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## IT Systems Access for Furloughed Employees FAQs (US/Puerto Rico)

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**Q. Do I need to return my Hubbell devices (laptop, phone, etc.) while on furlough?**

A. No. You can keep your devices with you.

**Q. Will my company-issued phone be disabled while I am on furlough?**

A. No, your phone will work, but you will not be able to access Outlook on your phone or your laptop.

**Q. When does the shutdown period begin and end?**

A. The shutdown will run from Saturday the week before your furlough through the Saturday night before your return. The specific times on the two Saturdays will vary and there will not be notices of system shutdown or reboot.

**Q. What steps do I need to take to have my access turn on before I return to work?**

A. None. This will happen automatically.

**Q. What if for some reason my system access is not shut off when I'm on furlough? If I can access Hubbell systems, does that mean I can still work in those systems?**

A. There may be a delay of your systems being shutdown or another issue. Regardless of whether or not you still have access, while on furlough you are prohibited from doing any work for Hubbell. If your access is not fully shut down, you are still not permitted to access any Hubbell systems or perform any work for Hubbell while on furlough.

**Q. If I have a personal device with AirWatch installed will I be able to access systems?**

A. Personal mobile devices that have AirWatch installed will still work during furlough. You will not have access to Microsoft Office services, which includes email.

**Q. Can I forward my work emails while on furlough?**

A. Yes. You can forward your emails to your backup while on furlough. You must add the forwarding rule to your outlook account prior to end of day Friday week prior to your furlough.

**Q. Can I use an out of office email response while on furlough?**

A. Yes. Here is an example of an appropriate out of office alert for you to use:

*I am currently out of the office and will be returning on [Insert Date]. I will not have access to my email or voicemail and will not be available to respond to your message during this time. Should you have an immediate need that cannot wait until then, please contact [Insert Name and Contact Information].*

You will need to load this message and activate your out of office alert on the Friday prior to your leave, as your access will be shutdown on Saturday.

**Q. If I receive a call from a customer or vendor while on furlough, what should I do?**

A. You should not answer any work-related calls while on furlough. Please update your voicemail greeting to reflect the email out of office alert above.

**Q. What if my manager calls or texts me with work assignments when I'm on furlough?**

A. You should not respond to any work-related requests while on furlough.

**Q. What if my manager or a colleague calls or texts me just to say hi and see how I'm doing?**

A. Non-work calls and communications are permitted.

**Q. While I'm on furlough, how will I approve my employees' hours?**

A. Prior to your furlough, request proxy for your designated backup to approve hours in eTime on your behalf. You can do this by submitting a ticket to the Service Desk.

**Q. While I'm on furlough, will I be able to access iPay to view my paystub?**

A. Yes. The iPay app will still be accessible. You can find a Quick Reference Guide outlining how to download the iPay app in the QRG tile on myHubb or from your HR Business Partner.

**Q. While I'm on furlough, what do I need to do to ensure myHubb actions I am a part of are taken care of?**

A. myHubb allows you to assign a delegate to take action on transactions on your behalf while you're out of the office. This must be set the week before your furlough. You can find a Quick Reference Guide outlining how to assign your delegate in myHubb under the QRG Tile.

**Q. While I'm on furlough, will I be able to access my benefits information?**

A. Yes. You can access your benefits information at [www.hubbellbenefits.com](http://www.hubbellbenefits.com).

**Q. If I have scheduled jobs on SAP systems will those jobs still run?**

A. Yes, your user account while expired on the network during furlough will not impact jobs from running on the SAP systems.

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What to Expect Before, During and After your Furlough **NEW**

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**What to Do Before You Leave for Furlough**

- Make sure you have a backup while you are out
- Setup your out of office alert with a rule to forward mail if needed. Please note that Hubbell email cannot be forwarded to external email, only another Hubbell email address.
- Try not to open ticket last minute, they may not be completed if there are questions.
- If you are an owner of a Teams site, please add a co-owner and make sure you are not out at the same time).
- No changes will be made to your SAP account.
- No changes will be made to your network account (besides being disabled).
- No changes will be made to your Office 365 license.
- If you have any tasks or services that use your network account they will not work.
- BitTitan account is added as owner to all teams as a service account during this time.

### **What is not Available to You During Furlough**

- Outlook (desktop or mobile app)
- Okta Web mail
- Myhubb
- VPN
- SAP
- Teams
- OneDrive
- ServiceDesk – Please do not call in to open tickets or questions; they will not be processed during this time
- You will be removed from all Teams, whether you are a member or owner. Be sure to set another owner for your Teams.

### **What is Available During Furlough**

- Your company cell phone service
- Your distribution lists will continue work but no one can be added during this time
- If you are an owner of a shared mailbox no one can be added to that shared mailbox during your leave
- If you host a recurring Webex meeting, the meeting will not start unless someone else can enter your pin
- If you host a Teams meeting, depending on how it is setup anyone can start the meeting. Go [here](#) to learn more.
- If you host a recurring Skype meeting, depending on how it is setup anyone can start the meeting. Go [here](#) to learn more.
- Mail will continue to come into your Outlook mailbox while your access has been suspended
- If someone has access to your mailbox they will be able to see your mailbox and any new messages. They can reply to those messages if you have enabled send on behalf access. To set this up submit a ticket to the Service Desk prior to your leave.

### **What to Expect When You Come Back**

- You will see all the emails that came in when you were on furlough
- In Okta it will show apps as New. You will need to re-add back any apps you had manually added to your dashboard
- OneDrive will run a sync of your pc files
- You will be added back to your Teams whether you were an owner or a member