

**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@state.ca.gov](mailto:DirectoryServices@state.ca.gov). It must be signed by a supervisor or manager.

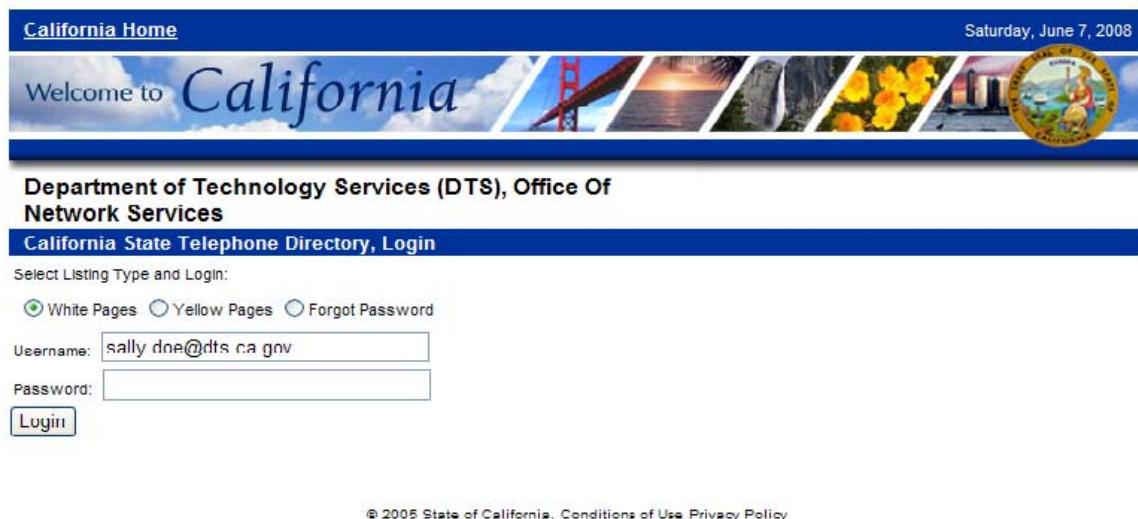
Once the form is completed and signed, it can be faxed, emailed, or mailed back to Directory Services. See DLC designation form instructions for further details.

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.

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@state.ca.gov](mailto:DirectoryServices@state.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.

California Home		Application Admin: felicia.jackson@dts.ca.gov		Saturday, June 7, 2008	
		White Pages Tutorial		Yellow Pages Tutorial	
		Logout			
Welcome to 					
Department of Technology Services (DTS), Office Of Network Services					
California State Telephone Directory, Delegated Administrator verify profile					
<b>NAME ADDRESS AND TELEPHONE CONTACT INFORMATION</b>					
EMAIL ADDRESS: felicia.jackson@dts.ca.gov					
FIRST NAME, MI:	Felicia	LAST NAME:	Jackson	SUFFIX:	<input type="button" value="v"/>
AGENCY NAME: Dts					
AGENCY BILLCODE:			AGENCY CODE:		
ADDRESS:				IMS CODE:	
CITY:	Sacramento	STATE:	Select State <input type="button" value="v"/>		
ZIP:		ZIP PLUS:		MAIL STOP:	
INCLUDE ONLINE:	<input checked="" type="checkbox"/>	SHOW EMAIL:	<input checked="" type="checkbox"/>	INCLUDE PRINTED:	<input checked="" type="checkbox"/>
PHONE NUMBER AREA CODE:	916	CNET:		CNO:	
		PUB:	464	PNO:	0274
		EXT:			
<input type="button" value="Update My Profile"/>			<input type="button" value="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.



The screenshot shows a web application interface for updating employee information. At the top, there is a navigation bar with links: California Home, Select Agency, Data Admin, Export, Agency Code Search, Insert, Yellow, and Logout. The date is Saturday, June 7, 2008. Below the navigation bar is a banner with the text "Welcome to California" and a collage of California images. The main heading is "Department of Technology Services (DTS), Office Of Network Services". Below that is "California State Telephone Directory, State Employee Information Update". The main content area is titled "Search for a white pages Listing to Administer" and contains an "Employee:" input field, a dropdown menu with the text "Please Search or Select an Employee Here", and a "Find Employee" button. Below the button are radio buttons for "Search By:" with options "Last,First Name (fields)" and "Email Address".

[Back to Top of Page](#)

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- 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 <i>California</i>					
					
<b>Department of Technology Services (DTS), Office Of Network Services</b>					
<b>California State Telephone Directory, State Employee Information Insert New Profile</b> <b>TECHNOLOGY SERVICES, DEPARTMENT OF</b>					
<b>NAME ADDRESS AND TELEPHONE CONTACT INFORMATION</b>					
EMAIL ADDRESS: john.doe@dts.ca.gov			OUT OF SESSION: 0		
FIRST NAME, MI:		LAST NAME:		SUFFIX: <input type="button" value="v"/>	
AGENCY NAME: DTS					
AGENCY BILLCODE:			AGENCY CODE:		
ADDRESS:				IMS CODE:	
CITY:			STATE: <input type="button" value="v"/>		
ZIP:		ZIP PLUS:		MAIL STOP:	
INCLUDE ONLINE: <input checked="" type="checkbox"/>		SHOW EMAIL: <input checked="" type="checkbox"/>		INCLUDE PRINTED: <input checked="" type="checkbox"/>	
PHONE NUMBER AREA CODE:		CNET:	CNO:	PUB:	PNO: EXT:
<input type="button" value="Insert Profile"/> <input type="button" value="Cancel"/>					

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

- You can deselect the **SHOW EMAIL** option so the email is not listed in the online directory
- 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

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

Welcome to **California**

**Department of Technology Services (DTS), Office Of Network Services** Note: CSTD-Online White Pages AA Insert New Profile Notification Sent!

California State Telephone Directory, State Employee Information Insert New Profile

**TECHNOLOGY SERVICES, DEPARTMENT OF**

**Search for Employee White Page Listing Existence**

Employee Email:

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

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

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

- 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 <i>California</i> 					
Department of Technology Services (DTS), Office Of Network Services			Note: CSTD-Online White Pages Profile Found!		
California State Telephone Directory, State Employee Information Update					
<b>NAME ADDRESS AND TELEPHONE CONTACT INFORMATION</b>					
EMAIL ADDRESS: *				OUT OF SESSION: 0	
FIRST NAME, MI:	*	LAST NAME:	*	SUFFIX: <input type="text"/>	
AGENCY NAME:		*			
AGENCY BILLCODE:		AGENCY CODE:			
ADDRESS:				IMS CODE:	
CITY:		* STATE: <input type="text"/>			
ZIP:		ZIP PLUS:		MAIL STOP:	
INCLUDE ONLINE: <input checked="" type="checkbox"/>		SHOW EMAIL: <input checked="" type="checkbox"/>		INCLUDE PRINTED: <input checked="" type="checkbox"/>	
PHONE NUMBER AREACODE: *		CNET:	CNO:	PUB: *	PNO: * EXT:
Update Profile		Cancel		Delete Profile 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
- 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



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

California Home 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 AA Delete Notification Sent!

California State Telephone Directory, State Employee Information Update

Search for a white pages Listing to Administer

Employee: john.doe@dts.ca.gov

Please Search or Select an Employee Here

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

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.

California Home
Application Admin: felicia.jackson@dts.ca.gov

Select Agency
Export
Approve
Data Admin
Search
Yellow
White
Logout

Saturday, June 7, 2008

Welcome to California


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

**California State Telephone Directory, State Agency Information Update**

TECHNOLOGY SERVICES, DEPARTMENT OF

DEL	INSERT	EDIT	LEVEL	AREA	CNET	CNO	PUB	PWO	OFFICE	ADDR	CITY	ZIP	POBOX	POCITY	POZIP
	<a href="#">New</a>		1						TECHNOLOGY SERVICES, DEPARTMENT OF						
	<a href="#">New</a>		6						http://www.dts.ca.gov						
	<a href="#">New</a>		6	916			739	7747	Bpas Testing Unit New 1						
	<a href="#">New</a>		2						BPAS TESTING UNIT 23 4/25 5/05						
	<a href="#">New</a>		6						Bpas Testing Unit Inserting A New						
	<a href="#">New</a>		6	916			739	7747	Bpas Testing Unit 4/25/08 11:25Am						
	<a href="#">New</a>		6						Bpas Testing Unit 4.5						
	<a href="#">New</a>		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)

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.

Example:     2020 A Street  
                  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.

Example:     Thurston Howell, Jr.

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

### Numerics

Numbers 1-10 must be spelled out.

Example:     323 **Third** St.

Numbers 11 or more must be printed numeric.

Example:     323 **22<sup>nd</sup>** Ave.







Floor designations are to be abbreviated.


Example:     323 First St 4<sup>th</sup> **Flr.**

## 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
- 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

**NOTE:** Do not put Vacant in a listing.

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[California Home](#)    
 [Select Agency](#)  
 [Export](#)  
 [Approve](#)  
 [Data Admin](#)  
 [Search](#)  
 [Yellow](#)  
 [White](#)  
 [Logout](#)    
 Saturday, June 7, 2008

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
	<a href="#">New</a>		1						TECHNOLOGY SERVICES, DEPARTMENT OF						
	<a href="#">New</a>		6						http://www.dts.ca.gov						

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
	<a href="#">New</a>		1						TECHNOLOGY SERVICES, DEPARTMENT OF						
	<a href="#">New</a>		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.



Application Admin: felicia.jackson@dts.ca.gov  
 California Home    [Select Agency](#)   [Export](#)   [Approve](#)   [Data Admin](#)   [Search](#)   [Yellow](#)   [White](#)   [Logout](#)    Saturday, June 7, 2008

Welcome to **California**

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

California State Telephone Directory, State Agency Information Update

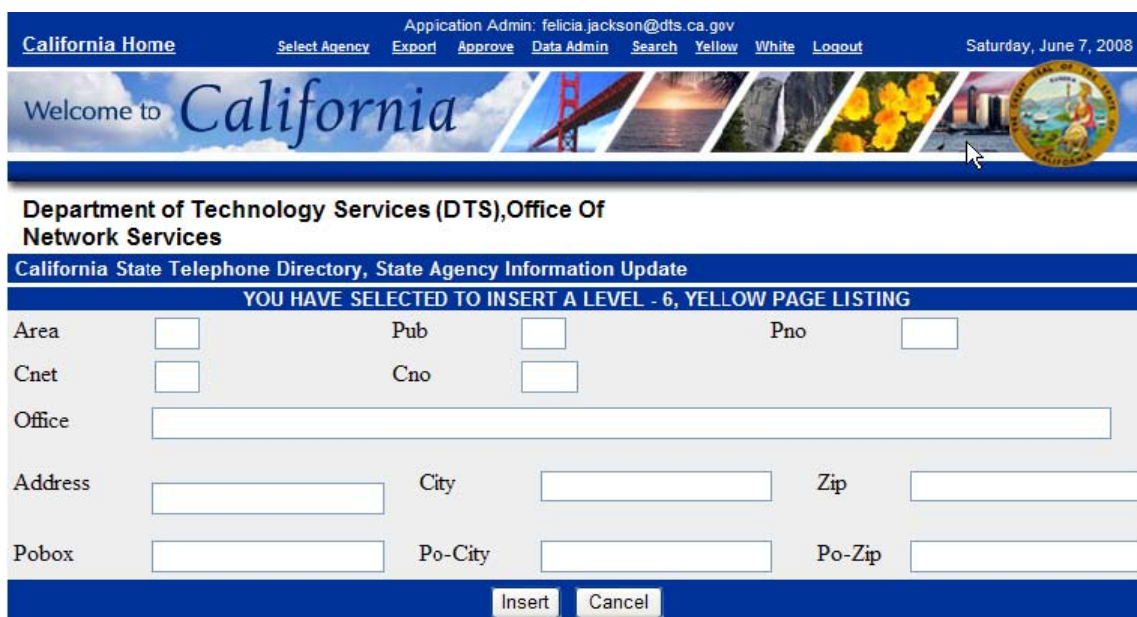
\* PLEASE SELECT THE LEVEL OF LISTING TO INSERT

Level: Select Level

Cancel Select Level

- Level 2 - Office Field in Upper Case, Bold. Optional Address field: in Upper/Lower Case, Bold
- Level 3 - Office Field in Upper/Lower Case, Bold. Optional Address: in Upper/Lower Case, Normal
- Level 4 - Office Field in Upper/Lower Case, Normal. Optional Address: in Upper/Lower Case, Normal
- Level 5 - Optional Telephone, Office Field in Upper/Lower Case, Normal. Optional Address: in Upper/Lower Case, Normal
- Level 6 - Optional Telephone, Office Field in Upper/Lower Case, Normal. Optional Address: in Upper/Lower Case, Normal

The screen to insert the record will appear



Application Admin: felicia.jackson@dts.ca.gov  
 California Home    [Select Agency](#)   [Export](#)   [Approve](#)   [Data Admin](#)   [Search](#)   [Yellow](#)   [White](#)   [Logout](#)    Saturday, June 7, 2008

Welcome to **California**

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

California State Telephone Directory, State Agency Information Update

YOU HAVE SELECTED TO INSERT A LEVEL - 6, YELLOW PAGE LISTING

Area     Pub     Pno

Cnet     Cno

Office

Address     City     Zip


Pobox     Po-City     Po-Zip

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



DEL	INSERT	EDIT	LEVEL	AREA	CNET	CNO	PUB	PNO	OFFICE	ADDR	CITY	ZIP	POBOX	POCITY	POZIP
	<a href="#">New</a>		1						TECHNOLOGY SERVICES, DEPARTMENT OF						

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

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**