



The following messages related to the People First system portal upgrade will be generated starting February 1, 2018:

#### **Service Center IVR On-Hold Messages**

- **February 1 – 28, 2018**
  - The new and improved People First system is coming March 26, 2018! Go to [DMS.myflorida.com/PF](http://DMS.myflorida.com/PF) and select the 2018 Portal Upgrade icon on the right side of the page to learn more and to access training materials for the new system.
- **March 1 – 25, 2018**
  - As a reminder, the new and improved People First system is coming March 26, 2018! Go to [DMS.myflorida.com/PF](http://DMS.myflorida.com/PF) and select the 2018 Portal Upgrade icon on the right side of the page to learn more and to access training materials for the new system.
  - In order to make improvements to the People First system, the system will be unavailable starting at 5 p.m. Eastern time on Friday, March 16. The system will not be back up until 8 a.m. Eastern time on Monday, March 26.
- **March 26 – April 30, 2018**
  - The new and improved People First system is here! Go to [DMS.myflorida.com/PF](http://DMS.myflorida.com/PF) and select the 2018 Portal Upgrade icon on the right side of the page to learn more and to access training materials for the new system.

#### **Service Center IVR Welcome Messages**

- **February 1 – 28, 2018**
  - The new and improved People First system is coming March 26, 2018! Go to [DMS.myflorida.com/PF](http://DMS.myflorida.com/PF) and select the 2018 Portal Upgrade icon on the right side of the page to learn more and to access training materials for the new system.
- **March 1 – 25, 2018**
  - As a reminder, the new and improved People First system is coming March 26, 2018! In order to make improvements to the People First system, the system will be unavailable starting at 5 p.m. Eastern time on Friday, March 16. The system will not be back up until 8 a.m. Eastern time on Monday, March 26.
- **March 26 – April 30, 2018**
  - Thank you for calling the People First Service Center. Be sure to log in to the new and improved People First system to explore the new look, feel and functionality. If you are calling about employment with the State of Florida, please call 877-562-7287.

## **People First Login and Home Page Messages**

- **February 1 – 28, 2018**
  - The new and improved People First system is coming March 26, 2018! Click [here](#) to access training materials and communications for the new People First system.
  
- **March 1 – 16, 2018 (remove 5 p.m. 3/16)**
  - As a reminder, the new and improved People First system is coming March 26, 2018! Click [here](#) to access training materials and communications for the new People First system.
  - The People First system will be unavailable from 5 p.m. ET on Friday, March 16, until 8 a.m. ET on Monday, March 26, while People First system improvements are implemented.

### **Email #1 (March 2, 2018)**

#### **Subject Line:**

The New and Improved People First System

#### **Email Body:**

By now you should have heard that a new and improved People First system is coming on March 26, 2018. Click [here](#) for a quick introduction to the new system. To access training materials and communications, click [here](#).

To prepare for the system improvements, the People First system will be unavailable starting at 5 p.m. Eastern time on Friday, March 16, until 8 a.m. Eastern time on Monday, March 26, while the People First system improvements are implemented.

### **Email #2 (March 14, 2018)**

#### **Subject Line:**

Reminder – The New and Improved People First System

#### **Email Body:**

As a reminder, the People First system will be unavailable starting at 5 p.m. Eastern time on Friday, March 16, until 8 a.m. Eastern time on Monday, March 26, while the People First system improvements are implemented.