



People First E-Newsletter

Governor Charlie Crist ♦ Department of Management Services ♦ Secretary Linda H. South

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Service Center Hours

Monday through Friday
8:30 a.m. to 5:30 p.m. EST

Service Center Numbers

1-866-663-4735
1-866-221-0269 TTY

Password Changes Coming April 12

The first time you log in to People First on or after April 12, the system will ask you to choose three security questions and answers. If you forget your password and/or lock yourself out in the future, you can answer one of those questions and then create a new password. (If you don't know your current password, you'll have to call the Service Center to reset it before you can choose your security questions and answers.)

Passwords will be more secure; they must have eight characters—a combination of letters and numbers—and they can have some special characters. Review the new [People First Password Guidelines](#). You'll find all the details plus helpful suggestions on creating your password.

Finally, if you do need to call the service center for help, you'll need to enter the last five digits of your Social Security number and your six-digit date of birth (MMDDYY) for identification purposes.

Need more info? [See our frequently asked questions.](#)

How Does the Service Center Rate?

Great news! Anytime you call the Service Center you can rate the customer service. Before you're transferred to a specialist, the phone system will ask you if you'd like to participate in the survey. Select 1 for yes. At the end of your session, you'll be transferred to the survey.

So . . . how did the Service Center rate last month? The average rating on a scale of 1-5 (1=Poor and 5=Excellent) for these categories was:

- 4.5 Overall quality
- 4.5 Overall service provided by the representative
- 4.4 Amount of wait time
- 4.7 How call transfer was handled

It only takes a few minutes to participate. Each time you do, People First uses the data to improve its customer service, so press 1 for the survey on your next call.

Did You Know?

Most people know that People First serves state employees and retirees, but did you know that People First also serves our universities, the legislature, and many other customer groups? Altogether there are 59 customer groups and more than 232,000 individual People First users!

Customer Groups	Users
State Agencies	131,293
Universities	45,241
Retirees	47,531
COBRA Participants	1,920
FL Bd of Bar Examiners	42
Inland Navigation	9
Layoff	515
Legislature	1,916
Life Waiver	197
Miami-Dade Expressway	46
State Bd of Admin	191
Surviving Spouse	3,557
Tri-Rail	103

In addition to these groups, People First also supports all State of Florida job applicants—more than one million since 2003!

And what about callers to the Service Center? So far in 2008, the Service Center has answered an average of 51,000 calls per month.



If Disaster Strikes, People First Is Ready!

If a hurricane or other disaster hits our area, what will happen to People First? According to the results of the disaster recovery exercise in January, People First will continue to run smoothly.

If the system in Florida becomes inoperable as a result of a disaster, People First will bring up the system at the disaster recovery site in another state within 24 hours.



What does this mean to you? It means your health and insurance benefits should continue without interruption and your pay information will continue to go to the Bureau of State Payrolls for processing.

Regular Maintenance Means a Good Site

To be sure the [State of Florida online job site](#) works as it should, a window for maintenance is scheduled each Friday from 8:00 p.m. to midnight; however, maintenance is only performed when it's needed, so the site may often be available. When it's not, be assured that the downtime is necessary and will keep the job site working as designed.

Eligible Employees Paid for Holiday



The state pays its eligible employees for the Memorial Day holiday, which falls on May 26 this year. When you complete your timesheet for Memorial Day, you will see hours type 1005 and the number of hours based on your FTE and schedule on Memorial Day.

What if I'm scheduled to work on Memorial Day? If you work on the holiday and take off a different day during the period, you will see both the holiday hours (1005) and your hours worked (1000) on the observed holiday. Record zero hours for the day that you take off later in the period to offset the holiday credit. You may have to use leave on your day off in addition to your holiday credit because of your work schedule or FTE.

If you have questions, please see your supervisor or call the People First Service Center.