

Stafferlink FSM FAQ

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More Resources

1: If my question is not answered in this document, who do I contact?

A1: Contact your point of contact at the MSP, or the Stafferlink help desk directly by emailing teamsupport@stafferlink.com, calling 770-461-6500 option 1 or by clicking the "request support" link at the bottom right-hand corner of your screen.

2: If I need help administering my account name, or managing multiple agency accounts, who do I contact?

A2: Contact the Stafferlink help desk directly by emailing teamsupport@stafferlink.com, calling 770-461-6500 option 1 or by clicking the "request support" link at the bottom right-hand corner of your screen.

Preferences and users:


3: I am not receiving any emails from the system. Why?

A3: Access the preferences, and make sure your email address is correct. Next, make sure your email is verified. If not, select the “re-send email verification message” and follow instructions in email. Also, make sure you are signed up for the correct email subscriptions. Press save.

4: How do I manage users for my agency?

A4: Access the setup module, then choose users. To set up a new user, select “new”, fill in the required information, and press save. To deactivate a user, open their record, change the user status to “inactive” and press save.

5: I have a user that I want to limit what they can see and do in Stafferlink. How can I do this?

A5: Access the setup module, then choose security groups. Select “new”, type in a security group name and a description. Choose the modules they should have access to below and press save. Back on the setup page, choose the  button on the security group line on the right-hand side. A page with a list of security modules will appear, go through each security module, selecting what they can do on each module. Make sure you press save after you make each selection, before you exit or switch modules. After the security group has been set up, access their user profile, select the newly created security group under “user group” and press save.

6: I have not received any invoicing reports from the system. Why?

A6: Access the preferences, make sure your email is typed in correctly. Next, make sure your email address is verified. If not, select the “Re-Send Email Verification Message” button and follow the steps in the email that follows. Last, make sure the “Subscribe to all facility report distributions” checkbox is selected. Press Save.

Orders and submissions:

7: Why can't I find my order in the system?

A7: Hover over “current view” on the grey bar and remove everything from your view by clicking on each item. Next, key the order ID found from notification email into the OrderID column and press enter.

8: I am trying to apply a registrant to an order, but I can't find them. Why?

A8: Make sure your current view reflects the status the registrant is currently in. Change your view by hovering over “edit view” on the grey bar and selecting the appropriate status. If your registrant still does not present in the list, then the registrant is not in the



correct facility. To resolve, either link the registrant to the correct facility (see the first question under registry) or delete the profile and set up in the correct facility.


9: I received the error “ERROR: The job class for this registrant does not match the required job class on the order.” What does this mean and how do I fix it?

A9: This means the registrant is not assigned to the job class that is required for this order. To resolve, open the registrant’s record, select the job class that is listed on the order, and press save. Reprocess submission.

10: My registrant’s profile is not available to attach to the submission. Why?

A10: The document was not made an attachment during the upload process. To resolve, access the credentials from the modules drop down. Locate the credential, click images, and then the pencil icon. Check the “attachment” box and press save. Reprocess submission.

11: How do I remove a registrant from an order?

A11: Click on the order to open it, on the line with your registrant choose the  button, select your unapply reason. Your registrant will now be unapplied from the order.

12: I have a registrant that I need to submit to orders that have different job classes. How do I process this?

A12: One profile cannot be submitted to orders that have different job classes. Set up multiple profiles for the registrant, each in the correct facility and job class that matches the order.

13: I want to run a report that shows order details. How do I do this?

A13: First, you need to set up the report. Hover over “reports” and then select “new report”. Choose “order summary listing” as the type, rename if you wish, and select “on menu”. Press Save. Next, set your view to the group of orders you want to run the report for. Hover over “reports” again, and choose the format you want to run the report in (PDF/Excel) to the right of the report name.

Registry:

14: How do I link my registrant and their credentials to another facility in Stafferlink?

A14: First, set up the registrant under the facility that you want to link it to. Next, access “Registrant Links” from the modules dropdown on the original record. Select “new” from the top left-hand corner, select the facility, select the registrant and press save. Press “OK” to the prompt that follows.



15: How do I know what credentials are failing for scheduled registrants?

A15: Access the registry module, hover over “current view” and select “edit”. In the bottom left-hand corner under “custom view items” select “add”. Field = IsScheduled Condition = is true. Press “save” and then “set view and close”. This list will be the ones that are currently scheduled for orders. View the “Cur/30/60/90” column to see who has failing credentials, then access credentials from the modules drop down to see which credentials are failing.

Timecards/Invoicing:

16: How do I access invoicing information from the system?

A16: You will be able to access total hours work from Stafferlink FSM. Please refer to the instructions below for “How do I check hours worked for my registrant?” to view these in the system.

A time review report that includes hours and rates will be emailed to your agency for review as outlined in the schedule of the MSP’s program. Your agency will also receive a payment advice report as outlined in the schedule of the MSP’s program – that states the total remit amount.

Important: The time review report will expire when the shifts are invoiced – so please ensure you are referring to the payment remit report that is emailed after invoicing is complete. Please also ensure you are saving the payment remit report upon receipt to refer back to later.

17: How do I check hours worked for my registrant?

A17: Access the timecards module and set your view to the date range you want to see the hours for. You can either hover over “week range” and choose a week, or hover over “edit view” press “edit advanced view” and enter in a from and to date and select “set view and close”. The regular, overtime and double hours will be listed. *Rates will not be included in this view, they will be available on the report that will be distributed as outlined in the schedule of the MSP’s program.*