Infectious Diseases - Research

Welcome Guide
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<th>Item</th>
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<tr>
<td>Computer Accounts/Access</td>
<td>Nora Boyle will submit an Online Access Request (OAR) so you can obtain an email, computer access, and access to your lab server. Your username is “ch” followed by your BCH ID# - chXXXXXX. Most BCH applications require your BCH username and password. Your will receive an automated email when your password is due to expire, with instructions on how to change through Password Manager. After hours Enders access will be requested. Badge “tap” access is required in the elevator and doors in Enders between 7pm-7 am.</td>
</tr>
<tr>
<td>Computer Support</td>
<td>For computer support please contact the help desk at x. 54357 or via the Remedy webpage: <a href="http://remedywebvip.tch.harvard.edu/arsys/shared/login.jsp?/arsys/home">http://remedywebvip.tch.harvard.edu/arsys/shared/login.jsp?/arsys/home</a>. The Help Desk can also be contacted for general or follow-up questions via email, at <a href="mailto:helpdesk@childrens.harvard.edu">helpdesk@childrens.harvard.edu</a></td>
</tr>
<tr>
<td>Conference Calls</td>
<td>Conference call visit: <a href="http://chbshare.chboston.org/elibrary/isd/educate/mer/mer/erisd_outlook_crb_outlook_mtg_requests.ppt">http://chbshare.chboston.org/elibrary/isd/educate/mer/mer/erisd_outlook_crb_outlook_mtg_requests.ppt</a>; Please be advised the Hospital is unable to offer toll-free calls at this time, but for a fee one can be scheduled through AT&amp;T by calling 1-800-526-2655.</td>
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<tr>
<td>Conference Rooms</td>
<td>To schedule Enders 7 or 8 conference rooms please call x42900. For a listing of all available conference room, on and off-site, please visit: <a href="http://chbshare.chboston.org/elibrary/Pages/meeting_spaces_main_campus.aspx">http://chbshare.chboston.org/elibrary/Pages/meeting_spaces_main_campus.aspx</a></td>
</tr>
<tr>
<td>Egencia</td>
<td>Hotel and transportation (air travel, train travel, and car rentals) should be booked through BCH’s preferred travel provider, Egencia. Costs can be directly charged to grants/BCH funds. Division specific instructions: <a href="http://www.box.com/id-purchasing">http://www.box.com/id-purchasing</a></td>
</tr>
<tr>
<td>Email</td>
<td>Email can be accessed via <a href="http://email.tch.harvard.edu">http://email.tch.harvard.edu</a> or using Outlook/Entourage (<a href="http://web2.tch.harvard.edu/ehelp/mainpageS2853P40.html">http://web2.tch.harvard.edu/ehelp/mainpageS2853P40.html</a>)</td>
</tr>
<tr>
<td>Encryption</td>
<td>Please review the hospital encryption policy <a href="http://web2.tch.harvard.edu/ehelp/mainpageS2853P39.html">http://web2.tch.harvard.edu/ehelp/mainpageS2853P39.html</a>. All laptops that are used on the network must be encrypted. The encryption drop-in center is open M-F from 9-5 am and is located in Fegan 160. ISD strongly prefers that confidential data be stored only on secured network drives. All data stored on external, easily-moved (and lost or stolen) drives MUST be encrypted.</td>
</tr>
<tr>
<td>Engineering</td>
<td>Engineering requests (carpentry, electrical, locks, etc) should be logged at <a href="http://awareweb1.chboston.org/aware/">http://awareweb1.chboston.org/aware/</a> or by calling ext. 5-FIXX</td>
</tr>
<tr>
<td>Environmental Services</td>
<td>Environmental Services (janitorial) requests can be made by emailing <a href="mailto:esdcustomerservice-dl@childrens.harvard.edu">esdcustomerservice-dl@childrens.harvard.edu</a> or calling ext. 85118.</td>
</tr>
<tr>
<td>Equipment Disposal</td>
<td>Equipment disposal is handled by Research Operations. Per NIH regulations, we must notify BCH when moving or disposing of equipment $5000 and above. Contact Shannon McEneaney-Farron for further information.</td>
</tr>
<tr>
<td>Equipment Purchasing</td>
<td>Equipment purchases $5000 and above are placed by Shannon McEneaney-Farron. Submit requests (quotes) to her via email.</td>
</tr>
<tr>
<td>Fax</td>
<td>Division fax number: (617) 730-0254. The division receives faxes by email. Faxes are forwarded to their intended recipient throughout the day. Contact Shannon McEneaney-Farron if you're expecting an urgent item. Faxes can be sent using the copiers following posted instructions or by email using instructions at <a href="http://web2.tch.harvard.edu/ehelp/Documents/fax2.pdf">http://web2.tch.harvard.edu/ehelp/Documents/fax2.pdf</a></td>
</tr>
<tr>
<td>Fellowship Applications</td>
<td>Please review the Research Fellow Policy Manual as it contains policies regarding time off, conferences, performance, etc. <a href="http://www.childrenshospital.org/research-and-innovation/research/research-administration/offi-fellows">http://www.childrenshospital.org/research-and-innovation/research/research-administration/offi</a>. The Office of fellowship training is also a resource for research fellows. Lu-Ann Pozzi is the director. She can answer any questions</td>
</tr>
</tbody>
</table>
### Grant Applications

All grant and fellowship applications must be reviewed by the division and Office of Sponsored Programs at least 5 business days prior to submission. Please contact Maria Crenshaw prior to starting an application.

### Help Desk

Information regarding technical support and BCH's business applications is available at [http://web2.tch.harvard.edu/ehelp/index.html](http://web2.tch.harvard.edu/ehelp/index.html)

Help Desk requests can be logged at [http://web2.tch.harvard.edu/ehelp/mainpageS2853P75.html](http://web2.tch.harvard.edu/ehelp/mainpageS2853P75.html) or by calling 5-HELP. Lab or personal owned computers must be enrolled in Research Desktop Support for assistance.

### HR Manual

All employees (does not apply to research fellows) should review the Human Resources Policy Manual. You’ll find detailed information on Employment, Job Performance, Pay and Benefits, and Leave of Absence.

### Immigration Office

The Office of Immigration Services (OIS) provides international employees with basic information about different types of visa and permanent residency petitions sponsored by Boston Children's Hospital. Please refer to the OIS website for further information. OIS and Human Resources, will notify you 6 months before your visa expires. All requests for visa extensions should be discussed with the PI and with Nora Boyle.

### Intranet

[http://web2.tch.harvard.edu](http://web2.tch.harvard.edu)

### Janitorial

Contact the Service Response Center (Environmental Services) @ 857-218-5118 (x85118) or [ESDCustomerService-DL@childrens.harvard.edu](mailto:ESDCustomerService-DL@childrens.harvard.edu). Please refer to the Environmental Services website for other helpful information, including information on biohazard collection.

### Lab Coats

Lab coats may be requested by completing the request form at: [http://web2.tch.harvard.edu/resops/mainpageS2785P89.html](http://web2.tch.harvard.edu/resops/mainpageS2785P89.html) and submitting it, via email, to Elizadel Deauna. Requests take 2-3 weeks to process. Your coat will be available in the Coat Closet on the floor you work on (EN704.02 or EN804.2).

### Lab Notebooks

Lab Notebooks can be ordered by completing the request form at: [http://web2.tch.harvard.edu/resops/mainpageS2785P129.html](http://web2.tch.harvard.edu/resops/mainpageS2785P129.html) and submitting it, via email, to Elizadel Deauna. Electronic notebooks are also available. Please check your PI before ordering.

### Mail

Mail is delivered once a day (usually by late morning). If you have any outgoing mail, please ask Shannon for a postage requisition to attach to your item and then leave in the mail pickup box. Stamped mailed can be left in the US mailbox outside the Enders building. A postage requisition can be found on their website [http://web2.tch.harvard.edu/supplychain/mainpageS2691P11.html](http://web2.tch.harvard.edu/supplychain/mainpageS2691P11.html).

Address for mail deliveries:
- Enders 7: 300 Longwood Avenue, Mailstop BCH 3103, Boston, MA 02115
- Enders 8: 300 Longwood Avenue, Mailstop BCH 3104, Boston, MA 02115

Package deliveries should be addressed to: Boston Children’s Hospital, Division of Infectious Diseases, 61 Binney Street, Boston, MA 02115

### Net Learning

Everyone must complete Mandatory Yearly Review (MYR) modules through Netlearning. Netlearning can be access via the hospital intranet [http://web2.tch.harvard.edu/ > QUICKLINKS>NETLEARNING](http://web2.tch.harvard.edu/) or by the following link: [http://lms.netlearning.com/MyNetLearning/Login.aspx?ID=167](http://lms.netlearning.com/MyNetLearning/Login.aspx?ID=167) (works best with Intranet Explorer). You will receive email notification if other modules are assigned. Learning and Development also offers a variety of courses (live and computer based). [http://web2.tch.harvard.edu/hr/mainpageS2652P7.html](http://web2.tch.harvard.edu/hr/mainpageS2652P7.html). Sign up for these offerings is via Netlearning.

### Office Supplies

Basic office supplies are available in Enders 761 and Enders 861. Supplies should be ordered through WB Mason using Peoplesoft eProcurement.

### Passwords

Your password must be changed every 3 months. You will receive an automated email about 14 days before your password expires. This email will contain instructions on how to reset your password through [Password Manager](https://ims1.chboston.org/portal/)
**Pediatric Scholars** is a comprehensive computing environment, offered through Research Computing, that is available to researchers. Offerings include software licenses, e.g. MS Office 365, SAS, MacVector, and Drop Box storage. Please contact your PI to determine if you will need Pediatric Scholars.

**Peoplesoft Self Service**

Please see: [http://chbshare.chboston.org/elibrary/isd/educate/psug/Pages/peoplesoft_hr.aspx](http://chbshare.chboston.org/elibrary/isd/educate/psug/Pages/peoplesoft_hr.aspx)

**Printers**

For setup and usage instructions please see: [http://web2.tch.harvard.edu/ehelp/mainpageS2853P38.html](http://web2.tch.harvard.edu/ehelp/mainpageS2853P38.html)

**Purchasing**

To purchase items through PeopleSoft eProcurement please see Shannon to register for training. The training class is mandatory for any one seeking access to eProcurement. [http://web2.tch.harvard.edu/PeopleSoftERP/](http://web2.tch.harvard.edu/PeopleSoftERP/)

**Recycling**

For general recycling refer to Environmental Services: [http://chbportal.tch.harvard.edu/esd/](http://chbportal.tch.harvard.edu/esd/)

**Reimbursement Requests**


**Remote Access**

See VPN

**Research Desktop Support**

Please contact your PI to determine if you will have RDS support for your computer. To register for RDS support please go to: [http://web2.tch.harvard.edu/researchcomputing/mainpageS2801P2.html](http://web2.tch.harvard.edu/researchcomputing/mainpageS2801P2.html)

**Scanners**

For setup and usage instructions please see: [http://web2.tch.harvard.edu/ehelp/mainpageS2853P38.html](http://web2.tch.harvard.edu/ehelp/mainpageS2853P38.html)

**Technical Support**

For IT support enter a help request at: [http://web2.tch.harvard.edu/ehelp/mainpageS2853P75.html](http://web2.tch.harvard.edu/ehelp/mainpageS2853P75.html) or, email help.desk@childrens.harvard.edu

**Telephone**

If you are calling long distance, you will need to enter a long distance code. After you dial your number, you will hear a series of short beeps, enter the following long distance code and [5250780](http://web2.tch.harvard.edu/ehelp/mainpageS2853P74.html) your call will be connected. Instructions on how to use your Cisco phone can be found at [http://web2.tch.harvard.edu/ehelp/mainpageS2853P74.html](http://web2.tch.harvard.edu/ehelp/mainpageS2853P74.html). To setup voicemail for your Cisco desk phone please see [http://web2.tch.harvard.edu/ehelp/Documents/voicemail_hospital.pdf](http://web2.tch.harvard.edu/ehelp/Documents/voicemail_hospital.pdf)

**Trash**

For general trash refer to Environmental Services; For hazardous waste, including batteries, pesticides, and mercury containing devices please contact Safety & Environmental Health

**Travel**

Travel should be booked through Egencia (see Egencia) when possible. Employees can submit a request for reimbursement (see Reimbursement Requests) if needed. Please follow the division specific guidelines at [http://www.box.com/ID-Purchasing](http://www.box.com/ID-Purchasing).

**Visas**

See Immigration Office

**Voice Mail**

See Telephone

**VPN**

Virtual Private Network (VPN) is used to access hospital applications and networks remotely. To use VPN, you need a VPN account and a grid card. To get a VPN account and a grid card, bring your Hospital ID to the Help Desk weekdays from 7am to 7pm. (One Autumn St, Basement). Please refer to [http://web2.tch.harvard.edu/ehelp/mainpageS2853P41.html](http://web2.tch.harvard.edu/ehelp/mainpageS2853P41.html) for further information on remote access.