

# Question and Answers

## Telecomm Paperless Cellular Invoices

#	QUESTIONS	ANSWERS
1	What can't I log in with my Single Sign-on username and password?	You may have not been set up. Have your administrator fill out an access request form (found at the cellular website) and email to <a href="mailto:cellularunit@lausd.net">cellularunit@lausd.net</a> .
2	Why can I only see my location code? I need to view additional locations.	By default, the online system will only give you access to your payroll cost center. If you need access to other location codes, please have your administrator approve the access request form and list all cost centers needed.
3	How long will the invoices be available for online viewing?	Invoices will only be available for 12 months. You can download them to your computer for future reference.
4	Will I continue to receive paper copies by school mail?	No. We will discontinue paper copies after October 2011.
5	What do I do with the users that have gone over their plan?	Review each overage individually. It is possible to have a legitimate business reason for each overage. You should print out the invoice and have the user identify any personal use and issue a reimbursement when they have gone over their calling plan. Please see <a href="#">Bulletin 1612.4 Acquisition and Usage of Cellular Telephones and Wireless Broadband Air Cards</a> for guidelines and reimbursement form.
6	There are cellular numbers and/or users that I do not recognize. How do I get them identified or removed?	Contact the Cellular Unit at 213-241-0505 or email <a href="mailto:cellularunit@lausd.net">cellularunit@lausd.net</a> to find out who authorized the purchase. Corrections will be made in the system after the Cellular Unit has been notified.
7	There are users that retired or no longer work at my location. How do I remove them?	Visit the <a href="#">Cellular Unit website</a> for the appropriate forms. In this case, you would submit a <b>Cellular Disconnect</b> form for the retired person or have the new location submit a <b>Cellular Change Location</b> form for the transferred individual.
8	Will we get an email alert when new invoices are ready on the system?	Yes, every user with access will receive an e-mail when the most current invoice has been added to the system.
9	How do I update the username when a device is re-assigned to another person?	Visit the <a href="#">Cellular Unit website</a> for the appropriate form. In this case a <b>Cellular Name change/Password Reset</b> form would need to be submitted.
10	How long will it take for name changes to post to the paperless billing site?	It may take 1-2 billing cycles to reflect changes to "Account Name" which is updated monthly from our vendor's website.