

# BPA Human Resources Desk Reference

## Telework Program

HR Desk Reference: 410-06-03

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# 1. Purpose & Background

This HR Desk Reference implements BPA HR Directive 410-06: Employee Leave, Work Schedules, and Telework.

## A. Introduction:

1. **Business objective:** Telework can help make employees more effective in their jobs and increase employee job satisfaction by decreasing employee commute times and promoting work/life balance. Telework can also enhance BPA’s ability to attract and retain the best possible workforce. In addition, this flexibility allows BPA to meet its business obligations to the region during an emergency or pandemic situation by enabling continuity of operations.
2. **Manager/employee expectation:** The manager and employee are expected to work together to determine criteria, objectives and milestones for work to be performed when teleworking. Employees and managers are required to complete training and assess the requesting employee’s appropriateness for participation in the telework program prior to establishing a Telework Agreement. Employees approved to telework will need to meet the terms and conditions outlined in the Telework Agreement.

## B. Objectives:

1. BPA recognizes that employees need to balance their professional life with their personal, health, and family responsibilities. One way that BPA supports employees in balancing work and other needs is through flexible work arrangements that allow employees to telework from home or another designated site for part of the work week. The goal of this policy is to enhance the use of telework at BPA to the maximum extent possible in order to better meet business objectives.
2. Effective performance management is a key component of a successful telework program. Employees must maintain a “meets” or higher performance rating to continue participation in telework. Teleworkers will be held accountable for the results they produce while teleworking the same as non-telework employees. Management expectations for performance should be clearly addressed in the employee’s performance plan and in the terms and conditions of the Telework Agreement. Performance plans and Telework Agreements should be reviewed annually to ensure the standards do not create inequities or inconsistencies between teleworking and non-teleworking employees.

## C. Background:

Legislative mandate for telework was established in 2000 (§359 of Public Law 106-346). This law stated that “each executive agency shall establish a policy under which eligible employees of the agency may participate in telecommuting to the maximum extent possible without diminished employee performance.”

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On December 9, 2010, the Telework Enhancement Act (TEA) was signed into law. The TEA provides that telework: 1) is a useful strategy to improve Continuity of Operations to help ensure that essential Federal functions continue during emergency situations; 2) promotes management effectiveness when telework is used to target reductions in management costs and environmental impact and transit costs; and 3) enhances work-life balance, i.e., telework allows employees to better manage their work and family obligations, retaining a more resilient Federal workforce able to better meet agency goals.”

BPA launched a Telework Program in 1995 with established policy (Personnel Letter) by 1996. Participation in telework remains a voluntary option with supervisory approval and should not be viewed as an entitlement or right.

## 2. Applicability

This HR Desk Reference is applicable to all BPA federal annual employees who are eligible for telework. BPA hourly employees are not eligible for telework. BPA’s contractor workforce is not covered by the guidelines in this policy.

## 3. Terms & Definitions

- A. **Alternative worksite:** A defined work space in an employee’s home, a BPA-designated satellite work center or other location unique to a specific request.
- B. **Contingent workforce:** Non-employee contract labor performing work essential to BPA activities. Types of the contingent workforce include supplemental labor, consulting services, and outsourced services that perform engineering services, professional services, facilities maintenance, and construction.
- C. **Business Continuity of Operation Plan (COOP):** Refers to measures designed to ensure that functions essential to the mission of the Agency can continue to be performed during a wide range of emergencies, including localized acts of nature, accidents, public health emergencies, and technological or attack-related emergencies.
- D. **Core hours:** Hours during the workday, workweek, or pay period that are within the tour of duty during which an employee is covered by a flexible work schedule and is required by the agency to be present for work, including while teleworking. BPA core hours are 9 a.m. to 3 p.m.
- E. **Official duty station:** An employee’s official worksite location or alternate telework site and documented in the employee’s OPF.
- F. **Telework or teleworking (formerly Telecommute or Telecommuting):** A flexible arrangement under which an employee performs the duties and responsibilities and other authorized activities, from an approved worksite other than the location from which the employee would otherwise work.
- G. **Telework Agreement:** The Telework Agreement provides clarity of work objectives, expectations of the employee and manager, and a reference for future change in the work

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arrangement, if necessary. Employees and managers are expected to discuss the telework arrangements during annual performance reviews and should meet periodically to review and discuss the Telework Agreement and mutual expectations.

H. **Tour of Duty:** The hours of a day (a daily tour of duty) and the days of an administrative workweek (a weekly tour of duty) that are scheduled and approved in advance.

I. **Acronyms:**

1. **COOP:** Business Continuity of Operations Plan
2. **CFR:** Code of Federal Regulations
3. **DOE:** Department of Energy
4. **HCM:** Human Capital Management
5. **HRD:** Human Resources Director
6. **NEO:** New Employee Orientation
7. **OPF:** Official Personnel Folder
8. **OPM:** Office of Personnel Management
9. **SF:** Standard Form
10. **TEA:** Telework Enhancement Act
11. **TMO:** Telework Managing Officer

**4. Responsibilities**

A. **The Telework Managing Officer (TMO):** a designated executive official at DOE.

B. **BPA Human Resources Director or his/her delegate:**

1. Annually notifies all annual and hourly Federal employees of their eligibility for telework based on the position to which assigned in compliance with the provisions of the Telework Enhancement Act of 2010;
2. Notifies all new hires of their position’s eligibility for telework within one week of reporting for duty;
3. Notifies ineligible annual employees;
4. Promotes the enhanced use of telework per the Telework Enhancement Act of 2010;
5. Approves policies and procedures for BPA’s telework program consistent with current laws and OPM and DOE guidelines;
6. Evaluates the effectiveness of the telework program;
7. Provides advice and assistance to managers and employees regarding telework; and

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8. Ensures that HCM submits reports, as required, to the DOE and/or the OPM on a quarterly and annual basis.

**C. BPA Telework Coordinator:**

1. Administers the telework program;
2. Collects, tracks, and monitors Telework Agreements;
3. Proposes policy and program guidance;
4. Provides training and information to employees and managers; and
5. Prepares quarterly and annual reports as required by the TMO, the DOE, and the OPM.

**D. Managers/Supervisors:**

1. Initiates a discussion with employees before approving, disapproving, modifying or cancelling Telework Agreements and related requests, e.g., equipment, tasks, etc.;
2. Ensures that Telework Agreements comport with the provisions of the policy;
3. Reviews Telework Agreements annually (normally during the annual performance appraisal rating);
4. Ensures that prior to approving a Telework Agreement, the employee and manager have completed the established telework training;
5. Evaluates Telework Agreements in a timely manner (generally within 2 weeks) to ensure that approval, modifications, or disapproval are based upon the criteria outlined in this HR Desk Reference, unless the Telework Agreement is a result of a reasonable accommodation. In that case, the review is within HCM's Reasonable Accommodation Office's authority;
6. Ensures an annual review of all Telework Agreements normally at the start of the fiscal year when new performance standards are put in place;
7. Cancels the Telework Agreement at any time based upon changes in business/work needs, employee abuse of the privilege, or less-than-expected job performance by the employee;
8. Integrates telework to the fullest extent possible to ensure continuity of operations;
9. Requires for agency mission and business related needs, with reasonable notice, that the employee temporarily work at the traditional office during previously scheduled telework times;
10. Ensures the Telework Agreement is updated as circumstances change;
11. Ensures the employee understands and agrees with the terms and conditions of the Telework Agreement;
12. Ensures that communication requirements and methods are established prior to teleworking (and maintained during teleworking) that facilitate communication with the employee's manager, impacted work group and other collaborative partners;

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13. Establishes clear performance expectations and monitor and effectively evaluate the employee's performance;
14. Maintains fairness in assigning work and rewarding performance;
15. Discusses with new employees, if eligible, how to participate in telework;
16. Ensures equipment and other related expenses meet business objectives;
17. Ensures that employees who telework report their time under the correct time reporting code(s);
18. Ensures teleworkers receive the same opportunities as non-teleworkers; and
19. Communicate clear and specific requirements for evaluation of the telework program, collaboratively between the manager and employee/teleworker.

**E. Employees:**

1. Initiates telework participation request if desired;
2. Ensures that Telework Agreement comports with the provisions of the policy;
3. May cancel their Telework Agreement anytime;
4. Continuously assesses telework arrangements to ensure effectiveness;
5. Are familiar with BPA's emergency plans (continuity plan, pandemic plan, etc.) and their manager's expectations for how they will telework during such events;
6. Ensures that communication requirements and methods are established prior to teleworking that facilitate communication with the employee's manager, impacted work group, and other collaborative business partners;
7. Maintains a "meets" or higher performance rating and the terms and conditions of a Telework Agreement;
8. Ensures that applicable policies and procedures are followed with regard to removal of/accountability for government property, records and documents, approval of overtime, leave, alternative work schedule, etc.;
9. Keeps informed on current Information Technology policies;
10. Evaluates their use of the Telework program collaboratively with their manager and
11. Documents all time spent teleworking under the appropriate time reporting code(s).

**5. Program administration requirements and guidance**

- A. **Eligibility:** All annual federal employees are considered eligible for telework unless they are deemed ineligible for reasons in part B of this section. All new annual employees will be notified of eligibility during attendance at NEO or within one (1) month of employment.

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**B. Ineligibility:**

1. BPA hourly employees.
2. In accordance with the Telework Enhancement Act of 2010, annual employees who have been formally disciplined for the following reasons are ineligible to telework for as long as the disciplinary action remains in the employee’s OPF:
  - a) The employee has been officially disciplined for being absent without permission for more than 5 days in any calendar year; or
  - b) The employee has been officially disciplined for violations of subpart G of the Standards of Ethical Conduct for Employees of the Executive Branch for viewing, downloading, or exchanging pornography, including child pornography, on a Federal Government computer or while performing official Federal Government duties.
3. Positions that on a daily basis involve direct handling of classified materials or an on-site activity that cannot be handled at an alternative worksite, i.e., information that must be processed on a secured network that is only available at the BPA work site. Employees occupying such positions shall be notified in writing, including the specific business reason that management has determined the employee to be ineligible no later than February 1 of each calendar year.

**5.2 Participation requirements**

- A. Employees should notify their managers if they would like to discuss telework participation. Prior to entering into a Telework Agreement, employees and managers should discuss participation considerations outlined in this section and when possible resolve any obstacles and set mutual expectations. Generally, managers should complete the evaluation of an employee request within 2 weeks.
- B. To participate in Telework, an employee must:
  1. Complete telework training (employee and manager);
  2. Have adequate equipment in place (BPA is not obligated to pay expenses but may provide additional equipment for telework);
  3. Maintain a “meets” or higher performance level;
  4. Have dependent care arrangements in place , if needed;
  5. Establish and maintain a safe alternate worksite;
  6. Discuss the terms and conditions of the telework arrangement; and
  7. Establish a signed Telework Agreement.
- C. **Participation considerations:** BPA managers will not modify jobs or assign duties solely to accommodate telework. However, most jobs include some duties that are considered to be “portable” in that they generally can be performed at an approved alternative worksite.

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Examples of portable work are: reading reports, analyzing or creating documents and studies, preparing written letters, memorandums, reports, contracts, schedules, and other documents; developing software; scheduling meetings and responding to e-mail; and participating in conference calls, e.g., using LIVE Meeting; etc.

D. Managers and employees should review the following considerations to determine whether telework participation is appropriate for the position and set expectations accordingly:

**1. Work standards:**

- a) The employee's ability to work independently and alone for long periods of time.
- b) Any obstacles the employee may face when working in an environment without traditional structure and support systems.
- c) Any obstacles related to accessing large amounts of hard-copy data or sensitive information.
- d) How communication and collaboration with the manager, peers, clients or the general public will be maintained.
- e) How to successfully remain a member of the work team.
- f) The employee's ability to work without access to materials that cannot be removed from the employee's official duty station.

**2. Duties:**

- a) Existing job duties that may be appropriate for telework. Different job duties will not be assigned to enable the employee to participate and not all duties are appropriate;
- b) Assigned duties should be measureable to gauge the employee's performance;
- c) Informational needs from other sources (research, other employees, etc.) to complete the telework duties.

**3. Communication:**

- a) Requirements for access to the employee at the alternative worksite by the immediate manager, the employee's work group and other work groups during duty hours;
- b) Obstacles and adjustments the manager and work group may face because the employee is teleworking;
- c) Basic work processes and how they may need to change to accommodate teleworking.

**4. Work space:**

- a) Distractions that may occur at the alternate work site and how to deal with them;
- b) Additional costs that might be incurred and who will pay for them;
- c) Whether the employee will need infrastructure support, such as highly specialized or very expensive equipment, etc.

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5. **Other:**

- a) A possible trial period of up to 90 days;
- b) Other issues unique to that employee, immediate manager, or work group.

**5.3 Training**

The Telework Enhancement Act requires agencies to ensure that interactive telework training is completed prior to entering into a Telework Agreement. Once the employee and manager understand the requirements for participation in teleworking and have agreed mutually upon telework expectations, the manager and employee must complete the required telework training prior to teleworking or approving a telework agreement within two weeks. A Telework Agreement cannot be approved without the manager and employee completing the required training.

**5.4 Telework arrangements**

Telework schedules can cover three types of telework arrangements: medical, regular, and situational. Telework Agreements can be short-term to accommodate a specific situation, including up to a 90 day trial period, or ongoing in nature. Telework Agreements must be renewed annually. The types of arrangements are:

- A. **Medical:** Telework arrangements where an employee is working at the alternative work site because of medical reasons, such as recuperating from surgery or while receiving physical therapy or other treatment. It does not include time working while caring for others or bonding with a new infant once the employee has physically recovered from the maternity delivery.
- B. **Regular:** Telework arrangements at the alternative work site each week. Full workdays are recommended to achieve maximum teleworking advantages, i.e., reduce commuting time, improve productivity and reduce adverse environmental impact.
- C. **Situational:** Telework arrangements where an employee is working at the alternative work site on an occasional, non-routine, temporary or short-term basis. The employee or manager may use a situational basis to test the feasibility for use of telework on a regular basis.
- D. There are certain circumstances where employees may be allowed to work at the alternate work site up to full-time. These circumstances may include:
  - 1. Telework arrangements for reasonable accommodation for persons with disabilities;
  - 2. Ill or injured employees who are able to perform duties in a home setting during recovery; or
  - 3. Injured employees who are covered by the Federal Employees' Compensation Act (FECA) under the Office of Workers Compensation Program - <http://www.dol.gov/owcp/dfec/regs/compliance/ca-11.htm>. Management may identify work, subject to medical authorization, that can be performed during the 45 days of continuation of pay or during the period of compensation without time period restrictions,

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position classification considerations, or employee approval; and other reasons where it may be mutually beneficial to BPA and the employee for a business need.

## 5.5 Official worksite

The employee's designated "official duty station" will be reflected on the employee's SF-50. Rates of basic pay, locality pay, and travel reimbursements will be based on the official duty station or the location of the employee's alternate worksite. If the official duty station is changed to the alternate worksite, HCM must be contacted prior, to process the SF-50 when there is a change to the official worksite.

- A. The official worksite for an employee covered by a telework agreement is the location of the regular worksite for the employee's position, i.e., the place where the employee would normally work absent a telework agreement, as long as the employee would normally be scheduled to report physically at least twice each biweekly pay period on a regular and recurring basis to that regular worksite.
- B. In the case of a telework employee whose work location varies on a recurring basis, the employee need not report at least twice each biweekly pay period to the regular worksite established by the agency as long as the employee is performing work within the same geographic area (established for the purpose of a given pay entitlement) as the employee's regular worksite. For example, if a telework employee with a varying work location works at least twice each biweekly pay period on a regular and recurring basis in the same locality pay area in which the established official worksite is located, the employee need not report at least twice each biweekly pay period to that official worksite to maintain entitlement to the locality payment for that area.
- C. The official worksite for an employee covered by a telework agreement who is not scheduled to report at least twice each biweekly pay period on a regular and recurring basis to the regular worksite is the location of the telework site, i.e., home, telework center, or other alternative worksite, except in certain temporary situations when the employee:
  1. Is recovering from an injury or medical condition;
  2. Is affected by an emergency situation, which temporarily prevents the employee from commuting to the regular worksite;
  3. Is on temporary duty travel (TDY);
  4. Is on extended approved absence; or
  5. Is temporarily detailed to work at a location other than a location covered by the telework agreement.

In certain temporary situations, HCM may designate the location of the regular worksite as the official worksite of an employee who teleworks on a regular basis at an alternative worksite, even though the employee is not able to report at least twice each biweekly pay period on a regular and recurring basis to the regular worksite. HCM will evaluate such cases individually.

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## 5.6 Official Use of Time/Certification of Work Hours

Employees are required to use telework time for official purposes only. Employees are required to report all time during telework by using the appropriate time reporting codes on their timesheet as TELM (Medical), TELR (Regular), TELS (Situational). Managers must ensure that employees record all time and telework time appropriately.

## 5.7 Hours of Duty/Work Schedules

- A. The existing rules on hours of duty that pertain to employees working at the traditional worksite also apply to teleworkers. Work performed after normal hours of duty (unless approved in advance by the manager) on a voluntary basis, while commuting to the official duty station, or while in travel status does not constitute telework.
- B. Credit hours, compensatory time, overtime, etc. that is earned while in telework status are recorded just as if they were earned at the employee's official duty station. Employees in a telework arrangement are required to request approval for overtime and premium pay in the same manner they do at the traditional work site. Non-exempt employees covered under the Fair Labor Standards Act (FLSA) must request prior authorization to work overtime at the alternate worksite, unless ordered to do so by the manager.

## 5.8 Excused Absence

Authority for managers to grant excused absence at the alternate work site is the same as at the traditional worksite. However, when normal operations are interrupted by events beyond the control of managers or employees, excused absence is applied accordingly:

- A. Delayed arrival excused absence is not granted to teleworkers as the employee must arrive at the work site (official duty station) to be granted the excused absence.
- B. Early dismissal excused absence, with the exception of early dismissal for holidays or from a higher authority, e.g., DOE, President, etc. is not granted to teleworkers already working from the alternate worksite as they can continue (and are expected) to work from the alternate worksite.
- C. If there are unusual circumstances that prevent telework employees from working at their home or authorized telework sites, managers may grant excused absence. They should first consult with the BPA Telework Coordinator before granting any excused absence. Excused absence shall be granted, if necessary, for a reasonable time, e.g., power outage.

## 5.9 Emergency response teleworking — COOP

Managers are encouraged to plan and implement teleworking to the fullest extent possible within their workgroup to ensure continuity of operations.

- A. When BPA has activated business continuity teams this policy is superseded by directions from those teams.

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- B. Planning and integrating telework into a work group’s operations will help protect BPA employees and ensure that BPA delivers on its business obligations in the event of a serious emergency situation or pandemic health crisis.
- C. BPA employees who have been identified as key support staff for Business Continuity purposes should have adequate technological capacity in terms of equipment, software, remote access and connectivity, and should adhere to BPA’s telework guidance to the extent possible.
- D. Employees who have an approved Telework Agreement should plan to telework during dismissal and closure procedures due to weather and other emergencies.

**5.10 Equipment, expenses and supplies**

- A. The IT group requires that employees connecting to BPA from any off-site location use a BPA-approved remote access method. For a current list of BPA approved remote access methods, please see the IT Help/Remote Access web page.
- B. Employees will work through their supervisor to obtain the necessary equipment and access from the IT group to telework if needed.
- C. For employees who telework 1-6 times per month, the employee may have the option to:
  - 1. Access BPA’s Virtual Desktop Infrastructure (VDI), commonly known as myPC, using a personally-owned device; or
  - 2. Check out a BPA device from the IT group and return the equipment after each occurrence of telework. Equipment must be reserved in advance and is issued by the IT group on a “first come, first served” basis.
- D. For employees who telework on a regular, recurring basis that exceeds 6 times per month, the employee may have the option to:
  - 1. Access BPA’s Virtual Desktop Infrastructure (VDI), commonly known as myPC, using a personally-owned device; or
  - 2. Request that the IT group provide a device for the purposes of remote access to BPA. The IT group may, at their discretion, provide the teleworker with a single device for use at the employee’s official duty station and an alternative worksite.
- E. BPA will provide an employee with an approved reasonable accommodation with appropriate equipment to satisfy the accommodation. An employee who cannot physically transport or carry the equipment should contact the Reasonable Accommodations Coordinator for further assistance.
- F. An employee may use an employee-owned home computer system offline (without remote access to BPA) to create or edit unclassified documents, i.e., non-official use only, non-sensitive, or non-critical infrastructure-related documents. For consultation on what types of documents are considered official use only, sensitive, or critical, employees must consult their managers or visit BPA Security & Emergency Response – Information Security on BPA Connection.

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- G. BPA assumes no responsibility for upgrading, maintenance, damage, or replacement of any employee-owned equipment used for telework purposes.
- H. BPA-licensed software will not be issued for use on personally-owned equipment. The IT Help Desk will provide support only for BPA-owned computer equipment.
- I. Remote access to BPA is for work purposes only. BPA limited personal use policies also apply to persons accessing BPA resources from remote locations. Improper personal use of BPA resources may result in termination of remote access capabilities and appropriate disciplinary action.
- J. The employee’s organization may supply telephone headsets and other necessary equipment from the organization’s budget. Employees may be provided BPA-furnished calling cards for long distance calls based on approved business needs.
- K. Telework employees may use the features of the BPA voice mail system. Employees must update their voice mail greeting to inform callers if they are available at another phone number. When teleworking, you may forward your work phone to your BPA cell phone or personal telephone number.
- L. BPA will not provide or maintain or pay for or reimburse for telecommunication services, such as internet access via a personal cell phone, DSL, cable modem, dial-up, etc. or home telephone expenses, to support teleworking from a non-BPA work site, except for long-distance charges that are required as part of the employee’s official duties.
- M. BPA will not reimburse for any personal computing equipment, including but not limited to: purchase or acquisition of a personally-owned device, software licenses, maintenance, repairs, or accessories.
- N. Expenses: With written manager approval, other costs that would be incurred by BPA regardless of the work site location may be paid by the employee’s organization.
- O. Office Supplies: Employees shall be allowed to obtain typical supplies such as paper, pencils, paperclips, file folders, etc. from the traditional work site. The employee is responsible for transporting supplies. BPA will not normally compensate employees who purchase their own supplies.
- P. Tax Implications: State income taxes will continue to be withheld based on the employee's official duty station (traditional work site) and not the alternate work site. Employees interested in possible tax deductions because of their work-at-home status should consult their tax advisors.

## 6. Processes & Procedures

### 6.1 Telework agreement submittal

- A. New or renewed Telework Agreements must be completed, reviewed, and approved prior to teleworking. Telework agreements are completed on the current telework agreement form

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and process. Renewed Telework Agreements must be completed after one year and each year thereafter. Renewed agreements will honor the most current telework guidance and a new trial period is not required.

- B. Modifications:** Managers must discuss the reasons for all modification with the employee and document the modifications on the Telework Agreement. Generally, an agreement may be modified for the following situations:
1. An employee with an existing Telework Agreement that authorizes either “regular” or “situational” telework who has a need to telework for medical reasons must revise their existing Telework Agreement to reflect the basis for telework. If the medical reasons are expected to last more than a few days, an employee will follow Reasonable Accommodation procedures.
  2. If the employee is temporarily detailed to a new position, the present agreement is suspended until the employee returns to the original position. The employee may initiate a new Telework agreement with the immediate manager for the detail position.
  3. When a new manager assumes supervision of a group, all existing Telework Agreements in the group should be reviewed by the new manager. Managers may modify the existing Telework Agreement according to their expectations or business needs following a discussion with the employee.
- C. Cancellation:** Managers and employees may cancel the Telework Agreement at any time. Managers must discuss the reasons for cancellation with the employee and document their reasons on the Telework Agreement. Generally, an agreement may be cancelled for the following situations:
1. Employees may cancel their agreement at any time by informing their manager in writing;
  2. Managers may cancel the agreement at any time (after discussion with the employee) based upon changes in business/work needs, employee abuse of the privilege, or failure to meet the terms and conditions of the agreement and this desk reference. Such reasons shall be documented on the Telework Agreement and provided to the employee;
  3. When a new manager assumes supervision of a group, all existing agreements in the group should be reviewed by the new manager. Managers may cancel the Telework Agreement according to their expectations or business needs and notify the employee in writing as to the specific reasons the agreement is being cancelled; and
  4. Telework Agreements are automatically cancelled if the employee changes permanent positions. A new agreement must be established with the manager of the new position. A trial period may be required.
- D. Disapproved requests:** When a telework request is denied, the manager is required to document the specific business reason(s) for disapproval on the Telework Agreement. Managers must return a signed and dated copy to the employee and the Telework Coordinator. Reasons for disapproval include:

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1. The employee is ineligible;
  2. The employee has not met the requirements for participation. Indicate which requirement(s) has/have not been met on the Telework Agreement; or
  3. Participation considerations could not be agreed upon. Indicate the participation consideration category(s) (work standards, duties, communication, or other) on the Telework Agreement.
- E. **Grievance:** If an employee’s request to telework has been disapproved, employees shall be notified of their right to grieve the decision. Employees who have been denied a request to participate in telework or whose Telework Agreement has been cancelled or modified may file a grievance. Bargaining unit employees must file grievances in accordance with the applicable Collective Bargaining Agreement(s). Contact either AFGE Local 928 at (503) 230-3547 or PDL Local 335 at (503) 230-3969. Non-bargaining unit employees must file grievances through formal administrative grievance procedures outlined in DOE Order 342.1A, “Administrative Grievance Policy and Procedure.”
- F. **Reasonable Accommodation:** An individual with a disability may request to telework as a reasonable accommodation under the Americans with Disabilities Act (ADA). Employees requesting telework as a reasonable accommodation should contact the Reasonable Accommodation Coordinator directly.

## 7. Performance & Monitoring

- A. In compliance with the Telework Act of 2010, the OPM requires federal agencies to provide “real time” data collection for telework for eligibility and participation. BPA’s Human Resources and Payroll offices established bi-weekly telework data feeds within their systems to track and report eligibility and participation (use of time reporting codes) on a bi-weekly basis that began in pay period 2012-06.

DOE’s Telework Managing Officer provides agencies with an annual participation goal and requires the quarterly reports, provided by BPA’s Telework Coordinator. These reports reflect the number of instances and hours as reported by use of the time reporting codes used for teleworking. DOE incorporates all data received from DOE agencies to report quarterly to OPM. The TMO also reports quarterly the status of meeting the DOE participation goal. To date, per DOE, no government measure has been established to require or measure productivity and telework.

- B. **Record Retention:** A Telework Agreement will be retained for 1 year, then either destroyed or superseded by a renewed agreement.

## 8. Authorities & References

- A. BPA HR Directive 410-06: Employee Leave, Work Schedules, and Telework
- B. Public Law 106-346, §359, 2000

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- C. Public Law 108-447, Division B, §622 of December 8, 2004
- D. Public Law 108-199, Division B, §627 of January 23, 2004
- E. Public Law 111-292, “Telework Enhancement Act of 2010”
- F. 5 U.S.C. Chapter 65 Telework
- G. 5 C.F.R. 531.605 (Official Worksite)
- H. OPM Guidance on the Telework Enhancement Act of 2010, 12/13/10
- I. HR Desk Reference on DOE-Flex, DOE’s Telework Program, July 2010.
- J. American Federation of Government Employees, Local 928 Collective Bargaining Agreement
- K. Professional Division of Laborers’ International Union, Local 335, Collective Bargaining Agreement
- L. Information and Governance and Lifecycle Management Regulations
- M. Related HR Desk References:
  1. 410-06-01: Leave Administration
  2. 410-06-02: Hours of Duty and Credit Hours

## 9. Contacts

For information on Telework, contact the [TeleworkCoordinator@bpa.gov](mailto:TeleworkCoordinator@bpa.gov) mailbox or visit the web page at <https://connection.bud.bpa.gov/employee-center/hr-services/Pages/Telework-Program.aspx>.

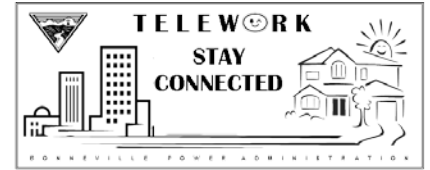
## 10. Revision History

Version Number	Issue Date	Brief Description of Change or Review
1.0	4/18/2016	Initial issuance.
1.1	3/20/2020	Revision of out of date FAQ concerning forwarding phones; deletion of reference to BPAM Chapter 607, update of old references to PLs, updated broken links.

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# Appendix A: Telework Program FAQs



## TELEWORK PROGRAM

### Frequently Asked Questions

Telework home page: <https://connection.bud.bpa.gov/employee-center/hr-services/Pages/Telework-Program.aspx>

**Q. What are the [Telework Enhancement Act's](#) requirements for teleworking?**

**A.** The requirements of the Act include:

- determining eligibility/ineligibility for all employees;
- notifying all employees about eligibility/ineligibility and participation;
- requiring and providing telework training;
- requiring a telework agreement;
- incorporating business continuity (COOP) language and guidance into BPA's telework policy.

**Q. Who is eligible to participate in teleworking at BPA?**

**A.** All BPA federal annual employees are eligible to request teleworking and participation is voluntary. However, it is not a right and not all duties are suitable for telework. Employees should notify their manager if they would like to discuss telework participation, and discuss the considerations provided in this desk reference such as: the ability to work independently, determining any obstacles related to working at the alternate worksite, determining what type of duties might be suitable for teleworking, IT and communication requirements and other issues unique to the employee, manager or work group. Teleworking may be approved on a trial basis for up to 90 days to "test" if teleworking is successful.

**Q. Who is ineligible to telework at BPA?**

**A.** BPA's hourly employees are not eligible for telework. BPA's contractor workers are not covered by the Telework guidelines. Annual employees who have been formally disciplined for the following reasons are ineligible to telework for as long as the disciplinary action remains in the employee's Official Personnel Folder:

- The employee has been officially disciplined for being absent without permission (AWOL) for more than 5 days in any calendar year; or

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- The employee has been officially disciplined for violations of subpart G of the Standards of Ethical Conduct for Employees of the Executive Branch for viewing, downloading, or exchanging pornography, including child pornography, on a Federal Government computer or while performing official Federal Government duties.
- Positions that on a daily basis involve direct handling of classified materials or an on-site activity that cannot be handled at an alternative worksite, i.e., information that must be processed on a secured network that is only available at the BPA work site. Employees occupying such positions will be notified in writing by the manager (including the specific business reason that management has determined the employee to be ineligible) no later than February 1 of each calendar year.

**Q. How are employees notified of eligibility and participation?**

A. This information is located on the [Telework page](#). New employees at BPA will receive Telework information and the eligibility notification in the New Employee Orientation packet.

**Q. Why is telework training required? (Training is only required to be taken once)**

A. The Telework Enhancement Act requires that annual employees who telework successfully complete training prior to starting a new telework agreement (Telework 101 Employee training).

Managers only need to complete the Telework 101 Manager training. Managers of annual employees must complete the training prior to approving a telework agreement.

The links to training are available on the [Telework webpage](#), and completion is documented in HRmis and a completion certificate can be printed, but is not required to be attached to the Telework Agreement. The terms and conditions on the telework agreement also provide a check box if the telework agreement has been completed.

**Q. Why is a telework agreement required?**

A. An agreement is required under the Telework Enhancement Act. It also establishes terms and conditions for the employees to follow while in a telework status with their manager’s approval. It provides clarity of work objectives and expectations while an employee is in telework status. It creates a living document that should be discussed periodically.

**Q. How often do I need to renew my Telework Agreement?**

A. The telework agreement is still renewed annually and required for a new telework arrangement, a modification (as provided in the desk reference) or annual renewal (prior versions of the form will not be accepted). Employees with a current agreement

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in place may submit the revised telework agreement form upon their next renewal. Employees who currently telework or who would like to discuss teleworking with their manager should review the HR Directive and the Desk Reference.

**Q. What if my telework agreement is cancelled or disapproved by my manager?**

**A.** Prior to canceling or disapproving a telework agreement, the manager must discuss the situation with the employee, then indicate the type of disapproval or cancellation (by use of a drop-down menu on the telework agreement) and document the specific valid business reason. When the agreement is submitted, the employee will receive an e-mail notification and can view the agreement from the link in the e-mail. Employees may use [existing grievance procedures](#) whose telework agreement has been canceled or disapproved. Note: When a new manager takes over supervision of a group, all existing agreements in the group should be reviewed by the new manager and approved, modified or disapproved according to the new manager’s business/work needs.

**Q. If I don’t want to telework any longer, can I cancel the agreement?**

**A.** Yes. Since participation is voluntary, the employee may cancel his/her agreement at any time, by accessing the Service Connection portal/Personnel/Telework Request. Open the current agreement and select to cancel the agreement. The manager will receive an e-mail notification to “approve”, and the agreement will show as cancelled in the employee/manager dashboard. Providing a comment in the Notes section of the agreement is optional.

**Q. If I am on a detail, do I need a new teleworking agreement?**

**A.** Yes. The employee’s present telework agreement is considered *suspended* until the employee returns to the original position. A new agreement will need to be put into place, if approved, during the duration of the detail.

**Q. What are the types of telework arrangements?** (Note: teleworking hours are considered “regular” hours and should replace the REG hours code on the timesheet).

**A. Teleworking Regular (TELR)** normally occurs on specific day(s) per week as approved by the manager, e.g. every Tuesday and Thursday. **Teleworking Situational (TELS)** occurs on an occasional, non-routine, or could be for a temporary or short-term basis, or while completing a specific project. **Teleworking Medical (TELM)** occurs because of an employee’s medical reasons, such as recuperating from surgery, or before/after receiving physical therapy or other treatment.

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**Q. What if I telework on a situational basis, but also need to telework for a medical reason?**

- A. If a formal agreement is already in place for situational or regular teleworking, a new formal agreement should be submitted to indicate the medical teleworking, if it will last more than a few days. Both situational and medical should be indicated on a new teleworking agreement, with the beginning and ending date of the medical teleworking.

**Q. What is my official duty station when I telework in a different state/city than where I work?**

- A. The official duty station is used to determine pay rates, travel entitlements, and withholding of state income tax.

<b>If the employee...</b>	<b>Then the worksite is...</b>
...is scheduled to report to official worksite two times per pay period	Official worksite/ Duty Station
...is <b>not</b> scheduled to report to official worksite two times per pay period	Alternate official worksite/ Duty Station, e.g. telework site/home
...travels on a recurring basis but works at least twice per pay period in the same geographic area as the official worksite	Official worksite/ Duty Station

**Q. Can I telework while coming into work while riding MAX, the bus or at a café type Wi-Fi location?**

- A. Currently, BPA’s Telework guidance includes that the alternate work-site is a defined work space in an employee’s home, a BPA-designated satellite work center or other location unique to a specific request.

**Q. When teleworking, can I work overtime or credit hours?**

- A. Teleworkers can work overtime or earn credit hours with their manager’s approval – in the same manner as they do in the traditional worksite. (Note: the appropriate hours codes for overtime/comp. time or credit hours earned is recorded on the timesheet, instead of the teleworking hours codes.)

**Q. Can I continue to work a flexi-schedule when teleworking?**

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- A. Yes, teleworkers may work a flexi-schedule, including earning and using credit hours at manager’s approval. Any change or variation to the current schedule should be communicated to the manager/office. The arrival and departure time during teleworking days should be communicated to the manager and workgroup. Employees on a fixed or compressed work schedule may also continue to work that type of schedule while teleworking, with manager approval.

**Q. What if a group dismissal is announced while I’m teleworking?**

- A. Authority for managers to grant excused absence at the alternate worksite remains the same as the traditional worksite. When normal operations are interrupted by events beyond the control of managers or employees, typically, the teleworkers who is already teleworking can continue to work and will not need to be granted excused absence. However, excused absence is applied accordingly to teleworkers as stated in section 5.8. (Also see the revised Hazardous Weather information sheet). If a teleworker encounters a situation during a period of excused absence where he/she is prevented from working from home (e.g., power outage), then the excused absence may be authorized, but HCM should be notified (through HR Help, x3230).

**Q. Can I care for my dependents while teleworking?**

- A. Participation requirements for teleworking include that dependent care arrangements are in place (if needed). If the family member is ill, the employee should not be responsible for direct care while also trying to telework. If the employee is on maternity/paternity leave, there may be times throughout the day when work can be accomplished by teleworking, (i.e., while the baby is asleep), to save use of leave and help with work/life balance. (Arrangements for teleworking while a dependent (child or elderly) is in the home should be discussed and approved by the manager). The revised telework agreement form includes in the terms and conditions: *Dependent care arrangements, e.g., child care, elder care, or care of any dependent adults, are in place because I recognize that I may not use telework as a means for dependent care.*

**Q. What if I need supplies or IT equipment to telework?**

- A. Employees may obtain typical office supplies such as pencils, paper, paper clips, file folders from the traditional work site. The employee is responsible for transporting these supplies, and returning any unused supply. BPA will not compensate employees who purchase their own supplies. The employee’s workgroup will provide consistent and cost-effective parameters for IT equipment or other specific equipment needs. BPA is not obligated to provide equipment for both the employee’s official duty station and an alternative worksite, with the exception of long distance charges associated with the

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employee’s official duties, such as a calling card. Please review section 5.10 for further guidance on equipment, expenses and supplies.

**Q. How do I request IT equipment or remote access?**

- A. For loaner equipment, please submit the loaner pool request form (BPA F 1370.12e) to the IT Help Desk. To request a replacement for the desktop computer for a laptop computer or other IT equipment, please submit the Technology Resource Request (TRR) (BPA F 1370.11e) for manager approval then to the IT Help Desk. Please visit the Remote Access website at [https://connection.bud.bpa.gov/workplace-resources/IT-service-desk/ITUserGuides/RemoteAccess\\_GettingStarted\\_UserGuide.pdf](https://connection.bud.bpa.gov/workplace-resources/IT-service-desk/ITUserGuides/RemoteAccess_GettingStarted_UserGuide.pdf) for further information.

**Q. If one of my employees was determined ineligible to telework under the requirements of the Telework Enhancement Act, can he/she still utilize a BPA electronic device, laptop computer or have remote access while on travel status, during duty hours or after their duty hours at home?**

- A. Generally, yes. The term telework does not include any part of work accomplished while at your official duty station, while at another authorized site during duty hours, i.e., field station or office, while on official travel, or during non-duty hours (even if performed at home). Note: Work performed during non-duty hours may be compensable as overtime/compensatory time, with prior manager approval, and is recorded as such, but is not reported as teleworking).

**Q. What about safety concerns at the alternate worksite?**

- A. Upon approval of the agreement, managers should emphasize that the alternative work site must be safe and conducive to getting work done. If there is reason for concern, the manager will document their concern, meet with the employee to discuss, and can request to inspect the home workstation only if the necessary (within 48-hour notice during the employee’s tour of duty hours.) Employees should notify their manager if obstacles arise that could adversely impact their ability to work in a safe or healthful manner.

**Q. What if I have a medical condition or need reasonable accommodation to telework from home?**

- A. Specific equipment may be provided as a request for a medical condition, recovery from an on the job injury (OWCP) or for reasonable accommodation. If you need to request equipment for one of these reasons to telework from home, please contact your

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manager, HR Help (503-230-3230), or send an e-mail to the Reasonable Accommodation Outlook mailbox ([ReasonableAccommodationRequests@bpa.gov](mailto:ReasonableAccommodationRequests@bpa.gov)). Further information is available at the Reasonable Accommodation website at <https://connection.bud.bpa.gov/employee-center/reasonable-accommodation/Pages/reasonable-accommodation.aspx>.

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## FREQUENTLY ASKED QUESTIONS (FAQ's) cont.

### TELEPHONES

#### **Q. Can I forward my work phone # to my home or personal cell phone?**

**A.** Yes. Per the Voice and Video group, you may forward your work phone to your home or personal cell phone when you telework. Refer to the [Voice and Video](#) link under the Workplace Services tab on the BPA Connection home page for a complete list of forwarding options. It is recommended that you also update your work voicemail with your contact information to inform callers of your alternate contact phone number. Another option is just make your BPA cell phone your primary phone if you are not routinely at an assigned desk.

- ❖ **Per Section 5.10, J & L:** For other costs associated with remote access or phones, Employees may be provided BPA-furnished calling cards for long distance calls based on approved business needs. BPA will not provide or maintain or pay for or reimburse for telecommunication services (such as internet access via a personal cell phone, DSL, cable modem, dial-up, etc. or home telephone expenses) to support teleworking from a non-BPA work site, except for long-distance charges that are required as part of the employee's official duties.

#### **Q. Do I have to give out my personal cell or home phone# when I telework?**

**A.** No, but this should be taken into consideration when requesting and approving telework.

- ❖ **Per Section 4.E.6:** Ensure that communication requirements and methods are established prior to teleworking (and maintained during teleworking) that facilitate communication with the employee's manager, impacted work group and other collaborative partners.

#### **Q. If I telework on a regular basis or from a remote location, will I automatically get a BPA cell phone/device?**

**A.** No, the provisioning of a BPA cell phone or device is at manager's discretion. This should also be a consideration when requesting/approving teleworking.

- ❖ **Per Section 5.10.L:** The employee's workgroup will provide consistent and cost-effective parameters for IT equipment or other specific equipment needs. BPA is not obligated to provide equipment for both the employee's official duty station and an alternative worksite, with the exception of long distance charges associated with the employee's official duties, such as a calling card.

#### **Q. If I decide to share a work station, will we need a separate desk phone and phone #?**

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**A.** Currently, each employee will have their own phone and phone number assigned. It is suggested that you should also include your BPA or personal cell phone # as a second contact phone number.

**Q. If I telework from a remote location and call into a meeting, how do I avoid long distance charges?**

**A.** You can request a calling card from the Telephone Office, or set up a phone bridge to include a toll free#. Employees can also call the BPA Toll Free number 866-879-2303 and the operator will connect you to your call.

**PRINTING**

**Q. (a). Can I print while teleworking at home? (b). Are loaner printers available from the IT Help desk? (c). While teleworking from home, can I send work related documents to my home e-mail to work on and/or print from my personal, non-government printer?**

**A. (a)** Employees should refrain from printing government related documents while teleworking from home. Employees should take active steps to print at work any documents they will need hard copy prior to engaging in telework status. Efforts should be taken to minimize printing and paper usage and employees should not be incurring additional costs associated with printing and printer cartridges. Employees will not be reimbursed for these costs. The Cyber Security and Information Security office are still developing policies on this subject.

**b.** Per the IT Help Desk, loaner printers are no longer available.

**c.** No. Generally, government work should be performed on government approved systems or within BPA approved methods (myPC, RSA token, etc.). Specifically, documents containing sensitive information should only reside and be exchanged between approved systems. Likely, your home computer is not approved nor does it meet cyber security requirements. Teleworkers should not be e-mailing government information/documents to personal email accounts for the purposes of working on them at home or printing them.

**Q. How long will my print job be available to a shared printer?**

**A.** For the Konica and Xerox MFP's secure print function: On the Konica's it will delete (purge) the job after 24hrs, since they ordered the MFP without HD's we cannot set up user boxes to hold print jobs.

On the Xerox 7535 WorkCentre's the secure print job stays in the machine until the client deletes it.

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## IT/EQUIPMENT

### **Q. What type of devices will be available for the myPC migration?**

A. There are 2 types of thin clients:

- Fixed thin client – Small box that sits on your desk (cannot be taken home)
- Mobile thin client – Looks like a laptop (can be taken home)

The type of thin client that an end user will receive will be driven entirely on workflow and business requirements (see reference below). The default is for a user to receive a fixed thin client. Mobile thin clients are reserved for employees that will require internal mobility (such as a project manager or admin. assistant).

- ❖ **Per Section 510.L** BPA is not obligated to provide equipment for both the employee's official duty station and an alternative worksite. Any equipment that is disbursed will be documented on the Telework Agreement.
  - The IT group will provide a pool of laptops or similar devices for situational teleworkers who telework 1-6 times per month. This equipment may be checked out and returned for each occurrence of teleworking.
  - The IT group will provide a laptop or similar device (replacing desktop) for each teleworker who teleworks on a regular, recurring basis or more than 6 times per month.

### **Q. Can I use my home computer while teleworking?**

A. Yes. Beginning March 29, 2013, all users will have access to myPC from any device (Windows, Mac, Android, Linux, etc.) capable of running Citrix Receiver (a free web browser plug-in). This will provide everyone with remote access to Windows 7, Office 2010, Internet Explorer 8, and basic productivity tools.

## myPC

### **Q. Will I have access to ALL of my data at home with myPC?**

A. No. You will only have access to data that you have saved on the network (SharePoint sites, and mapped network drives such as *H:* & *W:*). If you have saved documents and data to the hard drive (*C:*) of your BPA computer, you should move it to a network location. This will ensure that you have remote access via myPC.

### **Q. Will I have access to ALL of my applications at home with myPC?**

A. No. myPC will provide everyone with remote access to Windows 7, Office 2010, Internet Explorer 8, and basic productivity tools. While not all workgroup and individual

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applications are available, users can be productive while teleworking with the default applications and tools available via myPC.

**Q. Is myPC secure? Can you see what's on my home computer?**

A. myPC complies with Federal data encryption requirements (FIPS 140-2) and NIST security guidelines (US Government Configuration Baseline). Given the technology, your home computer is only used as a terminal to view the myPC desktop running in the BPA data center. While all server activities are logged, BPA cannot view or control your home computer.

**Q. What type of Internet access do I need to use myPC?**

A. myPC is compatible with standard broadband Internet services (DSL, cable modem, fiber optic, wireless 3G/4G/4G LTE, etc.). Legacy dial-up Internet services are not recommended or supported.

**Q. I have an old computer. Can I still use myPC?**

A. Given the technology, your home computer is only used as a terminal to view the myPC desktop running in the BPA data center. As long as you are running an operating system that can support Citrix Receiver, the age of your computer should not inhibit you ability to access myPC.

**Q. What if I need further assistance during the myPC migration?**

A. A representative from Client Support will schedule a time to assist you with configuring your monitors and printers. During the "soft launch" if you experience technical issues, please contact the Help Desk (ext. 4357).

**Q. Why don't I get sound from my mobile or thin client device?**

A. Due to performance issues in the back office servers, custom sounds have been disabled. These devices do not come equipped with speakers. External speakers or headphones will be required for audio. For further information go to the myPC FAQ's at <https://connection.bud.bpa.gov/workplace-resources/IT-service-desk/Pages/IT-Service-Desk.aspx>.

**Q. How do I setup a printer?**

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- A. There are many printers available throughout the network. Depending on your location, you can setup a printer in **myPC** by double-clicking the printer in an alphabetical list. Display the list of available printers in your location: 1. HQ, click the link [\\pihp001\](#); Vancouver, click the link [\\piep001\](#); Field sites, click the link [\\piep002\](#). 2. Double-click on the printer you want to use and a driver will be loaded and set as the default.

**HOURS OF DUTY**

**Q. Can I work an official compressed work schedule (e.g., four 10-hour days) to decrease the amount of time I will utilize office space or share a work station?**

- A. Under current policy, employees on a flexi-schedule may request to earn/use credit hours beyond their basic work requirement to adjust their weekly work schedule.
- ❖ Per Desk Reference 410-06-02, 5.1.D: If a flexi-schedule employee requests a compressed work schedule, it must include justification that the compressed work schedule is more suitable to accomplish business operations needs, and establishes the basic 80-hour bi-weekly work requirement to be completed in less than 10 workdays, e.g., four 10-hour days. A compressed work schedule must be approved in writing by the Tier 1 or equivalent manager (or any VP). The request to establish such a schedule is sent through Labor Relations, and may also require negotiations with the appropriate bargaining units.

An approved compressed work schedules is typically established by means of documenting coverage in a separate MOU or policy. (A part-time employee may also work an approved compressed schedule.) Note: Labor Relations must also be notified prior to changing an employee’s work schedule back to a flexi-schedule or other type of work schedule, and must justify a business operations need.

**INFORMATION GOVERNANCE AND LIFECYCLE MANAGEMENT (IGLM)** describes the policies, strategies, processes, practices, services and tools used by an organization to manage its information assets through every phase of their existence, from creation or receipt, through their useful life to final destruction or disposition to an institution approved for archival deposit of Public Records by the National Archives.

BPA's IGLM policies cover **ALL BPA** business-related recorded information existing or newly created in ALL formats or media regardless of physical form or characteristics (media-neutral). This includes but is not limited to: paper, negatives, photographs, drawings and microfilms (physical recorded information), as well as audio/video recordings, data and recorded information held on servers, computer, portable computers, memory sticks, personal digital assistants and mobile phones (Electronic Information). You can access policies guidance and tutorials through the link above. Also, required Web-Based Training will be available beginning in April and the IGLM team is available for information asset planning.

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**Q. Can I use my personal SmartPhone or iPad that links up to my BPA device to send or store BPA documents?**

**A.** Please refer to the IGLM Manual and Training at the link below. Portable devices (including PDA, Smart Phones, etc.) are used primarily for communication and should maintain only the minimum information assets needed to perform work responsibilities as they have a security risk.

**RESOURCES**

**INFORMATION PROTECTION** – An employee-owned home computer system may be used offline (without remote access to the BPA network) to create or edit (not print) unclassified documents, i.e., non-official use only, non-sensitive, or non-critical infrastructure-related documents. For consultation on what types of documents are considered official use only, sensitive, or critical, please talk with your manager or visit BPA Security & Emergency Response

You may also contact the Information Protection Outlook mailbox.

- INFORMATION GOVERNANCE & LIFECYCLE MANAGEMENT (IGLM)
- EXCHANGE 2010 FAQ'S
- IGLM MANUAL AND TRAINING
- IT HELP DESK - FAQ's
- LIVE MEETING Guidance
- SLMO Offsite Work Information (Contract Workers)
- TELEWORK Resources – Training, FAQ's, Participation Dashboard and further information.
- USING myPC FAQ's
- Office 2010 self-help modules Office 2010 Support.
- A representative from Client Support will schedule a time to assist you with configuring your monitors and printers. During the “soft launch” if you experience technical issues, please contact the Help Desk (ext. 4357).

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