



UNIFIED FIRE AUTHORITY

MEMORANDUM

24-087

June 12, 2024

TO: All Personnel

FROM: Captain Simons

SUBJECT: Telestaff Switch Memo 24-085 Follow Up

As we are beginning to get users into the new Telestaff, we have noticed one “glitch” with many users. If you log in and get an access denied window, many times this “self resolves” by using the refresh button and then the back button.

Another issue that usually results from a typo in the password is a blank screen that says Welcome to Telestaff Cloud, but with no other menu options or views. If this happens, it is likely that I will have to reset your profile. Please send me an email requesting a reset if this happens.

Sometimes it works to use an Incognito or private browsing window to sign on after getting a blank screen. Bear with us as we navigate the new and figure out the troubleshooting.

Here is the new link once again: <https://ufaslco-tsc.prd.mykronos.com/telestaff/>

Remember, that even though you get an email from Telestaff/Kronos, you should not use the link that it sends you.