



Knowledge Services Program Overview

DFR Manager Portal

Knowledge Services has an RCC Manager Web Portal that is a great resource for you in all things related to the Maximus/Knowledge Services partnership.

Maximus Manager Portal: [RCC Managers Portal – Knowledge Services](#)

Employee Relations Coordinator

The Employee Relations Coordinator serves as the Knowledge Services Point of Contact for all ES RCC Staff. They address any questions or concerns surrounding the following topics with their ER Coordinator:

- Call Offs
- PTO Submittal
- Paychecks
- Benefits
- Policies
- Workplace concerns
- Workplace Injury
- Any employer related questions

The ER Coordinator also addresses any disciplinary concerns, terminations, or performance recognition with the ES Staff. Maximus Management is asked to keep the ER Coordinator informed with any concerns that they have, and ER will work in close partnership with the respective manager as they conduct the Corrective Action process.

New Hire Orientation

Knowledge Services conducts an Orientation Webinar that all Eligibility Specialists are to attend the day prior to starting in the RCC. It is required that each new employee attends orientation prior to their first day. If they are unable to attend, KS conducts a makeup session within the first two days of starting in the RCC.

DotStaff – Account Activation

All ES Staff submit their timesheets each week in the timekeeping system dotStaff™. Once submitted, the Maximus Manager will review the timesheets each week for final approval.

To activate your account, your company Administrator must first create it. Once your account has been created in dotStaff by the Employee Relations team, you will receive an email from “Admin” containing your Login Email as well as your Activation Code to create your account. You may not register without your unique Activation Code and Login Email.

1. Navigate to my.dotStaff.com



2. Select the **Activate Account** hyperlink.
3. Complete the Activate Account Form in its entirety.
4. A success message appears. Click **OK**
5. **Login** utilizing the newly created credentials

For additional assistance, contact the Support Team at Knowledge Services

Time Approval Process

- Time is due in dotStaff™ by 10:00 a.m. EST (9:00 AM CT) on Mondays.
 - All PTO requests that need to be processed for the previous week must be turned in by 10:00am EST (9:00 AM CT) on Mondays.
- dotStaff™ timesheets must be approved by end of the day Wednesday at the latest.
 - dotStaff™ timesheets are available for approval on Tuesday by Maximus Management.
- ESs are free to enter time on Friday to ensure their time is in correctly and in a timely manner.

Step-by-step Guide to Approve Time:

- Select **Time/Projects**
- Click **Approve Time**
Only timesheets in Awaiting Approval status will appear
- Carefully **review** the time entries before choosing to approve or deny
 - Click the **arrow** next to the timesheet for an expanded view of the week, showing individual entries
 - For even greater detail, **double click** on the weekly entry to view the Time Summary, Status History, and Approval History
- **Check the box** associated with the Time Entry to approve or deny
- Click the **Approve** or **Deny** Button.



- **Approve:** Confirm the action by clicking **Yes** in response to the question “Are you sure you want to approve?”
- **Deny:** Select the reason from the dropdown menu. Type any comments. Click **Save** to complete the action.



The timesheet will drop off the list after being approved or denied

Workplace Injury Process

If a Knowledge Services employee is injured at their workplace, please have them contact Knowledge Services immediately for direction. If the employee is unable to contact us, please notify Knowledge Services as soon as possible so that we are aware of what has occurred. In the event of a life-threatening emergency, we encourage staff to call 911.

We are here to support you and our employees as you encounter these issues and appreciate your support as we assist our employees in a timely manner.

Doctor's Notes

All ESs should be sending medical documentation directly to their Employee Relations Coordinator at Knowledge Services. Once we receive any medical documentation, we will be sure to keep you updated, as well.