



UNIFIED FIRE AUTHORITY

MEMORANDUM

25-146

August 17, 2025

TO: All Personnel

FROM: Captain Chad Simons

SUBJECT: Telestaff Issue

I want to make all users aware of an issue with Telestaff. Last week sometime a program glitch occurred that is affecting some users. The glitch prevents anyone from seeing the calendar or dashboard of affected users. This is something that is happening on the UKG side of Telestaff, and not internally with UFA Technology. Users are still able to log in, and so far, all users can still view the roster. I am not sure of the total number of affected users, but my rough estimate is around 50. There is not a recognized correlation to if you are affected or not. UKG has been able to identify the error, but not the cause. Until they can identify and stop the cause, this will be a problem. UKG is working "around the clock" to resolve our issue.

Some things that will be affected are:

- Sign Up Codes
- Shift Trades
- Anti-sign ups
- Hold-Over codes
- Late Call

There are a couple of work arounds for some of the above issues. Shift trades can be entered from the roster instead of the calendar. To enter a trade, go to the roster on the day for which the trade is planned, select the person you are trading for, and enter the trade that way.

Hold overs and late calls can be emailed to me, and I can create events at the bottom of the roster.

Sign ups and Anti Sign ups are going to be the biggest issue.

For signups, if you are unable to sign up for extra shifts, I would encourage you to respond to the outbound text. We will outbound any open shifts that we cannot fill with those already signed up.

For Anti-signups, we do not have an issue.

Most people are not affected and can continue using Telestaff as normal.

If you are one of those that are affected, and have not already done so, please email csimons@unifiedfireut.gov