07/02/19

GENERAL INFO

Do not pressure yourself to learn everything at once, and keep in mind that you can always ask questions. I will be available to guide you through each procedure, and other AA’s will be happy to help if I am not available. We function as a team, and have a great crew!

After you have met with the ChemE HR Rep, I will take you over to the Atlas Service Center (40 Ames Street, Building E17) so you can pick up your MIT ID card. Once you pick up your ID, your email account will be activated.

*Cindy Welch* (cinwelch@mit.edu; 253-4582)

During your first week, the AA you are replacing should:

1. Introduce you to the faculty you will be supporting.

2. Give you a list of cost objects (account numbers) and sponsor name(s) assigned to each of your faculty.

3. Introduce you to your ChemE Finance contact(s).

4. Give you a contact name from each lab who will be receptive to answering your lab-specific questions.

5. Give you a list of courses that each faculty teaches.

6. Show you where the mailroom is. (Door codes: Building 66=351#, Building 56=826#).

7. Show you how to use the copy machine and add your name so scans go directly to your email account.

8. If time permits, show you how to create a Request for Payment (RFP) and a Travel Report on the Concur System.

9. Take you to “Coffee”. Every Thursday the staff meet in room 66-360 (at 10:30 AM) for snacks and chat. This is a great way to meet other staff!
Once you have a computer, Cindy will help you set up the following accounts. (You may have to paste the links into your browser to make them work property)

1. **Apply for a Procurement Card (ProCard)** at [https://vpf.mit.edu/node/2286](https://vpf.mit.edu/node/2286)
   Follow the directions on the site above and email your completed form to Catherine Gauthier (cgauthie@mit.edu) for approval. She will send your application to procard@mit.edu, and you should receive your Visa within 10 business days.

   Fill out the application and email to Catherine Gauthier for approval. She will send your application to travelsupport@mit.edu, and you should receive your Travel Card within 10 business days.

3. **Set up a Concur Account.** Write to travelsupport@mit.edu with the following info:
   - Name of each faculty you support.
   - Ask that a delegate account be set up under your name.
   - Include a default cost object to set this up (the account will not be charged).

4. **Set up a Federal Express Account (connected to your Procard).**
   Ask Cindy to send you the Federal Express application and help you fill it out correctly.

5. **Set up an Amazon Business Account (connected to your Procard).**
   Send an email to Kim Harmon (kharmon@mit.edu) with the subject line **Amazon Business Account Set-Up Request**, and Kim will send you the link to create the account. Set up your account using Chrome (not Firefox), and add “32 Vassar Street, Room 66-xxx” as the shipping address (never use your street address).

6. **Request Gatekeeping System Authorization.**
   Write to physicalsecurity@mit.edu and request permission to manage ID card access to the labs belonging to faculty you support.

7. **Request Authority to Book Rooms.**
   Ask Jim Hardsog (hardsog@mit.edu) to authorize you to book rooms for meetings.
MISCELLANEOUS GENERAL INFORMATION

Address for Receiving Goods (Building Number is in red bold):

Building 56 & 66 Deliveries 32 Vassar Street, Room 66-xxx, Cambridge, MA 02139.
Building E17-19 Deliveries 400 Main Street, Room E17-xxx, Cambridge, MA 02142.
Building 66 Mail: 77 Mass Avenue, Room 66-xxx, Cambridge, MA 02139.

Address Changes to your MIT Directory Listing and Shipping Address:

- Shipping Address: Coupa > Your name > Settings > Address book > Choose building.
- For assistance, call Information Systems and Technology (IS&T) at 253-1101.

Booking Rooms (ChemE): Outlook Mail > Calendar > choose the room you are interested in > If the room is free, click “New Appointment” on top left.

Cleaning Services: Atlas, Service Requests, Create a Request, Account 1457000. Use to request vacuuming, general cleaning, shampoo carpet, etc.

Computer Assistance: Write to cheme-computer@mit.edu and either Jim Hardsog or Jean Belbin will respond to assist you.

Computer Cleanup: To clear old files cluttering up computer, go to the “Search” box and type “Disk Cleanup”.

Copy Machine Repairs: Contact Conway Office Products (see placard on top of your copy machine for your machine ID number and contact into).

Copy Machine Supplies (Paper and Toner): Order these online at icp-help@mit.edu.

Copy Tech: Copy Tech only asks for an account number for internal orders and sometimes you will not know about a charge until ChemE Finance asks you for backup documentation. You should occasionally remind each lab that they should send you the Copy Tech “work sheet” when they drop off an order.

Customs: Carmichael International Service (Chelsea, MA) can help with international and customs problems (confirm with Gerald Hughes). Contact James Shoreman at 617-887-1600.


Excel: A good online training site is https://www.youtube.com/watch?v=rwbho0CgEAE. Cindy can also tutor you if you need to update your skills.
FEDERAL EXPRESS

Write down your account number so you can refer to it easily.

Call FedEx at 800-463-3339 if you need assistance (they will ask for your account number).

For billing questions, call 800-645-9424.

For heavy packages or special pickup requests, call 866-477-7529.

If you have questions about your account, email Peter Cercone (pjcercone@fedex.com).

The Fed Ex box is in the basement in Building 66 (pickup is at 6 PM, no need to schedule).

You can buy bubble wrap from Staples (Cindy has some on hand if you need some).

To see shipments from past 90 days:  Shipping > Create a Shipment > Ship History.

To view or print out a bill:  Support > View/Pay Bills (may take up to 10 business days).

To Create a FedEx Shipment:

- Go to “Shipping”, create a shipment.

- #3: I use 0.20 for weight when sending documents.

- After filling out #3, you can get an estimate of the shipment cost by moving over to Rates & Transit and click “calculate”.

- #4: Make sure all the bills are charged to your FedEx account (important).

- Shipment Notifications (you should do this!): Click edit, add your email address and check off your tracking preferences. Below this section, add the recipient’s email and check off the same tracking preferences so they will know when to expect the package.

- Print label and include two copies in Fed Ex envelope.

- If you are shipping dangerous chemicals or goods, ask Brian Smith to handle.

International Shipping:

- #6: Check off “Commodity” and use drop down menu for options, OR create your own (i.e., synthetic peptides). Put in quantity, unit of measure (pieces), value. You will need to know country of origin, and Harmonized Code (Brian might know code).

- #7: Customs Documentation: Most likely you should check “Commercial Invoice”, but it is best to call Fed Ex for assistance since each country has their own requirements.
Gatekeeping System (use Chrome):
- To set up account, email physicalsecurity@mit.edu (include faculty names).
- To change room access, go to: https://citrixapps.mit.edu/Citrix/CitrixProdWeb/
- Login with your MIT email and password.
- Click CCure > CCure 800 Admin. (Add second password).

To see who is in a group:
- Personnel, Query, Clearances, click on group, click “add”.
- The lab group name will shift to the right – click lab name again and “do query”. This will display the names of everyone who can access this room with their MIT ID card.

To add someone to a group:
- Personnel, Query, enter name (faster than searching by ID number), click “Do Query”.
- Double-click name. You can add them to a room cluster by choosing the room (under Available Clearances), click add, then click OK.

Other Gatekeeping Info:
- Lab members cannot be added until they have physically pick up their ID card.
- UROP’s only have access from Monday-Friday, 9-5. Before adding a new UROP, confirm with Brian Smith that they have completed the proper lab safety courses.
- Transformative Cards: For retirees and alumni.
- Problems with Card: Ask Gerry Hughes.
- Problems with Gatekeeping System: Email: physicalsecurity@mit.edu.

Keys: Atlas > Service Request > Create Request > Keys. They will email you when ready.

Libraries: You can order copies of articles, books, find online reprints, and much more.
- Main Link: https://libraries.mit.edu/. ChemE-related books and publications are generally located in the Hayden Library.
- Dissertations: https://libguides.mit.edu/diss.
- WorldCat: https://mit.worldcat.org/.

Math Type Program / Equation Editor: Ask Cindy if you need a tutorial.
MIT Campus Map:  http://whereis.mit.edu/

Moira Email Lists: You can create an email address that incorporates multiple recipients (for instance, an email address that includes all the faculty you support).


- Under Getting Started, click “create an Athena/Moira List”.

- At bottom of page, type of list, click “Moira”.

- Create the NAME of list (do not add @mit).

- Description (this is for you).

- When you want to add someone from MIT, just type the person’s name and their email address will automatically pop up.

- For non-MIT members, type the person’s email address. When you see the address highlighted, you will have the option to add it to your list.

- To delete a Moira list you have created, you must ask IS&T to remove it (call 253-1101).

Parking Passes for Guests:

- If you need same-day parking, you must contact the Parking and Transportation Office directly (253-6510). There is no guarantee that space will be available.

- Email Leslie Boisset-Dell’Elce (lesliebd@mit.edu) for all other parking requests. Include the date, time in/out, name of guest, purpose of visit, and cost object. Leslie will email you a PDF of the parking pass, which the guest must display on their windshield.

- For special requests (i.e, parking a large truck), call David Chambers (324-7742).


Power Point: A good online training site is https://www.youtube.com/watch?v=TZfcVbKJs1E. Cindy can also tutor you if you need to update your skills.

Shipping Department (66 Vassar Street): From Basement of building 66, walk towards Building 56; at end (Building 16) go right; then take another right onto the ramp. Take first left, and the loading dock will be on your right.
Stellar Site: Personalized pages displaying class information, course-related material, announcements and other information. Call IS&T at 253-1101 if you need assistance.

Link: [https://stellar.mit.edu/](https://stellar.mit.edu/)

To Create a Stellar Site, go to link, left-hand side, “Request a Stellar Site”, choose Academic.

- Step 1: Type in the course number and semester
- Step 2: Type in Instructors email addresses (you can add the TAs later).
- Step 3: Access: Check “Only this class”.
- Step 5: Configuration: Choose “Learning Modules (LMOD) system”
- Step 6: Additional Configuration (Gradebook can be added later).
- Step 7: Agree, submit.

Stellar Miscellaneous Information (this is just an overview)

- You will receive an email when your new site has been activated.
- Students are automatically added to the site when they register for the course.
- Make sure that “OCW Archive” is not activated on the Homepage.
- To edit Instructor Info: Click “Home”, make changes.
- To see who can post, go to Gradebook, click the settings wheel on top right, Permissions, choose TA (for example) and make sure they can post.
- To create folders and post materials, go to “add New Material”, click down arrow and choose “add folder”. Under “General”, hit the pencil (edit) mark. Next, add folder, and start adding files in each folder. “Class” is default, just ignore.
- To change the title of the course, go to top of page, far right click "Settings" option, and you can change the class name and see other options for the site.
- To change the description of the course: The course description is pulled directly from the catalog and any updates should be sent to Adrienne Bruno (ChemE Catalog Coordinator) approximately six months before the course starts.
- To change the room number: First check with Adrienne in HQ to be sure we have the same information, and ask her to make the change if necessary.
- If adding an image to the site, the width and height should both be ~300-400 pixels.
- To delete a site, ask IS&T (you cannot do this yourself).
- To add someone to an archived site, go to the main site, Lookup by Subject Number, choose year, add the person and exit the site. **Important:** Go back to Lookup by Subject number again, and you will see a green box that says “Synchronize with Membership”. You must click this or the changes you just made will not take effect (even though it will look correct from your “administrative view”).
**Thermostat Settings (this is not intuitive!):** To change the temperature set point, press ▲ or ▼, then enter. To change the fan speed, press override three times quickly, then ▲ or ▼, then enter. The fan will completely shut off at 30%.

**UROP Position:** To submit a UROP opening, go to [http://uaap.mit.edu/node/2377](http://uaap.mit.edu/node/2377). All submissions must be approved by UROP staff before being posted, which may take a few days. If you need assistance, call 253-7306 or email your question(s) to urop@mit.edu.

**US Postal Mail:** Write the cost object on the top right of letter and put in lobby mailbox.

**Vacation Time:** Be sure to let your faculty know well in advance when you intend to take time off. Once everyone has acknowledged the dates, send an email to faculty confirming the dates (cc Brian Tavares and Leslie Boisset-Dell’Elce). Don’t forget to put an automated reply on your outlook account before you leave!