

OHIO AUDITOR OF STATE KEITH FABER



TO: Newly Elected Clerks and Fiscal Officers using UAN
FROM: UAN Support
DATE: February 3, 2020
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 courses:

ORIENTATION

Short introduction to UAN services. UAN Support, fees, invoices, UAN hardware, password resets, virus protection, version updates, updating contact information, the UANLink webpage are discussed among other topics. **Please Note:** This session does not discuss the UAN application. The video 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 to 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> and then select Training from the top menu.

FISCAL INTEGRITY

Passed during the 130th 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 classes qualify for Fiscal Integrity Act education course credits

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
- Website (UANLink): <https://uanlink.ohioauditor.gov/>

ADDRESS

Office of Auditor of State
Uniform Accounting Network
88 East Broad Street, 5th 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 summer of 2017. **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

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

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.

SERVICE/REPAIRS

The warranty on the UAN hardware provides for next business day service e.g. if your UAN printer stops functioning, HP or Lexmark will overnight a replacement printer. If your desktop/laptop requires the replacement of a part, you can request for an Dell on-site technician to make the repair

The following is a quick reference on when to contact UAN, Dell, HP and Lexmark Technical Support:

Contact Dell Technical Support (laptops & desktops):

- CPU/Laptop – If you cannot get to the Windows screen e.g. the computer will not power up.
- CPU – Anything with the monitor, keyboard, mouse or speakers.

Contact HP or Lexmark (printers):

- Printer – Making strange noises, not picking up paper, picking up multiple sheets of paper, or jamming.
Please Note: If your entity joined UAN in the year 2019 (approximately 50 entities) will have a Lexmark printer.

Contact UAN Technical Support for:

- CPU/Laptop – 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 or printer pulls from the wrong tray.
- An issue with backups.
- Virus.
- Installing additional software to your UAN system exception you do not need to contact UAN Technical Support to install Internet Browsers (e.g. Chrome).

UAN TECHNICAL SUPPORT

- Hours of Operation: Mondays through Fridays - 8:00 AM to 4:30 PM and Saturdays - By Appointment
- Phone: 1-800-833-8261
- Email: UAN_Support@OhioAuditor.gov

DELL TECHNICAL SUPPORT

- Dell computers come with a 4-year Next Business Day onsite service
- Hours of Operation: Mondays through Sundays - 24 hours per day
- Phone: 1-866-516-3115.

Please have your service tag number ready when you call for service. Your service tag number identifies you as a UAN client and will ensure that you receive next-day repair or replacement service. If you have a Dell desktop, the service tag number is affixed on the side of the CPU. If you have a Dell laptop, the service tag number is affixed to the top of the laptop.

Important: Since the computer was purchased by UAN if Dell asks the company that you are with it is important that you state that you are a UAN entity. Since the hardware is not registered with your entity you may be denied service if you only give your entity's name.

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

HP TECHNICAL SUPPORT

- HP printer comes with a 4-year Next Business Day Exchange Warranty. This warranty covers both the printer and the second paper tray
- Hours of Operation: Mondays through Sundays - 24 hours per day
- Phone Number: 1-800-334-5144
- Online: <https://support.hp.com/us-en/products/printers>

Before contacting HP please have the following information ready. **Printer's serial number:** The serial number will be located on a silver sticker affixed on the back of the printer, also on a silver sticker affixed within tray 1 (left side). **Owner of the printer is** Ohio Auditor of State Uniform Accounting Network.

If you call HP you will receive the following voice prompts:

#1 Voice prompt: Short cut

Reply: LaserJet

#2 Voice prompt: Model number

Reply: M428FDW (for a multi-functional printer)

Reply: M404DW (for a single functional printer)

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

LEXMARK TECHNICAL SUPPORT

- HP printer comes with a 4-year Next Business Day Exchange Warranty. This warranty covers both the printer and the second paper tray
- Hours of Operation: Mondays through Sundays - 24 hours per day
- Phone Number: 1-800-539-6275

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
 - Northwest.....1-800-443-9276
 - Southeast.....1-800-441-1389
 - Southwest..... 1-800-368-7419
 - East.....1-800-443-9272
 - West.....1-800-443-9274
 - Central/State... 1-800-443-9275
- Email: ContactUs@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 is 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

- Phone: 1-800-345-2519
- Email: 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>

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

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