Labor Monitoring and Compliance (LMAC)
Frequently Asked Questions

What is LMAC?
LMAC is a no-cost, convenient payroll reporting service provided by New York City Housing Preservation and Development for use by approved contractors of State and Federal prevailing wage regulated construction and housing related contracts.

LMAC "is designed to streamline the reporting and monitoring process of State and Federal prevailing-wage laws, including the Davis-Bacon Act. LMAC is collects electronic certified payroll data and automatically verifies it against applicable prevailing wage rates."[1]

Recommended System Requirements:[2]

- Processor: 1 gigahertz (GHz) or faster with support for PAE, NX, and SSE2
- Hard Disk: 500 MB free
- RAM: 1 gigabyte (GB) (32-bit) or 2 GB (64-bit)
- Graphics Card: Microsoft DirectX 9 graphics device with WDDM driver
- Web Browser: Internet Explorer 9.0 or higher, Firefox, or Chrome

Recommended Internet Settings:
We recommend adding the website address used to access LMAC, to the users' "Trusted Sites" list on their computers. This will help the website load more quickly. See the Contractor or Agency User's manual for specific details.

Username/Password Questions:
1. **What are the password requirements?**
   Passwords are not case sensitive and must be at least 8 characters long.

2. **Do I have to change my password periodically?**
   Yes, every 90 days.

3. **What happens if I forget my password?**
   Click on the "Forgot Password?" hyper-link on log-in screen. User will be asked to enter Username and answer the security question. If answered correctly, the temporary password will be displayed on the screen. The User must highlight the temporary password and COPY (CTRL + C). Then, click the *Back to Home* hyper link and PASTE (CTRL + V) on the *Password* field. Upon log-in, the user will be prompted to change their password and will be given the option to change the security question and answer.
   If you cannot remember the answer to your security question, you should send an e-mail to LMUMonitoring@hpd.nyc.gov with your user name, company name, first/last name, and phone number. Include in the subject line the reason for the e-mail.

4. **I'm locked out of LMAC. How do I gain access to the system?**
   Once you are locked out of LMAC, you will have to contact your Company Administrator and have them unlock and reset your account. If you are a Company Administrator and have no other Company Administrators in your firm, send an e-mail to LMUMonitoring@hpd.nyc.gov with your user name, company name, first/last name, and phone number. Include in the subject line the reason for the e-mail.

5. **Can company employees use the same User name and Password?**
   We do not recommend this practice. Each staff member should be assigned a LMAC role, user name and password. The Company Administrator manages the users who can access LMAC.

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[1] MyLCM 2.0 Contractor User Manual, pg. 2.
[2] MyLCM 2.0 Contractor User Manual, pg. 2.

6. **Why does the User name have to be a valid e-mail address?**
   System communications are sent to the e-mail address on record.

7. **LMAC User Roles are *Data Entry*, *Submitter* and *Company Administrator*. What are the differences between the three (3) user roles?**

   - *. Data Entry:*
       o Enter certified payroll.

8. *Submitter:*
       o Submit certified payroll
       o Review certified payroll
       o Release certified payroll

9. *Company Administrator:*
       o Submit certified payroll
       o Review certified payroll
       o Release certified payroll
       o Manage user profiles

10. **How can I view the specific user's role?**
    Only a Company Administrator can view the specific user's role. See the *Contractor User Manual* for details. **The original user name that was sent to me is no longer a valid e-mail address. Can I change it?** No, you cannot, but your Company Administrator can create new users and delete the invalid LMAC user name.

General Questions:

1. **Do I have to upload my signature?**
   Yes. The system will not allow you to submit a payroll unless it is signed (electronically).

2. **Is there a limit of how many employees the database can hold?**
   No limit.

3. **How will I know when a payroll is due?**
   After the first CPR submission, you will see reminders in the *Action Items* section on the LMAC dashboard when you first log-in. You can navigate to this screen at any time by clicking on the MyLCM icon on the upper left-corner of the screen.

Managing Company/Employee Questions:

1. **While adding information into the application, I notice some fields labels are formatted bold, what does this indicate?**
   Bold field labels indicate required information. The application will not save data entered if the required fields are not filled in.

2. **As a Company Administrator, can I delete employees?**
   No, but you can disable/hide employees so they won't appear when creating a Certified Payroll.

3. **Can my firm upload employee data from Excel® to LMAC?**
   Yes, employee data can be uploaded via a *.csv file. Please send an e-mail to LMUMonitoring@hpd.nyc.gov with your user name, company name, first/last name, and phone number. Include in the subject line the reason for the e-mail.

Managing Projects:

1. **I am a subcontractor. Will my job(s) be in LMAC when I log-in?**
   Projects are preloaded in the system. If you do not have access to that project, contact your hiring contractor and request to be assigned to that project.

2. **As a hiring contractor, how can I get my subcontractor assigned to my project?**
   General Contractors and hiring sub-contractors should inform their contractors to complete and submit a *Request for LMAC Training Class* to LMUMonitoring@hpd.nyc.gov. After contractors complete the training class they will be added to the LMAC system and the hiring contractor can add the sub-contractor firm to the project.

3. **Where do the subcontractor names come from in the *Assign Subcontractor* window/ *Select Subcontractor* drop-down? Are they pre-qualified for the selected project?**
   The list consists of all contractors qualified to use the LMAC system.

Managing CPR/Payrolls:

1. **How does LMAC process Certified Payrolls once they are submitted?**
   The system compares the submitted CPR to Federal and or State wage schedules to check for wage compliance.

2. **Who at the NYC Housing Preservation and Development agency can view submitted CPR's?** Limited authorized HPD LMU staff can view the submitted CPR.

3. **Can LMAC import payroll data from other payroll applications?**
   Yes if interested, please send an e-mail to LMUMonitoring@hpd.nyc.gov with your user name, company name, first/last name, and phone number. Include in the subject line the reason for the e-mail.

Things to Know:

1. Bold lettering indicates required fields.

2. Usernames must be a valid email address.

3. To navigate within the application **DO NOT** use Microsoft Internet Explorer or your browsers' navigation buttons. Use the system menus or links to navigate the application.

4. Do not give out passwords or share passwords with anyone. Instead, create usernames for each staff member who will enter, review, or submit certified payrolls.

If you have other questions not addressed here, contact us at: LMUMonitoring@hpd.nyc.gov OR 212-863-7760.