



# Electronic System Access During and After a Leave of Absence

## MyElectronicAccess (MEA) Reference Document/Job Aid



### Purpose

This document is intended to provide you general information about the types of electronic access that may be impacted during your leave of absence and what steps to take to restore access in preparation for your return or after you've returned to work. This does not include Physical Access.



### Guidelines

- 1. Start Leave:** Electronic access is disabled when a Start Leave action (see **Table 1**) is completed in SAP.
  - When the Start Leave action is completed, within an hour, all network access is disabled during the duration of absence—meaning, you can no longer access the internal PG&E network.
    - In addition, you will not be able to log into your device (company-issued laptop and/or mobile device or a personally-owned iPhone or iPad) to access items on your desktop/C-drive.
  - Access to the external portal, PG&E@Work for Me, will continue to be available.
    - To access the portal at [myportal.pge.com](http://myportal.pge.com) using a Chrome or Edge browser
    - If you are a chief, when the Start Leave action is processed, this designation will be removed in SAP.
    - Note: Access will be suspended due to inactivity at 60 days. To re-enable access, you will need to contact TSC 415-973-9000.
  - You can send and receive phone calls and text messages from your company-issued phone, if applicable.
    - You cannot send/receive/view emails on your company-issued phone.
  - Access to other applications and systems may be impacted when your network access is disabled or inactivity with the system/application. Please see **Table 2** for examples of access that could be impacted.

**Table 1: List of the SAP actions that trigger the disabling of access:**

Start Leave with or without Pay	Start STD with Supplemental pay/VP Disability Pay	Start Workers' Comp
Start Paid Family Leave (PFL)	Start Short-term Disability (STD)	

- 2. Return from Leave:** Electronic access is restored with the Return from Leave PCR.
  - Your supervisor must complete the return from leave PCR for electronic access to be restored.
    - The PCR should be submitted 2 days in advance to prevent issues the day of your return.
  - When the PCR is completed (submitted, approved, and processed) in SAP, within an hour, access to the PG&E internal network is restored.
    - After network access is restored, access to your email may take up to two hours

- to sync
- You may need to contact TSC and submit separate requests to restore access to certain applications and accounts disabled during your leave.
  - If you are a chief, your leader will need to re-designate your “chief” status in SAP upon your return to work. This is not an automated process.
  - See **Table 2** for examples of the types of systems and access disabled, what is restored automatically by MEA, and who to contact if access is not automatically restored.

**Table 2: Types of Access Disabled During Leave and Restored Upon Return to Work:**

System/ Application/ Account <sup>1</sup>	Disabled/ impacted?	Auto- restored with Return PCR?	Who to Contact to Fix/ Restore	Contact Details and Other Important Information <sup>2</sup>
<b>Network access (e.g., login to network, email)</b>	Yes	Yes	TSC	Call 415-973-9000  Once network access is enabled, submit a ticket: <a href="http://wwwt2/MyITServices/">http://wwwt2/MyITServices/</a>
<b>SharePoint sites; OneDrive; All Network Drives</b>	Yes	Yes	TSC	Call 415-973-9000  Once network access is enabled, submit a ticket: <a href="http://wwwt2/MyITServices/">http://wwwt2/MyITServices/</a>
<b>SAP</b>	No	Depends	TSC	Access to SAP is based on network access rights. Restoral can be impacted by any training that is out of compliance (HIPPA, NERC/CIP, etc.) or as part of a quarterly/semi-annual/annual role recertification campaign.
<b>Visio, Adobe</b>	Yes	Yes	TSC	Software ordered from ITStore and not used in 45 days or longer may be removed. If this happens, you can go to ITStore to re-request software.
<b>Company Credit Card</b>	Yes	No	PG&E Credit Card Administrators	Call Accounts Payable 415-973-0510 or email <a href="mailto:APCreditCardConcurSupport@pge.com">APCreditCardConcurSupport@pge.com</a>  Once network access is enabled, review <a href="#">How To Apply For a Corporate Credit Card</a> job aid.
<b>RSA token</b>	Yes	No	TSC	Call 415-973-9000  Once network access is enabled, submit a ticket: <a href="http://wwwt2/MyITServices/">http://wwwt2/MyITServices/</a>
<b>Fuel Card PIN</b>	Yes	No	Fuel Card desk	Call 925-415-6535 or email <a href="mailto:FuelCardDesk@pge.com">FuelCardDesk@pge.com</a> if a fuel card doesn't work
<b>E-page</b>	Yes	No	TSC	Re-request access once network access is enabled: <a href="http://wwwt2/MyITServices/forms/intake/138">http://wwwt2/MyITServices/forms/intake/138</a>

<sup>1</sup> Once access is restored, you may still need to complete any required training associated with the application, depending on length of absence.

<sup>2</sup> You will need PG&E network access to view the information on the websites listed.

**Table 3: Definitions**

Name	Description
<b>Physical Access</b>	Access that allows you to enter buildings, gates, substations, physical sites, with your access card or gate key.
<b>Electronic Access</b>	Access to the internal PG&E network that allows you to access email, systems and applications such as SAP.
<b>PCR</b>	Personnel Change Request
<b>MEA</b>	MyElectronicAccess