RETURN TO WORK CHECKLIST

JANUARY 28, 2019
ALL EMPLOYEES

PAYROLL / TIME & ATTENDANCE/BENEFITS

Human Resources Management (HRM) Customer Helpdesk: Call 1-877-372-7248, Option 2.

HRM's #1 priority is getting employees paid. To help make this happen, our HRM Customer Helpdesk will primarily focus on Pay, Health Benefits, and Emergency matters during our first week back. For other Human Resources (HR) questions, please submit a self-help ticket (guide is located at Create HR Self-Help Ticket) and these questions will be addressed after the Pay, Health Benefits, and Emergency matters are handled.

Payroll Processing for Pay Period 26, Pay Period 1 and Pay Period 2

HRM has already submitted time and attendance for all employees for Pay Periods 26 and 1 to provide paychecks in the quickest possible way (Law Enforcement and Investigations employees received separate instructions). This means employees do not need to enter time and submit timesheets nor do their supervisors need to certify for Pay Periods 26 and 1. Additionally, employees should stand by for further guidance from HRM prior to submitting time sheets for Pay Period 2.

Future T&A Corrections – HRM will provide instructions in the coming days on how and when to submit corrected T&As for these two pay periods.

- ❑ **Leave Restoration** – – If you were scheduled to take use or lose annual leave during the shutdown, this scheduled leave was cancelled during the shutdown. We will send instructions in the coming days detailing how and when to begin submitting your requests for restoration. If you would like to see more information about leave restoration, please see HRM's leave restoration guidance which was sent in October 2018. ***Please hold on submitting requests until we have sent the guidance. We appreciate your patience.***
- ❑ **Retirements –** If your planned or pending retirement was impacted by the shutdown, please reach out directly to your Retirement counselor who was assigned when the retirement request was initiated.

INFORMATION TECHNOLOGY

Chief Information Office (CIO) Customer Helpdesk*:* Available 24 hours a day by calling: **1-866-945-1354** (TTY: 1-800-877-8339) or visit the **CIO Customer Helpdesk** website **or email to chd@fs.fed.us**

From Monday January 28 through Friday, February 1, employees will be exempt from exclusively using LincPass to log-in and may use their eAuthentication password to log-in. Password expiration periods will be extended from 60 days to 90 days.

- ❑ **Passwords** - If you have forgotten your password or have trouble resetting your password for network, Windows Login, eAuthentication, and voicemail, please contact the CIO Customer Help Desk. Password resets can be completed while you are on the phone with the CIO Customer Helpdesk

- ❑ **Logging into Your Computer** - If you experience a problem with your LincPass, access your computer using your Windows login username and password. You should then contact the CIO Customer Helpdesk to get your LincPass problem resolved.
- ❑ **Voicemail -** Update your out-of-office reminder on your telephone and/or cell phone voicemail.
- ❑ **Microsoft Outlook**
  - Turn off your email auto-reply.
    - Click on the file tab and click Automatic Replies (out of office).
    - A pop- up window opens. Click "Do not send automatic replies" then OK.
    - Click Home to return to your inbox.
- ❑ **Suspicious Email** - Do not open email or attachments from unknown sources, especially from non-FS senders to avoid recently announced security vulnerabilities.
- ❑ **Logging Off Your Computer on First Day Back** - Please ensure to logoff your computer and leave it connected to the network upon return from shutdown to ensure critical system updates and security patches can run overnight . Reboot your computer once a day for the next two weeks as several security updates will continue to be installed on your computer.

BUDGET & FINANCE

Budget & Finance (B&F) Contact Center: Call 1-877-372-7248, Option 1

- ❑ **Pending Financial Transactions –** Pending transactions will proceed when financial systems resume. If one of your transactions is in reject status, please do NOT resubmit or reprocess as B&F staff will process the rejected transactions as quickly as possible.
- ❑ **New Obligations –** Please do not enter or approve new obligations using FY 2019 funds until Wednesday, January 30, 2019, as they will be rejected until the financial systems are updated. (This includes Travel, Transfer of Station Travel, Grants and Agreements, and Contracts.)
- ❑ **Contract/Grants and Agreement (G&A) Payments –** If you need a payment made, work with your Contracting Officer or Grants Management Specialist to ensure required actions are taken in Integrated Acquisition System (IAS) so that the payment can be processed. If you need to find out status of a payment, call the B&F Contact Center (Option 1).
- ❑ **Employee Reimbursements –** Prior to shutdown, all outstanding reimbursements were processed. You may proceed to submit new reimbursements.
- ❑ **Purchase Card Holders –** You may resume using your purchase card but are asked to wait until after January 30, 2019, in order to reconcile to minimize rejected transactions.

TRAVEL

Travel Helpdesk: Call 1-877-372-7248, Option 3 or visit the Albuqueque Budget and Finance Customer Support webpage. Due to the high volume of calls expected, we suggest using the Albuquerque Service Center Budget and Finance e Ticket Request webpage.

- ❑ **New Temporary Duty Travel (TDY) Authorizations –** Please wait until January 30, 2019, to enter new travel authorizations using FY 2019 Continuing Resolution Funds. You may submit new authorizations using prior year funds immediately.

- **Unpaid Travel Vouchers** – Travel vouchers that were approved before December 21, 2018 were processed. There were some vouchers that were held during the shutdown and should be paid this week. If you do not receive payment by February 4, 2019, please contact the Travel Helpdesk (contact information above).

- **New Vouchers –** New travel vouchers can be entered in E-gov Travel Service (ETS) immediately.

- **Immediate Travel Needs** – If you need to travel within 72 hours, please contact BCD Travel, our agency travel agent at 1-800-877-6120.

- **Transfer of Station (TOS) Travel Authorizations** – Due to the high volume of TOS authorizations and vouchers received during the shutdown, please contact the Travel Help Desk rather than your TOS Counselor to get your request processed as soon as possible.

- **Transfer of Station (TOS) Vouchers** – TOS Vouchers submitted to B&F prior to December 21, 2018 that have not been paid will be processed. We recommend calling B&F Travel Helpdesk if you have not received payment by February 6, 2019.

- **Travel Card Balances –** US Travel cards were deactivated at the end of December as previously scheduled before the shutdown. Employees should pay old travel card bills. If you have not received a payment for your travel card bill, please open a ticket with B&F Contact Center.

- **New Travel Card –** If you have not received a new travel card, please call the B&F Contact Center and they will order one for you.