UAH Staff Reference Guide

Details below are subject to change. If you notice something that is in error, please alert us by sending an email with details to staffsenate@uah.edu.

Table of Contents

It Pays to Work at UAH

- See the Benefits pages of the Human Resources website for a full listing of the extra benefits available to employees from vendors such as local restaurants and mobile phone carriers.
- Check the current payroll calendar to see when the pay dates are and when holidays are observed. The same calendar reflects *web time entry* due dates. If you don't get your online timesheet submitted through Self Service Banner or approved by the due date, you must submit a paper timesheet. The form to use for the paper timesheet is referred

to as [the year's blank Web Time Entry Correction Form](). Please make sure you select the correct year's form and use the appropriate worksheet/tab - they are named by the pay period.

- [View open UAH positions]() if you desire a new challenge here. New positions within HR are posted every Wednesday.
- Post student employee positions in [ChargerPath](). (You will need to sign in as an Employer in the bottom right corner.) The full process and other helpful details are available on the [website for Career Services](). Please note that a new student employee must pass a background check and are required to fill out an application, be given an offer letter, and submit I9 documents to HR.
- Another option for employing a student is to request a position funded through the [Federal Work Study Program](). Click the link to Submit a Work Study position to complete the form when applications are being accepted.
- If you need to hire a temporary employee, you'll need to complete [the Temporary Employee Request Form]().
- If you need to hire a full-time employee, you'll need to prepare a [job description]() first, then submit a [Position Authorization and Recruitment Form (PARF)](). Only authorized staff should submit a PARF.
- Please make sure to contact HR if you have any changes to your directory information or employment status. The [Electronic Personnel Action Form (ePAF)]() is the best method to submit these changes. Update your address, phone number, and more under Personal Information in [Self Service Banner]().
- Most employees record their hours worked in [Self Service Banner](), but it is possible for teams to use Kronos for clocking in and out. Contact [Diane Gibbs]() for more information about that.
- When your time at UAH comes to a close, please note that the [Employee Separation Checklist]() must be completed and signed by appropriate department representatives. Any keys you have must be returned to PPB, and the [Hard Key Return Form]() must be signed by Dean/VP.
- Read about the [Employee Award Programs on the Human Resources website](); these include Service Awards (for years of service) and Foundation Awards (which reward notable contributions).

Keep Learning

- All active and retired full-time regular faculty and staff are eligible to receive [Tuition Assistance](). Dependents of these individuals may also be eligible.
- Employees receive discounts on courses available from the UAH Division of [Professional and Continuing Studies (PCS)](). Contact the PCS Business Office for details: 256-824-6010 or 800-448-4031 or visit their [UAH Faculty and Staff discount page]().
- Osher Lifelong Learning Institute is located in Wilson Hall. Learn about membership benefits and more on [their website]().

Last updated May 16, 2016

Dining on Campus

- There are dining options in the Conference Training Center, Charger Union, Bevill Center, Olin B. King Technology Hall, and Charger Village. Additionally, there are coffee shops in the Louis Salmon Library and the Business Administration Building. View these locations on a campus map.
- Check out the Campus Dining website to see:
  - The hours of operation for each location (limited during school breaks)
  - This week's Charger Café menu
- Load up your Charger Card with Dining Dollars to spend at these locations and get some additional discounts at other local businesses. Look for special promotions to get extra Dining Dollars for your money! Fall balances of Dining Dollars carry over to the Spring, and any unspent funds expire at the end of Spring semester each academic year.

Parking on Campus

- The Parking Management Office is housed with the UAH Police in the Intermodal Facility. It offers a helpful FAQ and further details on their website.
- Visitors on campus need to provide the Parking Management Office with the license plate number and visit dates to obtain a visitor permit.
- Spaces designated for visitors are for the exclusive use of persons not affiliated with the campus. Employees and students parking in visitor spaces during hours of enforcement (8:00 AM – 5:00 PM M-F) are subject to a $50 citation (whether you have a permit on the vehicle you've parked or not). Note that visitor spaces in/around Southeast Campus Housing, Frank Franz Hall, Central Campus Residence Hall, and Charger Village have a one-hour limit and are restricted 24/7.
- If you are driving a vehicle other than your own, please stop by the UAH Police Department / Parking Management Office with the license plate number of the vehicle you will be driving and receive a free temporary permit for a week. The Police Department is open 24 hours a day.

Transportation

- Visit the Fleet Services website to learn more about their services. There are Motor Pool vehicles available for rent, including two new ones: a Ford Fusion Hybrid and a 7-passenger Ford Explorer.
- Driver Safety Training is available, and they can help you to become an authorized driver. You are not allowed to operate a UAH service vehicle until you have become authorized.

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- Fuel management for UAH service vehicles is available behind the Physical Plant Building. They can work with you to setup an account for fuel charges and a device to use for purchasing fuel at their pumps (for UAH business purposes).
- There are a few trams available for use if approved by Admissions; they're the ones often used for campus tours. Each holds 15-18 people and has bench seats. They are normally parked in the lower level of the UAH parking garage. There is no charge to use them - just a motor pool check out form with the account number to be charged in case of damage.
- Before renting a vehicle from a rental car company, please contact Esterley Patterson at extension 6687.

Hosting Guests or Events on Campus

- The new exterior campus signage is wonderful, but you may want to provide your guest with a link to the map of our campus.
- Reserving space/furniture/equipment and providing setup/cleanup services for the
- Charger Union or the Conference Training Center:
  - Most rooms are described and pictured [and you can request the spaces] in Astra.
  - Scheduling Charger Union
  - Scheduling Conference Training Center
  - Request for tables and chairs are made through the office of Event Services located in the Charger Union. Requests to move tables and chairs from the Conference Training Center or Charger Union must be made through Facilities and Operations by completing a move request.
  - If the event requires refreshments or a meal, all events *in the Conference Training Center or Charger Union* must be catered by Sodexo. For information about catering by Sodexo, contact Stiliyana Ruseva at 256-824-4721 or sr0001@uah.edu.
  - Reserving meeting space for all other campus locations:
  - Events held at all campus locations, except Charger Union and the Conference Training Center, must be booked through the Conference and Events office or the Registrar's Office. Requests may be submitted through Astra.
  - Outdoor event requests are made through the Conference and Events Office. An outdoor event request form must be submitted to the Conferences and Events office. Forms are available through Juanita Owen at extension 7776, or through email at owenj@uah.edu.
  - The reference the table at the end of this document has more information regarding who to contact for booking rooms/space on campus.
  - Academic building reservations provide no "set up support," including tables and chairs. It is the responsibility of the organization to provide any event support needed.

- Desks, tables, and chairs are only provided if they are currently in the reserved room. If an organization needs tables and chairs, you must provide the additional tables and chairs. This can be done through off campus rental companies.
- If you have large items that need to be moved to the location of the event, you must request the item(s) to be moved by Facilities and Operations via their [Move Request Form](#).
- Technical support for meetings and events that require the use of classroom Audio-Visual equipment is available from the OIT Help Desk helpdesk@uah.edu or give them a call at (256) 824-3333. There should be a phone response that says push 2 for immediate support that will forward through to the help desk personnel on campus. It is important to let the help desk know (whether in the email or over the phone) that it's an immediate emergency in a classroom so that it is understand that it is pressing.
- Audio Visual support for the Chan Auditorium and outdoor events may be requested by completing the [Audio-Visual Department Request Form](#).
- For assistance with Web Conferencing, contact the OIT Help Desk at helpdesk@uah.edu or call extension 3333.
- Departments having visitors or events should contact the [Parking Management Office](#) at least five (5) days prior to their event with departmental and event information to obtain visitor permits or arrangements made for visitor parking.
- To request network services for your event/meeting, please contact the OIT Help Desk helpdesk@uah.edu and provide the date, time, and location with an approximate number of attendees as well as any technical requirements.
- Requisitions must be received at least 7 business days in advance of the date of the event. Late requests will be accommodated based on staff and equipment availability.
- If you would like consultation for special set-ups or requirements, please contact the OIT Help Desk with your request.
- To promote your event, refer to the [Channels of Communication document](#).
- Meeting space policies:
- Space is reserved based on availability. Scheduled academic classes take priority over non-class related events.
- The university reserves the right to cancel an event due to inclement weather or other extenuating circumstances.
- Clean up is the responsibility of the the hosting organization. Room must be returned to original condition/configuration at the end of the event.
- All signage should be freestanding. No signage should be affixed to a wall surface. Tape, tacks, and staples are prohibited.
- Any damage occurring during an event is the responsibility of the sponsoring group.
- Any UAH organization charging admission to an event will be charged for rental of the space at the university rental rate.

- - Organizations must be in accordance with all local, state and federal laws, campus policies, and the student code of conduct.
    - If minors (individuals under the age of 18) are in attendance at any event, organizers must be in compliance of the [Child Protection Policy](#).
  - If you wish for the Lancers to be present for your event, please [submit this request form](#) at least two weeks in advance of your event. More information is available on [their website](#).

In Case of Emergency

- The [Office of Emergency Preparedness](#) offers training courses and helpful information to keep you safe during various emergencies--including inclement weather, natural disasters, and crisis situations.
- Check out their website to learn [how to evacuate your building](#), deal with a [chemical spill](#), and more.
- UAH has partnered with [Blackboard Connect](#) for our [UAlert](#) system. Update your contact information in [the Blackboard Connect portal](#) to be sure you receive a phone call or text when there is an emergency or when UAH is closed.

Branding, Business Cards, Photography, and more

- Accurate UAH branding should be used in all forms of communication including email signatures. Please refer to [the branding guide](#) for more details.
- The [Office of Marketing and Communications](#) provides the following services to UAH students, faculty, and staff: photography (Michael Mercier can be scheduled to cover your event and produce professional headshots), graphic design (for business cards and other publications), and advice on the use of UAH branding and logo.
- You may direct any questions to Patti Sparkman at patti.sparkman@uah.edu or by calling 256-824-6414. She can help you with the full process for ordering business cards and letterhead.

Purchasing/Procurement

- The [Procurement Services team](#) can assist you with the process for purchasing goods and services needed to carry out UAH business. Find out [who to contact](#) for the type of purchase you wish to initiate.
- It may be possible to simplify the purchasing processes for your department by [becoming a Procurement Card (P-Card) holder](#), but note that certain rules apply.
- Business Services continues to issue a [regular newsletter](#) and has a [Customer Guide](#) available on their website. Information about training sessions and resources for

self-paced learning are available in the [Faculty and Staff Services](#) section of the Business Services website. You can also find their forms on that site, including the [State Sales and Use Tax Certificate of Exemption](#).

Travel Policy/Reimbursement

- If you travel or are planning to travel, please familiarize yourself with the [UAH travel policy and necessary forms](#). Providing the necessary documentation will assist in timely reimbursement.
- Please note that Travel Authorizations should be completed and turned in *at least two weeks prior* to the proposed travel to your manager for approval.
- Before travel purchases are made with a P-Card, a travel purchase request must be completed in Bank of America WORKS. Contact a [Procurement Card Coordinator](#) if you have questions or need assistance.

Print and Mail Services

- The [UAH Copy Center](#) is on campus and offers more than just printing. Contact them at extension 6383 or by emailing copycenter@uah.edu. Their main location is in the Business Services Building, but they also have a location in Charger Union.
- The [UAH Copy Center](#) serves as the point of contact for maintenance on leased Xerox devices on campus. [AmeriTek](#) is a local business that also supports printers; you can contact them at 256-895-6003 if you are interested in procuring their services.
- [Mail Services](#) on campus include intercampus mail and US Postal Service. Personal mail can be sent from the Copy Center in Charger Union.

Phones

- If you need help regarding UAH telephones, call extension 6815 or fax a [work order form](#) to extension 6333. Visit [the Telecommunications website](#) for more information.
- If your position requires use of your personal mobile phone, consider submitting a [Wireless Communication Device Supplement Request](#) to your manager.
- As mentioned above, the full listing of the [extra benefits available](#) to employees includes discounts for some mobile phone carriers.
- Voice mail instructions are included in the [Telecommunications Manual](#).

Surplus Items

- Any University-owned item designated salvageable but unusable or obsolete may be claimed as surplus or transferred to another department. All surplus items must be disposed of in accordance with state law and University procedures (make sure you don't just leave it outside/in the hallway or throw it in the trash).
- The Surplus Property Pick-up Request form should be completed and submitted via email to crb@uah.edu or faxed to extension 7448.
- Read more about what to do with surplus property and access forms on the Asset Management website.

Building Access and Maintenance

- If you need assistance from Custodial Services, call them at extension 2558. Please note that their typical work hours are 5 AM to 1:45 PM.
- If you need to report a non-emergency maintenance issue, complete this form first. If there is a leak, power outage, or other emergency maintenance issue, call the maintenance work order desk at extension 6482 (M-F 7:00 - 5:00) For an after-hours emergency maintenance issue, call the UAH Police at extension 6596. You may also email wodesk@uah.edu if you need further assistance.
- For construction or alterations, please complete the Maintenance Service Order Form for repairs and alterations. Send signed forms to the Work Order Desk, located in the Physical Plant Building, room 124.
- Contact the Locksmith Shop for help by completing and submitting the Doorplate/Nameplate request form.
- Building Access Control forms and details are available online:
  - Charger Card (Card Key) Access Request Form
  - Lock Change / Key Request Form (must be signed by Dean/VP)
  - Hard Key Return Form (must be signed by Dean/VP)
  - Keys and Building Access Cards Policy
- You can contact the UAH Police at extension 6596 if you have a one-time need for building access after hours.
- Complete and submit the Move Request Form if you need office furniture or equipment moved. OIT can help make sure you have network and printer access upon moving, but OIT doesn't move your computer equipment for you. Alert OIT of your plan to move by emailing helpdesk@uah.edu or by calling extension 3333.
- Visit the Facilities website to learn more about their services.

Health and Safety

- You can find information about safety training (such as First Aid and CPR), disposing of hazardous chemicals, and more from the Office of Environmental Health and Safety. Visit the OEHS website for those details.

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- The UAH Police are on campus to protect and to serve. In case of emergency, dial 911 (from any phone); 6911 (from any campus phone); or 256-824-6911 (from any phone). Note: if you call 911, your call must be routed to UAH Police Department (which will take more time). Dialing 6911 or 256-824-6911 connects you directly with UAH emergency response. For non-emergencies, call 256-824-6596.
- Boost your health by taking advantage of the many services and classes available in the University Fitness Center.
- See the details of the Wellness Initiative available to employees, which includes smoking cessation assistance and more.
- UAH Police provides a physical defense class for women referred to as Rape Aggression Defense (RAD). It is taught by Captain Dianna Marshall (Dianna.Marshall@uah.edu); contact her to make arrangements for this class.
- Note that Procurement can assist with the special procedure to obtain hazardous materials and OEHS can assist with the proper disposal of them.

What's Happening?

- See the athletic calendar and buy tickets.
- See the UAH Events page and student events calendar for a robust list of activities; many of the student events are open to staff.
- Check out the weekly UAH Headlines newsletter, which is full of announcements and current news.
- See a show! The College of Arts, Humanities, and Social Sciences, the Department of Music and the Theatre Department often hold concerts, plays, and more.
- Interested in being a volunteer? Check out these sites:
  - Volunteer Chargers
  - UAH Headlines
  - Sustainability events
  - Staff Senate Meeting Minutes
- Want to know when finals start/end or when school breaks are? Check the academic calendar.
- The UAH Magazine is published twice a year. It pulls together our academic accomplishments, our innovative research projects, our extracurricular organizations, and our alumni into one engaging source for all things UAH.
- Follow us on Facebook and Twitter to keep track of things going on all around campus.

Email

- The information collected in HR forms (such as the Employee Profile) is used to create a staff member's Banner record. Other accounts are created based on the changes made

to Banner to provide each staff member with a Charger ID, which is the basis of the official UAH email address.

- UAH uses Google Apps for Education, which is a robust set of web-based tools that are mobile and flexible (Gmail, Google Drive, Calendar are just a few; they run in your Web browser). If you prefer to use Outlook, note that the Google Apps Sync for Microsoft Outlook® (also known as GASMO) plug-in works for Microsoft Outlook® 2007, 2010, or 2013; it lets you keep using Outlook to manage your Google Apps for Education account.
- Each staff member may have an email alias. The additional email address is linked to the same account and is preferable for sharing and printing. By default, new accounts are issued a firstname.lastname @ uah.edu alias. However, if you do not currently have an alias and would like to request one, or if you would like to request a different one than what was issued to you, please request that through the OIT User Services Portal. After logging in, select the My Email tab. If what you want is available, request the change.
- Read about what happens to your account when you retire and more on the OIT Email Policy page.
- If you wish to email a large group of UAH faculty, staff, alumni, friends of the University, etc., and need to request a list of those addresses, you may submit an OURS request.
- The options for distributing emails to large groups are covered in the Channels of Communication document.
- To request a Google Group or an account for an entity, retired staff member, volunteer, or contractor, please complete the appropriate online form.

Computers

- For a general IT overview for UAH staff members, please consult the OIT "Getting Started for New Staff."
- Getting a desktop or laptop
  - As mentioned elsewhere in this document, the Procurement Services team can assist you with the process for purchasing a computer. To start, you should establish what your needs are and choose one of the options on the UAH Dell Premier site. Log on to the UAH Premier Dell website using the following or your personal username and password.
  - Username: purch@uah.edu   Password: UAHUSER1
  - If you have difficulty in logging into the Dell Premier site, please contact Joy Benefield at extension 6492 for assistance.
  - Once you have created the e-Quote, simply reference the e-Quote number in the document text of the requisition and submit through normal channels.
  - You can purchase components on a P-Card, but it's against policy to use a P-Card to purchase a whole computer.

- Note that you should adhere to the interim policy for [network, computer, and e-mail account administration](#).
- If you have a computer you don't need, follow the process for surplus equipment. If a computer is sent to Asset Management that could still be used, OIT will wipe it, reset it, and redistribute to another staff or faculty member upon request.
- For help with computer problems and related items, contact the OIT Help Desk at helpdesk@uah.edu or at extension 3333. You can also check out the [OIT Help Center](#) to open a ticket or review helpful documentation.

Software

- Download software from [Chargerware](#). Many products are available including access to [Office for Home Use](#) (for Windows or Mac). Most products on Chargerware are free of cost.
  - To purchase Microsoft products other than Windows and Office, contact our Microsoft Reseller, Asad Ijaz, at aijaz@enpointe.com / 310-337-5200 extension 2868.
  - For software not listed in Chargerware, such as Adobe products, contact Joy Benefield at joy.benefield@uah.edu 256-824-6492.
- For more information, visit [the OIT website](#).

Information Security

- Based on your role, it may be imperative for you to comply with the Family Educational Rights and Privacy Act ([FERPA](#)) or other privacy/confidentiality restrictions. Even if you are not in such a role, it is recommended that you take reasonable precautions to safeguard the information stored on your computer and in your office.
  - Lock your computer, log out of it, or turn off when you aren't using it (not just your monitor). If you have a laptop, store it in a secure location when you aren't using it.
  - Use a complex and private password to access your computer - for all of the user accounts on it.
  - For your email, computer, Charger account, and more - Change your password at least twice a year, and always keep your password private.
  - If you have any data on storage devices such as external hard drives, flash/thumb drives, or CD's, keep those devices secure.
  - Remember that your email account contains a great deal of private data, and secure any device on which you have email content stored or access your account, including personal computers and mobile devices such as smart phones and tablets.

- ○ Note that not all networks are secured and use caution when checking email or accessing any files from Google Drive from "free wifi" services not provided by OIT.
- Familiarize yourself with Cybersecurity trends to protect UAH data as well as personal data.
- When making purchases with a P-Card, use a reputable vendor and make sure any online purchases are only made on sites whose URL begins with "https" instead of "http."
- Avoid losing data by backing up your computer with CrashPlan. It's simple to setup and then silently runs in the background keeping your data securely tucked away for a rainy day. Staff members are allowed to register 4 devices with CrashPlan - even personal devices.

Internet Access

- Staff members may use the Staff5 wireless network while on campus.
- If you have attempted to use the wired network in your office but it doesn't work, perhaps you're not in a building that is setup with self-registration. For some areas on campus, network connectivity through the Ethernet port are controlled by OIT. For a new connection, you may need to complete the Network Access Request Form.
- To request a new network drop, submit a completed Network Drop Request Form and Transfer Authorization Form (minimum of $250 to be credited to OIT). Forms may be sent to the OIT Help Desk addressed to Von Braun Research Hall M22.
- For temporary employees to be granted wireless network access, please request a guest account by contacting the OIT Help Desk at helpdesk@uah.edu or at extension 3333. Please provide the user's full name, non-UAH email address, and length of time for which the account should remain active. Please note that no associated email account would be created and the staff member requesting the account certifies that:
  - ○ You have validated the identity of the individual for the visitor account through a proper photo ID. (Proper photos IDs include government- or University-issued IDs.)
  - ○ The visitor is at UAH for an official UAH function.
  - ○ The temporary employee conforms to the UAH Child Protection Policy.
  - ○ The temporary employee has been advised of the UAH General Computer Use Policy.
- For help accessing the network, contact the OIT Help Desk at helpdesk@uah.edu or at extension 3333.

UAH on the Web

- The [official UAH website](#) has a space [just for staff](#) (and faculty) where you will find links to staff resources. Select staff have attended Joomla training and have become authorized to maintain content on this site. It is supported by the Office of Marketing and Communications; those in need of assistance should contact webmaster@uah.edu.
- The [myUAH](#) portal is an easy way to access internal resources directly, such as Banner pages.
- We highly recommend that if staff wish to have a webpage hosted at UAH that they do so using [Google Sites](#). However, there are times in which a Google Site does not meet your needs. As an alternative, active staff may publish Web content on [the "webpages" server](#). Login with your Charger ID and Charger password via a Secure File Transfer Protocol (SFTP) connection to gain access to simple web hosting.
- There are many web-based applications on campus that are accessible using your Charger ID and Charger password, such as [myUAH](#), [Self Service Banner (SSB)](#), [Internet Native Banner (INB)](#), and [Canvas](#). Canvas has replaced [ANGEL](#) as UAH's Learning Management System.

Passwords

- Most systems on campus are accessible using your [Charger ID](#) and Charger password. OIT advises that you [change your password](#) to a custom value instead of keeping the default.
- It is possible for your Google Apps password to be different than your Charger password. Additionally, you must supply your full email address (rather than the Charger ID alone) when accessing email.
- If you try the wrong password excessively and lock the Charger account, you'll need to request a password reset or wait 7 hours from when it was locked (at which point it will be automatically unlocked).
- It is necessary for your identity to be verified before a Help Desk team member may reset your password. If you call, please be prepared to supply the correct answers to at least three of your five Banner security questions. If you stop by the Help Desk in the library, please provide your photo ID.
- For help with password or access problems, contact the OIT Help Desk at helpdesk@uah.edu or at extension 3333.

Banner

- If you need access to [Internet Native Banner (INB)](), please note that access to Banner administrative systems is closely controlled and that training is required before access is granted.
- Access to the modules of UAH's Banner system is controlled by the appropriate university department. Refer to the information about [FERPA training and account access]() for more information.

Room Booking Reference Chart

- The first step in booking a room on campus is to use the online booking software - [ASTRA](). If you are not able to access ASTRA or are having difficulty then you may want to contact one of the following people to assist you.