

**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.”

Technology

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, [click here to view the Help Guide](#).

Oh, no! I forgot to leave my work computer on. Please e-mail helpdesk@lbcc.edu 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, [click here to view the Help Guide](#).

3. How do I host conference/video calls from my home computer?

For detailed instructions on Skype for Business, view the Help Guide here: [Installing Skype for Business at Home](#).

4. How do I access my LBCC e-mail remotely?

- a. On a computer, you can access your e-mail at <https://www.office.com> or at <https://www.lbcc.edu> under “Quick Links” >> “Office 365.” Your username will be youremployeeID@lbcc.edu (for ex: 1234567@lbcc.edu). View the Help Guide here: [How to Access Office 365 Email Account](#).
- b. On your cell phone, [click here for iPhone instructions](#) and [click here for Android instructions](#). The type of account is “Exchange.” The server is “mail.lbcc.edu.” The domain is “lbccd.”

5. How do I access, create, and share files on Office 365 on the web?

- a. To log in, view the Help Guide here: [How to access LBCC Office 365 from the Web](#).
- b. To create and share files, [click here to view short, helpful videos](#).

6. How do I set up Skype for Business on my Mac computer?

[Click here to view the Help Guide](#).

7. How can I track District equipment that is checked out to employees working remotely?

[Click here for a form](#) developed by Student Services. Managers should keep track of these documents to ensure that equipment is returned when the campus re-opens.

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.

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9. Can I still get technical help?

Yes! Staff/Faculty can call 562-938-HELP (4357) or e-mail Helpdesk@lbcc.edu. Students can e-mail stdh@lbcc.edu. There is no phone support for students at this time.

Fiscal/Purchasing

10. How will I get regular paychecks?

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. Any checks that have yet to be picked up at either of the Cashier's Offices will also be mailed. If you have a question, please call the Payroll Department at 562-938-4924.

11. When are the TARS deadlines?

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. The upcoming deadlines are as follows:

PAY PERIOD	PAY PERIOD END DATE	DEADLINE TYPE	PAY GROUPS	TARS DEADLINE DATE	PAY ISSUE DATE	
MAR 2020	3/31/2020	ABSENCE	A12, C12, EQP	THU, 3/19/2020	3/31/2020	EQP pd 4/10
MAR 2020	3/31/2020	TIMECARD	AHD, BDP, FWS, HDC, STU	WED, 4/1/2020	4/10/2020	
MAR 2020	4/1/2020	TIMECARD	AHD, FWS, HDC, STU, C12 OT	TUE, 4/7/2020	4/16/2020	
APR 2020	4/30/2020	ABSENCE	A12, C12, EQP	MON, 4/20/2020	4/30/2020	EQP pd 5/8

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.

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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?

Fiscal Services is making every attempt to process completed and approved requests by Friday, March 20, 2020. Checks will be mailed to the home address on file.

15. What if I have a new travel request?

The District is not processing any new travel requests at this time.

16. What if I want to register for an online conference, webinar, continuing education, or training? **ADDED 4/29/2020**

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.)

- 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. As we have passed the requisition deadline for FY2019-20, please also submit a request to process a late requisition. [Click here](#) for more information about the late req process.
 3. Forward the approved invoice/bill to Accounts Payable at ap@lbcc.edu.

17. How do I approve and submit Appropriation Transfers (ATs)?

- 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.

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- 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 – 44% of salary amount
 - 13xxxx and 14xxxx – 23% of salary amount
 - 21xxxx and 22xxxx – 53% 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)?

- a. [Download the form](#)
- b. Fill in the information and save the completed form. Gather the normal backup.
- c. The Budget Administrator can e-mail the form and backup as attachments to your Fiscal Senior Accountant with subject line “Approved ET.”
 - i. If there is more than one budget administrator, each one will need to approve via e-mail before it is sent to Fiscal Services.
- d. 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

- a. Send an e-mail to the Administrative approver with the following information:
 - i. Amount to be reimbursed
 - ii. Reason for reimbursement
 - iii. Name and title of person to be reimbursed
 - iv. Department and Campus (LAC or PCC)
 - v. Administrative approver’s name and title
 - vi. Account string
 - vii. Attach a scan or picture of the signed receipt
- b. The Administrative approver can forward the request and attached receipt to LaTonyua Harden at lharden@lbcc.edu with the subject line “Approved RCF.”
- c. 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.
- d. Once the campus re-opens, forward the approved, original receipt along with a copy of the e-mail from the Administrative approver to LaTonyua Harden in Fiscal Service (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.

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- 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. Will the March 31, 2020, Requisition Entry deadline be extended?

Yes, the deadline has been extended to 5:00 p.m. on April 17, 2020. Previously, staff had been asked to enter all requisitions by March 31, 2020.

Note: Please confirm with your vendor that they can deliver any items by June 30, 2020.

22. Are requisitions and purchase orders (POs) still being processed?

Yes, Fiscal Services and Purchasing staff are still working on requisitions and POs remotely.

23. 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.

24. 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:

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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	

25. 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

26. Will Mail Services continue mail delivery?

Mail will not be delivered while the campus is closed.

27. 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. 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.

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28. 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.