the screen.

HARMON LORAY E. Previous Current

Time and Attendance

Current Pay Period: 2013 - 12
 05/19/2013 - 06/01/2013

Employee: HARMON LORAY E.

MAIN MENU

- Pay Periods
- Change Password
- Payroll Remarks
- Payroll
- Sign In/Out
- Default Schedule
- Messages
- Leave Balance
- Leave Request**
- Reports
- List Alternates
- Exit
- About T&A Helpdesk

4. From the Leave Requests Summary screen, click on the 'New' request link.

HARMON LORAY E. Previous Current Future

Leave Requests Summary

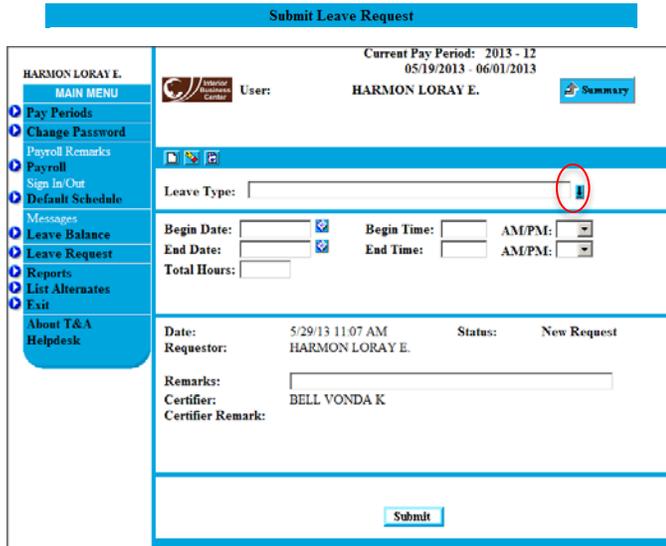
Current Pay Period: 2013 - 12
 05/19/2013 - 06/01/2013

HARMON LORAY E.

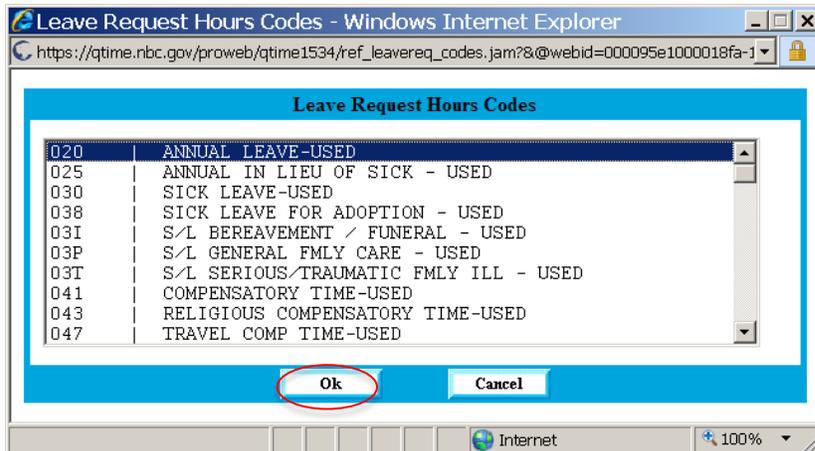
Req#	Leave Type	Begin Date	Hours	Status
376090	020 ANNUAL LEAVE-USED			
378606	030 SICK LEAVE-USED			
374974	030 SICK LEAVE-USED			
New				



- From the 'Submit Leave Request' screen, click on  to select the Leave Type.



- From the Leave Request Hours Codes screen, select the leave type being requested then click **Ok**.



Code	Description
020	ANNUAL LEAVE-USED
025	ANNUAL IN LIEU OF SICK - USED
030	SICK LEAVE-USED
038	SICK LEAVE FOR ADOPTION - USED
03I	S/L BEREAVEMENT / FUNERAL - USED
03P	S/L GENERAL FMLY CARE - USED
03T	S/L SERIOUS/TRAUMATIC FMLY ILL - USED
041	COMPENSATORY TIME-USED
043	RELIGIOUS COMPENSATORY TIME-USED
047	TRAVEL COMP TIME-USED

- Continue populating the remaining fields on the screen then click **Submit**.
- Quicktime will return to the Leave Requests Summary screen. The leave request(s) just submitted will have a **pending** status until it is **approved** by a supervisor. In addition, leave requests previously submitted that are to occur in the 'current' payperiod or 'future' payperiods as well as those that occurred in 'previous' payperiods are listed under their respective tabs.
- If you are finished using Quicktime, then from the Main Menu select **Exit** to exit out of the system.

2.1.2 Timekeeper Instructions

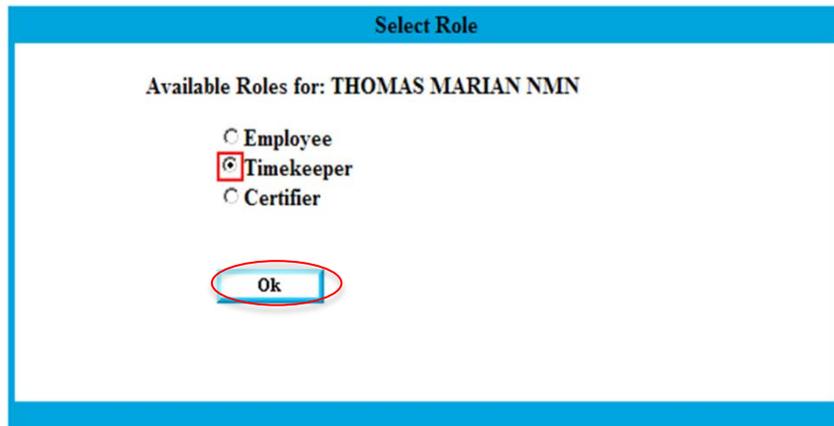
The following are the steps for a timekeeper to follow when reviewing and validating employee timecards in Quicktime:

2.1.2.1 Process for Changing Roles from Employee to Timekeeper or an Alternate in Quicktime

- Once you've successfully logged into the Quicktime system you will see the **Select Role** screen. As a timekeeper, this screen gives you the option of logging in as an 'employee' to complete your time or as a

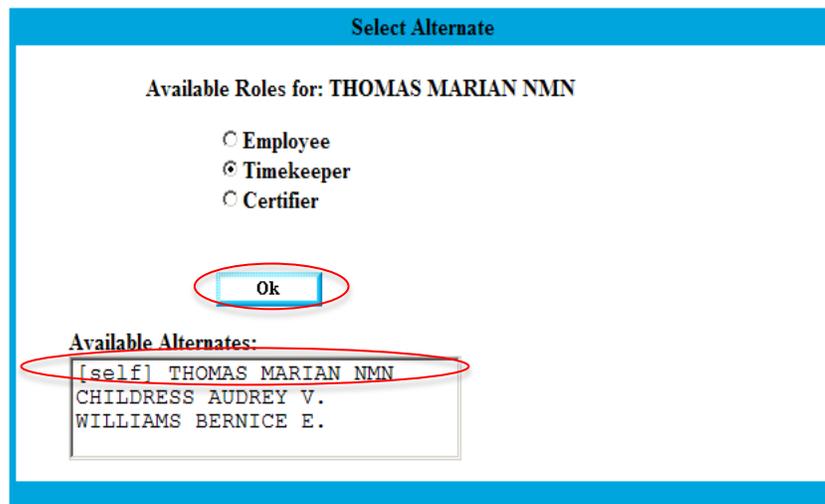


'timekeeper' to review and validate the time of the employees assigned to you. Select **Timekeeper** and click **Ok**.



2. The **Select Alternate** screen, gives you the option of selecting yourself or the name of another timekeeper you are an 'alternate' for and therefore responsible for validating the timecards of their employee group in their absence.
 - a. If you are reviewing and validating your employee group, select yourself and click **Ok**.
 - b. If you are also reviewing and validating the employee group of another timekeeper, select the timekeeper's name and click **Ok**.

Note: *Once you've validated the time of your employee group, you must exit then access the system again to validate the time of another timekeeper's employee group.*



2.1.2.2 Process for Validating Employee Time in Quicktime

1. From the Main Menu, select **Group Validate**.



THOMAS MARIAN NMN

Previous Current

Time and Attendance

Current Pay Period: 2013 - 12
05/19/2013 - 06/01/2013

Timekeeper: THOMAS MARIAN NMN

Interior Business Center

MAIN MENU

- Pay Periods
- Select Role
- Employee Profile
- Activate Employee
- Unassigned Employee
- Assign Alt CERT
- Accounts
- Office ID
- Create Amendments
- Payroll
- Sign In/Out
- Group Validate
- Group Val-Amend
- Leave Request
- Reports
- List Alternates
- Exit
- Send Message
- About T&A
- Helpdesk

2. The next screen will provide a listing of all the employees you have been assigned to as their timekeeper.
 - a. First, check the status of each employee.
 - i. **UNV** – means the employee’s timecard is **unvalidated** and he/she needs to complete and verify his/her time in Quicktime by c.o.b. on Thursday or Friday of the pay week.
 - ii. **VER** – means the employee’s timecard is **verified** and the employee has already completed his/her time in Quicktime.
 - iii. **VAL** – means the employee’s timecard has been validated by you and it is ready to be certified by the employee’s supervisor.
 - iv. **CER** – means the employee’s timecard has been certified by his/her supervisor and it is ready to be released by the Payroll Office.
 - v. **REL** – means the employee’s timecard has been released by the payroll office which typically doesn’t happen until the following Wednesday after the pay week.
 - b. Second, click on each employee name to open the timecard to see if the employee recorded and coded his/her time correctly. In addition, make sure any leave taken was properly requested and approved by a supervisor in the system. If leave is recorded without a leave request notify the employee.

THOMAS MARIAN NMN

MAIN MENU

Pay Periods

Select Role

Employee Profile

Activate Employee

Unassigned Employee

Assign Alt CERT

Accounts

Office ID

Create Amendments

Payroll

Sign In/Out

Group Validate

Group Val-Amend

Leave Request

Reports

List Alternates

Exit

Send Message

About T&A

Helpdesk

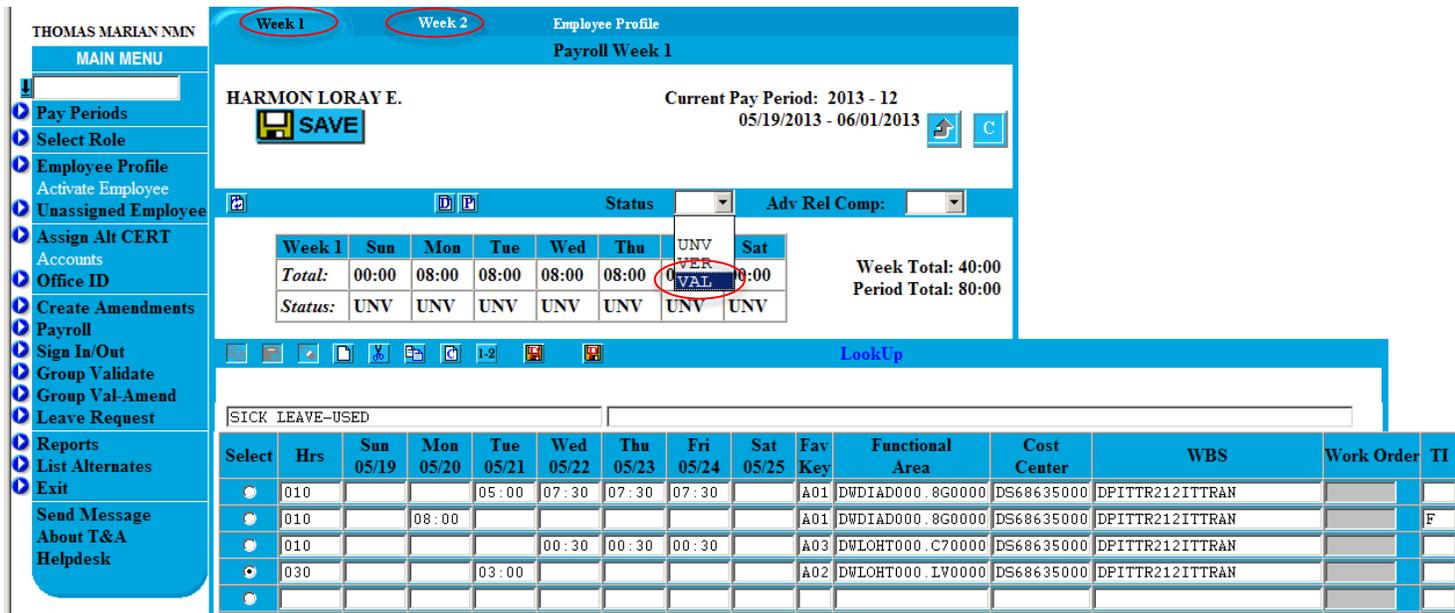
Org Code	Timekeeper Name	Total	INT	UNV	UNV	VER	VAL	CRT	LCK	REL
60706000	THOMAS MARIAN NMN	20		0	19	1	0	0	0	0

Upgrade

Org Code	Employee Name	Status	Regular	Annual Sick	OT	Earned	Used	Other	Total	ALC
60706000	ALVARADO JOHN JAY	UNV								NO
60866301	BERG NORMAN J	UNV								NO
60866350	BROWNELL PETER H.	UNV								NO
60706000	BURNS KYM Y.	UNV								NO
60866350	HARMON LORAY E.	UNV								NO
60706000	HERNANDEZ PATRICE L.	UNV								NO
60706000	MCENTEGART STEPHEN J.	UNV								NO
60706000	MYLES DEENA R.	UNV								NO
60706000	NEGRI MARK G.	UNV								NO
60706000	PEDROZA EDGAR	UNV								NO
60706000	RAUCH BEAU R.	UNV								NO
60706000	SHEPHERD RONALD E.	UNV								NO
60706000	SMALL JULIE C.	UNV								NO
60706000	SMITH PHILIP JAMAL	UNV								NO
60706000	SMITH TIFFANY P.	UNV								NO
60866331	SOLIS ELIZABETH A.	UNV								NO
60706000	THOMAS MARIAN NMN	UNV	40:00						40:00	NO
60706000	THOMPSON ANGELA C.	VER	64:00	08:00				08:00	80:00	NO
60866330	THORBERRY JIM M	UNV								NO
60706000	WILSON ESQOSAWN S.	UNV								NO



- After selecting an employee name from your employee group, the employee’s timecard will open up on **Week 1**. Review Week 1 to ensure the time has been recorded and coded properly before clicking on **Week 2**.
- After you have reviewed **Week 2** and it is completed and verified, then from the **Status** dropdown menu, select **VAL**. Repeat step 3 until all of the timecards in your employee group have been validated!



THOMAS MARIAN NMN Employee Profile
Payroll Week 1

HARMON LORAY E. Current Pay Period: 2013 - 12
05/19/2013 - 06/01/2013

SAVE

Status: UNV ADV Rel Comp: [dropdown]

Week 1	Sun	Mon	Tue	Wed	Thu	UNV	Sat	Week Total:
Total:	00:00	08:00	08:00	08:00	08:00	08:00	00:00	40:00
Status:	UNV	80:00						

LookUp

SICK LEAVE-USED

Select	Hrs	Sun 05/19	Mon 05/20	Tue 05/21	Wed 05/22	Thu 05/23	Fri 05/24	Sat 05/25	Fav Key	Functional Area	Cost Center	WBS	Work Order	TI
<input type="radio"/>	010			05:00	07:30	07:30	07:30		A01	DWDIAD000 . 8G0000	DS68635000	DPITTR212ITTRAN		
<input type="radio"/>	010		08:00						A01	DWDIAD000 . 8G0000	DS68635000	DPITTR212ITTRAN		F
<input type="radio"/>	010				00:30	00:30	00:30		A03	DWLOHT000 . C70000	DS68635000	DPITTR212ITTRAN		
<input type="radio"/>	030			03:00					A02	DWLOHT000 . LV0000	DS68635000	DPITTR212ITTRAN		

2.1.3 Supervisor Instructions

The following are the steps for a supervisor to follow when reviewing and certifying employee timecards as well as approving employees’ leave requests in Quicktime:

2.1.3.1 Process for Changing Roles from Employee to Certifier or an Alternate in Quicktime

- Once you’ve successfully logged into the Quicktime system you will see the Select Role screen. As a certifier, this screen gives you the option of logging in as an ‘employee’ to complete your time or as a ‘certifier’ to review and certify the time of the employees under your supervision. Select Certifier and click Ok.
- The Select Alternate screen, gives you the option of selecting yourself or the name of another certifier you are an ‘alternate’ for and therefore responsible for certifying the timecards of their employee group in their absence.
 - If you are reviewing and certifying your employee group, select yourself and click Ok.
 - If you are also reviewing and certifying the employee group of another certifier, select the certifier’s name and click Ok.

Note: Once you’ve certified the time of your employee group, you must exit then access the system again to certify the time of another certifier’s employee group.

2.1.3.2 Process for Certifying Employee Time in Quicktime



- From the Main Menu, select **Group Certify**.



HERNANDEZ PATRICE L. Previous Current

MAIN MENU

- Pay Periods
- Select Role
- Unassigned Employee
- Certify Timesheet
- View Sign In/Out
- Group Certify**
- Group Cert-Amend
- Leave Request
- Reports
- List Alternates
- Exit
- Send Message About T&A
- Helpdesk

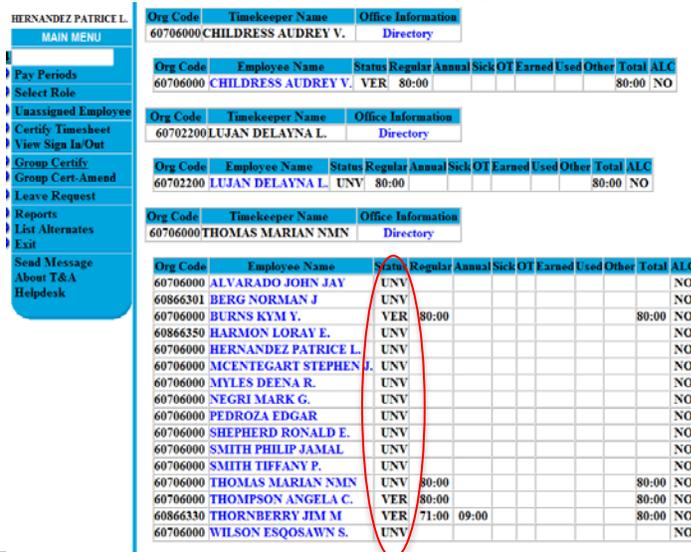
Time and Attendance

Current Pay Period: 2013 - 10
04/21/2013 - 05/04/2013

Interior Business Center

Certifier: HERNANDEZ PATRICE L.
Alternate for: BELL VONDA K

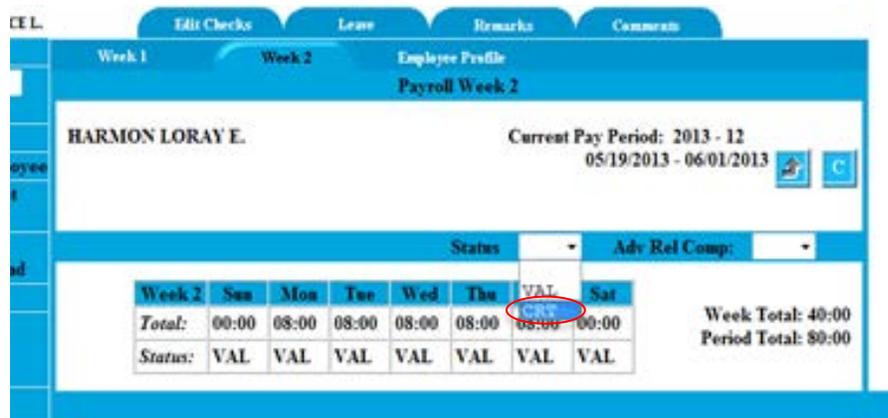
- The next screen will provide a listing of all your employees for you to certify.
 - First, check the status of each employee.
 - UNV** – means the employee’s timecard is **unvalidated** and he/she needs to complete and verify his/her time in Quicktime by c.o.b. on Thursday or Friday of the pay week.
 - VER** – means the employee’s timecard is **verified** and the employee has already completed his/her time in Quicktime.
 - VAL** – means the employee’s timecard has been **validated** by the timekeeper and it is ready to be certified by the employee’s supervisor.
 - CER** – means the employee’s timecard has been certified by his/her supervisor and it is ready to be released by the Payroll Office.
 - REL** – means the employee’s timecard has been **released** by the payroll office which typically doesn’t happen until the following Wednesday after the pay week.
 - Second, click on each employee name to open and review the timecard. If the employee has recorded and requested leave and it is not approved, check the employee’s leave balance and either approve or disapprove the employee’s leave request.



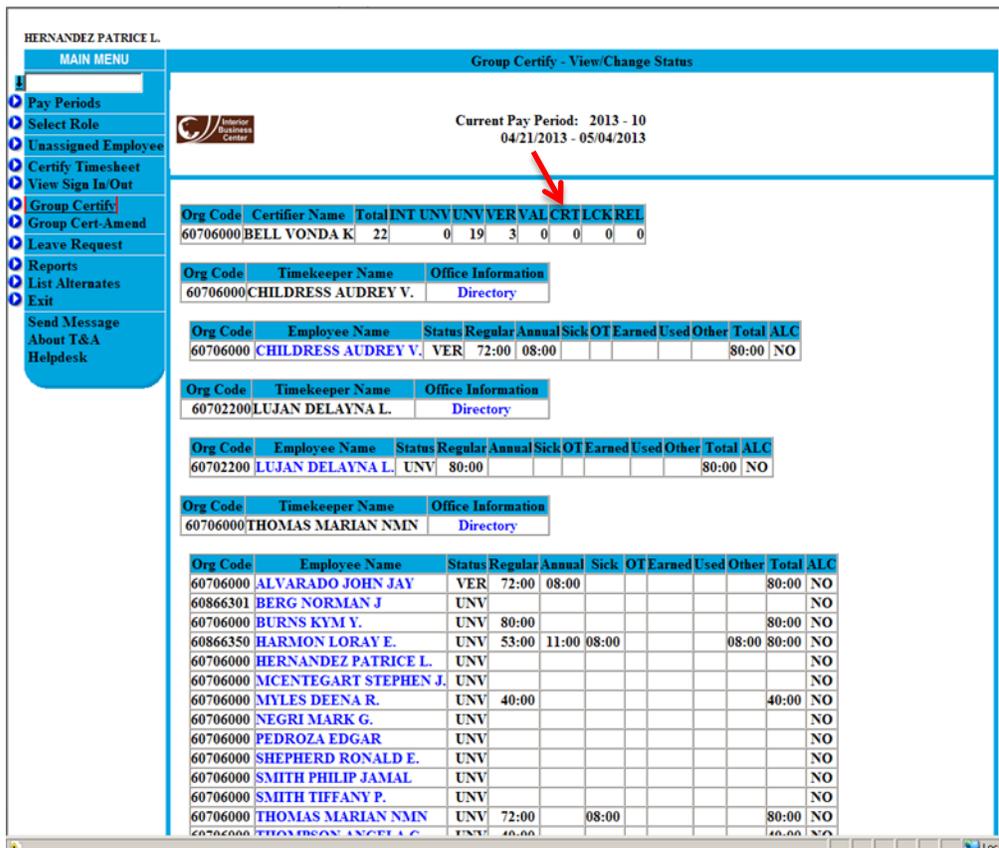
Org Code	Timekeeper Name	Office Information									
60706000	CHILDRESS AUDREY V.	Directory									
Org Code	Employee Name	Status	Regular	Annual	Sick	OT	Earned	Used	Other	Total	ALC
60706000	CHILDRESS AUDREY V.	VER	80:00							80:00	NO
Org Code	Timekeeper Name	Office Information									
60702200	LUJAN DELAYNA L.	Directory									
Org Code	Employee Name	Status	Regular	Annual	Sick	OT	Earned	Used	Other	Total	ALC
60702200	LUJAN DELAYNA L.	UNV	80:00							80:00	NO
Org Code	Timekeeper Name	Office Information									
60706000	THOMAS MARIAN NMN	Directory									
Org Code	Employee Name	Status	Regular	Annual	Sick	OT	Earned	Used	Other	Total	ALC
60706000	ALVARADO JOHN JAY	UNV									NO
60866301	BERG NORMAN J	UNV									NO
60706000	BURNS KYM Y.	VER	80:00							80:00	NO
60866350	HARMON LORAY E.	UNV									NO
60706000	HERNANDEZ PATRICE L.	UNV									NO
60706000	MCENTEGART STEPHEN J.	UNV									NO
60706000	MYLES DEENA R.	UNV									NO
60706000	NEGRI MARK G.	UNV									NO
60706000	PEDROZA EDGAR	UNV									NO
60706000	SHEPHERD RONALD E.	UNV									NO
60706000	SMITH PHILIP JAMAL	UNV									NO
60706000	SMITH TIFFANY P.	UNV									NO
60706000	THOMAS MARIAN NMN	UNV	80:00							80:00	NO
60706000	THOMPSON ANGELA C.	VER	80:00							80:00	NO
60866330	THORNBERRY JIM M.	VER	71:00	09:00						80:00	NO
60706000	WILSON ESQOSAWN S.	UNV									NO



- After selecting an employee name from your employee group, the employee's timecard will open up on **Week 1**. Review Week 1 to ensure the time has been recorded and coded properly before clicking on **Week 2**. After you have reviewed **Week 2** and it has been validated, then from the **Status** dropdown menu, select **CRT**. Repeat step 3 until all of the timecards in your employee group have been certified!



Hint: You can **certify** all of the validated (VAL) timecards by clicking on **CRT** at the top of the screen as shown in the screenshot below.



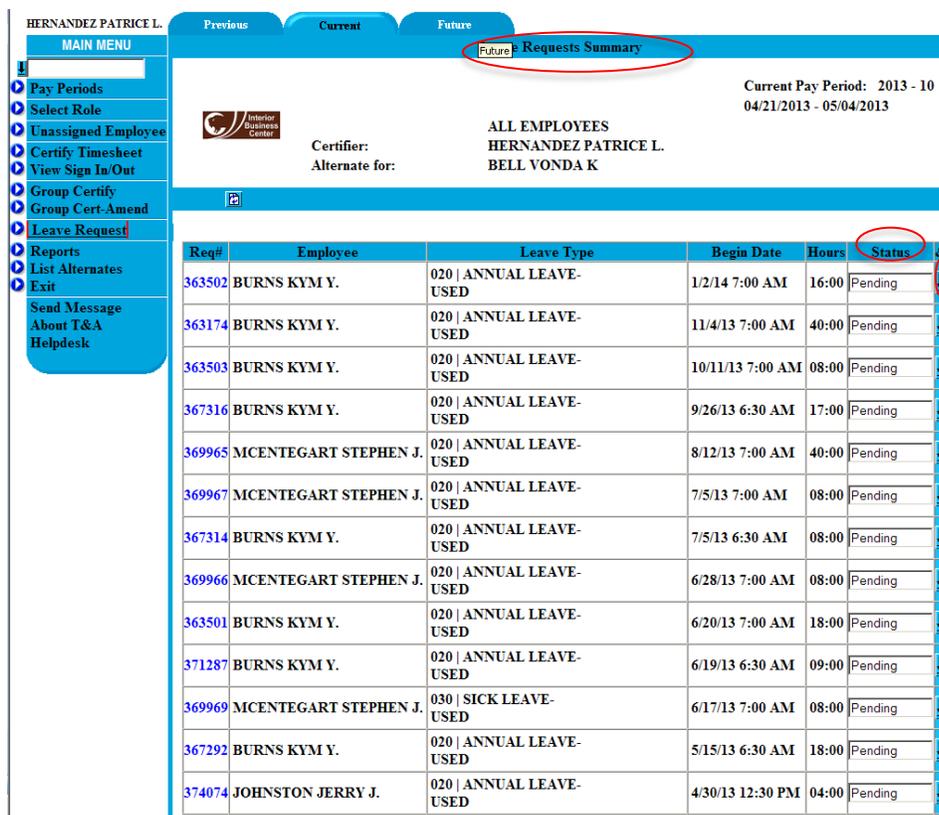
2.1.3.3 Process for Approving Employee Leave in Quicktime

1. From the Main Menu, select **Leave Request**.



The screenshot shows the Quicktime interface for user HERNANDEZ PATRICE L. The 'MAIN MENU' is on the left, with 'Leave Request' circled in red. The main content area shows 'Time and Attendance' information for the current pay period (2013 - 10, 04/21/2013 - 05/04/2013). The certifier is HERNANDEZ PATRICE L. and the alternate is BELL VONDA K.

2. From the Leave Request Summary screen, click on  to review the employee's leave request and change the Status of the employee's request.



The screenshot shows the 'Requests Summary' screen for ALL EMPLOYEES. The 'Status' column in the table is circled in red. A dropdown arrow icon is visible in the right margin of the table.

Req#	Employee	Leave Type	Begin Date	Hours	Status
363502	BURNS KYM Y.	020 ANNUAL LEAVE-USED	1/2/14 7:00 AM	16:00	Pending
363174	BURNS KYM Y.	020 ANNUAL LEAVE-USED	11/4/13 7:00 AM	40:00	Pending
363503	BURNS KYM Y.	020 ANNUAL LEAVE-USED	10/11/13 7:00 AM	08:00	Pending
367316	BURNS KYM Y.	020 ANNUAL LEAVE-USED	9/26/13 6:30 AM	17:00	Pending
369965	MCENTEGART STEPHEN J.	020 ANNUAL LEAVE-USED	8/12/13 7:00 AM	40:00	Pending
369967	MCENTEGART STEPHEN J.	020 ANNUAL LEAVE-USED	7/5/13 7:00 AM	08:00	Pending
367314	BURNS KYM Y.	020 ANNUAL LEAVE-USED	7/5/13 6:30 AM	08:00	Pending
369966	MCENTEGART STEPHEN J.	020 ANNUAL LEAVE-USED	6/28/13 7:00 AM	08:00	Pending
363501	BURNS KYM Y.	020 ANNUAL LEAVE-USED	6/20/13 7:00 AM	18:00	Pending
371287	BURNS KYM Y.	020 ANNUAL LEAVE-USED	6/19/13 6:30 AM	09:00	Pending
369969	MCENTEGART STEPHEN J.	030 SICK LEAVE-USED	6/17/13 7:00 AM	08:00	Pending
367292	BURNS KYM Y.	020 ANNUAL LEAVE-USED	5/15/13 6:30 AM	18:00	Pending
374074	JOHNSTON JERRY J.	020 ANNUAL LEAVE-USED	4/30/13 12:30 PM	04:00	Pending

3. At the Leave Request Status Codes screen select **Approve Request**, **Disapprove Request**, or **Cancel Request**



and click **Ok**.

Req#	Employee	Leave Type	Begin Date	Hours	Status	&
376371		L LEAVE-	1/8/14 6:30 AM	18:00	Pending	↓
375144		L LEAVE-	11/4/13 7:30 AM	40:00	Pending	↓
363174		L LEAVE-	11/4/13 7:00 AM	40:00	Pending	↓
363503		L LEAVE-	10/11/13 7:00 AM	08:00	Pending	↓
367316		L LEAVE-	9/26/13 6:30 AM	17:00	Pending	↓
375143		L LEAVE-	9/20/13 7:30 AM	16:00	Pending	↓



2.2 'How To' Access Quicktime Remotely

The following are the steps for employees, timekeepers and supervisors (certifiers) alike to access Quicktime remotely:

- 1. Establish web browser security.** Make sure you have TLS enabled in your browser's options settings.
Note: Download the [Remote Access to Quicktime Time and Attendance User Guide](#) for additional information and FAQs.
- 2. Connect to Quicktime Time and Attendance using the DOI Apps Store at <https://apps.doi.gov>.**
- 3. Enter your username and password.** At the DOI MyDevice Portal screen, your username is what you use to login to your computer with your @bureau.gov at the end (e.g., leharmon@ios.doi.gov) and your password then click **Connect**.
 - a. If you are currently using your DOI Access Card to access your GFE, then insert your DOI Access Card into the card reader and click **Connect**.

U.S. Department of the Interior

DOI MyDevice Portal

DOI Access Card

Step 1: Insert your DOI Access card into the card reader
Step 2: Click "Connect"

Username and Password

Step 1: Enter your username and password below
Step 2: Click "Connect"

username

password

If your T&A is sponsored by a different bureau then your username please click this link: [All Bureau T&A Links - https://mydevice.doi.gov/qtal](https://mydevice.doi.gov/qtal)

Contact Support: Please contact your local helpdesk if you require additional assistance.

WARNING TO USERS OF THIS SYSTEM This computer system, including all related equipment, networks, and network devices (including Internet access), is provided by the Department of the Interior (DOI) in accordance with the agency policy for official use and limited personal use. All agency computer systems may be monitored for all lawful purposes, including but not limited to, ensuring that use is authorized, for management of the system, to facilitate protection against unauthorized access, and to verify security procedures, survivability and operational security. Any information on this computer system may be examined, recorded, copied and used for authorized purposes at any time. All information, including personal information, placed or sent over this system may be monitored, and users of this system are reminded that such monitoring does occur. Therefore, there should be no expectation of privacy with respect to use of this system. By logging into this agency computer system, you acknowledge and consent to the monitoring of this system. Evidence of your use, authorized or unauthorized, collected during monitoring may be used for civil, criminal, administrative, or other adverse action. Unauthorized or illegal use may subject you to prosecution.



4. Select OS T&A system.

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Enterprise Remote Access Services DOI Access Portal, leharmon@ios.doi.gov.

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Web Bookmarks

- OS T&A**
Time and Attendance for Office of the Secretary Employees.
- One Interior
DOI Intranet Access
- DOI Learn
DOI Learn System

5. Login the Quicktime Time and Attendance system through the Application Login screen. The steps from this point are the same as the steps provided in Section 2.1 'How To' Process Time and Attendance in Quicktime via Web Access of this guide.

3 'How To' Request Commercial Training

1. The employee must click on the link http://www.opm.gov/forms/pdf_fill/sf182.pdf to obtain and complete the SF-182 form.
2. The employee submits the completed SF-182 form to their supervisor for approval.
3. The supervisor reviews the form and compares the requested training to the employees' Individual Development Plan (IDP).
4. If the supervisor approves, he/she signs the SF-182 and returns it to the employee.
5. Upon supervisory approval, the employee submits the signed SF-182 to their designated Executive Staff Assistant for payment.
6. The employee registers for the course and coordinates with their Executive Staff Assistant to use her government purchase card to pay for the training.

4 'How To' Request Office Supplies and Equipment

4.1 Process for Ordering Supplies

When requesting office supplies, perform the following steps:

1. Obtain the latest supply catalog(s) from the Executive Staff Assistant supporting your division. (See Table 1 'OCIO Executive Support Staff' on page 9 of the [OCIO Employee Guide](#)).
2. Prepare a list and provide the item number, name, description, quantity, color and page number for each item. If you have a deadline and the request needs to be expedited make that known.
3. Provide the line of accounting (LOA) – the OCIO account used to pay for supplies.
4. Email the request to the Executive Staff Assistant supporting your division.



4.2 Process for Ordering IT Hardware

4.2.1 Laptops or Desktops

1. Employees are to work with their supervisor to identify their IT hardware and software needs.
2. Upon supervisory approval, a request should be submitted in the form of an email addressed to one of the contacts below. The request should include:
 - Type of system, be it a laptop or desktop.
 - State if the employee will be telecommuting or traveling (if so, use of a laptop is suggested)
 - List all details such as specifications and special requests (e.g., mouse, monitor, docking station, etc.).
3. Upon receipt of the system, contact the DOI Help Desk on 888-367-1622 to have it configured.
4. Once the configuration is completed and approved by the employee’s supervisor, forward the specifications and the approval to one of the following purchasing contacts:

Contacts

OCIO OBS	Marian Thomas	Marian_Thomas@ios.doi.gov
OCIO PPC	Audrey Childress	Audrey_Childress@ios.doi.gov
OCIO ITSSO	Jay Alvarado (<i>Servers & Software only</i>)	John_Alvarado@ios.doi.gov
OCIO ITSSO	Delayna Lujan	Delayna_Lujan@ios.doi.gov
OCIO ITSSO	David Pearson	David_Pearson@ios.doi.gov

4.2.2 Cellphones and Tablets

1. Employees are to work with their supervisor to determine if they require wireless equipment.
2. Upon supervisory approval, a request for a smartphone should be submitted in the form of an email to Essie Wilson at Essie_Wilson@ios.doi.gov and include the following information:
 - Type of smartphone requested (i.e., iPhone, Android, or Blackberry)
 - State if the employee plans to telework or travel frequently so the correct pooled minute plan is selected.
 - Indicate the preferred carrier between AT&T and Verizon to get the best wireless coverage possible in their home area.
3. Specify the accessories, i.e., extra chargers, cases, etc., needed for the device. This information should be included in the request for equipment.
4. Essie will contact the DOI Help Desk to pick up the device and configure it and sync it with the employee’s DOI email. Once it has been configured and synced, the device is activated on the wireless carrier and distributed to the employee. The time frame from start to finish is approximately two to three days.

