



# Dave Yost • Auditor of State

**TO:** Newly Elected Clerks and Fiscal Officers using UAN  
**FROM:** UAN Support  
**DATE:** January 26, 2016  
**SUBJECT:** Uniform Accounting Network Orientation

---

## OVERVIEW

The Uniform Accounting Network's (UAN) Transition Training is intended for newly elected clerks and fiscal officers who:

1. Are taking office at a local government that is utilizing the Uniform Accounting Network's accounting and/or payroll modules.
2. Have no previous experience with the Uniform Accounting Network's accounting and/or payroll application.

## UAN TRAINING

The UAN training consists of the following courses:

1. **Orientation:** This session is an introduction to services that UAN provide to clients. We discuss training, UAN Support, fees, invoices, your UAN hardware, password resets, virus protection, software releases, updating your UAN contact information, the UANlink and much, much more. Please note that this session does not discuss the UAN application. The prerequisite training manuals and videos are available on our website (UANLink) at <https://uanlink.ohioauditor.gov/training/transition.html>
2. **UAN Prerequisite Training:** These sessions will acquaint new clerks/fiscal officers with fund accounting and payroll concepts necessary to begin utilizing the UAN application. **If you have no previous experience with fund accounting and/or payroll, please review the UAN prerequisite training materials before any UAN application (software) training.** The prerequisite training manuals and videos are available on our website (UANLink) 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).

3. UAN Introduction Training: Provides new clerks/fiscal officers the knowledge and skills to become proficient with everyday duties. The introduction training manuals and videos are available on our website (UANLink) at <https://uanlink.ohioauditor.gov/training/transition.html>
4. UAN Proficiency Training: 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 proficiency training manuals and videos are available on our website (UANLink) at <https://uanlink.ohioauditor.gov> and then select Training from the top menu.

### UAN APPLICATION/SOFTWARE ASSISTANCE

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

**Uniform Accounting Network (UAN) Application Support:**

Hours of Operation:

	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

Address:

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

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/>

UAN Accounting & General Manual:

<https://uanlink.ohioauditor.gov/training/accounting/moduletraining/default.html>

**Note:** The Appendix sections of the UAN Accounting & General Manual contains the Auditor of State chart of accounts which details the funds, revenue and appropriation account codes available for your entity type.

UAN Payroll Training Manual:

<https://uanlink.ohioauditor.gov/training/payroll/moduletraining/default.html>

## UAN HARDWARE ASSISTANCE

Participants of the UAN program are provided a desktop/laptop computer and a single/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. Your entity's UAN printer was replaced in the winter of 2016. Your entity's computer (desktop/laptop) will be 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 drive, etc.).

### PRINTER

#### **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, Dell will overnight a replacement printer. If your desktop/laptop requires the replacement of a part, you can request for an on-site technician to make the repair

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

Contact Dell Technical Support for:

- 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.

- Printer – Making strange noises, not picking up paper, picking up multiple sheets of paper, or jamming.

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.
- 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).

**Dell Technical Support:**

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 an 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 on the top of the laptop.

**IMPORTANT:** Since the computer and printer were 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.

**Uniform Accounting Network (UAN) Technical Support:**

Hours of Operation:

- Mondays through Fridays - 8:00 AM to 4:30 PM
- Saturdays - By Appointment

Phone: 1-800-833-8261

**ADDITIONAL ASSISTANCE AVAILABLE FOR LOCAL GOVERNMENTS**

**LOCAL GOVERNMENT SERVICES**

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 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 Application Support **cannot** answer fund, chart of accounts, policy and procedure questions.

**Local Government Services (LGS):**

Phone: 1-800-345-2519

Email: [ContactUs@ohioauditor.gov](mailto:ContactUs@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>

---

**PERFORMANCE AUDITS**

The Auditor of State’s office provide 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.

**Ohio Performance Team (OPT):**

Phone: 1-800-282-0370

Email: [ContactUs@ohioauditor.gov](mailto:ContactUs@ohioauditor.gov)

Website: <http://www.ohioauditor.gov/performance.html>

**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.

**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](mailto:ContactUs@ohioauditor.gov)

Website: <http://www.ohioauditor.gov/audits.html>

Additional Resources:

- To verify your county's regional audit division, please select the following link:  
<https://ohioauditor.gov/contact.html>