

If you were recently hired, do not pressure yourself to learn everything at once! After training with the Administrative Assistant you are replacing, please ask any of the other AA's for help. We function as a team and will be happy to help!

Hannah Cross, hcross@mit.edu, 617-258-0398

General Onboarding Checklist:

During your first week, the Administrative Assistant (AA) you are replacing should:

1. Introduce you to the faculty you will be supporting.
2. Introduce you to your ChemE Finance contact(s)- each faculty member has an assigned finance staff person that you will work with.
3. Give you a list of cost objects (account numbers) assigned to each of your faculty.
4. Give you a list of all lab members supported by your faculty, including names and appointment types (grad student, postdoc, visitor, etc), including any incoming people who will be joining the lab and the status of any applications that are in progress.
5. Provide you with a contact name from each lab who can help answer your lab-specific questions.
6. Show you where the mailroom is, and what the system is for mail delivery to your faculty/labs. For Building 66, the door code is 351#; for Building 56 use ID card access.
7. Show you how to create a Request for Payment (RFP) and a Concur Travel Report.
8. Send you important files for your faculty, including the Word version of your faculty's MIT letterhead, their bio/CV, and any financial or personal information kept on file
9. Explain how Procards and Travel cards work and your responsibility to provide backup for each charge. Write to Kim Harmon (kharm@mit.edu) and ask that to be set up to receive email notifications whenever faculty use their ProCard. This is the only way you will know to ask for a receipt for the charge. See Financial Guide for more information.
10. Give you access to the mailing lists, slack workspaces, calendars, and any other online organization tools used by your labs, as well as physical keys to labs and faculty offices.

Once you receive your laptop, you will need to set up the following accounts and authorizations.

1. Apply for a Procurement Card (ProCard) in your Name:

<https://vpf.mit.edu/new-procard-application-available>

Follow the directions on the site above, take the Pcard training, and email your completed form to Shibani Joshi (joshis@mit.edu) for approval. She will send your application to procard@mit.edu, and you should receive your Visa within 10 business days. General questions about the ProCard should be directed to Kim Harmon (kharmon@mit.edu).

- 2. Set up a Concur (Travel) 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**
 - Complete the [FedEx New Account](#) Form (use your shipping address) and email 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.
 - Fed Ex bills are only available online for 120 days. After that, poof! Make sure to download the invoices for future reference.

- 4. Request Gatekeeping (Room Access) Authorization through Physical Security.** Write to physicalsecurity@mit.edu and request permission to manage ID card access to the labs belonging to faculty you support. (cc Bori on this email so she can confirm).

- 5. Request Authority to Book Rooms.** Ask Jim Hardsog (hardsog@mit.edu) to set up authorization so you can book rooms for meetings.

- 6. Check Your Address:** Make sure you have added the correct address in the MIT Directory and Coupa for shipping (see next page).

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.

Atlas: can refer to either the Atlas Service Center, a help center located at 40 Ames St/E17 where new hires go to get their ID cards and fill out paperwork, OR to the website atlas.mit.edu, where you can handle your personal info and financials, take trainings, process reimbursements, and many other things.

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

Cleaning Services: For office vacuuming/cleaning, search for “Service Requests” at atlas.mit.edu.

Computer Assistance: Write to cheme-computer@mit.edu (Jim Hardsog, Ricka Bazelais).

Conference Rooms:

<u>Room #</u>	<u>Code</u>	<u>Maximum Capacity, Other Notes</u>
66-269:	6269#	8 maximum, permanent Owl
66-319:	6319#	20 maximum
66-360:	6360#	35 maximum, book by emailing Timothy Elizabeth
66-480:	9360#	15 maximum, permanent Owl
E17-502:	no code	8 maximum, enter through Gwen Wilcox office (E17-504)
E17-517	265358	30 maximum, book by emailing Timothy Elizabeth
E19-506:	3629#	7 maximum, permanent Owl
56-167:	Unlocked	Nice option, book through: registrar.mit.edu/classrooms

The department uses video conferencing cameras called Owls for hybrid meetings. For rooms without permanent Owls, contact cheme-computer@mit.edu to book an Owl for your meeting if you have remote attendees.

Copy Machine Repairs and Supplies: Contact icp-help@mit.edu.

Courier Service (within MIT): MIT has a campus-wide courier service for a \$10 fee (253-6000).

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

Department Directory: <https://cheme.mit.edu/people/staff/>

Staff hybrid schedules:

<https://wikis.mit.edu/confluence/display/chemekb/ChemE+All+Staff+Hybrid+Schedule>

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

Federal Express, General Info

- FedEx Boxes: You can drop off packages at any Shipping Department or the FedEx box in Building E25 (MIT Medical) across from the Police Station. The last pickup is at 4 PM.
- 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@fedex.com).
- 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 Domestic FedEx Label:

- 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.

To Create an International Shipping Label:

- Weight: I usually use 0.5 lb for documents.
- Declared value must be at least \$1.
- Service Type: International Priority (DS-2019 docs to Germany cost me \$14.03 in July 2022).
- Package Contents: Click “Products/Commodities”, even if you are only sending documents. This option creates a dropdown menu for “Total Customs Value” which you need to fill out or you will keep getting an error message.
- Total Customs Value: This must exactly match the “Declared Value” amount you used above.
- 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 this).
- Check “Commercial Invoice” (depending on country) and click box that says “Use Company **Signature**”. Under Terms of Sale, click “Free Carrier”. When you print the label, this will be included. 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. Use Chris Monaco as the approver. They will email you to pick them up in Room 7-019 when ready. Phone number 253-4948; Email address dof-csc@mit.edu.

Lab Coats (Blanket PO): <http://labcoats.mit.edu/faqs>. The two vendors are Cintas and NorthStar. For Cintas, contact Matthew Brousseau (brousseau@cintas.com), or call Customer Service at 833-711-5957. Cintas does not have the best customer service, so it may take a while for them to set up an account for you. Once you have an account, contact Ronald Hauswirth for help with deliveries to Building 56 and 66, he is very responsive

Lab Access (Physical Security): You can control who has card ID access to the lab at <https://physicalsecurity.mit.edu>. There is a separate list for UROPs (access is M-F, 9-7, supervised). Visiting Students should be added under the UROP category; Postdocs and Grad Students should get full access. They must first be trained in lab safety by Brian Smith, but it's up to faculty to be sure it has been completed (you can ask Brian if you are not sure, but if faculty tell you to add someone, then go ahead and do it).

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.
- Theses and Dissertations: <https://lib.mit.edu>
- Document Service (to order/purchase publications): <https://libraries.mit.edu/docs/>.
- WorldCat: <https://mit.worldcat.org/>.

Mail:

- To send a letter using an MIT account/cost object, write the cost object on the top right of letter (where you would normally put a stamp) and put in Building 66 lobby mailbox marked "Domestic Mail - To Be Processed".
- To look up the mailing address of any building and room: <http://web.mit.edu/facilities/services/mail/addresses.html>
- To ship a package: The shipping department for Buildings 56/66 is at Vassar Street, Building 32, 253-4744
Directions from Building 66: Go to the basement and then walk towards Building 56. At end (Building 16) go right and then take another right onto the ramp. Take first left, and the loading dock will be on your right.
The shipping department for Building E17 is the E19 shipping/receiving room. There is a sign for it on the 1st floor of E19. You will go briefly outside for a few steps, then back inside through the double doors to the shipping office.

Mailrooms (Take the elevator to the basement):

- Building 56: Room 56-015. Use your MIT ID card.
- Building 66: Room 66-017. From elevator, go right, first door on the right. Door code is 351#. Follow hallway and the mailroom is the first door on your left.
- Building E17: Room E25-175, door code is 1-1-5. The room is located in the back corridor near the Avantor/VWR Solvents Room.

Shipping Address for Receiving Goods:

Building 56 & 66: 32 Vassar Street, Room xx-xxx, Cambridge, MA 02139
Building E17-19: 400 Main Street, Room xx-xxx, Cambridge, MA 02142

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 of 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), 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 full 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

Link: http://web.mit.edu/facilities/transportation/parking/visitors/public_parking.html

- **Non-MIT Parking:** In addition to the link above, there is a lot at the Marriott (50 Broadway, ~\$55.00 per day) and the Kendall Center Green Garage (90 Broadway, ~\$31 for two hours). Make sure the guest calls the location to confirm parking will be available when they arrive and the current cost.
- **Same-Day Parking at MIT:** After 2:30pm, cheap (\$11) public parking is available in the Albany, Sloan, and Westgate lots.
- **Visitor parking passes can be purchased ahead of time for \$34/day**
There are three possible garages for visitors:
E62 East garage
139 Mass Avenue
600 Memorial Drive
- You can either create a parking pass yourself at <https://parking.mit.edu/manage> > “Request visitor permit”, or email your request to **Kathleen Briana** 24 hours in advance and include the date, time in/out, name of guest, purpose of visit, and cost object. The parking pass will be emailed to you as a PDF that the visitor must print and display in their windshield.
- For special requests (i.e, parking a large truck), call Atlas at 253-3000.

Patent Search: MIT’s Technology Licensing Office (TLO), <https://tlo.mit.edu>.

Phone Issues: If your phone is not working, contact cheme-computer@mit.edu.

Physical Security: See “Lab Access” above.

Power Point: A good online training site is <https://www.youtube.com/watch?v=TZfcVbKJs1E>.

Quickbase: mit.quickbase.com, a website used for:

- ProCard charges
- Appointment requests for new postdocs or visitors in your lab
- Graduate student funding information

Vacation Time: Before going on vacation inform your faculty. Once they have all acknowledged your intentions, send an email confirming the dates to your faculty and cc Barb, Bori, and Roxana. For longer trips, try to get another AA to cover for you- if there is currently a Floater in the department, this is part of their job. Don't forget to set up your automated reply on your Outlook email account and mark yourself as away on Slack before you leave!

Who's Who / Resources / I have a question about something else...?

IT or A/V issues – cheme-computer@mit.edu

Printers/copiers – icp-help@mit.edu

HR questions (work schedule, pay, benefits) – Bori Stoyanova, bori@mit.edu

DEI – Christelle Hayles, cmhayles@mit.edu

Physical building/room questions/keys – Chris Monaco, monacoc@mit.edu

Hazardous materials/lab safety – Brian Smith, bssmith@mit.edu

Mailing lists – Jim Hardsog, hardsog@mit.edu

Visiting students – Bryn van Dommelen, bvandomm@mit.edu

Conference room booking – Timothy Elizabeth, xaviert@mit.edu

Advertising events – Kathy Briana, kbriana@mit.edu

General admin assistant procedures/duties – Gwen Wilcox, gwilcox@mit.edu

Communication – Melanie Kaufman, melmils@mit.edu

Your personal information, benefits, and paystubs – atlas.mit.edu

****Join the slack channels for MIT Assistants, MIT ChemE Support Staff, and optionally MIT Event Planners (depending on your duties), these are a great resource for miscellaneous questions! Ask Hannah for invites if you need them.**