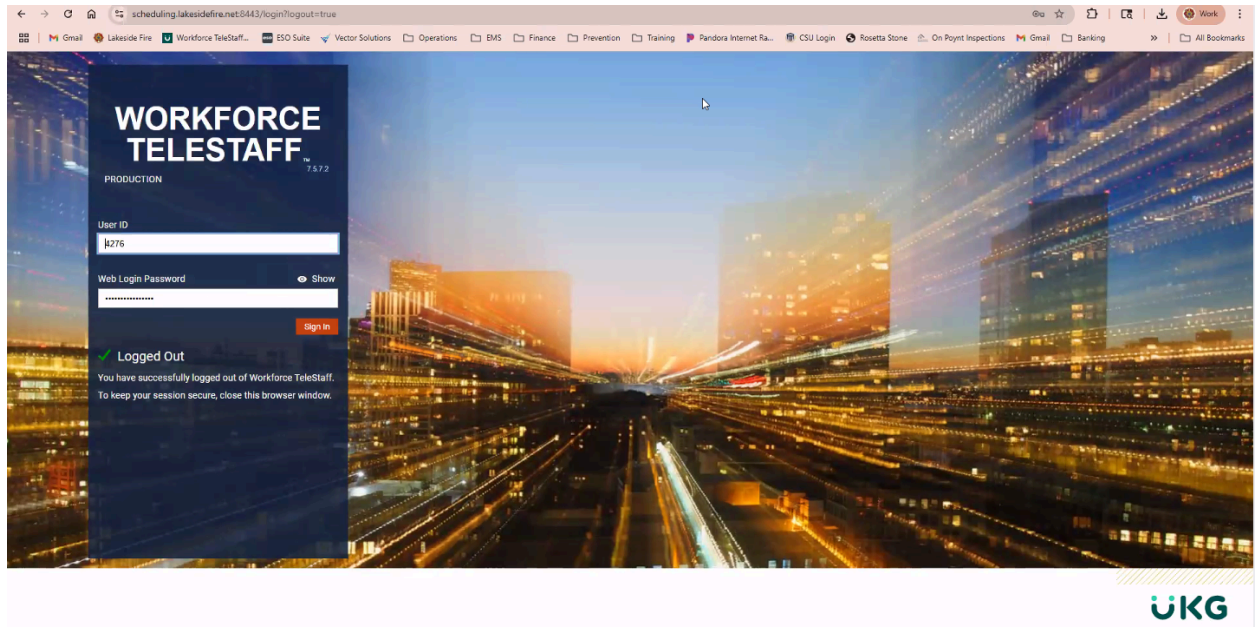


Telestaff SMS Opt-In Flow:

1. Users will visit the Telestaff login page via (<https://scheduling.lakesidefire.net:8443/login>) and sign into their personal Telestaff account.



2. The user will then open their personal account information page and add their mobile phone number to their contact methods as shown in the flow below, the SMS checkbox will be unchecked when they add the number. Users will need to check that box in order to be able to verify their mobile number:

Contact Methods ?	Contact Methods ?
First Contact - Mobile ▶ <input type="text"/>	First Contact - Mobile ▶ <input type="text"/>
<div>⚠ Not Verified.</div> <div><input type="checkbox"/> SMS Verify</div>	<div>⚠ Not Verified.</div> <div><input checked="" type="checkbox"/> SMS Verify</div>
Second Contact - Type ▶ <input type="text"/>	Second Contact - Type ▶ <input type="text"/>
Third Contact - Type ▶ <input type="text"/>	Third Contact - Type ▶ <input type="text"/>
Fourth Contact - Type ▶ <input type="text"/>	Fourth Contact - Type ▶ <input type="text"/>
<input type="checkbox"/> Override On Duty Phones	<input type="checkbox"/> Override On Duty Phones

←

→

🔍

scheduling.lakesidefire.net:8443/people/352

📧

Gmail

📧

Lakeside Fire

📧

Workforce TeleStaff...

📧

ESD Suite

📧

Vector Solutions

📧

Operations

📧

EMS

📧

Finance

📧

Prevention

📧

Training

📧

Pandora Internet Ra...

📧

CSU Login

📧

Rosetta Stone

📧

On Point Inspections

📧

Gmail

📧

Banking

»

All Bookmarks

UKG

PRODUCTION

Dashboard

Calendar

Multi-Day

Roster

My Info

People

Reports

Setup

My Info

Sign Out

Required field.

Cancel

Save

General

Password

Profiles

Assignments

Category

Messages

Paybacks

Penalty

Logged

Preference

Reports

First *

Marc

Middle Initial

Last *

Poynter

352

CA

Zip Code

Attributes

Birthdate [mm/dd/yyyy]

Race Code

Gender Code

Primary Language

<none>

Other

Contact Methods

First Contact - Email ▶

Second Contact - Mobile ▶

Not Verified

SMS

Verify

Third Contact - Type ▶

Fourth Contact - Type ▶

Recording

Recording Audio: To record call Workforce TeleStaff. To bypass the menu options enter: 3, 7, 19, then enter the gray number for the selected record which is 352.

Play

Delete

←

→

🔍

scheduling.lakesidefire.net:8443/people/352

UKG

PRODUCTION

Dashboard

Calendar

Multi-Day

Roster

My Info

People

Reports

Setup

My Info

Sign Out

Required field.

Cancel

Save

General

Password

Profiles

Assignments

Category

Messages

Paybacks

Penalty

Logged

Preference

Reports

First *

Marc

Middle Initial

Last *

Poynter

352

CA

Zip Code

Attributes

Birthdate [mm/dd/yyyy]

Race Code

Gender Code

Primary Language

<none>

Other

Contact Methods

First Contact - Email ▶

Second Contact - Mobile ▶

Not Verified

SMS

Verify

Third Contact - Type ▶

Fourth Contact - Type ▶

Override On Duty Phones

Recording

Recording Audio: To record call Workforce TeleStaff. To bypass the menu options enter: 3, 7, 19, then enter the gray number for the selected record which is 352.

Play

Delete

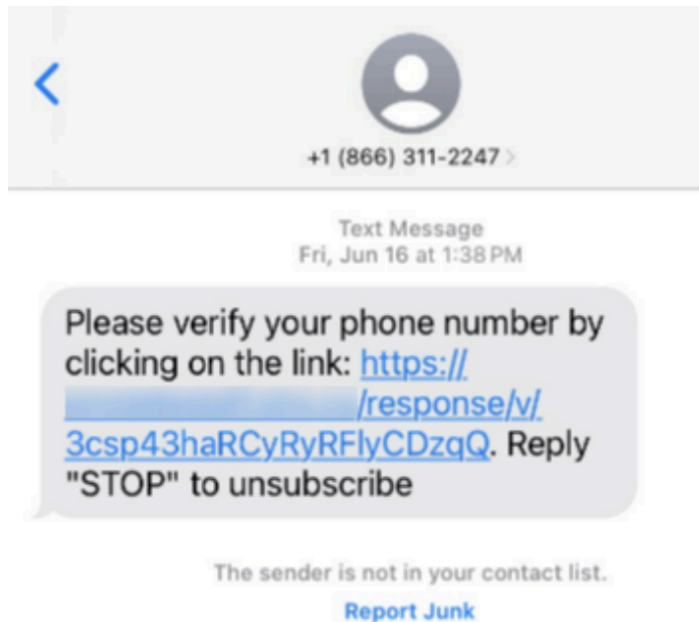
- Once the SMS checkbox is checked, users will select the 'verify' button and confirm that they want to send the SMS verification text to the mobile number on file.

The screenshot shows a web application interface with a top navigation bar containing tabs: General, Profiles, Assignments, Skills & Certifications, Wage, Category, Messages, Paybacks, Penalty, Logged, and Preference. The 'General' tab is active. Below the tabs, there's a section for 'Contact Methods' with a blue question mark icon. The 'First Contact - Mobile' field is highlighted with a yellow banner that says 'Not Verified.' Below this, the 'SMS' checkbox is checked, and a blue 'Verify' button is visible. To the right, a modal window titled 'Verify SMS' is open, displaying the text: 'A verification SMS will be sent out to the phone number provided. Carrier SMS charges may apply.' The modal has 'Cancel' and 'Send' buttons. In the background, other form fields like 'Race Code', 'Gender Code', 'Primary Language', and 'Other' are visible. At the bottom right, there's a 'Recording' section with an information icon and text: 'Recording Audio: To record call Workforce TeleStaff. To bypass the menu options enter: 3, 7, 19, then enter the gray number for the selected record which is 1085.' Below this text are 'Play' and 'Delete' buttons.

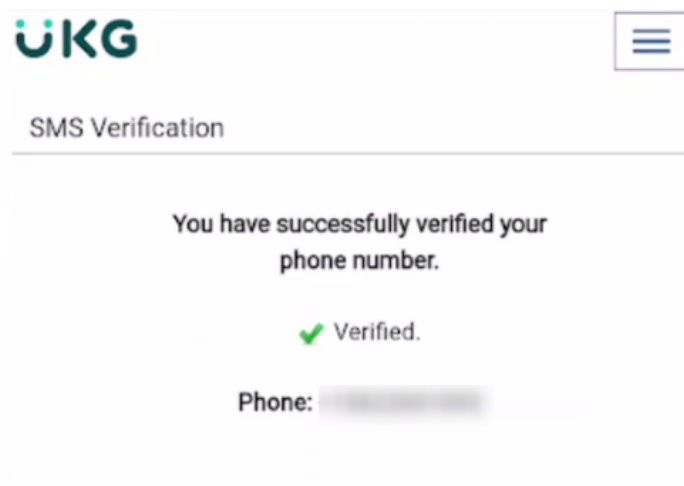
- Once the SMS verification link has been successfully sent, they will see a banner below their mobile number that reads 'Not verified. Verification Sent'. (see screenshot below)

This screenshot shows the 'Contact Methods' section of the form after the verification process. The 'First Contact - Mobile' field is now highlighted with a green banner that reads 'Not Verified. Verification Sent.' The 'SMS' checkbox remains checked, and the 'Verify' button is still present. The other contact method fields ('Second Contact - Type', 'Third Contact - Type', 'Fourth Contact - Type') and the 'Override On Duty Phones' checkbox are also visible.

5. The user will then receive an SMS with a verification link that they need to click on to complete verification.



6. Once they click on the link, the link will be opened in their mobile browser and show that they've successfully verified their phone number.




7. Users will then see a green banner that shows 'verified' when they open their general account information page as shown below:

Contact Methods ?

First Contact - Type ▶

Second Contact - Mobile ▶

 Verified

☒ SMS Verify

Privacy

If you have any questions about your data or our privacy practices, please visit:

<https://lakesidefire.org/privacy-policy/>

We highly value your privacy and make this policy easily available throughout our site to assist you in understanding the handling of information in the course of using this site.

Log Files and Cookies

This website utilizes industry standard analytics packages which gathers limited information on visitors to our website automatically, and stores this anonymous information in server log files. This information may include IP addresses, browser type, basic IP information, referring pages, operating system used and date/time stamps. This information does not identify individual users; it is used only for site administration, as well as for analysis of website usage and trends.

Additionally, cookies may be used to provide easier and faster access to website features such as logins and/or repeat visits. Cookies are very small text files that are stored on personal computers for reference purposes. We do

not link the information we store in cookies to any personally identifiable information you have submitted while on our site.

We use both session ID cookies and persistent cookies. A session cookie expires when your browser is closed, and a persistent cookie may stay on your hard drive for an extended period. Session cookies make it easier for you to navigate our site; persistent cookies can perform such activities as storing your password for forums or blogs so you do not have to sign in every time you visit those areas, and/or may be used to enable us to track and target the interests of our users so as to enhance the overall experience of using our site.

We have no access to or administration abilities over any cookies that are used by any external links on our site.

Links to Other Websites

This website may contain links to other sites that are not controlled in any way by us. Please be aware of this when you click on any such links; we are not responsible for the privacy practices and/or policies of any website other than our own. Consequently, we strongly suggest that you review the privacy policy of every website you visit, whether or not they are linked to by our own site.

Embedded Content from Other Websites

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracking your interaction with the embedded content if you have an account and are logged in to that website.

Use of Personal Information

We provide visitors to our website the opportunity to receive communications from us through our contact forms. In this case, we ask the visitor for his or her e-mail address, name, phone number, and potentially other personal information. These communications will include our direct response to the visitor's inquiry and any other information that we feel may be pertinent to the visitor. You may contact us via phone or mail if you do not wish to disclose any personal information through the website contact forms.

Access to Personally Identifiable Information

If your personally identifiable information changes, or if you no longer wish us to possess your information, you may request correction, updating, or deletion of your information by visiting our [Contact Us](#) page.

Security

We follow accepted industry standards to protect any personal information you have provided to us. However, please be aware that no method of electronic storage can ever be 100% secure. Therefore, as is the case with any organization – we are not in a position to guarantee the absolute security of your information.

You may submit any questions you have about our security procedures by visiting our [Contact Us](#) page.

Legal Disclaimer

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or to comply with a judicial proceeding, court order or legal process served on our website.

Contact Information

If you have any questions or concerns regarding this privacy policy, or you wish to contact us by postal mail or phone, our contact information is as follows:

Fire Administration

12216 Lakeside Ave.
Lakeside, CA 92040

(619) 390-2350