GENERAL INFO

Do not pressure yourself to learn everything at once and keep in mind that you can always ask questions. If you need training I am happy to help, along with other AA’s if I am not available (and of course the person you are replacing if applicable). We function as a team, and have a great crew!

If you are a new hire, after you meet with HR you will be instructed to go to the Atlas Service Center (40 Ames Street, Building E17) to pick up your MIT ID card so your email account will be activated.

Cindy Welch (cinwelch[at]mit.edu; 253-4582)

During your first week, the person who is training you should:

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) assigned to each of your faculty.
4. Give you a list of courses (and course numbers) that each faculty teaches.
5. Give you a list of names, titles and appointment dates of your faculty’s lab members (you will be responsible for submitting extension paperwork for everyone except students).
6. Provide you with a contact name from each lab who can help answer your lab-specific questions and make sure a lab member picks up their mail weekly. You will only be responsible for picking up mail for faculty.
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. Show you how to create a Request for Payment (RFP) and a Concur Travel Report.
10. Ask where you can find the Word version of your faculty’s MIT letterhead.
11. Explain how Procards and Travel cards work and your responsibility to provide backup for each charge. Make sure you are set up to receive email notifications by writing to: Kim Harmon (kharmon[at]mit.edu) for Procards and travelsupport[at]mit.edu for Travel cards.
12. 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/search-api?keys=procard+application

   Follow the directions on the site above and email your completed form to Catherine Gauthier (cgaudthie[at]mit.edu) for approval. She will send your application to procard[at]mit.edu, and you should receive your Visa within 10 business days. General questions about the ProCard should be directed to Kim Harmon (kharmon[at]mit.edu).

   Once you have your Procard: You can email Kim Harmon and request a “Welcome to Works” account where you can create your own on-line account to track your charges.

2. **Set up a Concur Account.** Write to travelsupport 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).

3. **Set up a Federal Express Account (connected to your Procard).**
   - Complete the FedEx New Account Form (use your shipping address) and email to state-edu[at]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!**
   - Fed Ex bills are only available online for 120 days! Be sure to print them asap before they disappear and are no longer available.

4. **Amazon Account Orders.** You can now place Amazon orders through Coupa. If you’ve placed personal orders on your work computer, be sure your MIT Email address and Procard number is not listed there.

5. **Request Gatekeeping (Room Access) Authorization.**

   Write to physicalsecurity[at]mit.edu and request permission to manage ID card access to the labs belonging to faculty you support. (cc Demetri on this email so he can confirm).

6. **Request Authority to Book Rooms.** Ask Jim Hardsog (hardsog[at]mit.edu) to set up authorization so you can 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:**
- Shipping Address: Coupa > Your name > Settings > Address book > Choose building.
- For assistance, call Information Systems and Technology (IS&T) at 253-1101.

**Appointments (Postdocs, Visitors):** The specifics will be covered separately by HR and Cindy.

**Booking Rooms (ChemE):** Outlook Mail > Calendar > choose room number > If the room is free, click “New Appointment” on top left. (also see Conference Room Door Codes below).

**Cleaning Services:** For office vacuuming, general cleaning, shampooing carpet, etc., ask Christopher Monaco to put in a Service Request for you.

**Computer Assistance:** Write to cheme-computer[at]mit.edu and either Jim Hardsog or John Mancuso will respond to assist you.

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

**Conference Room Door Codes:**
- 66-269: 6269#
- 66-319: 6319# Only Adrienne can book this room until further notice
- 66-360: 6360# Only Adrienne can book this room until further notice
- 66-480: 9360#
- E19-506: 3629# Check with Gwen to see if we are allowed to book this

**Copy Machine Repairs and Supplies:** Repairs, call Conway (see placard on top of your Xerox for machine ID # and contact into). For paper and toner, email icp-help[at]mit.edu.

**Copy Tech:** Copy Tech needs to send you a bill for all services and you might have to call them for the backup. 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 (253-6000). This might come in handy if you need a heavy item picked up from your office.

**Customs:** Carmichael International Service (Chelsea, MA) can help with international and customs problems (Christopher Monaco can assist). 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
- In 2020, FedEx removed all drop boxes.  You will have to bring your packages to Shipping.
- For general assistance, call 800-645-9424; Billing 800-645-9424; Pickup 866-477-7529.
- Training, go to https://vpf.mit.edu/ and type “FedEx” in the box on top right.
- If you have questions about your account, email Peter Cercone (pjcercone[at]fedex.com).
- The Fed Ex box is in the basement in Building 66, pickup is at 6 PM (no need to schedule).
- 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 (using your pre-printed form):
- Shipping > Create a Shipment.  After filling out #3 (I use 0.50 for document weight), you can get an estimate of shipment cost by moving over to Rates & Transit > “calculate”.
- Make sure all the bills are charged to your FedEx account (important).
- Shipment Notifications (you should always do this!):  Add your email address and check off your tracking preferences.  You can also add the recipient’s email below this section.
- Print label and include two copies in Fed Ex envelope.
- If you are shipping dangerous chemicals or goods, ask Brian Smith to assist.

International Shipping:
- Check off “Commodity” and use drop down menu for options.  If you are not sending documents:  Put in quantity, unit of measure (pieces), value.  You will need to know country of origin, and Harmonized Code (Brian Smith might know the code).
- Customs Documentation:  You might want to call Fed Ex for help since each country has different requirements.  If you are sending documents you can use $1 as the value.  Check “Commercial Invoice” (depending on country) and click box that says “Use Company Signature”.  This form will automatically print out when done.  You will need to include 3 copies of the commercial invoice and two copies of the FedEx mailing label.  Under Terms of Sale, click “Free Carrier”.

Keys:  Atlas > Service Request > Create Request > Keys.  They will email to pick them up in Room 7-019 when ready.  Phone number 253-4948; Email address dof-csc[at]mit.edu.

Lab Coats (Cintas):  Contact Matthew Brousseau (brousseau[at]cintas.com), Dan Thelen (thelend[at]cintas.com) or call 978-244-6737.
**Lab Door Access (Physical Security):** You can control who has access to faculty’s lab by going to [https://physicalsecurity.mit.edu](https://physicalsecurity.mit.edu). Remember there is a separate list for UROPs who are only allowed to be in the lab from 9-7 and no weekends and must be supervised (ask Brian Smith for clarification).

**Libraries:** You can order copies of articles, books, find online reprints, and much more:

- **Main Link:** [https://libraries.mit.edu/](https://libraries.mit.edu/). ChemE-related books and publications are generally located in the Hayden Library.
- **Dissertations:** [https://libguides.mit.edu/diss](https://libguides.mit.edu/diss).
- **Document Service (to order/purchase publications):** [https://libraries.mit.edu/docs/](https://libraries.mit.edu/docs/).
- **WorldCat:** [https://mit.worldcat.org/](https://mit.worldcat.org/).

**Mailroom Door Codes:** **Building 56 Basement** = Use your MIT ID card  
**Building 66 Basement** = 351# (elevator go right, first door on right)

**Math Type Program / Equation Editor:** Ask Cindy if you need a tutorial.

**MIT Campus Map:** [http://whereis.mit.edu/](http://whereis.mit.edu/)

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

- **Link:** [http://ist.mit.edu/email-lists](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), all lowercase.
- Description (this is for you).
- Created by: Use your email address, without @mit.
- To add someone from MIT, type 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:**

- For a same-day pass, contact the Parking and Transportation Office directly (253-6510). There is no guarantee that space will be available.
- Email Leslie Boisset-Dell’Elce ([lesliebd[at]mit.edu](mailto:lesliebd[at]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 Atlas at 253-3000.
**Patent Search:** MIT’s Technology Licensing Office (TLO) has a great search tool for MIT patents at [https://tlo.mit.edu](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](https://www.youtube.com/watch?v=TZfcVbKJs1E). Cindy can also tutor you if you need to update your skills.

**Shipping Department (Vassar Street, Building 32, 253-4744):** Directions: Go to the basement of building 66 and then 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.

**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%.

**Tim Tickets Site:** visitors-admin[dot]mit.edu (you will need your Kerberos)

- Overview of Tim Tickets: [Campus access and visitors - MIT Now](https://www.visitors.mit.edu)
- A Tim Ticket is a QR code that allows a visitor to unlock a building door.
- The Tim system can be accessed by invited guests through the MIT mobile application or on the web at visitors[dot]mit.edu.
- MIT employees and students may not use Tim tickets, they must use Covid Pass.
- Any MIT staff member can use the Tim Tickets feature in Atlas.
- Visitors may use their Tim Ticket to access campus between 6 a.m. and 6 p.m., seven days a week, with the exception of certain time-restricted buildings which do not permit weekend visitor access. A single Tim Ticket invitation is valid for a period of seven consecutive days.
- The visitor must complete their health attestation each day before using the Tim Ticket to access campus. If a visitor needs access again after the Tim Ticket expiration date, they need a new invitation.

**To Create a Tim Ticket for Individuals**

- Go to the Tim Ticket link above, click “Invites” and scroll down to “+ Add”.
- You will need the visitor’s phone number, THIS IS KEY.
- Invite them and the ap will do the rest. It will show up on their phone and ask them some questions. They have to attest their vaccine status (honor system), and then the day they arrive they click on the little Beaver icon to “attest” how they are feeling for that day and answer a few more questions. They should then be cleared to come to campus and be issued their own QR code which the door scanners will read for access.
TIM Tickets for MIT Events

- Any MIT community member (including students) with an active Kerberos account can use Tim Tickets. The system allows MIT hosts to collect contact tracing information from attendees and provides attendees with a QR code they can use to check in to an event. MIT community members will not use the Tim Ticket QR code; they will check in to an event registered in the Tim Tickets system by presenting the barcode that is on the back of their MIT ID card or displayed within the MIT Atlas mobile app.

- Per MIT’s event policy, use of the Tim Tickets system is required for all indoor events and all K-12 programs (both indoor and outdoor); it is optional for events that are held entirely outdoors. For information about this and other current MIT policies, visit MIT Now.

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[at]mit.edu.

US Postal Mail: Write the cost object on the top right of letter (where you would normally put a stamp) and put in lobby mailbox marked “Domestic Mail - To Be Processed”.

Vacation Time: Before going on vacation, be sure to leave an automated reply on your outlook account before you leave! Be sure to inform your faculty and once they have all acknowledged your intentions, send a formal email confirming the dates to your faculty and cc Demetri, Bori, and Leslie.