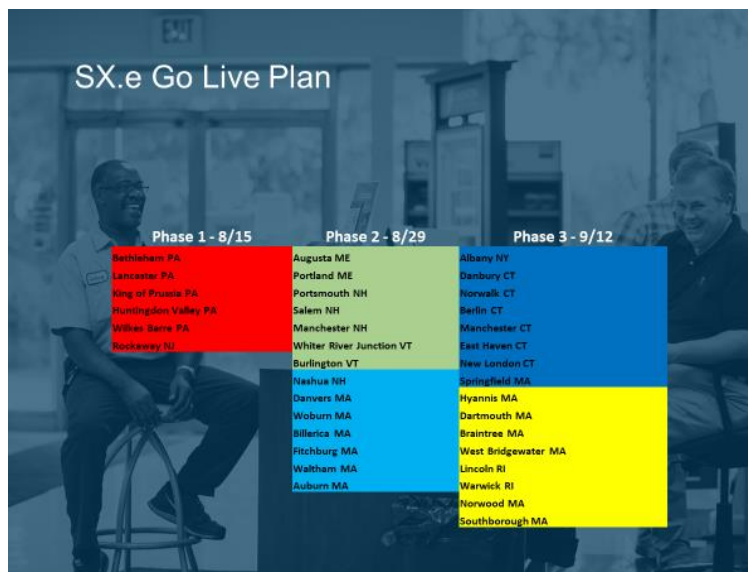# Associate IT Updates
Launch Guide

Becoming One Lansing

As with many aspects of our new partnership, we are fortunate to be able to leverage technology strengths throughout Lansing to build an overall solution that enables our associates to deliver best in class service to our customers.

This guide is intended to address the key points of our phased technology cutover beyond the conversion to Infor SX.e that is already underway, to make your transition to these other new systems as smooth as possible. These changes will take place on a phased basis between mid-August and the end of September, most in alignment with with your branch's cutover as noted below:

Be sure to pay particular attention to the "**Action Required**" sections of this guide so that you understand actions you need to take.

Where to Go With Questions

If you have a question that's not covered in this guide, please refer to the Partnership Portal, where we will continue to provide updates on the status of the phased cutover.

You can also contact the Help Desk at HelpDesk@lansingbp.com or by calling 804-266-8779 and selecting Option 4.

What You Need to Know: System Access and Logins

Phone System

New Extensions

All Northeast extensions – both branch and home office - will change over to Lansing's phone system. As our branches/home office go live on Lansing's phone system, the Directory on lbpassociates.com will update that weekend. The branch listing should not be changing. A full listing of new extensions can be accessed here: IT Changes -New NE Extensions

As respective branches go live, they can use their new extensions to call each other. However, branches that have not yet gone live, or are contacting a branch that has not yet gone live, will need to use the existing phone number until both are live.

> **Action Required – Update Phone Contact Information:** Please be sure to update your contact information in your email signatures (desktop and mobile), business cards and anywhere else you reference your contact information no later than your location's scheduled cutover date.

Finesse Login

With each branch cutover, branch users will need to establish new logins for the Finesse call system.

> **Action Required – Connect and Create Finesse Shortcut:**
> On your location's cutover date, create shortcuts on your desktop to the following:
> - https://lbp-uccx1.tedlansing.com:8445/desktop
> - https://lbp-uccx2.tedlansing.com:8445/desktop (backup server, but shortcut should be established for both)
>
> With your phone up, log in by entering your credentials as follows:
> - User = Extension
> - PW = lbp+ extension
> - Extension = Extension

System Access

Infor SX.e

Remote/sales associates should have their laptops configured for the live system immediately before their region's cutover.

> **Action Required – SX.e Setup:**
> Come into your local branch the Friday prior to your scheduled Saturday cutover for laptop configuration.

SalesForce (SFDC)

SalesForce data will not be synced with Infor until the completion of all three phases (mid-September), so please keep in mind that while your assigned accounts will be moving, sales data in SFDC will not be updating during this time. SFDC logins will not be changed until the three phases are completed.

Andersen IQ

Users will need to begin using Andersen Access, the web version of Andersen IQ, to place orders. Andersen has provided instructions on how to register, which can be accessed here: How to Register for Andersen Access

Centerpoint/ClearWin

While your login credentials and the overall functionality of the software is not changing, there are a number of changes to keep in mind when managing window and door quotes in the system after the cutover. The procedural documentation detailing these changes can be accessed here: IT Changes - Centerpoint

Pricing App

A new Pricing App is in development and will be located on LBP Associates intranet. Look for more information as this is completed.

Active Directory Logins

After your scheduled cutover, you will now need to login to your computer with your Lansing Active Directory credentials. This will be your firstname.lastname and the password you've created for your email.

DUO Multi-Factor Authentication

You should have already gone through the setup process for Lansing DUO to ensure security when accessing the Lansing network and Office365 remotely.

For the short term, you will still have both Harvey DUO (for Cisco AnyConnect VPN) and Lansing DUO (for Fortinet VPN). Harvey DUO will enable read access to SAP for a short period after cutover, as well as Harvey SFDC access prior to the Lansing SFDC cutover, targeted for mid-September. At that point, your Lansing DUO will be required for remote SFDC access as well.