LBCC Administrative and
Business Services
Working Remotely FAQ

This FAQ is intended to provide information for LBCC employees working remotely. Questions are grouped under "Technology," "Fiscal/Purchasing," and "Mail Services/Reprographics."

<u>**Technology**</u>

1. **How do I access my desktop remotely?**
   Note: Your work computer must be on at all times to gain remote access. For detailed instructions, <u>click here to view the Help Guide</u>.
   Oh, no! I forgot to leave my work computer on. Please e-mail <u>helpdesk@lbcc.edu</u> with your name and office number, and someone can turn it on for you.

2. **How do I forward my office phone?**
   For detailed instructions, <u>click here to view the Help Guide</u>.

3. **How do I host conference/video calls from my home computer?**
   For detailed instructions on Skype for Business, view the Help Guide here: <u>Installing Skype for Business at Home</u>.

4. **How do I access my LBCC e-mail remotely?** **REVISED 2/10/21**
   a. On a computer, log into <u>Viking Portal</u> and navigate to either Office 365 or Outlook WebApp (OWA) depending on where your email is located. If you use Outlook Web App, you will automatically be logged in. If you use Office 365, you may need to authenticate one more time. Your username will be youremployeeID@lbcc.edu (e.g., 1234567@lbcc.edu).
   b. On your cell phone, <u>click here for iPhone instructions</u> and <u>click here for Android instructions</u>. The type of account is "Exchange." The server is "mail.lbcc.edu." The domain is "lbccd."
   c. Help guides for both Office 365 & Outlook Web App, as well as how to set up your email on your mobile device, are located on the <u>IITS Website</u>. Questions? Contact the IITS Faculty & Staff Help Desk: (562) 938-4357 / <u>helpdesk@lbcc.edu</u>.

5. **How do I access, create, and share files on Office 365 on the web?**
   a. To log in, view the Help Guide here: <u>How to access LBCC Office 365 from the Web</u>.
   b. To create and share files, <u>click here to view short, helpful videos</u>.

6. **How do I set up Skype for Business on my Mac computer?**
   <u>Click here to view the Help Guide.</u>

7. **How can I track District equipment that is checked out to employees working remotely?** **REVISED 9/15/20, 2/10/21**
   <u>Click here for a form</u> (LBCC Employee Technology Use Request and Agreement). Each area should keep track of these documents to ensure that employees who work in that area return the equipment when the campus re-opens.

   Hot Spots: If you need to request a hot spot, please complete the <u>form</u> and send it your immediate supervisor for approval. If it is approved, they will forward it until eventually the area VP is asked to approve. Once the VP approves, you will be contacted when your hot spot is ready to pick up from the LAC Mailroom.

Computers
Please e-mail your immediate supervisor to request campus access to take your computer home, and if it is approved, they will forward it until eventually the area VP is asked to approve. Once the VP approves, the VP's Executive Assistant will e-mail Roger Isaslazo in IITS with your name and office location (building and room number) so that he can prepare the computer for home use. The Executive Assistant will also send you the form to complete and return and work with campus staff to schedule a time for you to come to campus and pick up the computer.

8. **How do I make sure my contact information is up to date so I can receive important communications?**
    Log in to Employee Self Service Click by going to https://www.lbcc.edu, hovering over "Quick Links" at the top right of the window, selecting "Employee Self-Service Log In," and entering your Employee ID and password. Click here for the Help Guide to verify and update your contact information.

9. **Can I still get technical help? REVISED 9/15/2020**
    Yes! Staff/Faculty can call 562-938-HELP (4357) or e-mail Helpdesk@lbcc.edu. Students can e-mail stdh@lbcc.edu, chat with someone online at https://www.lbcc.edu/sthd, or call 562-938-4250.

Fiscal/Purchasing

10. **How will I get regular paychecks? REVISED 9/15/2020**
    While the campus closure is in effect, employees who have signed up for direct deposit can expect to receive their paychecks in the regular manner. For those who are accustomed to receiving paper checks, District staff will be mailing them to the home address on file. If you have not already signed up for direct deposit, sign up today and you won't have to wait for your mailed paper check. Simply complete and sign this form and attach it with a copy of your voided check. Turn in via email to psshl@lbcc.edu, and we'll take care of the rest. Within two pay periods after bank validation, your payroll check will be directly deposited into your account.

    If you have a question, please call the Payroll Department at 562-938-4924.

11. **When are the TARS deadlines? REVISED 9/15/2020**
    Hours can be entered into TARS online at https://pshr.lbcc.edu/ at any time before the deadline. To ensure that all hours in your area are entered in time for Payroll processing, please do not wait until the deadline. TARS deadlines can be found here.

    Need help with TARS? Click here for TARS Help Guides and Information. You can also call Payroll at 562-938-4924.

12. **How do I approve invoices?**
    E-mail all invoices or vendor inquiries to Accounts Payable at ap@lbcc.edu. If you are not using remote access to connect to your desktop computer, you can download the Laserfiche app on your cell phone and use it to approve invoices. View the how-to video here by scrolling down and clicking on the "Laserfiche Guides" tab.

13. **How do I access Peoplesoft Financials?**
    Click here to access Peoplesoft Financials, then enter your employee ID number and password.
    - **What if I don't already have access to Peoplesoft Financials?**
      - If you are logged into your remote desktop, download the "Peoplesoft Finance" form under Fiscal Services and complete it. It is not a fillable form, so you will need to use Adobe Acrobat to insert text or print it out and write in the information.
      - Save the modified PDF or take a picture of the hard copy of the completed form with your cell phone camera.
      - E-mail the completed form to the Administrator for approval, who can then forward it to Cindy Baker at cbaker@lbcc.edu.
      - Staff training will be scheduled once the campus re-opens.

14. **Will I get my cash, mileage, or travel reimbursement? UPDATED 8/17/2020**
    The deadline to turn in completed Travel Claims and mileage forms for FY2019-20 was July 10, 2020. Any forms submitted after this date would need the Vice President's approval signature, and the expense would be posted to the FY2020-21 budget.

15. **What if I have a new travel request? UPDATED 8/17/2020**
    The District has a Travel Ban on all travel for the foreseeable future.

16. **What if I want to register for an online conference, webinar, continuing education, or training? ADDED 4/29/2020, UPDATED 8/19/2020, 12/4/2020, and 2/10/2021**
    Employees have two options, both of which require prior approval from the budget administrator and supervisor: prepay and get reimbursed or follow the purchasing process for the District to prepay for the registration. (Note: You do not need to submit a travel authorization form.) **All Faculty need to use the Faculty Professional Development Request for Virtual Conference Approval Process. Please contact fpd@lbcc.edu for assistance.**
    a. Employee Prepayment: once you have approval from your supervisor and the budget administrator, you may personally pay and then request reimbursement through the revolving cash fund (see question #19 below for information on this process).
    b. District Prepayment:
       1. Enter a requisition in Peoplesoft well in advance of the online event. Be sure to upload the registration information and vendor's W-9 as back-up, so that Purchasing can create a Purchase Order.
       2. Forward the approved invoice/bill to Accounts Payable at ap@lbcc.edu.

17. **How do I approve and submit Appropriation Transfers (ATs)?** **REVISED 9/15/2020**
    a. [Download the form](#)
    b. Fill in the information and save the completed form. Below are tips:
        - The "from" amount and the "to" amount should be the same.
        - Make sure there is enough money in the account you are transferring from.
        - If you are transferring from or to a salary account, make sure to include the benefits, too. Below are the rates for each account code:
            - 11xxxx and 12xxxx – 43% of salary amount
            - 13xxxx and 14xxxx – 22% of salary amount
            - 21xxxx and 22xxxx – 54% of salary amount
            - 212500, 221500, 23xxxx, and 24xxxx – 12% of salary amount
    c. The Budget Administrator (Dean/Director) can e-mail the form as an attachment to Francine Baldwin at fbaldwin@lbcc.edu and Sem Chao at schao@lbcc.edu with subject line "Approved AT." The e-mail will be used in place of the administrator's signature.

18. **How do I approve and submit Expense Transfers (ETs)?** **REVISED 2/10/2021**
    a. [Download the form](#)
    b. Fill in the information and save the completed form. Gather the normal backup.
    c. Gather the normal backup and attach it to the completed ET form.
    d. Route the ET form and associated backup through Adobe Sign to all the appropriate budget administrators and copy your Fiscal Senior Accountant.
    e. Once the campus re-opens, forward the approved, original ET package through interoffice mail to Fiscal Services at Y-14.

19. **How do I submit a Revolving Cash Form (RCF)?** **ADDED 4/7/2020, UPDATED 8/19/2020**
    a. Download the form and instructions.
    b. Fill in the information and save the completed form.
    c. The employee requesting reimbursement needs to sign the receipt which shows proof of payment. Proof of payment should show method of payment (e.g., cash, credit, check) and the amount paid.
    d. Using the "Routing Revolving Cash form for signature" instructions, process the form with an attached copy of the signed receipt.
    e. Elyse Nuguid will then approve the form or reply to the requester with questions.
    f. The Budget Administrator will receive the form for approval.
    g. Once approved, Elyse Nuguid will send the form to Accounts Payable for payment.
    h. Fiscal Services will make every effort to process the reimbursement as soon as possible. As usual, Fiscal services will mail a check to the person to be reimbursed using the address on file.
    i. Once the campus re-opens, forward the signed original receipt along with a copy of the approved form to Fiscal Services (mail code Y-14). Fiscal Services needs the original receipt to comply with policies and regulations.

20. **How do I approve and submit contract requests?** **REVISED 3/31/2020**
    a. There is now one fillable contract request form! Download it from the Contracts Management section of the LBCC Forms database at https://apps.lbcc.edu/lbccforms/.
        i. Are you getting money? Select Grant/Revenue.
        ii. Are you paying money to a contractor/vendor to do something? Select Service.
        iii. Are you creating a no-cost agreement between the District and an outside agency? Select No Cost.
    b. Fill in the information and save the completed form.
    c. Route the form for approval using the Adobe-Sign electronic signatures and workflow process. Download "How to Submit a Contract Request Form" from the Contracts Management section of the LBCC Forms Database for instructions on using Adobe-Sign.
    d. The requester can log into Adobe-Sign to check the status of the form and will receive a message when the approval process is complete and Contracts has received the form.
    e. E-mail Contracts with key supporting documents:
        i. A W-9 if it is a new vendor
        ii. A Scope of Work (basically, describe what the vendor will do, the start and end dates of the work, and a payment schedule tied to the work, if it is for services)
    f. Don't forget to enter a requisition along with a Contract Request for Services. Fiscal Services will not be able to pay vendors until there is both an executed contract and a Purchase Order.

21. **Are requisitions and purchase orders (POs) still being processed?**
    Yes, Fiscal Services and Purchasing staff are still working on requisitions and POs remotely.

22. **Is the Warehouse still receiving deliveries?**
    Yes, the Warehouse is currently receiving and holding deliveries to campus departments until the campus reopens. However, POs for large orders may not be released to the vendor to order the items until we know when exactly the campus will be re-opening.
    Note: Due to limited space at the Warehouse, please enter requisitions for materials and supplies needed for online classes and critical operational needs only. Purchases of equipment will be processed only for critical and necessary items to preserve storage space at the warehouse.

23. **What if I need to order materials and supplies for online classes and/or for critical operational needs while the campus is closed?**
    Please work with your administrative support staff to enter a requisition. If you have questions, please contact the buyer assigned to that category as indicated in the following list:

LBCC Buyers

Sandy Rice x4215 Sr. Buyer srice@lbcc.edu	Roland Ticzon x4291 Buyer rticzon@lbcc.edu	Cindy Jackson x4214 Buyer cjackson@lbcc.edu	Mireille Hernandez x4542 Buyer mhernandez@lbcc.edu
Contract PO's	Advertising	Child Development	Athletics
Consultant	Appliances	Contracts-WEDD	AV Media & Equipment
Furniture	Art	DSPS Supplies	Building & Maintenance Supplies
HVAC Equip/Supplies	Awards, Plaques, Trophies	Entertainment	Communication Equipment
Leases	Auto/Diesel	Events/Conferences	Computer Hardware
Mailroom	Clothing	Fashion Design	Computer Repair
Printing	Electrical Supplies	Food Services	Computer Software
Public Wks. under $60,000	Electronics	Kitchen	Comp Web: Software Web Based/Online
Rental	Industrial/Bldg. Trades	Parking Pass/Permits	Computer Supplies
Security Equip/Service	Lighting	Pool Supplies	Copier
Service - Misc.	Medical	Publications/Subscriptions	Custodial Supplies
Vehicle (Auto & Utility)	Music	Safety	Grounds
Waste Removal	Office Equipment/Supplies	Science	Memberships
Window Coverings	Photography	Signs/Banners	Presenters
	Promotional	Textbooks	
	Theatre Arts	Travel: Student lodging/meals	
	Tools	& vendor reimbursement	
	Transportation: Bus	Work Orders	

24. **How can I order office supplies while I'm working remotely? ADDED 5/18/2020**
    LBCC has launched a new program to allow employees working remotely to order necessary office supplies delivered to their homes. Employees should contact the person in their department or area who is normally responsible for ordering supplies. That individual can download and complete the Barnes & Noble Direct to Consumer Emergency Supply Order Form from https://www.lbcc.edu/pod/direct-ship-home-supplies-materials-program and then route it for approval via "Adobe Sign."

Mail Services/Reprographics

25. **Will Mail Services continue mail delivery?**
    Mail will not be delivered while the campus is closed.

26. **How can I get mail during the campus closure?**
    Departments that need to access mail must e-mail Nate Jarrett at njarrett@lbcc.edu to schedule an appointment to collect mail from the rear door of the mailroom (east-facing). Appointments will be scheduled no more frequently than on a weekly basis to ensure social distancing protocols are followed. Staff collecting mail will not be able to access their offices. However, staff may make copies and scan and e-mail documents in the Reprographics Center at LAC in V-150. Machinery will be wiped down between use.

27. **What about the PCC Mail Room and Reprographics Center?**
The PCC Mail Room and Reprographics Center will be closed. Mail for PCC offices and personnel will be held at the LAC Mail Center in T-1010.

Facilities

28. **Is the air in District buildings safe to breathe? ADDED 6/9/2020**
Yes. None of our buildings recirculate "used" air, like an airplane. Our buildings use outside air intakes, which pulls air through very fine filters. These filters are changed on a strict schedule to ensure clean air and optimal equipment performance. The air is then blown through secondary filters, across a coil to either heat or cool the air, before it enters the room. Our HVAC systems do not draw air from inside any enclosed space, within a building. Our newer HVAC units utilize UV bulbs to help further clean the outside air that is used.