

# OHIO AUDITOR OF STATE KEITH FABER



**TO:** Newly Elected Clerks and Fiscal Officers using UAN  
**FROM:** UAN Support  
**DATE:** February 1, 2024  
**SUBJECT:** Uniform Accounting Network Orientation

## OVERVIEW

The Uniform Accounting Network (UAN) Transition Training is intended for you if:

1. You are a newly elected clerk or fiscal officer.
2. You are taking office at a local government that is a current UAN customer.
3. You do not have previous experience with UAN Accounting and/or Payroll.

## UAN TRAINING

UAN training consists of the following course sections:

### ORIENTATION

Short introduction to UAN. UAN Support, fees, invoices, UAN hardware, password resets, virus protection, version updates, updating contact information, the UANlink webpage are discussed among other topics.

Videos:

UAN Service for New Fiscal Officers

Documents:

UAN Orientation

UAN Transition

**Please Note:** These videos do not discuss the UAN application. The videos and handouts are available on the UANLink website at:

<https://uanlink.ohioauditor.gov/training/transition.html>

### PREREQUISITE

Several videos and manuals that will acquaint new clerks/fiscal officers with fund accounting and payroll concepts necessary to begin using UAN. **If you have no previous experience with fund accounting and/or payroll, please review the UAN prerequisite training materials before UAN application training.** The videos and manuals are available on the UANLink website at:

<https://uanlink.ohioauditor.gov/training/transition.html>

**Please Note:** The UAN prerequisite training is not intended to replace or be a substitute for the financial management training for public officials provided by Local Government Services (LGS).

## INTRODUCTION

Provides new clerks/fiscal officers the knowledge and skills to become proficient with the UAN application/software. The videos and manuals are available on the UANLink website at: <https://uanlink.ohioauditor.gov/training/transition.html>

## PROFICIENCY

Provides all clerks/fiscal officers the knowledge and skills to become efficient with the functions (maintenance, transactions, reports, and utilities) within each module (accounting, payroll, budget, inventory, and cemetery). The videos and manuals are available on the UANLink website at: <https://uanlink.ohioauditor.gov> Select 'Training' from the top menu.

## FISCAL INTEGRITY

Passed during the 130<sup>th</sup> General Assembly and enacted on March 23, 2015, the Fiscal Integrity Act raises the bar of accountability for fiscal officers across the state. The law helps deter accounting errors and fraud with increased training requirements and a new removal process for fiscal officers. For example, newly elected or appointed fiscal officers must complete:

- 6 hours of initial education courses before commencing their term in office or within the first year in office.
- An additional 18 hours of continuing education courses before the end of their first term in office.

For more information: <https://ohioauditor.gov/fiscalintegrity/>

**Please Note:** UAN training videos and webinars qualify for Fiscal Integrity Act education course credits. You must self-report your pre-term training through your eServices account after you take office.

## UAN APPLICATION/SOFTWARE ASSISTANCE

UAN Support is available to clients who have specific questions about the UAN application (Accounting, Payroll, Budget, Inventory, and Cemetery). There is no additional fee for application support or training courses.

## HOURS OF OPERATION

	UAN Support	Tech Support
Mondays - Thursdays	7:30 AM - 5:15 PM	8:00 AM - 4:30 PM
Fridays	7:30 AM - 4:45 PM	8:00 AM - 4:30 PM
Saturdays	8:00 AM - 12:00 PM	By Appointment

## CONTACT INFORMATION

- Phone: 1-800-833-8261
- Fax: 1-877-727-0088
- Email: [UAN\\_Support@OhioAuditor.gov](mailto:UAN_Support@OhioAuditor.gov)
- Website (UANLink): <https://uanlink.ohioauditor.gov/>

## ADDRESS

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Office of Auditor of State  
Uniform Accounting Network  
65 East State Street, 5<sup>th</sup> Floor  
Columbus, Ohio 43215

## UAN HARDWARE ASSISTANCE

UAN provides clients with a desktop or laptop computer and a single or multifunctional printer. Hardware replacement occurs approximately every four years. At the time of purchase, participants are given the opportunity to select the computer and printer that best meets the needs of their entity. UAN printers were replaced in the autumn of 2019. UAN computers were replaced in the spring of 2021. The next computer and printer refresh is planned for late in 2024. **Please Note:** Your entity is responsible for replacing consumables, e.g. toner for the printer, backup media (DVDs, Flash/USB drives, etc.).

## PRINTING WARRANTS/CHECKS

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First, be sure the checks are in descending order (i.e. 10, 9, 8, 7, etc.). Please note: The next time you reorder checks, ask for them to be printed in reverse order. Once the checks are in descending order, the checks need to be loaded face down with the upper part of the check towards the front of the printer in the letter size paper tray drawer.

## PRINTING FORMS

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The forms need to be loaded face down with the upper part of the form towards the front of the printer in the letter size paper tray drawer.

## PRINTER SERVICE/REPAIRS

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Contact UAN Support 1-800-833-8261 for warranty and repair questions on the UAN printer.

## UAN TECHNICAL SUPPORT

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- Hours of Operation: Mondays through Fridays - 8:00 AM to 4:30 PM and Saturdays - By Appointment
- Phone: 1-800-833-8261
- Email: [UAN\\_Tech@OhioAuditor.gov](mailto:UAN_Tech@OhioAuditor.gov)

If referred by UAN to contact HP for warranty support, please have your service tag number (also referred to as serial number or S/N) ready when you call. Your service tag number identifies you as a UAN client and will ensure that you receive next-day repair or replacement service.

## HP COMPUTER TECHNICAL SUPPORT

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- HP computers come with a 4-year Next Business Day onsite service.
- Hours of Operation: Mondays through Sundays - 24 hours per day
- Phone: 1-800-334-5144

**Important:** If asked about the ownership of the computer, state that it is an “Ohio Auditor of State Uniform Accounting Network owned computer”.

**Recommendation:** Ask the service person for your case number, and please keep this information for future reference.

## ADDITIONAL ASSISTANCE AVAILABLE FOR LOCAL GOVERNMENTS

### FINANCIAL AUDITS

The Auditor of State’s office is required to perform these financial audits at least once every two fiscal years; however, many audits are performed annually. The office must review the methods, accuracy, and legality of the accounts, financial reports, records, and files of all public entities.

### CONTACT INFORMATION

➤ Regional Audit Divisions:

Northeast	1-800-626-2297	<a href="mailto:NortheastRegion@ohioauditor.gov">NortheastRegion@ohioauditor.gov</a>
Northwest	1-800-443-9276	<a href="mailto:NorthwestRegion@ohioauditor.gov">NorthwestRegion@ohioauditor.gov</a>
Southeast	1-800-441-1389	<a href="mailto:SoutheastRegion@ohioauditor.gov">SoutheastRegion@ohioauditor.gov</a>
Southwest	1-800-368-7419	<a href="mailto:SouthwestRegion@ohioauditor.gov">SouthwestRegion@ohioauditor.gov</a>
East	1-800-443-9272	<a href="mailto:EastRegion@ohioauditor.gov">EastRegion@ohioauditor.gov</a>
West	1-800-443-9274	<a href="mailto:WestRegion@ohioauditor.gov">WestRegion@ohioauditor.gov</a>
Central/State	1-800-443-9275	<a href="mailto:CentralRegion@ohioauditor.gov">CentralRegion@ohioauditor.gov</a>

- Email: [ContactLGS@ohioauditor.gov](mailto:ContactLGS@ohioauditor.gov)
- Website: <http://www.ohioauditor.gov/audits.html>
- To verify your county’s regional audit division, please select the following link:  
<https://ohioauditor.gov/contact.html>

### LOCAL GOVERNMENT SERVICES (LGS)

The Auditor of State’s office Local Government Services (LGS) helps local governments deal effectively with financial, accounting, and budgetary issues. The following are some of the services LGS provides:

- Provides answers to the chart of account questions
- Financial management training to public officials
- Reconciliation of books
- Fiscal watch and fiscal emergency assistance
- Assistance with financial forecasts
- Reconstruction of financial records
- Development of policies and procedures
- Evaluation of internal controls
- Dissolutions and mergers
- Manuals and policy bulletins

**Reminder:** UAN Support **cannot** answer fund, chart of accounts, policy and procedure questions.

## CONTACT INFORMATION

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- Phone: 1-800-345-2519
- Email: [ContactLGS@ohioauditor.gov](mailto:ContactLGS@ohioauditor.gov)
- Website: <https://ohioauditor.gov/local.html>
- Additional Resources:
  - Ohio Township Handbook and Village Officer's Handbook:  
<http://www.ohioauditor.gov/publications.html>
  - Local Government Services Conference (LGOC):  
<http://www.ohioauditor.gov/trainings/default.html>

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## OHIO PERFORMANCE TEAM (OPT)

The Auditor of State's office provides elected officials and government employees with an objective, third-party analysis of their operations to help them improve performance, reduce costs, and make informed, data-driven decisions. The Auditor of State's office conducts performance audits of Ohio's schools, local governments, and state agencies.

## CONTACT INFORMATION

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- Phone: 1-800-282-0370
- Email: [ContactUs@ohioauditor.gov](mailto:ContactUs@ohioauditor.gov)
- Website: <http://www.ohioauditor.gov/performance.html>