



This March and April, UAN will replace all Dell computers with a new HP desktop or laptop based on the selection your entity made several weeks ago. UAN has joined with Xtek Partners for coordinating the shipping of the computers. If a situation arises during the process, you may be contacted by an Xtek representative or from an auditor@xtekpartners.com e-mail address. Your computer will be delivered to you by United Parcel Service (UPS).

Please Note: You will not be able to upgrade the UAN application to version 2021.2 on your current Dell computer. Version 2021.2 will contain the updated 941 Federal Tax Form and other enhancements.

Starting on March 1, 2021 you will be able to select the delivery date (arrival date) of your shipment. Deliveries will be made between March 11, 2021 and April 2, 2021, Monday through Saturday, deliveries cannot be scheduled for Sundays.

To select the delivery date of your computer, please access the UAN Hardware Refresh website: auditor.xtekpartners.com. This web site will be available beginning March 1, 2021 through March 29, 2021. If you do not select a delivery date during this period, your entity will be responsible for picking up the computer from UAN's office in downtown Columbus.

- Step 1: Enter your UANLink Profile Login credentials and click the 'Submit' button.
 - UAN ID: This is your UAN four digit Id number.
 - UAN Profile Login Password: This is your five character Auditor of State Customer Number (two numbers, one letter, and two numbers) and can be found on your Auditor of State invoice. **Please Note:** The UAN Profile Login password's one letter needs to be input as a capital letter.

- Step 2: Verify / Change the shipping information. The defaulted detail is your entity's name, county, and shipping address that is on file with UAN. The e-mail address was provided by your entity when you made your computer type selection. This information will be used for shipping of the computer only, it may not necessarily be the same address used for software/application updates. If you would like to change the shipping address, email address and/or phone number for **THIS SHIPMENT ONLY**, edit the necessary field(s). **Please Note:** The email address listed is where the UPS tracking information will be sent.

- Step 3: Select a delivery date by left clicking on the default date within the 'Requested Delivery Date' field. You will receive a popup calendar for the month of March. You may select any date ranging from March 11, 2021 to April 2, 2021 excluding Sundays.



- Step 4: Select the Submit button at the bottom of the page. If successful, you will receive a 'Your information has been saved. Thank you!' message.
- Step 5: You will also receive a return email verifying your shipment date and any updated address changes. The email will be from auditor@xtekpartners.com. **If you do not receive this email, please check your spam or junk folder.** This email will confirm your shipping address and delivery date.

Delivery:

About one to two days before your delivery date you will receive an e-mail from UPS that will contain the UPS tracking number.

All computer equipment will arrive together in one box. An individual 18+ years old will need to sign for the shipment from UPS. If an individual 18+ years old is not available to sign for the delivery, UPS will apply a missed shipment form to the door and the shipment will be re attempted. Please read this form carefully to understand your reshipment options including the option of picking up the computer from a nearby UPS location.

UAN Support for Dell Computer:

Beginning on April 12, 2021, UAN will no longer support the Dell computer. If a Dell computer error arises after this time, UAN Tech Support will provide guidance on installing the new HP computer. UAN strongly recommends that you complete the hardware transfer before the warranty on the old Dell hardware expires. April 12, 2021 is also the date that the majority of Dell computers will no longer be covered by the Dell warranty. To verify the warranty expiration/end date, visit their website at: <https://www.dell.com/support/home/en-us?app=warranty> and enter the Dell computer's service tag (found on the Dell computer) into the 'Search support' search box.

Next Steps:

The box delivered by UPS will contain your new HP computer and a manila envelope. The envelope contains detail instructions for setting up the new computer as well as transferring your UAN data/records from the old computer to the HP computer. Also, within the envelope is a USB flash drive. The USB drive will be used for the data transfer process and to reimage the Dell computer to factory state. After completing the data transfer and reimaging the Dell computer, the USB drive is donated to your entity and it can be repurposed.