

DIRECTORY LISTING COORDINATOR (DLC) HANDBOOK



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INTRODUCTION

This handbook is designed to assist you in updating files for your agency's Yellow and White Pages of the California state online directory. It will assist you through each step from logging on to updating.

BECOMING A DIRECTORY LISTING COORDINATOR

A Directory Listing Coordinator (DLC) is selected for each agency. There can be a maximum of three DLCs for each agency, a primary and two backups. A DLC designation form must be filled out as it gives the authorization to update. The form can be faxed or emailed to you by contacting Directory Services at DirectoryServices@dts.ca.gov. It must be signed by a supervisor or manager.

Once the form is completed and signed, it can be faxed, emailed, or mailed back to Directory Services. See DLC designation form instructions for further details.

After the completed form is received by the Directory Administrator (DA), you will receive a call from the DA requesting a password. The password is case sensitive and must be at least eight characters, six letters and two numbers. After the password is received, you will be entered into the system by the DA. **NOTE:** No Special characters such as (*&%\$@!< ?) can be used in the password.

An email will be sent to you with the link to make updates. ***If you need the CSTD link sent to you again, call the Directory Administrator at 464-7547 or email DirectoryServices@dts.ca.gov.***

LOGIN

This is the login screen that appears after clicking the CSTD link.

California Home Saturday, June 7, 2008

Welcome to **California**

**Department of Technology Services (DTS), Office Of
Network Services**

California State Telephone Directory, Login

Select Listing Type and Login:

White Pages Yellow Pages Forgot Password

Username:

Password:

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- ~ Your username is your **email address**
- ~ Use the password that you submitted to the DA
- ~ Click the **Login** button

NOTE: Make sure you select which file you are updating White Pages or Yellow Pages before entering your username and password.

FORGOT PASSWORD

If you forget your password, enter your email address and select **Forgot Password** on the login screen. An email will be sent to you with your password.

DLC PROFILE PAGE

After you have completed your login, the next page you will see is your profile as seen below.

The screenshot shows a web interface for the California State Telephone Directory. At the top, there is a navigation bar with 'California Home', 'Application Admin: felicia.jackson@dts.ca.gov', 'White Pages Tutorial', 'Yellow Pages Tutorial', 'Logout', and the date 'Saturday, June 7, 2008'. Below this is a banner with 'Welcome to California' and various scenic images. The main heading is 'Department of Technology Services (DTS), Office Of Network Services'. The page title is 'California State Telephone Directory, Delegated Administrator verify profile'. The form is titled 'NAME ADDRESS AND TELEPHONE CONTACT INFORMATION' and contains the following fields: EMAIL ADDRESS: felicia.jackson@dts.ca.gov; FIRST NAME, MI: Felicia; LAST NAME: Jackson; SUFFIX: dropdown menu; AGENCY NAME: Dts; AGENCY BILLCODE: empty; AGENCY CODE: empty; ADDRESS: empty; IMS CODE: empty; CITY: Sacramento; STATE: Select State dropdown; ZIP: empty; ZIP PLUS: empty; MAIL STOP: empty; INCLUDE ONLINE: checked; SHOW EMAIL: checked; INCLUDE PRINTED: checked; PHONE NUMBER AREACODE: 916; CNET: empty; CNO: empty; PUB: 464; PNO: 0274; EXT: empty. At the bottom are two buttons: 'Update My Profile' and 'My Profile is Correct'.

If corrections are needed, make the necessary corrections, and select **Update My Profile**

If no corrections are needed, select **My Profile is Correct**

UPDATING WHITE AND YELLOW PAGES

White Page Update Process

The white pages are for adding, updating, and deleting employees within an agency.

Required Fields

- Email address
- First name
- Last name
- Agency
- City
- Phone number

NOTE: The email address is required when inserting but you will have the option to not show it in the online directory.

Add Listing

This is the screen used to add a new employee.

California Home Application Admin: felicia.jackson@dts.ca.gov Saturday, June 7, 2008
Select Agency Data Admin Export Agency Code Search Insert Yellow Logout

Welcome to California

Department of Technology Services (DTS), Office Of Network Services
California State Telephone Directory, State Employee Information Update

Search for a white pages Listing to Administer

Employee:

Please Search or Select an Employee Here

Search By: Last, First Name (fields) Email Address

- Enter the employee's *email address* in the box that says **Employee**
- Select **Insert** at top of screen
- After you click on **Insert**, the system will take you back to the same screen
- Enter the *email address* again
- Select **Find Employee**

The following screen will appear to input the employee information

California Home Delegated Admin: felicia.jackson@dts.ca.gov Saturday, June 7, 2008
Select Agency Data Admin Export Update Agency Code Search Yellow Logout

Welcome to California

Department of Technology Services (DTS), Office Of Network Services
California State Telephone Directory, State Employee Information Insert New Profile
TECHNOLOGY SERVICES, DEPARTMENT OF

NAME ADDRESS AND TELEPHONE CONTACT INFORMATION

EMAIL ADDRESS: OUT OF SESSION:

FIRST NAME, MI: LAST NAME: SUFFIX:

AGENCY NAME:

AGENCY BILLCODE: AGENCY CODE:

ADDRESS: IMS CODE:

CITY: STATE:

ZIP: ZIP PLUS: MAIL STOP:

INCLUDE ONLINE: SHOW EMAIL: INCLUDE PRINTED:

PHONE NUMBER AREA CODE: CNET: CNO: FUB: PNO: EXT:

NOTE: Remember you have to fill in the required fields (FIRST/LAST NAME, CITY and PHONE NUMBER).

- Select **Insert Profile** after inputting the required fields.

A green message will generate at the top right of the page stating a notification was sent.

Note: CSTD-Online White Pages AA Insert New Profile
Notification Sent!

This will add the record in your agency's listing but not into production.

An automatic notification is generated and sent to the DA to approve your listing. Once it is reviewed and approved by the DA, the listing will appear online.

A system-generated email is sent to you stating the listing has been approved.

Update Listing

- Login under the White Pages
- Input the employees email in the **Employee** field
- Click **Find Employee**
- The employee profile will appear with a green message on the top right stating the profile was found

Note: CSTD-Online White Pages Profile Found!

- Make the necessary updates
- Click **Update Profile**

NOTE: A red asterisk will appear if a required field is not filled in when updating. These fields must be complete. See screenshot below.

California Home Application Admin: felicia.jackson@dts.ca.gov Saturday, June 7, 2008
Select Agency Data Admin Export Agency Code Search Insert Yellow Logout

Welcome to California

Department of Technology Services (DTS), Office Of Network Services Note: CSTD-Online White Pages Profile Found!

California State Telephone Directory, State Employee Information Update

NAME ADDRESS AND TELEPHONE CONTACT INFORMATION			
EMAIL ADDRESS: *	<input type="text"/>	OUT OF SESSION:	<input type="text" value="0"/>
FIRST NAME, MI: *	<input type="text"/>	LAST NAME: *	<input type="text"/> SUFFIX: <input type="text"/>
AGENCY NAME: *	<input type="text"/>		
AGENCY BILLCODE: <input type="text"/>	AGENCY CODE: <input type="text"/>		
ADDRESS: <input type="text"/>	IMS CODE: <input type="text"/>		
CITY: *	<input type="text"/>	STATE: <input type="text" value="Select State"/>	<input type="text"/>
ZIP: <input type="text"/>	ZIP PLUS: <input type="text"/>	MAIL STOP: <input type="text"/>	
INCLUDE ONLINE: <input checked="" type="checkbox"/>	SHOW EMAIL: <input checked="" type="checkbox"/>	INCLUDE PRINTED: <input checked="" type="checkbox"/>	
PHONE NUMBER AREACODE: <input type="text"/> *	CNET: <input type="text"/>	CNO: <input type="text"/>	PUB: <input type="text"/> * PNO: <input type="text"/> * EXT: <input type="text"/>
<input type="button" value="Update Profile"/> <input type="button" value="Cancel"/> <input type="button" value="Delete Profile"/> <input type="button" value="Approve Update"/>			

Delete Listing

- Login under the White Pages
- Input the employees email in the **Employee** field
- Click **Find Employee**
- The employee profile will appear with a green message on the top right stating the profile was found

Note: CSTD-Online White Pages Profile Found!

- Click **Delete Profile**



- A window will appear stating “Are you sure you want to delete this record?” Click **OK**

A red message will appear at the top right of the page stating a notification has been sent

Note: CSTD-Online White Pages AA Delete Notification Sent!

An automatic notification is generated and sent to the DA to approve your listing. Once it is reviewed and approved by the DA, the listing will be deleted from the online directory.

A system-generated email is **not** sent to you stating the listing has been approved for deletion.

Yellow Page Update Process

The yellow pages are for adding, updating, and deleting state agency information.

- ~ Go to CSTD link
- ~ Select **Yellow Pages**
- ~ Follow the LOGIN instructions
- ~ Your profile will appear
- ~ If corrections are needed, make the corrections, and select **Update My Profile**
- ~ If no corrections are needed, select **My Profile is Correct**

The Yellow Pages screen will appear for your agency.

DEL	INSERT	EDIT	LEVEL	AREA	CIET	CNO	PUB	PNO	OFFICE	ADDR	CITY	ZIP	POBOX	POCITY	POZIP
	New		1						TECHNOLOGY SERVICES, DEPARTMENT OF						
	New		6						http://www.dts.ca.gov						
	New		6	916			739	7747	Bpas Testing Unit New 1						
	New		2						BPAS TESTING UNIT 23 4/25 5/05						
	New		6						Bpas Testing Unit Inserting A New						
	New		6	916			739	7747	Bpas Testing Unit 4/25/08 11:25Am						
	New		6						Bpas Testing Unit 4.5						
	New		6	916			555	2478	CSTD Unit	Po Box 47	Sacramento	95814			

Yellow Page Listing and Text Standards

Each agency should list a General 'Public Information' and TTY telephone number directly below the agency and department name; **Level 1**. If numbers listed are for state use only, list a public information number for use by the State Information Agents.

Titles should be spelled completely and not abbreviated. (e.g., Director, Assistant, Deputy) and there should be no spacing between the title and the name (e.g. Deputy Director-John Doe)

All agencies **MAIN ADDRESS** (i.e., Headquarters office) text is to be completely spelled out.

All addresses in a division should be completely spelled out if there is no listing after the street number. (e.g. 2020 A Street or 2020 A St. Suite L)

Street Abbreviations

Street	St	Building	Bldg
Road	Rd	Route	Rt
Drive	Dr	Floor	Flr
Boulevard	Bldv	Room	Rm
Lane	Ln.	Avenue	Ave
Place	Pl	North	N
Way	Wy	South	S
Court	Crt	East	E
Circle	Cir	West	W

Suite – always spell out

TTY – Telecommunications Device for the Deaf

FAX – Facsimile

Name Suffixes

Name suffixes are to be abbreviated. (e.g. Thurston Howell, Jr.)

NOTE: Professional titles are not allowed in listings (e.g., Dr, MD, PHD, DDS, Captain, etc.)

Numeric's

Numbers 1-10 must be spelled out. (e.g 323 **Third** St.)

Numbers 11 or more must be printed numeric. (e.g 323 **22nd** Ave.)

Floor designations are to be abbreviated. (e.g. 323 First St 4 **Flr.**)

Grammar streamline

The words "to", "and", & "the" should not be capitalized unless every letter is capitalized

Incorrect: Office **O**f **T**he Administration **A**nd Consumer Assistance

Correct: Office of the Administration and Consumer Assistance **OR** Office of the Administration & Consumer Assistance

Edit Record

Select the edit icon  in the third column of the record you wish to edit.

The fields in the record will highlight

TECHNOLOGY SERVICES, DEPARTMENT OF

EDIT	LEVEL	AREA	CNET	CNO	PUB	PNO	OFFICE	ADDR	CITY	ZIP	POBOX	POCITY
	1						TECHNOLOGY SERVICES, DEPARTMENT OF					
	6						http://www.dts.ca.gov					
	6	916			739	7747	Bpas Testing Unit New 1					
	2						BPAS TESTING UNIT 3 4					
	6						Bpas Testing Unit Inserting A New					
	6	916			739	7747	Bpas Testing Unit 4/25/08 11:25Am					

Make the necessary changes in the highlighted field.

- If you want to cancel the edit, click on the icon next to the floppy disk 

After the changes are made, click the **Save** icon (floppy disk) 

A window will appear stating "Are you sure you want to Save this Record?" Click **OK**

A green message will generate at the top right of the page stating an Update/Insert listing notification was sent

Application Admin: felicia.jackson@dts.ca.gov
 Saturday, June 7, 2008

California Home Select Agency Export Approve Data Admin Search Yellow White Logout

Welcome to **California**

Department of Technology Services (DTS), Office Of Network Services **Note: CSTD-Online AA Yellow Pages Update/Insert Listing Notification Sent!**

California State Telephone Directory, State Agency Information Update

TECHNOLOGY SERVICES, DEPARTMENT OF

DEL	INSERT	EDIT	LEVEL	AREA	CNET	CNO	PUB	PNO	OFFICE	ADDR	CITY	ZIP	POBOX	POCITY	POZIP
	New		1						TECHNOLOGY SERVICES, DEPARTMENT OF						
	New		6						http://www.dts.ca.gov						

Note: This will add the record in your agency's listing but not into production.

An automatic notification is generated and sent to the DA to approve your listing. Once it is reviewed and approved by the DA, the listing will appear online.

A system-generated email is sent to you stating the listing has been approved.

Insert Record

- Login to Yellow Pages
- Click **New** in the insert column on the row **above** where you want the order of the listing to appear

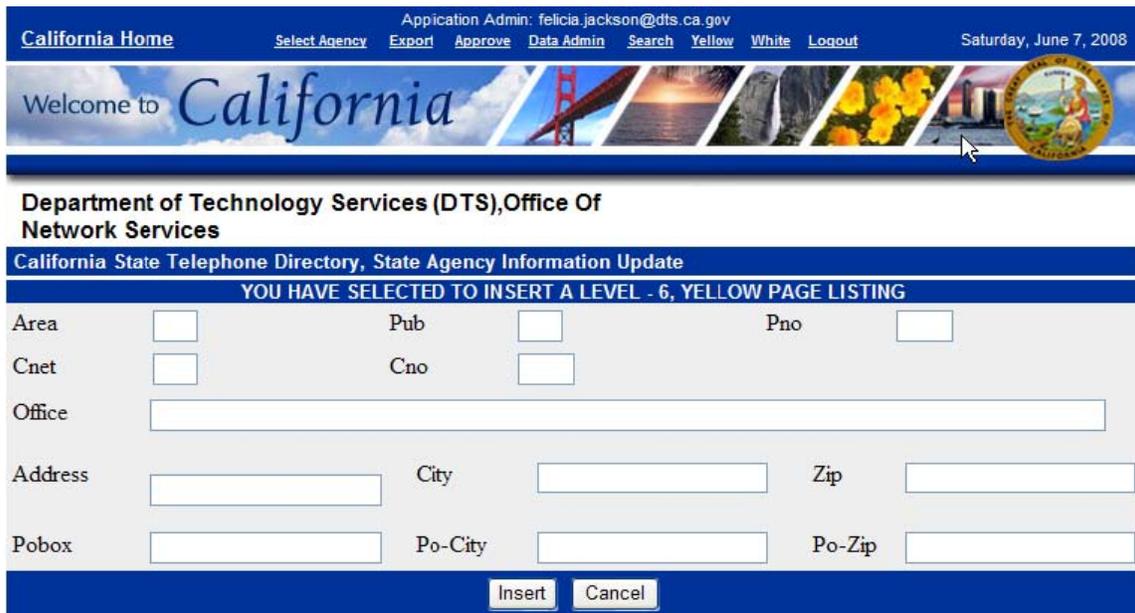
DEL	INSERT	EDIT	LEVEL	AREA	CNET	CNO	PUB	PNO	OFFICE	ADDR	CITY	ZIP	POBOX	POCITY	POZIP
	New		1						TECHNOLOGY SERVICES, DEPARTMENT OF						
	New		6						http://www.dts.ca.gov						

- Select the level you will be using

NOTE: Be sure to select the correct level. Some levels will allow phone numbers and some will not.



The screen to insert the record will appear



- Input the information then Click **Insert**
- A green message will generate at the top right of the page stating Yellow Pages Update/Insert listing notification was sent

Note: CSTD-Online AA Yellow Pages Update/Insert Listing Notification Sent!

An automatic notification is generated and sent to the DA to approve your listing. Once it is reviewed and approved by the DA, the listing will appear in the online directory.

A system-generated email will be sent to you stating the listing has been approved.

Delete Record

- Login to Yellow Pages
- Click the **delete** icon  in the record to be deleted
- A window will appear stating “Are you sure you want to delete this Record?”
- Click **OK**
- A red message will generate at the top right of the page stating a Yellow Pages deleted listing notification has been sent.

Note: CSTD-Online AA Yellow Pages deleted Listing Notification Sent!

An automatic notification is generated and sent to the DA to approve your listing. Once it is reviewed and approved by the DA, the listing will be deleted from the online directory.

A system-generated email is sent to you stating your listing has been approved.

EXPORT WHITE/YELLOW FILES

Login to the CSTD system at <https://cstd.ca.gov/>

Across the top of the page, note the different listings Export, Search, Yellow, White and Logout.



Click **Yellow** to export the Yellow Pages or **White** to export the White Pages
Click **Export**

A window will appear to Open or Save the file to print or read.



Click **Open** to read and/or print the file
Click **Save** to download the file to your PC
When finished, **Logout**