



GILLINGS SCHOOL OF  
GLOBAL PUBLIC HEALTH

# **Administrative Support Reference Guide**

Updated: 01/19/2024

## Welcome to the Gillings School of Global Public Health, THE *top* public school of public health in the U.S.

Our mission is to improve public health, promote individual well-being and eliminate health inequities in North Carolina and around the world. Our work is done in basic science laboratories; clinical and public health settings; communities, including worksites; and community-based and other non-governmental organizations. With our special focus on the science of implementation and delivery, our faculty, staff and students are bridging the gap between academic research and practical public health that can make a world of difference — and a different, healthier world.

- Learn more about [Gillings School of Global Public Health](#) (SPH)
- Learn more about our [School Leadership](#)
- Learn more about our [Guiding Statements](#)
- [Learn more about Gillings Facts and Figures](#)

### Departments and Programs

- [Biostatistics](#) (BIOS)
- [Environmental Sciences and Engineering](#) (ESE)
- [Epidemiology](#) (EPID)
- [Health Behavior](#) (HB)
- [Health Policy and Management](#) (HPM)
- [Maternal and Child Health](#) (MCH)
- [Nutrition](#) (NUTR)
- [Public Health Leadership Program](#) (PHLP)

### Mission and Strategic Priority Areas

- [Academic Affairs](#)
- [Inclusive Excellence](#) (IE)
- [North Carolina Institute for Public Health](#) (NCIPH)
- [Research, Innovation and Global Solutions](#) (RIGS)
  - [Research](#)
  - [Global Health](#)
- [Student Affairs](#)

### Strategy, Innovation and Implementation

- [Dean's Office](#)
- [Innovation](#)
- [Strategic Analysis and Business Intelligence](#) (SABI)

### Central Administrative Units (CAU)

- [Advancement](#)
- [Communications and Marketing](#)
- [Facilities](#)
- [Finance and Business](#)
- [Human Resources](#) (HR)
- [Information Technology and Project Planning](#)
  - [Instructional and Information Systems](#) (IIS)

- o [Instructional Media Services](#) (IMS)

You have just joined the ranks of UNC-Chapel Hill (UNC-CH), which was not only the first state university, but is also a global higher education leader known for innovative teaching, research, and public service.

- Learn more about [UNC-CH](#) and resources to help you get started.

## Administrative Support Reference Guide

This guide is a living document that is regularly updated and serves as a resource for SPH staff. We recognize that every CAU and Department within the School may have specific protocols or procedures. The primary purpose of this guide is to be a quick reference tool on UNC-CH policies, systems, and processes.

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## ORIENTATION

You will need access to many different platforms, programs, etc. Much of this will be set up by others in the unit/department for you. Here are some useful resources as you get started:

### Administrative Onboarding

#### Onboarding Checklist

Start by checking off the items on the Centralized Administrative Unit (CAU) [New Employee Orientation Checklist](#) (housed on the [SPH Finance resources page](#)). Additional information is provided below for aspects pertaining to your first week at UNC-CH.

#### ONYEN

Once active, [create or reactivate your ONYEN](#). Your ONYEN (Only Name You'll Ever Need) will allow you to access various online systems.

- Please contact the UNC Help Desk at (919) 962-4357 if you have any issues.

#### Email Account

Once you have created your ONYEN, you will need to [request an email account](#). Note: If you have an existing UNC email, select [Manage Email Accounts](#).

#### 2-Step Verification

2-Step keeps both you and the University safer by adding an extra layer of security to the sign-in process.

- [Two-Step Verification - Information Technology Services \(unc.edu\)](#)

#### VPN

Access to some campus applications from off-campus requires the use of VPN (i.e., Remote Desktop, Shared Drives, Virtual Computing Lab, ConnectCarolina).

- [Help Articles - VPN Installation - Windows \(service-now.com\)](#)

#### Employee Payment and Leave Reporting

The [Time Information Management System \(TIM\)](#) is UNC-Chapel Hill's official time capturing system utilized to track SHRA (formerly called SPA) employee hours for accurate calculation of payment as well as to track leave for accurate reporting records for SHRA and permanent EHRA (formerly called EPA) [employees](#).

- TIM can be accessed via ConnectCarolina or directly: [unctim.unc.edu](#)
- [TIM FAQs, News, and Reference Materials](#)
- [Setting up Direct Deposit and Changing Account Information QRC](#)
- [Leave and Holidays](#)
- [UNC-CH Employee Policies](#)
- [Welcome to Carolina Blue](#)

### Technology & Tools

#### Information Technology Services (ITS) Helpdesk

[help.unc.edu](#) or 919-962-HELP (4357)

## Instructional and Informational Systems (IIS) at Gillings

[IIS](#) provides core information technology support for public health faculty, staff, and students. We collaborate with technology partners inside the school and across campus to ensure that our School is getting the best from technology.

- [End User Support at the Gillings School](#)
- [Service Portal](#) (Help Desk Ticket)
- 919-962-HELP (4357)
- [Working Remotely Resources](#)
- [Gillings Hoteling Office Space Spaces](#)

## Microsoft Office 365

We use several components of Microsoft Office 365 in our day-to-day activities. Office 365 is a collection of applications (Outlook, OneDrive, Teams, OneNote, Word, Excel, PowerPoint, and more) that are cloud based or available online.

- To access Office 365, go to [office.unc.edu](http://office.unc.edu)
- [Microsoft 365 Training](#)
- [Microsoft 365 Basics Video Training](#)

## OneNote

OneNote is a digital notebook where you can store notes and share them with your team. Edit the notes together, add to-do tags, insert spreadsheets, videos, and much more.

- [OneNote video training - Microsoft Support](#)

## OneDrive

OneDrive for Business is your cloud-based storage space within Office 365.

- [Storing Sensitive Information in Office 365](#)
- [OneDrive video training – Microsoft Support](#)
- [Share OneDrive files and folders](#)

## Teams

Teams is a collaboration workspace that helps you engage with your team members via chat, online meetings, and file sharing.

- [SPH Finance Team 2022](#) (our Team site)
- [Microsoft Teams QR Codes](#)
- [Using Teams for Collaborative Editing](#)
  - Download the [desktop app](#) (and mobile app) so you can access Teams easily. Set your status on Teams to reflect your availability (available, away, busy, etc.)

## Outlook

You will use your email and calendar constantly.

- [Outlook training - Microsoft Support](#)
  - Turn on the [conversation thread](#) feature (this will help you to manage your inbox).
  - Please set your out-of-office replies (in [Outlook](#) and voicemail) when you are in trainings/out of office for an extended period, on vacation, or out sick. Make sure you list who to contact in your absence.

- Do not “reply all” on an email thread unless everyone needs to see the response and needs to continue to be part of the conversation. \*Move the appropriate parties to bcc (this approach lets folks know you replied, and they won’t be on the remaining emails).
- There are two ways to add a shared mailbox (used to manage department/unit/team inbox):
  - [Accessing Shared Mailboxes & Calendars](#) \*This is the common way to access (not add) a mailbox when multiple users manage an inbox.
  - [Adding a Shared Mailbox to your Outlook Profile](#) \*Adding the shared mailbox this way saves any mail sent by the user in the sent items folder on the shared mailbox and allows the user to send emails as “from” the mailbox.
- [Reserving Spaces at the Gillings School](#)

### **Email Signature**

Follow the [UNC brand guidelines](#) to create your email signature (download the email signature template).

### **Zoom**

Zoom is an easy-to-use, mobile-friendly, video, and audio-conferencing service.

- [Gillings Zoom Conferencing - UNC Gillings School of Global Public Health](#)
- [Zoom FAQs and Resources](#)
- [Zoom Learning Center](#)

### **PC Desktop Communicator Software (Telephone)**

Remote employees do not have desktop phones, instead we use Premium Communicator (ATT Mitel Communicator Client).

- Reference your unit/department’s cost code list to obtain the appropriate CFS (confirm with Finance Team/Business Manager), then email [Lew Binkowski](#) (SPH Information Technology) to request Premium Communicator (provide the CFS).
- Once the request is complete, you will receive an email with your username, password, and directions to [download and use the software](#).

### **Panopto**

Panopto is the University’s centrally supported video storage and management system.

- [Panopto Resources and FAQs](#)

### **Qualtrics**

Qualtrics is a powerful [online survey tool](#) available to all UNC Chapel Hill faculty, staff, and students, for UNC-related projects.

- You will need to [log into Qualtrics](#) for the first time in order for others to see you in the system and to share surveys with you.

### **Adobe Creative Cloud**

Once you have access to BuyCarolina and approval from your supervisor to order Adobe Creative Cloud, reference your unit/department’s cost code list to obtain the appropriate chartfield string (confirm with Finance Team/Business Manager), then place the order in [BuyCarolina](#) (via ConnectCarolina).

- [Directions to order software](#) (ITS Software Distribution)
- [Adobe training and FAQs](#)

- Note: keep a copy of the requisition (once you've placed the order) and the approval email to order Adobe Pro. You will submit this information to your business office/finance team so they can reconcile your department/unit's purchase(s).

## File Storage Recommendations

We have several ways we can electronically store information. The four most common tools are: OneDrive, Teams, H: drive, and S: drive.

### OneDrive (My Stuff)

Each person at UNC gets their own OneDrive (you have 1 TB of storage space) - think of it as your personal storage (ex: slide decks from conferences, certifications, CV/resume, drafts of files you're not ready to share yet, etc.).

- OneDrive is ideal for sharing with specific individuals (not your team or department).
- [Best Practices for OneDrive](#) and [QRC](#).
  - Note: when someone leaves an organization, their OneDrive is typically retired within 30 days (anyone who had access to those documents will no longer have access).

### Teams (Team/Department's Stuff)

Teams are best used for collaborating on files with others and for publishing files everyone can see.

- Use Team sites instead of shared drives and email attachments for collaboration.

### H: drive and S: drive

The School has a central file share (H: drive), it's our onsite storage. We also have a secure (S: drive) file storage solution: [SecNAS](#). Both the H: drive and S: drive can only be accessed by authorized users.

- Our [IIS team](#) encourages end-users to move off the H: drive and onto Teams (following [sensitive information and protocols](#)).

### Sensitive Information & Records Retention

Sensitive information can be saved, shared internally, but **should not be shared externally**. Please review these resources to understand how the University handles sensitive information and maintains records.

- [Handling Sensitive Information](#) and [QRC](#)
- [Information Classification Standard](#)
  - [Tier 0 \(public info\) and Tier 1 \(business info\) = Non-Sensitive Information](#)
  - [Tier 2 \(confidential info\) and Tier 3 \(restricted info\) = Sensitive Information](#)
- [Laws/Standards that Govern the Protection of Sensitive Data](#)
- [Securing Sensitive, University-Owned Information on Secure NAS \(SecNAS\)](#)
- [Guidance on File Uploads](#)
- Manage retention and disposal of data according to the [records retention schedule](#).

### Archiving

- [Records Management](#) and [Records Management Policy](#)
- Use Teams to archive Tiers 0-2 (create a secure archive folder, utilizing permission settings, within the Team site).
- Use the S: drive (SecNAS) for all Tier 3 sensitive information.



## Working On Campus

### Campus Address

Gillings School of Global Public Health  
University of North Carolina at Chapel Hill  
135 Dauer Drive, Campus Box 7400 \*Address and CB depend on your building location\*  
Chapel Hill, NC 27599

### Directory Search

Search by name, onyen, email or PID to find people: <https://dir.unc.edu/>

- [Updating Your Personal Information](#) (for Faculty and Staff)
- [Updating Contact Information, Pronoun/Gender, W-2s](#) (Students)

### Print and Copy Services

The UNC Print Stop and Copy Center offers printing and copying services for students, faculty, staff and departments.

- [Frequently Asked Questions \(FAQ\)](#)
- [Print and Copy Services](#)
- [Calendars and Maps](#)

### FedEx

- [Setting up a new FedEx account](#)

### University Mail Services

[University Mail Services - Auxiliary Services \(unc.edu\)](#)

### Mailing within the University

- You can look up an address on campus by searching for the person in the Outlook Address Book. Make sure to list the correct CB (campus box).
- Place outgoing mail in the white bin in the mail room (located in the Atrium) labeled CAMPUS MAIL.

### Mailing outside the University

To mail outside the university, we do not create our own postage. Instead, we submit a form called a Postage Charge Authorization Slip, or Blue Slip.

- [Click here](#) to set up your profile and fill out the Postage Charge Authorization Slip.
- The first time you order a Blue Slip, and anytime you order a Blue Slip for which you are using a different chartfield string (CFS) for the first time, you will need to click the green + button and enter all the appropriate values.
- One slip can be used for multiple items, so long as they have the same funding (CFS).
- Print two copies of this slip.
  - One is for the mail: put the date, the number of pieces of mail, cut along the dotted line and attach to your mail with a paper clip or rubber band.
  - The other is for our records, send a copy to your business office/finance team.

- Take the mail downstairs (atrium) and put it in the white bin in the mail room labeled BLUE SLIPS.

## UNC One Card

The One Card is a multipurpose identification card that also serves as a card for library and meal plan use, building access, copy and print services and access to campus events.

- [Get My Card](#)
- [Mobile One Card](#)

## Parking

[Parking - Transportation and Parking \(unc.edu\)](#)

- Learn more about your Department/Unit's [parking policy and parking coordinator](#).
- If you do not purchase an on-campus parking pass, register for [Commuter Alternative Program](#) (CAP) and you will receive one permit (S11 or Park & Ride lot) per calendar month and 20 free weeknight parking passes per semester.
- [UNC Parking Map](#)
- Request [parking validation coupons](#) for your unit/department, you will need to provide a chartfield string for the department transfer.

## Park-and-Ride

- **Local:** [Chapel Hill Transit](#) provides fare-free bus service between UNC, Chapel Hill, and Carrboro. [Park-and-Ride lots](#) are available for daytime riders (parking permits are required).
- **Regional:** [GoTriangle](#) is currently fare free. Eligible commuters may obtain a free bus pass to commute to UNC on [PART Express](#) and [Orange County Public Transportation](#).

## UNC-CH Maps

<https://maps.unc.edu/>

## Carolina Dining Services

- <https://dining.unc.edu/menu-hours/>
- <https://dining.unc.edu/locations/>

## Options close to Gillings SPH

- [Alpine Deli & Café](#) is in Thurston Bowles
- [The Atrium](#) is in the School of Public Health
- The Beach Café is in the Brinkhous-Bullitt Building (behind Bondurant Hall) - restaurants vary throughout the week.
- Food Trucks are located by Marsico Hall (Mason Farm Rd)
- [Friends Café](#) is in the Health Sciences Library
- [Raynor Food Center](#) is in the School of Dentistry
- [Saladelia](#) is in the FedEx Global Education Center

## Flexible Work Arrangements for University Employees

<https://hr.unc.edu/employees/policies/flexible-work-arrangements>

# FREQUENTLY REFERENCED RESOURCES

Consider bookmarking the below resources as you will reference them often. You can set up folders in your browser to organize by topic and include all relevant resources (e.g.: Travel, P-Card, etc.)

## Branding and Communications

- [Gillings School Facts](#)
- [Gillings Visual Elements](#)
- [Gillings PowerPoint Template](#)
- [Gillings School Academic Poster Templates](#)
- [University Branding and Identity Guidelines](#)
- [WordPress \(SPH website\) Update Request](#) and [Profile Submission](#)

## Meetings, Events, and Space

- [Gillings Event Management](#) (GEM)
- [Procedure for Requesting and Paying a Speaker](#) (708.3)
- [Room Reservations at Gillings SPH](#)
  - Conference Room Maintenance: [sph\\_av@unc.edu](mailto:sph_av@unc.edu) / 919-966-6536
- [Instructional Media Services](#) (IMS)
- [Print and Copy Services](#)
- [Facilities Services](#)
- [Space Planning and Occupancy Tracking System](#) (SPOTS)
- [Surplus Property Management System](#) (SPMS)

## Purchasing

- [Purchasing: How to Buy](#)
- [Purchasing Card](#) (P-Card)
- [Travel & Expense Card](#) (T&E Card)
- [When to use a T&E Card versus a P-Card](#)
- [BuyCarolina](#)
- [Solicitation of Quotations, Bids, and Proposal Policy](#)
- [Tax Exempt Status Letter](#)
- [1227: UNC-CH Policy on Unauthorized Purchases](#)

## Travel and Expenses

- [Travel and Expenses](#)
- [Gillings International Travel Toolkit](#) and [UNC Global International Travel](#)
- [Concur](#) \*For faculty and staff.
- [WebTravel \(CABS\)](#) \*For students and guests; GradStar travel awards are also used for students.
- [Expense Reimbursements](#) and [University-Related Business Entertainment Expenses Policy](#)
- [Policy on Business Travel](#) (1501)
- [Policy on IRS Accountable Plan](#) (effective 1/1/2024)

## Human Resources and Campus Safety

- [Alcohol Policy](#)
- [Carolina Ready](#) (Campus Safety)
- [Environment, Health and Safety \(EHS\)](#)
- [Ethics and Policy](#)

- [1262: UNC-CH Policy on Office Decor](#)

## Faculty, Employee, and Student Support

- [Academic Calendar](#) (Teaching Semesters and Holidays)
- [Appointments, Promotions and Tenure](#) (APT)
- [ESE Administrative Services Handbook](#)
- [GradStar](#) and [GradStar Process QRC](#)
- [GradStar Training and Resources](#)

## Technology and Data Use

- [Connect Carolina](#) and [Connect Carolina User Information](#) (Employee Benefits and IT Systems)
- [Enterprise Data Governance Policy](#)
- [Gillings Instructional and Informational Systems \(ISS\)](#)
- [Safe Computing at UNC](#)

When in doubt, go to [unc.edu](http://unc.edu) and search for whatever you need.

## TRAININGS

Different training is required for different positions. Review the [ConnectCarolina Course Descriptions](#) and [Access Roles](#) with your manager to determine the courses you will need.

Once you complete trainings assigned by your supervisor/manager, please download and fill out the appropriate [Access Request Form\(s\)](#) and email to your manager.

## A-Team Meetings

The Dean's Office coordinates a monthly administrative team (A-Team) meeting for Executive Assistants (EAs) and some admins from the CAUs and academic departments.

- If interested, please reach out to [Lisa Warren](#).

## Business Office Lunch n' Learn Series

Review for introduction to core business topics:

- [General Orientation](#)
- [Hiring Students and Temporary Staff](#)
- [Purchasing and Travel](#)

## CAU Finance Onboarding

- [Finance Onboarding for the Central Administrative Units](#) (CAUs)

## Computer-Based Trainings (CBT)

- [Connect Carolina User Information](#)
- [ConnectCarolina Online Learning](#) (CCCBT)
- [Carolina Talent](#)
- [Learn IT Online](#)

- [LinkedIn Learning](#)

## Digital Accessibility

The Digital Accessibility Office (DAO) offers services, tools, and trainings to help improve the accessibility of your digital content. Digital content includes websites, PDFs or Word documents, videos, social media, and more.

- [DAO trainings](#)

## Excel Users of UNC

- Excel Users of UNC [Team Site](#)
- [Sign up for Excel Training via Learning Stream](#)

## FERPA

As a general rule, under the federal **Family Educational Rights and Privacy Act** (FERPA), personally identifiable information may not be released from a student's education records without his or her prior written consent.

- [FERPA Training](#)

## Finance

- [Finance Training and Development](#)

## Gillings School of Global Public Health (SPH) HR Orientation

- Register for the [Orientation](#)
- [Gillings Human Resources \(HR\) Team and Resources](#)

## Gillings SPH Stylebook

This [two-page document](#) contains the "top hits" from our more extensive [School Stylebook](#). The guidelines were developed to establish a consistent brand and standards for all Gillings School communications.

- [Website and Communications Resources](#)

## Knowledge Base (Help Articles)

- Search the UNC Help [Knowledge Base](#) (Help Articles)
- [HELP: ITS Knowledge Articles and Services](#)

## Inclusive Excellence (IE) Trainings

- [IE Trainings](#)
- [Office of Diversity and Inclusion Trainings](#)
- [Gender-Inclusive Language](#)

## Information Security Awareness Training

Information security plays a vital role in protecting the confidentiality, integrity, and availability of information at the University of North Carolina at Chapel Hill.

- [Security Awareness Training](#)

- [Information Security Policies](#)
- [Information Technology Services \(ITS\) Policies](#)

## Organizational and Professional Development

UNC Human Resources Organization & Professional Development provides many learning opportunities for all UNC-Chapel Hill employees by coordinating, designing, and delivering specialized training programs and organizing development activities for teams.

- [Training programs and resources](#)

## RASR

RASR (Rapid Administrative Service Request) is a homegrown tool created by the Office for the Vice Chancellor for Research. It is a workflow tool to help manage internal business office requests by removing the transactions out of email and systematically collecting and sharing information.

- [RASR webinar](#)
- [RASR Initial Requests Guide](#)
- [RASR Reviewer-Approver Guide](#)

## Work Remote

- [Digital Body Language](#)
- [Building Connection and Engagement in Virtual Teams](#)

## TERMINOLOGY & CONCEPTS

- [Connect Carolina Financial Concepts](#)
- [Finance & Budget Glossary](#)
- [Inclusive Excellence Terms](#)
- [Office of Sponsored Programs Acronyms](#)
- [UNC-CH Glossary](#)

## SPH Unit and Department Abbreviations

Abbreviation	Dept/Unit
BIOS	Biostatistics
CAU	Central Administrative Unit
DO	Dean's Office
EPID	Epidemiology
ESE	Environmental Sciences & Engineering
HB	Health Behavior
HPM	Health Policy Management
HR	Human Resources
IE	Inclusive Excellence
IIS	Instructional & Information Systems

MCH	Maternal Child Health
NCIPH	NC Institute of Public Health
NUTR	Nutrition
PHLP	Public Health Leadership
SABI	Strategic Analysis & Business Intelligence
SPH	School of Public Health

## SHARE THE KNOWLEDGE!

Please edit this handbook regularly – if there’s one constant at the University, it’s change.

- To maintain the Table of Contents: When adding or changing this manual, use the preset Headings 1, 2, and 3. Anytime you edit a heading or change text, click the Table of Contents on Page 3, click Update Table > Update Entire Table.
- To make navigation of this doc easier, go to the View menu and check the Navigation Pane box. This will allow you to jump around this doc using the titles on the left.