

01/14/20

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 cover the following:

1. Introduce you to the faculty you will be supporting.
2. Introduce you to your ChemE Finance contact(s).
3. Give you a list of cost objects (account numbers) and sponsor name(s) assigned to each of your faculty.
4. Give you a list of names, titles and appointment dates (to/from) of everyone in each lab. (It is important you know the end dates of each appointment since you will be responsible for submitting extension paperwork for everyone except students)
5. Give you a contact name from each lab who will be receptive to answering your lab-specific questions. Check to be sure someone from the lab checks the mailroom each week for student's mail. (You will pick up mail for faculty).
6. Give you a list of courses that each faculty teaches.
7. Show you where the mailroom is. (Door codes: Building 66=351#, Building 56=826#).
8. Show you how to use the copy machine and add your name so scans go directly to your email account.
9. If time permits, show you how to create a Request for Payment (RFP) and a Travel Report on the Concur System.
10. Ask where you can find the Word version of your faculty's MIT letterhead.
11. 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 properly)

1. Apply for a Procurement Card (ProCard) at <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.

2. Apply for a Travel Card at <https://vpf.mit.edu/index.php/apply-for-mit-travel-card>

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).

- Complete the [FedEx New Account](#) Form (use your shipping address, not street address).
- Email your completed form to state-edu@fedEx.com with the subject line "FedEx Education Account Setup Request". You will receive an email with your account number and info within 4-7 business days.
- Once you receive your account number, call 800-463-3339 to connect your account to your ProCard. **This final step can only be completed with the assistance of a FedEx rep!**

5. Amazon Account Orders.

You can place Amazon orders through Coupa (explained later in the Financial Guide); it is important you first delete any Amazon accounts connected to your MIT Email 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 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:

- MIT Directory: Atlas > About Me > Personal Information > edit Work Address.
- Shipping Address: Coupa > Your name > Settings > Address book > Choose building.
- For assistance, call Information Systems and Technology (IS&T) at 253-1101.

Appointments: The specifics will be covered separately by HR, but Cindy can assist.

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: For office vacuuming, general cleaning, shampooing carpet, etc., ask Gerry Hughes to put in a Service Request for you.

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 info).

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.

Courier Service (within the MIT campus): MIT has a courier service for a \$5.00 fee (call 3-6000). This might come in handy if, for instance, you need a heavy item picked up from your office and delivered to the Shipping Department.

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

Discounts and Perks: <https://hr.mit.edu/benefits/perks>.

Doodle Poll: A good online training site is <https://help.doodle.com>.

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

- Training, go to <https://vpf.mit.edu/> and type “FedEx” in the box on top right.
- FedEx assistance, call 800-463-3339 (they will ask for your account number).
- FedEx 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 Cercione (picercone@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 access account (use Chrome): <https://citrixapps.mit.edu/Citrix/CitrixProdWeb/>
- Login with your MIT email (without "@mit.edu") and your MIT Email password.
- Click CCure > CCure 800 Admin > click the icon that pops up on bottom of your screen.
- Duo – Use "phone". Starting > click "permit use".
- Username: Email (without "@mit.edu"), and type in 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 > click "Do Query" > double-click their name.
- While name is on screen, choose a room under available clearances, click "add" and "ok".

Other Gatekeeping Info:

- Lab members cannot be added until they have physically pick up their ID card.
- UROP's have access M-F from 9-5 and must have completed safety training.
- 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>.
- Document Service (to order/purchase publications): <https://libraries.mit.edu/docs/>.
- 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).

- Link: <http://ist.mit.edu/email-lists>.
- 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).

Patent Search: MIT’s Technology Licensing Office (TLO) has a great search tool for MIT patents at <https://tlo.mit.edu>.

Phone Issues: If your phone is not working, call Jim Hardsog.

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, 253-4744): From the 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 Sites: The Stellar system is used to post information related to a course where you can display class information, post course-related material, announcements, show class participants, and add other information. Cindy is available for one-on-one training if you need assistance. IS&T (253-1101) can help with technical problems.

Link: <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.
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- 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 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 post documents: > Add New Material > Add folder. Under “General”, hit the pencil (edit) mark. Next, add folder, start adding files (in PDF form) 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.
 - Course Description: This 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.
 - Room Number: Check with Adrienne in HQ to be sure room number is the same as faculty claim. She will have to make changes if requested.
 - Adding images to the Stellar site: 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: Main Page > Lookup by Subject Number > choose year > add person and exit the site. **Important:** Go back to Lookup by Subject number, and click the green box that says “Synchronize with Membership”. Changes will not take effect until you do this, 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>. 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 marked "Domestic Mail - To Be Processed".

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!