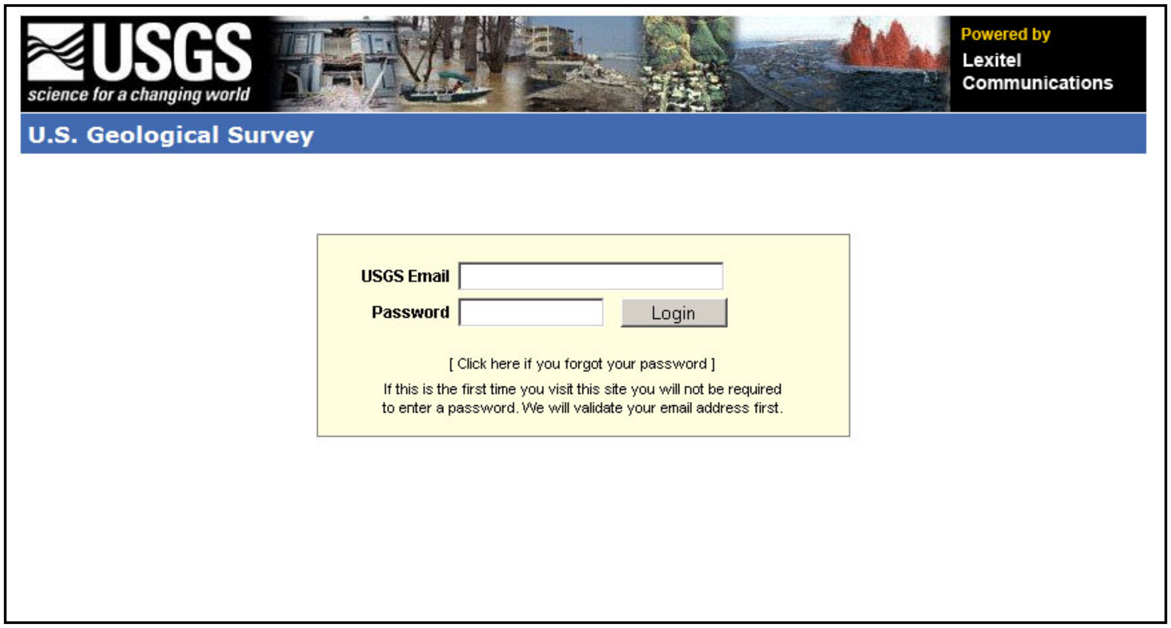
USGS EMERGENCY CALL CENTER

ACCESSING REPORTS

The USGS Emergency Call Center is available for employees to report their status in the event of an emergency. The call center operators record the information provided by employees. Alternatively, employees can report in via the Internet. Managers can retrieve information consolidated from either source via a web-enabled report tool.

Reports are available at this site: http://www.lexitelcom.com/usgs/managerlogin.aspx

Step 1 - LOG IN:
When you access the site for the first time, you will see this screen.



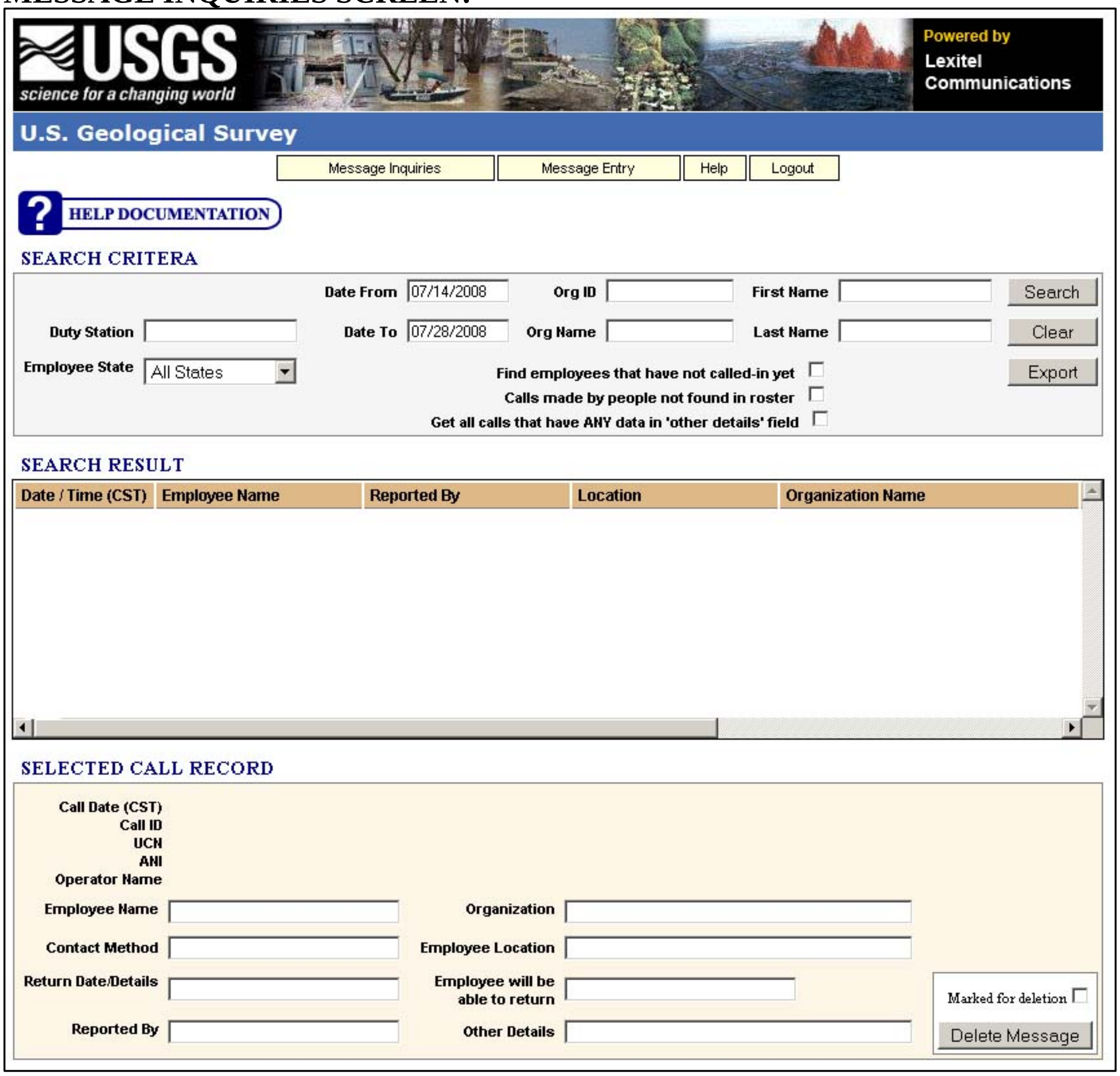
Type your user name in the field provided, and click "Login" The user name should be your USGS Lotus Notes email account, e.g., **amanager@usgs.gov**. For first-time access, no password is needed. Your name will be validated against a USGS-maintained list.

If your name is not on the list, access will be denied. To get access in this case, contact Aaron Shipman (ashipman@usgs.gov) or Tammy Mitchell (tmitchel@usgs.gov).

On subsequent visits to the site, you will be asked to enter both your Lotus Notes user name and a password. The password used is up to you, but should meet DOI password security standards (see http://internal.usgs.gov/gio/security/doi_computer_password_policy_12-5-2003.pdf)

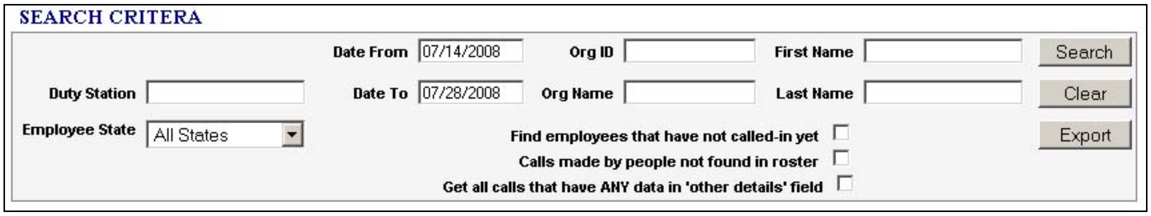
Step 2 – SPECIFYING REPORT CRITERIA:
When you have typed your user name and password and clicked on “Login”, your browser will be redirected to the message inquiries screen. This screen can be seen in the following image:

MESSAGE INQUIRIES SCREEN:



The message inquiries screen has three sections. The first allows you to enter search criteria to generate a report of employees who have called in. The first section, Search Criteria, is shown below:

SEARCH CRITERIA SECTION:



This area allows you to retrieve information about employees who have reported in, using multiple criteria, which can be used either singly or in combination:

- **date from and date to ranges;**
- **by organization ID, that is, FPPS organization code;**
- **by first or last name;**
- **by organization name, e.g. Branch of Management Services;**
- **by duty station city, e.g, Menlo Park;**
- **by State;**
- **find all people who reported, but weren't found on the employee roster;**
- **find all reports that listed a need or additional information for supervisors to be aware of;**
- **and, you can generate a list of employees who have not yet reported (compares current FPPS roster to names of those who have called in).**

Fill in all of the information you wish to specify for your search. You can fill in as much information as you need to in order to narrow your results. For example, if you want to find employee "Joe Employee" from organization code "200000", whose duty station is in "Reston", you can fill in all of this information and run the report. Alternatively, you could type only '200000' in the Org ID field and see everyone who has reported for this organization, one of which may have been Joe Employee.

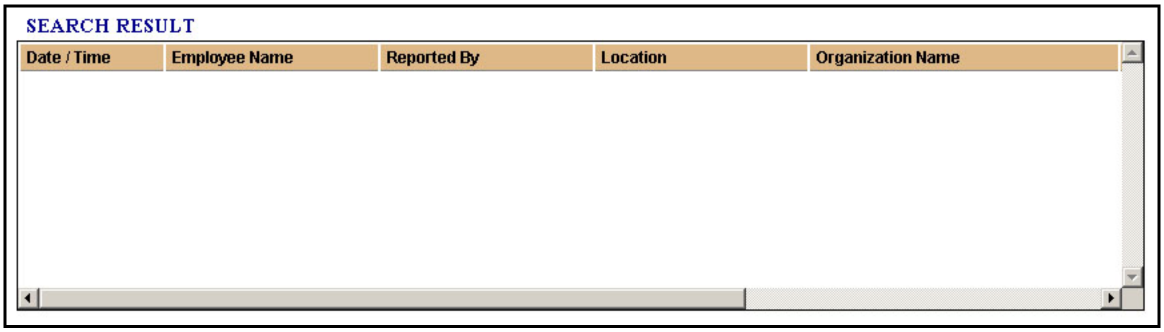
After running your report, use the 'calls made by people not found in roster' check box to display all people who reported but were not found on the employee list. If someone doesn't appear on either of these reports, they have not reported through this system.

Please note: Some 'Organization Names' may be abbreviated. In order to search by organization name, you must supply the name in the same format that it is stored in the system. To determine the correct format for the organization name, select the state in which the organization resides and click the 'find employees that have not called-in yet' check box. Then, click 'search'. You will now see names of the employees who have not called in along with their 'Organization Name' as it appears in the system. You now have the correct 'Organization Name' to use for further searches.

The check boxes are custom reports that allow you to see all employees who have not reported in yet, all reports made by people who didn't appear on the employee roster, and all reports in which employees wanted to notify their supervisor of additional information. You may check the box and fill in any of the other fields to narrow your results as well.

Step 3 – SEARCH RESULTS:
When you have selected the criteria for your report, click "Search" at the right side of the screen. All records matching your criteria will be displayed in the second area of the message inquiries screen, labeled "Search Results" (seen below). A scroll bar at the right can be used to scan the information.

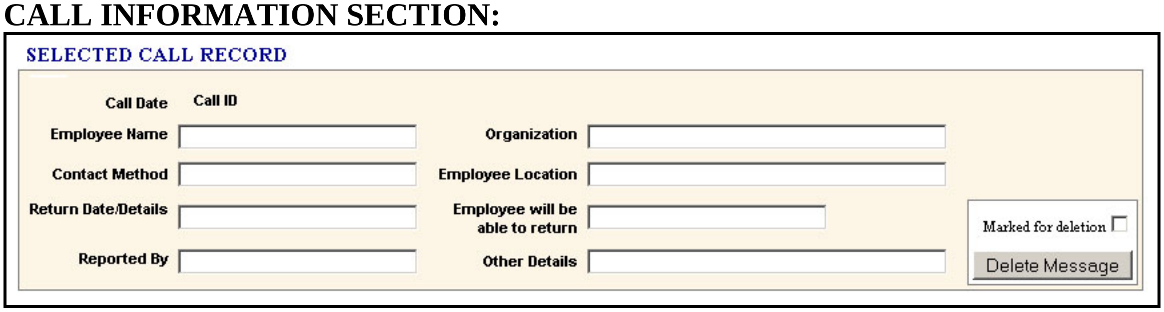
SEARCH RESULTS SECTION:



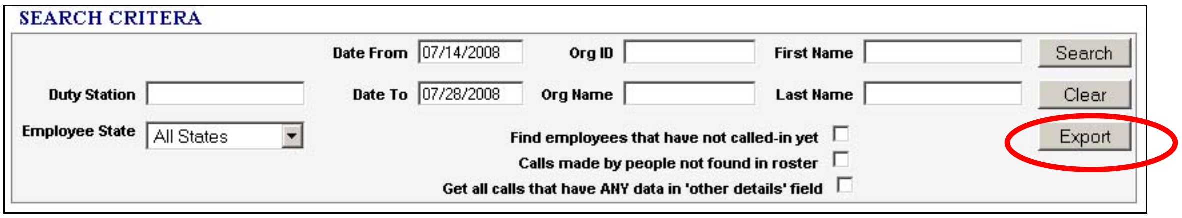
This box will display all of the reports that match your search criteria.

To see more of the details for any particular report, click on that report, and the information will be displayed in the third section of the message inquiries screen, under "Selected Call Record" (seen below).

CALL INFORMATION SECTION:

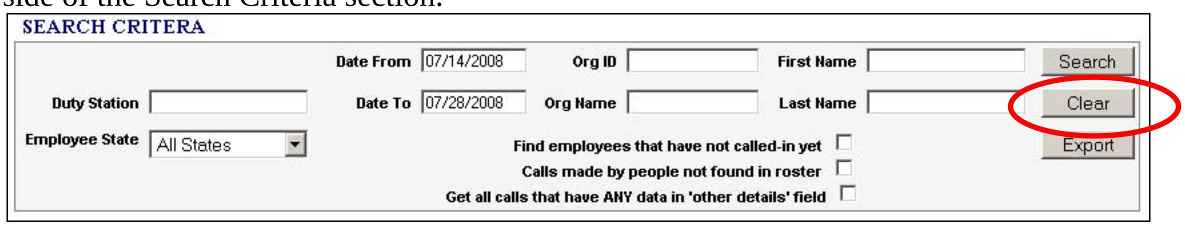


Step 4 – OTHER OPTIONS:
If you are satisfied that the search results include the information for your organization, you can export the search data to an Excel file. To do so, click on the "Export" button (circled in red below) on the right-hand side of the Search Criteria section

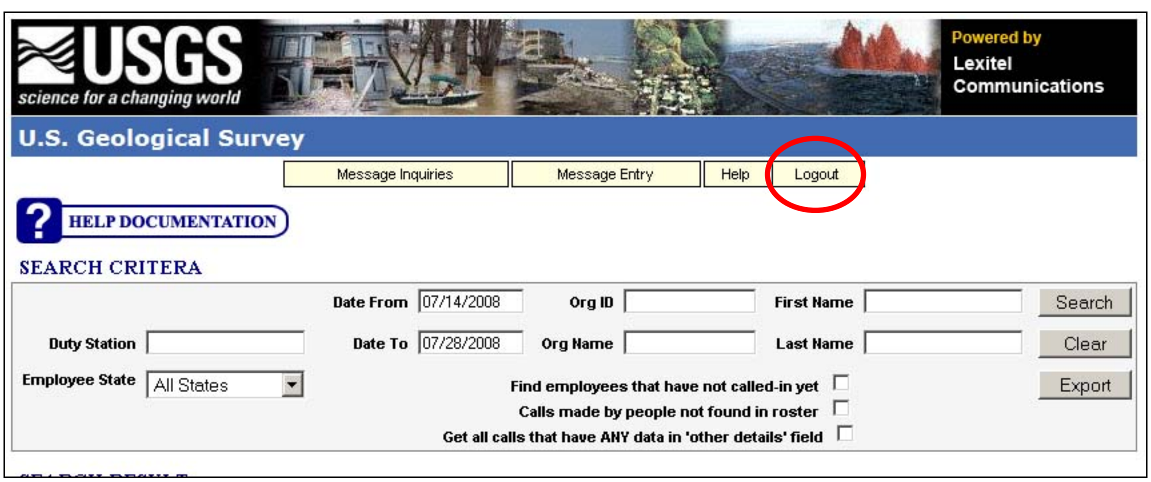


When you select export, an Excel file is generated and can be saved to your computer for further use. If you don't have Excel on your computer, you will be unable to view the data. In this case, use the online reporting.

Step 4. If the search criteria initially used did not result in the desired results, you can clear all search criteria by clicking the "Clear" button (circled in red below) at the right side of the Search Criteria section.



Step 5. If you have completed searching the records, click on "logout" (circled in red below) at the top right of the screen.



Other Button Selections:
Message entry – redirects browser to the employee Internet reporting screen.
Help – this is a link to the most up to date help file available.