



### How do I setup my eSignature Password?

All Contractor users will be required to e-Sign their payrolls prior to submitting through LCPtracker. Also an e-Signature is required when you upload documents under the eDocuments navigation tab. Under the Set Up navigation tab, you will click on the Edit/Reset eSignature button. You must follow the Password Rules when creating or changing your eSignature.

**NOTE:** Your log in password and your eSignature are two entirely different items in LCPtracker. You may create your eSignature password to be the same as your login password. It is entirely up to you if you wish to do this. Also, keep in mind creating or changing your eSignature password or your login password does not create or change the other!

### How do I certify my payroll?

The LCPtracker certified payroll entry process is setup in 3 steps.

**Step 1 – Payroll Records.** This step requires you to enter your historic payroll data into the LCPtracker system from your historic payroll data. There are 4 ways to get your payroll records into the system (Manual Entry, Copy Previous Payroll, Upload using Excel template, or DPI Upload (Direct Payroll Subscription Upload).

**Step 2 – Notices.** Once all payroll records have been entered into LCPtracker, the system will run 56+ checks over the payroll data to ensure that project compliance has been met. If an error has been identified and the notices are set to display at the contractor level, the system may require you to correct the error prior to allowing you to certify your payroll.

**NOTE:** Your notice area should be clear of all payroll and daily reporter notices (if daily reporter is enabled).

**Step 3 – Certifications.** After all notices have been cleared, the system will allow you to certify your payroll. You will need to select the project, whether you are certifying a payroll for work performed week, non-work perform week, or non-work performed multiple weeks. You will enter your company's week end date, payroll number, name of the person certifying the payroll and their title.

Select Next and complete the statement of compliance. Enter your eSignature Password, and if this is the final payroll, check the final button. Click save to complete the certification process.



## FREQUENTLY ASKED QUESTIONS

### Can I merge my accounts?

Yes, in the past, if you worked on multiple accounts in LCPtracker, you were required to have multiple User Id's and passwords. LCPtracker has enabled multiple assignments and it is now possible to have one User Id for multiple accounts. To merge LCPtracker accounts, one needs to complete a MERGE REQUEST FORM (Merge Request Form is found in Training Materials) and submit it to support by email ([support@lcptracker.com](mailto:support@lcptracker.com)). It will take 24 – 48 hours to process your merge request.

### How do I register for Contractor Training?

Once you have been setup by the PRIME CONTRACTOR or AGENCY, you are eligible to attend the LCPtracker Contractor Training class. The class is available on demand. You will need to select the BOOK NOW button on the main screen to enroll in your training class. Follow the instructions.

NOTE: Contractor training classes are free of charge.

### Can I view my subcontractors certified payroll?

Yes, all contractors can view their lower tier subcontractor's payroll.

You will select the Reports Tab and then select the Certified Payroll Report Button.

Once the Project, Contractor, and Sub To have been selected the system will product all payrolls that meet that criteria.

NOTE: You will only have access to payrolls for your lower-tier subcontractors and their lower tiers.

### How do I reset my login password?

If you have forgotten your login password, you have the ability to reset it. At the login screen, click the Password Help link. It will open up an area where you will enter your User Id and email address. Once submit is clicked, the system will send you a link to reset your password.



How do I enter a non-performance work week payroll?

During the course of a construction project, there may come a time where construction will be delayed or halted for a week or multiple weeks due to weather or unforeseen construction circumstances. During that time frame, you will be required to submit non-performance certified payroll.

To create that non-performance payroll in LCPtracker, you will need to select the Certification Tab. You will select the Project, select No Work activity to be reported for this week or for multiple consecutive weeks, select Week End Data, enter the Payroll Number, enter the Name of Person Certifying and Title. Click the NEXT button.

Complete the Statement of Compliance and enter your eSignature Password.

How do I edit or change the week end date?

There are many areas that can be edited in a certified payroll. Unfortunately, the week end date cannot be edited. If you submit payroll records for the wrong week end date, you must delete the records and re-enter them.

I do not see my classification listed in the drop down menu, how do I get it added?

Depending on the project, there are steps to get wage classification added including apprentices. Each step must start with the admin of the database. If you do not know who the administrator of your project is, please click on the Projects Tab, find your project and click the Show Info button.

How do I add an additional certified payroll administrator to my account?

At LCPtracker, we suggest that you do not share login user ids. LCPtracker provides the ability to create a user id for any additional users. Under the Set Up Tab, the main user will click on the add additional user button. Enter the new user's name, email address, and phone number. Click Save. They system will send the new user a User ID and temporary password.