



Dave Yost
Auditor of State



**OTA 2012
UAN Services for New
Fiscal Officers**

Presented by: UAN Staff
February 9, 2012

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Welcome to the
Auditor of State
Uniform Accounting Network
February 9, 2012




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Presenters

Tim Moloney - *Director of UAN*
Joe Mills - *UAN Support Manager*
George Cunningham - *UAN Technical Support*



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UAN

What do we offer?

- UAN version 16.0 – Single Sign-On – (Old)
 - Accounting & Payroll
 - Accounting – Payroll – Budget – Inventory – Cemetery
- UAN version 2012.1 – Multi-User – (New)
 - Accounting Only
 - Accounting – Budget – Inventory
 - Payroll and Cemetery in development

UAN has an annual independent audit to ensure we are compliant.



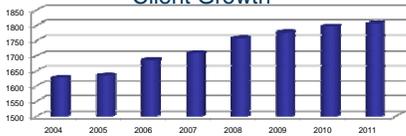
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UAN Client Base

	Accounting Only	Accounting & Payroll	Payroll Only	UAN Total	State Total	% on UAN
Townships	145	1,006	1	1,152	1,310	88%
Villages	79	353	0	432	709	61%
Libraries	20	115	0	135	268	50%
Specials	9	77	0	86	582	15%
Totals	253	1,551	1	1,805		

Client Growth




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Notification of a New Fiscal Officer

- Letter to UAN on letterhead
- Minutes
 - Provide contact information
 - Location of the UAN PC to your insurance Co.



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UAN Fees

- User Fee
 - Based on the Total Resources of your entity
 - Typically 3 releases per year (Tax Table, Budget, Year-end)
 - All Training courses
 - All usage of Application and Technical Support
- Hardware Surcharge
 - \$50 per month
 - Dell computer system
 - MS Office 2007
 - Virus Protection



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UAN User Fees

User Fee is based on Total Resources

UAN fees are calculated on total resources. "Total Resources" means the sum from the prior year, for all funds other than agency funds, of the unencumbered beginning of the year cash balances plus the total amount of all receipts and other financing sources except interfund advances, transfers, and the proceeds from the sale of bonds, notes and other debt. The auditor of state may exclude other funds or funding sources from the calculation of total resources. The total resources will be calculated by the office of the auditor of state for billing purposes.

Total Resources	Monthly Fee
\$ 0 to \$50,000	\$ 8
\$50,001 to \$100,000	\$ 18
\$100,001 to \$150,000	\$ 30
\$150,001 to \$200,000	\$ 37
\$200,001 to \$250,000	\$ 44
\$250,001 to \$300,000	\$ 51
\$300,001 to \$350,000	\$ 62
\$350,001 to \$400,000	\$ 72
\$400,001 to \$450,000	\$ 83
\$450,001 to \$500,000	\$ 95
\$500,001 to \$600,000	\$105
\$600,001 to \$750,000	\$135
\$750,001 to \$1,000,000	\$165
\$1,000,001 to \$2,500,000	\$215
\$2,500,001 to \$5,000,000	\$255
\$5,000,001 to \$7,500,000	\$280
\$7,500,001 to \$10,000,000	\$300
\$10,000,001 or MORE	\$325



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UAN Hardware

- Dell System
 - Dell 740 Optiplex CPU
 - Dell 1720dn Laser Printer (some have been replaced)
 - Flat screen monitor
 - Keyboard
 - Mouse
 - Speaker bar
 - Microphone (maybe)
- Printer Replacement
 - Two Options: Dell 2335dn Multifunction Printer or Dell 2350dn Laser Printer
 - Delivery will be on approximately March 1st
 - You will receive an e-mail stating that it has been shipped



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UAN Hardware



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Invoices

- Invoices are sent 30 Days prior to the next quarter
 - Example: For the quarter of Oct – Dec, the invoice will arrive approximately September 1st
- 60,90,120 Days Past Due
 - 60 days – overdue notice
 - 90 days – No Support, No updates
 - 120 days – return CPU
 - Never been done



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UAN Support

- Application Support
 - Assistance in using the application
 - How do I do something in the application?
 - I made a mistake, what do I do now?
- Technical Support
 - Assistance with technology
 - I have a computer, Windows, virus, or technical problem
 - Dell hardware is covered by a next day replacement warranty



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UAN Support

– Access to Support

- Telephone/Voicemail
 - 1-800-833-8261
- E-Mail
 - UAN_Support@auditor.state.oh.us
- Extended Hours: Jan 2nd through Friday before President's Day

	Application Support		Tech Support	
	Standard Hours	Extended Hours	Standard Hours	Extended Hours
Mon - Thurs	7:30 am - 5:15 pm	7:00 am - 7:00 pm	8:00 am - 4:30 pm	8:00 am - 4:30 pm
Fri	7:30 am - 4:45 pm	7:00 am - 7:00 pm	8:00 am - 4:30 pm	8:00 am - 4:30 pm
Sat	8:00 am - 12:00 pm	8:00 am - 2:00 pm	By Appointment	8:00 am - 2:00 pm

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UAN Support

- Modified Hours of Operation
 - Day before Thanksgiving holiday: 7:30 A.M. to 2:00 P.M.
 - Day before Christmas holiday: 7:30 A.M. to 2:00 P.M.
 - Day before New Year's holiday: 7:30 A.M. to 2:00 P.M.
- No Support will be available on the following days
 - Presidents' Day: February 18, 2012 through February 20, 2012
 - Memorial Day: May 26, 2011 through May 28, 2012
 - Independence Day: July 4, 2012
 - Labor Day: September 1, 2012 through September 3, 2012
 - Veterans' Day: November 10, 2012 through November 12, 2012
 - Thanksgiving: November 22, 2012 through November 25, 2012
 - Christmas: December 25, 2012
 - New Year's: January 1, 2013
 - Dr. Martin Luther King, Jr. Day: January 20, 2013

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UAN Support

Support Calls per Week

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UAN Support

	12/12/2011 1:00:00 PM	12/12/2011 2:00:00 PM	12/12/2011 3:00:00 PM
Total Calls Answered	7	8	8
Average Time to Answer	0:01:11	0:12:17	0:00:19
Max Time to Answer	0:05:12	0:41:35	0:01:21
Total Calls Abandoned	2	3	0
Average Time to Abandon	0:02:18	0:00:19	0:00:00
Max Time to Abandon	0:02:43	0:00:40	0:00:00

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AFR Filings

UAN End of Year Submission by Date

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Training

- UAN Training and Conferences
 - No additional charge
 - Training options – How do you learn the best?
 - Training Facility in Columbus
 - On-Line Training
 - Self-study - Recorded Trainings
 - On-Line Course Registration

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Upcoming Training

- New Fiscal Officers Training
 - Need to understand Fund Accounting prior to this course
 - Schedule on the next page
- New Client Training
 - UAN will be adding about 10 new clients this year in late April
- 2013.1 Training
 - This training will be for the Accounting and Payroll users to prepare you to migrate to the 2013.1 application
- Year End Conference
 - Late November or early December
 - Fawcett Center at OSU
 - Prepares you to roll from one year to the next


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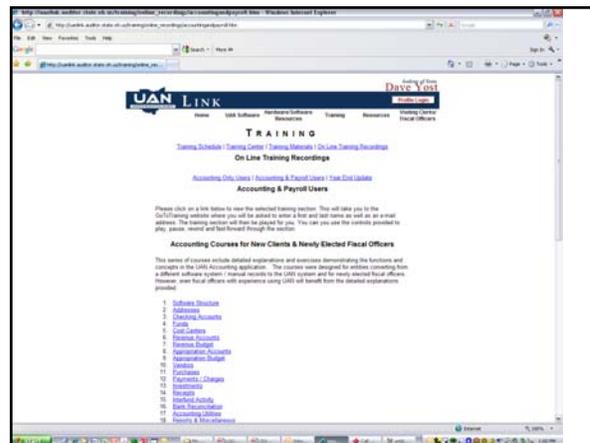
UAN Newly Elected Training

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			March 1	2	3
		7:00C	8:00C	9:00C	10 Acc Only - 88 Acc Only - Web
11 Acc/Pay - 88 Day 1 Acc/Pay - Web Day 1	12 Acc/Pay - 88 Day 2 Acc/Pay - Web Day 2	13 Acc/Pay - 88 Day 1 Acc/Pay - Web Day 1	14 Acc/Pay - 88 Day 2 Acc/Pay - Web Day 2	15 Acc/Pay - 88 Day 1 Acc/Pay - Web Day 1	16 Acc/Pay - 88 Day 2 Acc/Pay - Web Day 2
17 Acc Only - 88 Acc Only - Web Acc/Pay - Web PM Day 1	18 Acc/Pay - 88 Day 1 Acc/Pay - Web Day 1 Acc/Pay - Web PM Day 2	19 Acc/Pay - 88 Day 2 Acc/Pay - Web Day 2 Acc/Pay - Web PM Day 3	20 Acc Only - 88 Acc Only - Web Acc/Pay - Web PM Day 4	21 Acc/Pay - 88 Day 1 Acc/Pay - Web Day 1 Acc/Pay - Web PM Day 5	22 Acc/Pay - 88 Day 2 Acc/Pay - Web Day 2
23 Acc/Pay - 88 Day 1 Acc/Pay - Web Day 1 Acc Only - Web PM Day 1	24 Acc/Pay - 88 Day 2 Acc/Pay - Web Day 2 Acc Only - Web PM Day 2	25 Acc/Pay - 88 Day 1 Acc/Pay - Web Day 1 Acc Only - Web PM Day 3	26 Acc/Pay - 88 Day 2 Acc/Pay - Web Day 2	27 Acc/Pay - 88 Day 1 Acc/Pay - Web Day 1	28 Acc/Pay - 88 Day 2 Acc/Pay - Web Day 2
29 Acc/Pay - 88 Day 1 Acc/Pay - Web Day 1 3 hours	30 Acc/Pay - 88 Day 2 Acc/Pay - Web Day 2	31 Acc Only - 88 Acc/Pay - Web PM Day 3	1	2	3 Easter Weekend

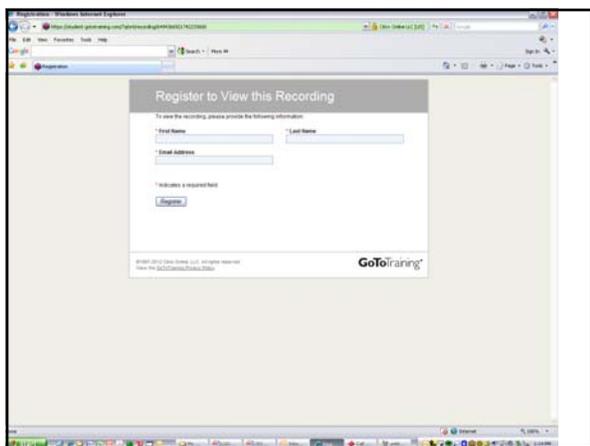

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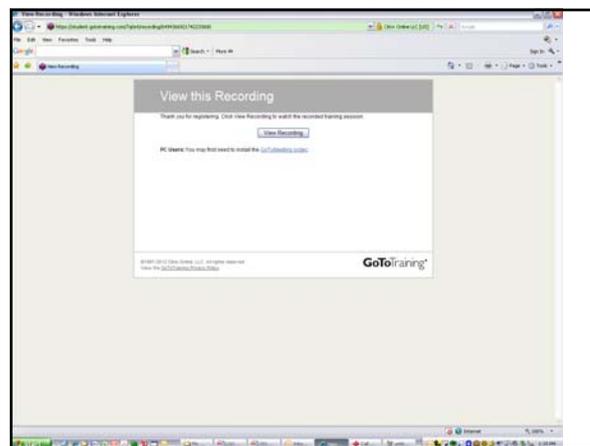
The screenshot shows the 'WHAT'S NEW' section of the UAN LINK website. It features a navigation menu with links for Home, UAN Software, Hardware/Software, Training, Resources, and Visiting Clerk/Fiscal Officers. The main content area is titled 'UAN Communications' and includes several bullet points with links to user notes, printer replacement, and software/hardware information. There are also sections for 'Version 2012.1 Release Documentation' and 'Version 16.0'.



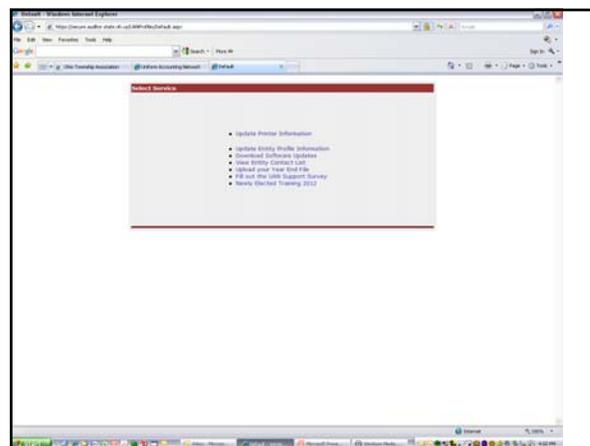
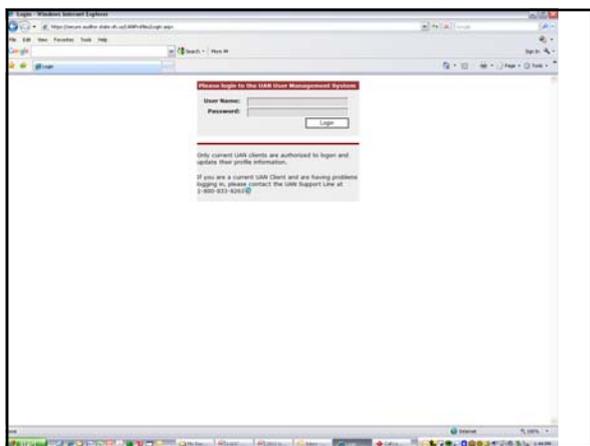
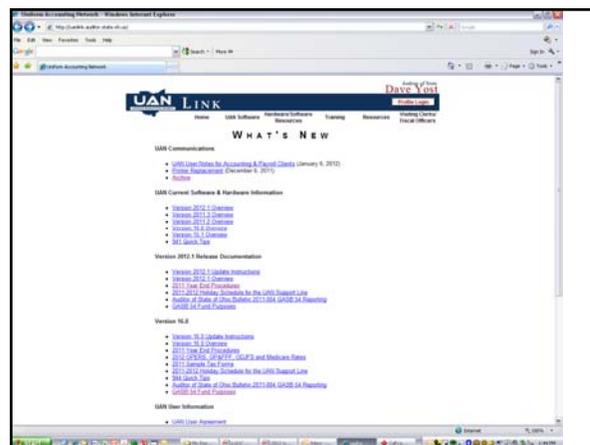
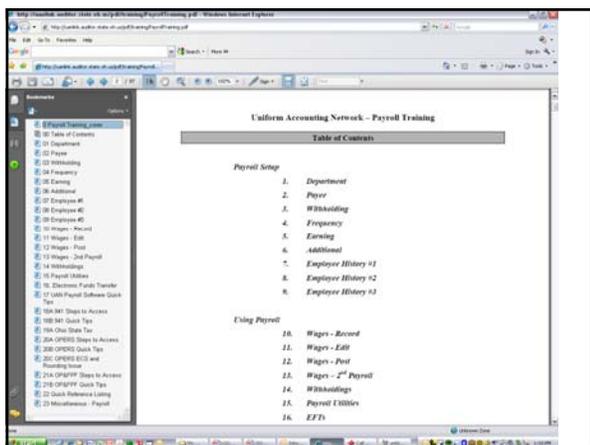
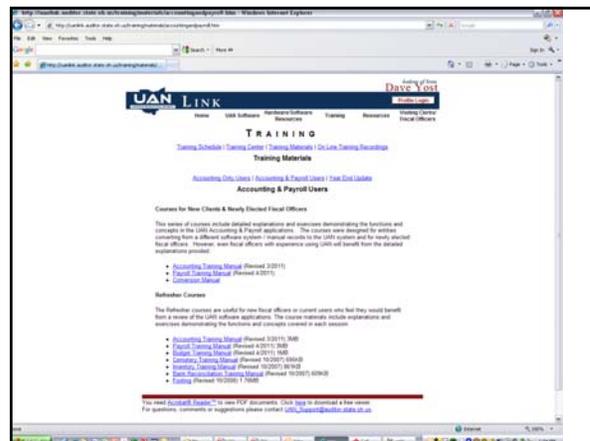
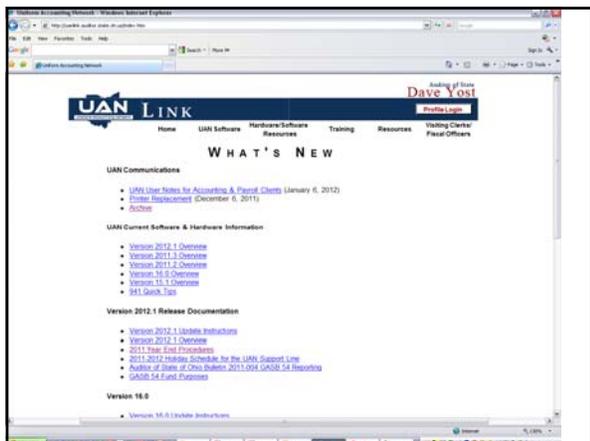
The screenshot shows the 'TRAINING' section of the UAN LINK website. It includes a 'Training Schedule' link and a 'On Line Training Recordings' section. Below this, there are links for 'Accounting Only Users / Accounting & Payroll Users / Year End Update' and 'Accounting & Payroll Users'. A section titled 'Accounting Courses for New Clients & Newly Elected Fiscal Officers' provides a list of 16 topics, including Software Structure, Addresses, Clearing Accounts, Core Courses, Revenue Budget, Application Updates, Application Setup, System, Updates, Expenses/Change, Revenue, Budget, Budget Activity, Bank Reconciliation, Accounting Advice, and Reports & Maintenance.

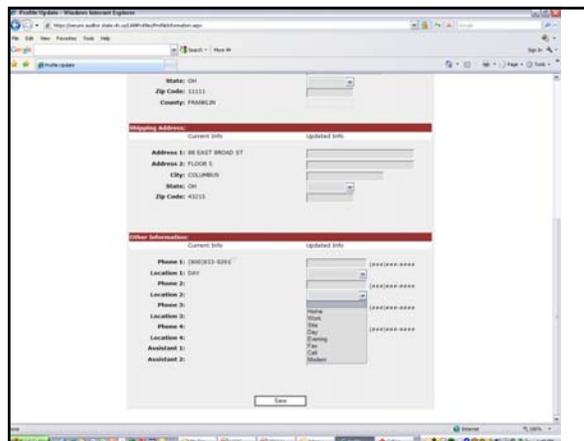
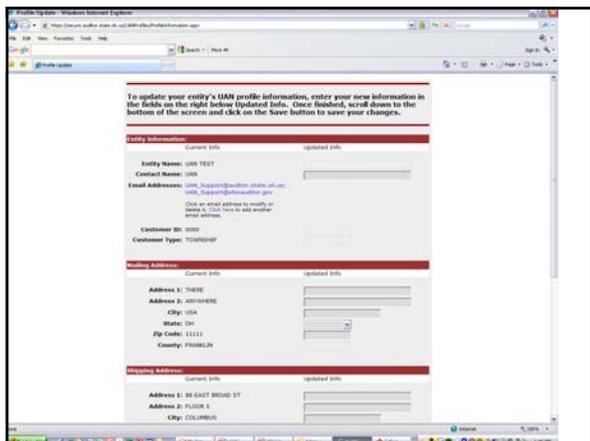


The screenshot shows a registration form titled 'Register to View this Recording'. The form asks for the user's First Name, Last Name, and Email Address. There is a 'Register' button at the bottom. The footer of the page includes the text '© 2012 UAN Link, Inc. All rights reserved. View the full Terms & Conditions.' and the 'GoToTraining' logo.



The screenshot shows a page titled 'View this Recording'. It contains a 'View Recording' button and a note: 'PC Users: You may first need to install the GoToTraining client.' The footer is identical to the previous screenshot, showing '© 2012 UAN Link, Inc. All rights reserved. View the full Terms & Conditions.' and the 'GoToTraining' logo.





Auditor of State Other Organizations

- Audit
 - 1-800-282-0370
- Local Government Services (LGS)
 - 1-800-345-2519

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*George Cunningham
IT Specialist*

- Hardware Topics
 - Extended Warranty
 - How to Properly Move Equipment
 - Supplies
- Software Topics
 - Symantec Antivirus
 - Backups
 - Internet Basic
 - Security Passwords

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Extended Warranty

- UAN has purchased an extended warranty for our Dell hardware.
- Live chat, self service features, and manuals offered online with Dell. <http://support.dell.com/support/>
- Next Day Service

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Extended Warranty

- Dell printer 1720dn may be replaced by 2330dn or 2350dn models.
- Tell Dell to send both printer trays, toner cartridge and drum when replacing 1720dn.
- If Dell does not provide the printer drivers on CD, then contact us.
- Dell will swap unused 1720dn toner cartridges.
- Dell should change computer parts.

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When to Call Dell or UAN

- Dell...
 - CPU – if you can't get to the Windows screen
 - CMOS battery
 - Anything with the monitor, keyboard, mouse, or speakers
 - Printer – Making strange noises, not picking up paper, picking up multiple sheets, or jamming
- UAN...
 - CPU – if you can get to the Windows screen and then have a problem
 - Printer – Turns on fine but doesn't print when you hit the print button, tray setting issues
 - Issues with back-ups



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Extended Warranty

- How to identify yourself to Dell
 - Have service tag numbers available before calling Dell. White label located on side of CPU or back of printer.
 - Say "Auditor of State of Ohio – Uniform Accounting Network"



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Supplies

- You are responsible for purchasing...
 - Toner – it is recommended that Genuine Dell printer toner and drum. Dell warranty could be voided.
 - Digital storage – CD-r, DVD-r, USB external drives. Do not use CD-rw.
 - Warrants, Tax Forms, etc.



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Battery Backups

- Highly recommended every UAN client purchase Universal Power Supply (UPS) backup device.
- Battery backup (UPS) with minimum 750 volt amps (VA). Connect monitor and CPU only. Bigger is better!
- This will keep computer running at least 5 to 7 minutes to allows you to safely exit, thus avoiding data loss. Do not continue to work!



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How to Move Equipment

- Perform the following backups
 - Accounting and Payroll: Quarterly and My Documents
 - Accounting Only: Regular, Prior Year and My Documents
- Identify and confirm equipment
- Notify insurance company of changes of location
- Shut down system properly.
- Disassemble equipment and note cable connections.
- Secure equipment when transporting.
- Secure area.



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My Docs and Regular Backups

- Perform backups often, especially after important tasks.
- My Docs is a requested backup. It is not automatically performed.
- Word and PDF documents, and EXCEL are usually stored in My Docs. Desktop items are not backed up.



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My Docs and Regular Backups

- My Documents is not encrypted. Review confidential personal information, ex: SS #, bank accounts, etc stored in My Docs.
- We recommend not to use My Docs to store music, videos and pictures. Load these to external hard or USB flash drives.



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My Docs and Regular Backups

- Keep, label and secure backups and archive offsite.
 - Keep backups within same month and year. I recommend using new CD-r for Monthly and Quarterly.
 - You will need: (CD-r are inexpensive)
 - 12 CD's per year for Daily.
 - 12 CD's per year for Monthly.
 - 4 CD's per year for Quarterly.
 - Total CD's - 28. Cost \$11.00 for 50 or 22 cents each.
- NOTE: Exit UAN frequently for Accounting Payroll users to temporarily save data.



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Symantec Antivirus

- Very important to update antivirus often, minimum weekly recommended.
- Optional automatic scheduled update instructions are available:

http://uanlink.auditor.state.oh.us/hardware-software_resources/computer_maintenance.htm



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Symantec Antivirus

- We will not send updates by CD.
- You do not need to purchase extra spyware or malware programs, Symantec provides this functionality.
- **WARNING:** Do not download or install non UAN software, free or otherwise, without contacting us.



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How to Update Symantec

- Open Symantec Antivirus icon and select "Live Update" button.



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How to Update Symantec

- Click "Start" button.



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How to Symantec Update

- Click "Next" button.



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How to Symantec Update

- Wait until "Finish" button displayed.



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Internet Basics

- Keep Symantec Antivirus and firewall current.
- Be careful



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Securing Passwords

- If you do not remember your password, UAN will require you to submit a signed letter on entity letterhead by mail or fax requesting the password be reset. This is for your protection.
- New clerks should immediately change all passwords to secure UAN system.



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Securing Passwords

- Secure your passwords! Do not leave them for others to see. You are responsible for your entity's information!
- No Post-Its!

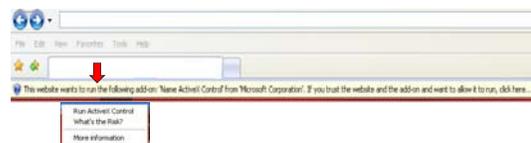


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Bank Sites

- Popup blockers for your bank should be set to allow popup to display.
- Active-X files or similar programs from trusted sites.



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Bank Sites



- Contact UAN for more information or how to handle situation.



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Uniform Accounting Network

88 East Broad Street
Columbus, Ohio 43215

UAN Support Line

Phone: (800) 833-8261

Fax: (877) 727-0088

E-mail: uan_support@auditor.state.oh.us

Web: UANLink.auditor.state.oh.us



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www.auditor.state.oh.us



Dave Yost
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88 East Broad Street
Columbus, Ohio 43215

Phone: (800) 282-0370 Fax: (614) 466-4490

E-mail: contactus@auditor.state.oh.us

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