# GENESYS

# Workforce Management Web for Supervisors (Classic) Help

## Logging In and Out

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Type or copy the WFM Web URL into a browser and log in to start working in Web for Supervisors.

**Related documentation:**

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Before you can log in to Workforce Management (WFM), you must have the WFM Web URL. In some contact centers, the login page might already be set up for you and you can simply enter your username and password. If this is not the case, ask your administrator for the WFM Web URL. After typing it into your browser, WFM displays the splash screen for the login interface.

## Logging in to Web for Supervisors

To start using WFM Web:

1. Obtain the WFM Web URL (address) from your administrator.

2. Open a web browser.

3. Type the WFM Web URL into your browser's address bar and press **Enter**.
   **The Log in window appears.**

4. Enter your user name and password.

5. Click **OK**.

If WFM Web validates your user name and password, he Web for Supervisors (Classic) Home view opens. If WFM Web cannot log you in, it displays an error message indicating the problem. Either click **Login** to try again (for example, if you think that you misspelled your user name or password), or click **Show error details**.

> ### Important
> Multiple Supervisors using the Firefox web browser cannot be logged in to the same host at the same time.

## Opening the latest Forecast UI

The WFM Forecast module has been updated with a new interface. If you have the appropriate access rights, you can access the latest interface after logging in to Web for Supervisors, by using the

procedure below.

The *Workforce Management Supervisor Help* describes the latest Forecasting interface.



Click "New UI".

Click "Forecast to select and open views in the Forecast module.
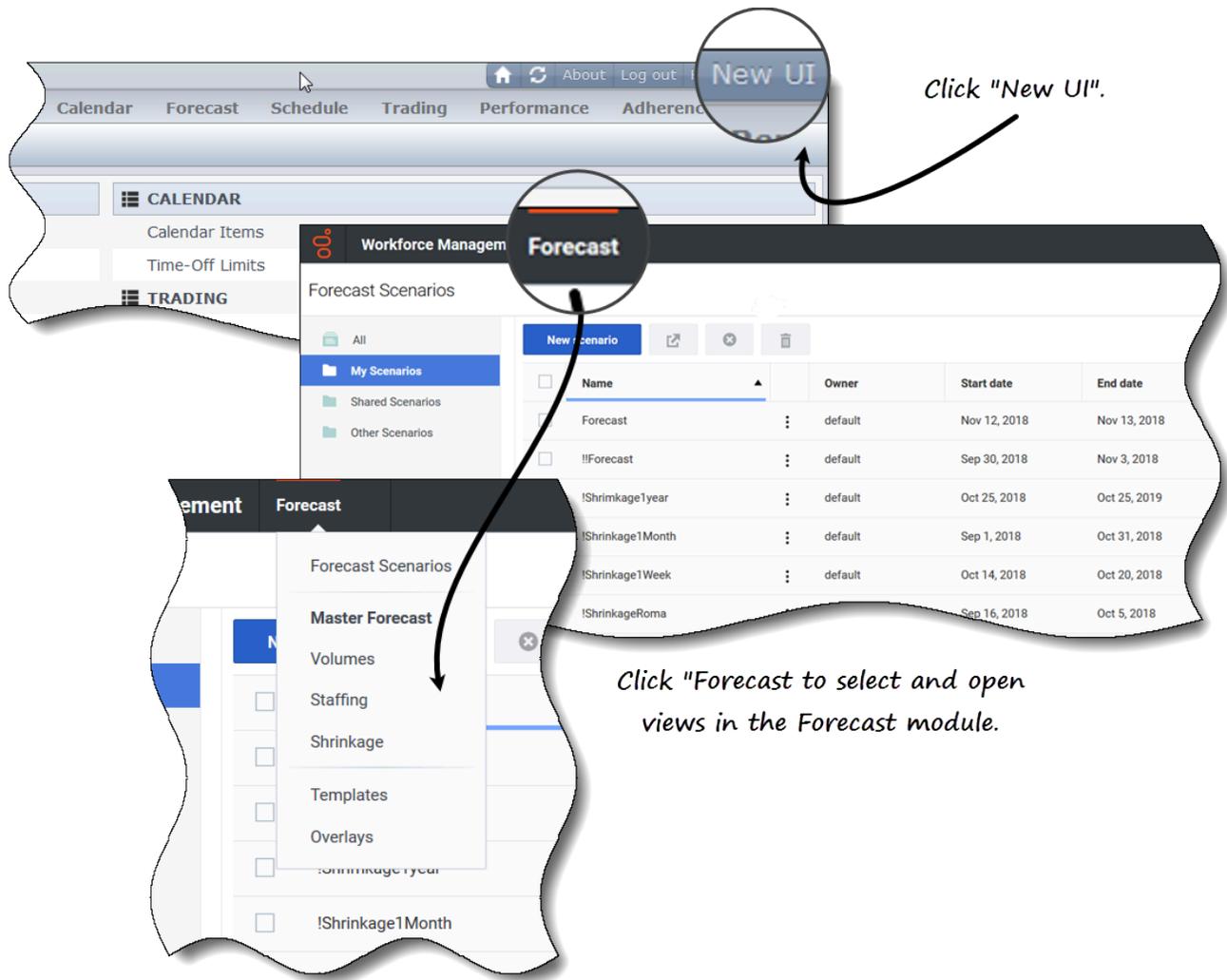
Depending on how WFM Web is set up in your contact center, you might or might not see the option to open the latest Forecast module. If you require access and do not see this option, contact your administrator.

To open the latest Forecast user interface:

1. First, log in to the Supervisor (Classic) interface. See the procedure above.
2. In the top-right corner of the classic **Home** view (or any other view), click **New UI**.
   **The new Forecast UI opens.**
3. Click **Forecast** to open the drop-down menu containing a list of views in the Forecast module.
4. Select a view from the list to open it.

## Login timestamp
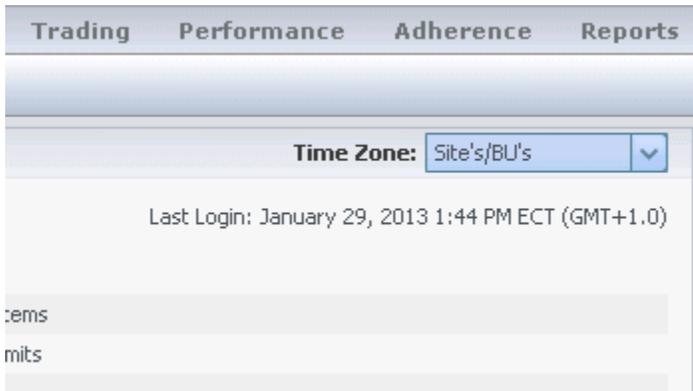


The timestamp information from the previous login is displayed in the WFM Web GUI the next time you log in through the Supervisor interface, alerting you to any unauthorized use of your login credentials.

If you do not set the timestamp to the browser time zone, the time zone for the location at which you log in is used in the timestamp. The timestamp is displayed in the top-right corner of the **Home** page, below the list of modules and breadcrumbs bar.

## Logging out

You should always log off when you have finished using WFM Web.

> ### Important
> If you do not log off, other users of your workstation might be able to view your account information.

To log off from any WFM Web view:

1. Pull down the **File** menu.
2. Select **Logoff/Login**.

WFM Web logs you off and the login screen appears. Another user can log in or you can now close the browser.