



# Dave Yost • Auditor of State

**TO:** UAN Users  
**FROM:** UAN Support  
**DATE:** May 5, 2017  
**SUBJECT:** UAN Hardware Refresh 2017

---

The purpose of this UAN User notes is to explain the scheduling and delivery process for you to receive the new UAN computer.

---

## Hardware Specifications

Based on your hardware selection that you made, you will receive one of the following:

### Desktop:

- Dell Optiplex 3040
- Operating System: Windows 10
- Processor: 6<sup>th</sup> Gen Intel Core i5
- Memory: 8 GB
- Hard Drive: 1 TB
- WiFi capable and antenna provided
- 22" Monitor
- Microsoft Office 2016 (preloaded on the hardware)
- Three boxes in total will be delivered:
  - ✓ Box One: Contains the central processing unit (CPU), keyboard, mouse, power cord for the CPU, and WiFi antenna.
  - ✓ Box Two: Contains the monitor, display port cable, USB cable, VGA cable (not used) and power cord for the monitor.
  - ✓ Box Three: Contains the speaker bar for the monitor and a USB cable to connect the speaker bar to the CPU.

### Laptop:

- Dell Latitude 3570
- Operating System: Windows 10
- Processor: 6<sup>th</sup> Gen Intel Core i5
- Memory: 8 GB
- Hard Drive: 500 GB
- 15.6" screen

88 E. Broad St. Columbus, OH 43215  
Telephone: (800)833-8261 Fax: (877)727-0088  
Email: [UAN\\_Support@ohioauditor.gov](mailto:UAN_Support@ohioauditor.gov)

- Microsoft Office 2016 (preloaded on the hardware)
- Two boxes in total will be delivered:
  - ✓ Box One: Contains the laptop and power cord for the laptop.
  - ✓ Box Two: Contains the external optical/DVD drive.

**Please ensure you receive the correct number of boxes when your new computer is delivered.**

---

#### Timeline and Process for Deliveries

UAN has partnered with Xtek Partners, Inc, a top tier IT services firm from Dublin, Ohio for several critical steps of the hardware rollout including the delivery of the new computer to you.

- The scheduling and delivery process will be as follows:
  - Xtek will begin the scheduling process beginning May 15<sup>th</sup> through June 2<sup>nd</sup> for deliveries beginning June 5<sup>th</sup> through June 19<sup>th</sup>. Xtek will be calling the phone number that you provided when you made the computer selection. The caller information will appear as Xtek Partners or 614-832-4548 on your caller ID. If there was no answer a message with a call back number will be left if possible. Also, if there was no answer, then an e-mail will be sent to the e-mail address that you provided when you made the computer selection. The email will come from TGrove@XtekPartners.com or RGrove@XtekPartners.com.
    - Please follow the instructions contained in the message and e-mail to schedule your delivery.
  - Xtek will begin the call as follows: Hello, this is [NAME] from Xtek Partners calling on behalf of UAN to schedule the delivery of your UAN computer.
  - Xtek will schedule a **mutually** acceptable delivery date and four-hour delivery window. Xtek will be available to make deliveries from 8:00 am until 8:00 pm, 7 days per week.
    - **Please Note:** UAN has worked with Xtek to develop this delivery model to minimize the large number of issues clients had in the past where they were unavailable due to their full time job or other commitments. However, please understand that Xtek will have a capacity limit to their delivery windows.
  - Xtek will confirm the delivery address with you. If you choose to have the computer delivered to the alternative contact that you provided when you made your computer selection that should be discussed during the scheduling process.
- On the day of the hardware delivery, the Xtek courier will provide a courtesy call when you are their next stop. If your location is particularly challenging, please feel free to provide some assistance to the courier.
- The Xtech courier will arrive wearing a shirt or jacket with the Xtek Partners logo on it (please visit Xtek's website to see their logo: <http://www.xtekpartners.com/>).
  - **Reminder:** The person signing for the delivery must be at least 18 years old.

---

## Hardware Setup and Data Transfer Instructions

UAN will be mailing detailed a step by step instruction manual on how to setup your new computer. This document will also contain detailed instructions on how to transfer your data from the old UAN computer to the new UAN computer. The instructions will be mailed on May 30<sup>th</sup> to the address used for UAN application updates e.g. the address which received the UAN application update version 2017.2.

***Please Note:*** The UAN hardware transfer process does not transfer any software programs or data files not part of the UAN package. Software such as EFT software provided by your bank, hyper-terminal EFT setup, utility billing software, non-internet email, etc. If you have installed hardware or software files onto your system that are not part of the UAN package or are not located in the My Documents folder, you are responsible for backing up those items before beginning the transfer process and reinstalling them after the transfer is complete.

---

## Old Hardware Warranty and Donation

UAN strongly recommends that you complete the hardware transfer before the warranty on the old hardware expires on August 1, 2017. Any required hardware service must be initiated before this date to be covered at no cost under the UAN warranty.

The Auditor of State is donating the old hardware to your governmental entity. The hardware is donated 'as is' with no implied warranty. Your entity is authorized to accept the donation of the system once the setup and data transfer to the new UAN hardware has been completed.

---

## UAN version 2017.2 Must be Installed

The transfer process requires UAN Version 2017.2 on the old computer. UAN Version 2017.2 was released on March 31, 2017. If you need a copy of that version, please contact UAN Support at [UAN\\_Support@OhioAuditor.gov](mailto:UAN_Support@OhioAuditor.gov) or 1-800-833-8261.