

Logging in to Telework Online

Telework Online can be accessed via your web browser using the custom URL for your institute which is typically in the format:

http://telework.<icname>.nih.gov

Where <icname> is the letter abbreviation or acronym for your institute. Check with your institute for the correct link.

1. Enter your NIH domain user name and password. This is the same information you use to log in to your NIH computer or VPN.
2. Click **Login**.
3. After logging in, you will need to select a role:
 - Choose **Approver/Admin mode** to approve, review, or edit an application.
 - Choose **Applicant mode for self** to create, update, or view your own application.

In order to switch roles, you will need to log out of Telework and log back in.

Using the Approver Home Page

The **Approver Home Page** is divided into two sections:

- **Announcements** – Displayed on the left side of the page, these are custom messages and announcements written by the Telework Administrator for approvers in your institute.
- **Pending Your Approval** – Displayed on the right side of the page, this section lists applications and change requests for all three types of applications that require action by you, the approver.

There is also an approver menu bar near the top of the page that displays a single menu, **Application Management**. This menu has two options:

- **Search Applications** – use this option to search for a single application or a group of applications
- **Applications List** – use this option to display a list of applications (of all three types) that you are responsible for.

Searching for an Application

The search feature is used to locate and display a single application or a group of applications that fit the defined criteria.

1. Select the **Application Management** menu and choose **Search Applications**.
2. Select an **Application Type** and fill out the desired search criteria.
3. Click **Search Applications** at the top or bottom.
4. The results are displayed on the **Applications List** page.

Viewing a List of Applications

Select the **Application Management** menu and choose **Applications List**.

- The **Pending Your Approval** tab displays applications that require action.
- The **Applications List** tab displays all applications that are associated with you.
- **Ad Hoc Applications** will have an (A) next to the application number.
- **Medical Applications** will have an (M) next to the application number.

Viewing an Application

Click an application number in the **Pending Your Approval** section on the approver home page or on the **Applications List** to view the application.

An application may have up to five tabs:

- **Telework Application** – this is the main form.
- **Home Office Evaluation** – this tab will only be displayed if the applicant selected home as their telework location.
- **Hardware Inventory** – this tab is a list of equipment provided by the employee and by the employer.
- **Approval List** – this tab is a history of approvals and statuses for the application.
- **Change List** – this tab will only be displayed if there have been any changes made to the application or agreement.

Approving a Telework Application

Approving applications is one of the primary responsibilities of an approver. Telework Online will notify you via email when there are applications that require your attention.

You may be the first approver, or supervisor, for an application, or you may be an approver that occurs later in a workflow.

Applications that require your approval will be listed on the approver home page.

1. On the approver home page, in the **Pending Your Approval** section, under **Telework Applications**, click the application number.
2. Review the information on the application. Please be sure to review all forms associated with the application.
3. On any form tab, scroll to the bottom to find the approval section. The name displayed at the top of this section is customizable for each institute.
4. If you approve the application, select **Yes** from the drop-down menu, otherwise select **No**.
5. If displayed, select a **Start Date** and **End Date** for the application.
6. Optionally, enter any **Comments**. (NOTE: All approvers in the workflow and the applicant can view the **Comments**). Comments are especially valuable if you choose to not approve the application.
7. Select the check box to confirm that you have reviewed all of the forms.
8. Click **Submit**.
9. Click **OK** to dismiss the dialog box.

It is not necessary to approve every form individually in the application, however, an approver should still review ALL of the forms in the application before granting approval.

If there are minor issues with the answers or content provided by the applicant on the application, you may wish to make changes to the application before approving it. For more information, see **Making Changes to an Application in Progress**.

Approving a Medical Telework Request

An applicant must have an active telework agreement with both the Medical and Ad Hoc options selected in question #3 of the main telework agreement in order to make a request for medical telework. If they do not, they will first need to make a change to their current agreement (which an approver will need to approve), and then they may make the request.

1. On the approver home page, in the **Pending Your Approval** section, under **Medical Applications**, click the application number.
2. Scroll to the bottom to display the approval section. The name displayed at the top of this section is customizable for each institute.
3. The **Start Date** and **End Date** will be pre-populated from the applicant's request.
4. If you support the application, select **Yes**.
5. Optionally, enter any **Comments**. (NOTE: All approvers in the workflow and the applicant can view the **Comments**).
6. Select the check box to confirm your decision.
7. Click **Submit**.
8. Click **OK** to dismiss the dialog box.

Approving an Ad Hoc Telework Request

Check with your Telework Administrator regarding whether this form will be used by applicants at your institute or in your department to request individual ad hoc telework days.

1. On the approver home page, in the **Pending Your Approval** section, under **Ad Hoc Applications**, click the application number.
2. Scroll to the bottom to display the approval section. The name displayed at the top of this section is customizable for each institute.
3. If you approve the application, select **Yes**.
4. Optionally, enter any **Comments**. (NOTE: All approvers in the workflow and the applicant can view the **Comments**).
5. Select the check box to confirm your decision.
6. Click **Submit**.
7. Click **OK** to dismiss the dialog box.

Making Changes to an Application in Progress

During the approval process, any approver in the workflow may make changes to the forms of an application. Telework Online tracks and records all changes.

If the changes needed are small or minor, it is generally easier for the approver to make changes to the application in progress than to decline the application and force the applicant to go through the entire approval process again.

Approvers CANNOT make changes to applications that have been through the full approval process.

By default, the applicant WILL be notified when changes are made to their application.

1. Display an application.
2. Select one of the application form tabs.
3. Click **Switch To Edit Mode**.
4. Make the desired changes.
5. Click **Submit Changes** at the bottom of the form.
6. A list of changes made is displayed on a new page.
7. Optionally, add **Comments** for each change made to the application. (NOTE: All approvers in the workflow and the applicant CAN view comments.)
8. Click **Submit All Changes**.
9. You are returned to application. Repeat steps 2 through 8 as needed for other forms associated with the application.

Approving a Termination Request

A Termination Request submitted by the applicant is treated as a change to the Telework Application.

To approve a Termination Request, see the following instructions for **Approving Changes to an Agreement**.

By default, a Termination Request is treated as a major change, and therefore must go through the entire approval workflow. These settings can be changed by the Telework Administrator.

Approvers cannot initiate termination requests. If you need to terminate an agreement, please contact your Telework Administrator for assistance.

Approving Changes to an Agreement

After an application has been approved and is active, an applicant may need to update or make changes to the agreement. Changes to an existing agreement must be approved.

If the change is considered **Minor**, only the applicant's supervisor will need to approve the change. If the change is considered **Major**, it will need to go through the full approval workflow.

The definitions of what are considered major and minor changes and how they are processed is configured by the Telework Administrator.

1. On the approver home page, in the **Pending Your Approval** section, under **Telework Application Changes**, click the application number.
2. The application opens with the **Change List** tab displayed.
3. For each change, select an option in the **Change to** column drop-down menu.
4. Optionally, enter any **Comments**. (NOTE: All approvers in the workflow and the applicant can view the **Comments**).
5. Click **Process Changes** on the left.
6. The **Change List** page displays all approved changes. To select a different view, choose one of the radio buttons at the top of the list.

Printing an Application or Agreement

You may wish to print a copy of an application or agreement for your personal records. Each form in the application must be printed individually.

1. Use the **Applications List** or **Search** for an application and display it.
2. Select one of the application form tabs.
3. Click **Print** in the upper right corner of the form.
4. A printer-friendly version of the form is displayed in a new window.
5. Select a printer and click **Print**. If you have Adobe Acrobat installed, you can create a PDF of the form by selecting the Adobe PDF printer.
6. Select other form tabs and click **Print** as desired.

Viewing the Approval Status of an Application

At any point during or after the approval process, you can view the current status of the application.

1. Display an application.
2. Click the **Approval List** tab.
3. The current status of the application in the current approval workflow is displayed. Some of the possible status messages are listed below.

Status	Description
Active	The application is approved and currently in force.
Approved	The application has completed the workflow process and been approved with future start date.
Declined	The application was not approved.
ProvisionalApproved	The application has been approved by the first approver but needs additional approvals.
Saved	The applicant has saved the application, but has not yet submitted it for approval.
Submitted	The application has submitted for approval, and is awaiting approval from the first stage approver.
TerminationByAdmin	The application was terminated by a Telework Administrator.
TerminationByRequest	The applicant requested a termination of their agreement.
Withdraw	The applicant withdrew their application before it was approved by the first stage approver.

Exporting the Applications List to Excel

The applications list and searches can be exported to Excel for further data manipulation and formatting.

1. Display the **Applications List** or **Search** for applications and display the results.
2. Click **Export To Excel** at the top of the list.
3. When prompted by the browser, **Open** the file.
4. Excel will open with the information displayed.

It may appear as though the Excel file is empty, however, look closely at the sheet tabs at the bottom of the workbook. There are separate sheet tabs for the **Pending Your Approval** and **Applications List** pages.

Email Notifications

Telework Online uses email to notify you when certain events have occurred. These emails and events can be customized for each institute, but in general, you will receive email notifications for the following events:

- When an application needs your approval.
- When an application is reassigned by the Telework Administrator to you for approval.
- When an applicant has made changes to their agreement that require your approval
- When an applicant makes a termination request.
- (If you are not the first approver), when an application, changes, or a termination request has been approved and is now escalated to you for approval.

Common Terms Used in Telework Online

Applicant

An end user who creates a telework application. Applicants can create applications, make changes, and request a termination.

Approver

Anyone who can approve or decline a telework application and changes (including supervisors and administrators).

Supervisor

The first approver of a telework application in the workflow. Listed on the telework application.

Workflow

The sequence of steps and approvals that a telework application follows.

Agreement

An approved telework application that has completed and is now in force.

Application

The forms associated with applying to telework and before they have been approved.

Getting Help

For any further questions or problems, please contact your Telework Administrator or Coordinator.