



## **Bentley Admin Go-to Guide**

***Guide* to Administrative Functions across Campus**

Last Revised: January 2021

Bentley's *Administrative Go-to Guide* is intended to make doing business at Bentley easier. It provides users with the information needed to successfully navigate the business and administrative functions at Bentley University. Included in each section of this Guide you will find links to tools, checklists, forms and other documentation that are commonly accessed and needed in administrative roles.

This *Guide* may not describe exactly how business is done in all departments and is not meant as a policy in that regard. Where noted, an editable tool may be tailored to fit the specific needs of a department.

<p><b>NAVIGATING AROUND CAMPUS</b></p>	<p>Knowing how to navigate via email, who to contact with a problem, and generally how to use communication tools around campus assists all employees to do their jobs more efficiently. Below are a few key sources.</p> <p><b>Please refer to the <a href="#">Information Technology page</a></b> which gives you for information on “How do I?”..., and “What is?”</p> <p><b>Working Remotely-</b> As much of our workforce is adapting to remote working, we're dedicated to ensuring that you're equipped with the resources needed to innovate and thrive. The first step to success is ensuring that you have the proper technology to succeed. Please visit IT's <a href="#">Are You Prepared to Work Remotely?</a> page.</p> <p><a href="#">Here</a> you can also find the basics for adapting to and becoming successful with remote learning as Bentley University community member.</p> <p><b>Outlook-</b> The Address Book feature in Outlook is especially useful for storing frequently emailed individuals, groups, or DLs (distribution lists). In addition to the Global Address List, you can search or store contacts several different ways. The Global Address List gives you the office location, title, department, and personal extension. To use the Global Address List, open a new email and click the “To:” button. A dialogue box with a search bar will appear – make sure to choose “Global Address List” from the Address List dropdown menu. <i>Keep in mind, this address book includes students.</i></p> <p><b>Workday-</b> All employees can see some data about other employees, such as title, telephone, office location, department, and place within their department structure, by entering a name in the main search bar.</p> <p><b>Faculty Staff Directory-</b> The Directory allows one to search by first or last name, and by department and is listed alphabetically by last name. It is available <a href="#">here</a> on the Bentley website or is found under “Quick Links” on MyBentley.</p> <p><b>MyBentley-</b> (requires sign-in) – Some functions are found within the Faculty/Staff Self- Service page of the internal My Bentley page. Event tickets, Falcon Funds, Announcements, resources, etc. are all accessible through this page.</p>
<p><b>SETTING UP NEW EMPLOYEES</b></p>	<p><b>STAFF:</b> Prior to the new employee's start date, Human Resources will send an account set-up email to the department <a href="#">Administrator/Key User</a>, copying the Hiring Manager. The email will include information on the two-step process to request accounts, a computer, telephone, voicemail etc., for new hire:</p> <p><b>Step 1: To Request Accounts:</b>  <i>The <a href="#">KeyUser</a> you must complete the <a href="#">New Hire Account Request Form</a> at least 72 hours prior to the new employee start date. This will generate a helpdesk ticket.</i></p> <p><b>Step 2: To Request a Computer, Phone, Voicemail etc.</b>  <i>Complete the <a href="#">New Hire Move Request Form</a> prior to the new hires first day. This will generate a facilities management ticket.</i></p> <p>Once both forms are submitted the Bentley Help Desk will start to process the information to set up the new employee. When the account is available the Help Desk will send an email (to the new hires personal email) with instructions on setting up their Bentley email and Workday account.</p> <p><b>Workday</b> is a secure, cloud-based, and user-friendly system that stores information associated with</p>

	<p>employment.</p> <p>Once the accounts are ready and the new hires start date is approaching Human Resources sends a Welcome email that includes a <a href="#">New Hire Onboarding Packet</a> with instructions around accessing Workday, onboarding tasks, I-9 verification, benefits, important contact information, etc.</p> <p><b>FACULTY:</b> Once a new faculty hire has applied online, Human Resources will onboard them. There is no need to send an account to Bentley help desk to set up their email as closer to the semester, the faculty member will receive an email from Bentley University's Help Desk with instructions on setting up their Bentley account.</p> <p>Most department Administrators are involved in the smooth onboarding of new employees in the department. The Department Administrator's Checklist: <a href="#">Preparing for a New Employee</a> is a tool to help users remember all the key steps required for a successful onboarding experience.</p>
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<p><b>KEYS, CARD ACCESS AND PARKING DECAL</b></p>	<p><b>Parking Permit-</b> To register your vehicle, log in to the <a href="#">Bentley Community Engagement</a> site. You can also do this through your Workday account. Log into Workday, click on the benefits tab it will take you to the BCE site.</p> <p>At the top of that page login with your Bentley email and password then select "Request Parking Permit" in the menu. Fill out the form, print the page and wait 24 hours for your information to be entered into our system. Once you have registered your vehicle online, you can pick up your parking decal at the <b>University Police station</b>. Bring the registration form that you printed, your valid driver's license, your valid motor vehicle registration, and Bentley ID card.</p> <p>Decals must be permanently affixed to the lower passenger side front window above the door lock. If windows are tinted, apply to inside front windshield in lower corner on driver's side. Only one decal can be displayed on your vehicle; displaying more than one decal may result in a parking citation. They are not transferable.</p> <p><i>Working Virtually For the Foreseeable Future? - Please only register your vehicle and pick up your pass when you are scheduled to come back to work on campus.</i></p> <p><b>ID Badge-</b> The Falcon Card is the official identification card for all Bentley faculty and staff. This card is also used by staff and faculty to gain access to designated buildings and offices. Additionally, the Falcon Card is used for debit transactions to purchase food and other campus services, and works like a debit card on campus. You can pre-load funds onto your card by visiting the card office in person, or by logging in to Workday, navigating to the benefits tab and click on falcon funds option.</p> <p>The process to get a Bentley ID is simple. One day after your date of hire come to the <a href="#">Card Office</a>. The helpful staff will take your photo and quickly print you an ID. The one day wait is to allow for your information to be populated into our system.</p> <p><i>*The card office is open Monday-Friday, 7am-3pm. No appointment is needed.</i></p> <p><b>Key Request-</b> Keys may be requested for full-time and part-time employees of the University for the duration of employment. Bentley maintains strict control over the dissemination of keys and key card access. Bentley's key control policy is maintained by University Police. The webpage outlining the terms and conditions can be found <a href="#">here</a>.</p> <p>Those seeking a key to a university building or office must fill out the <a href="#">Key Request Form</a>. After the form is received and approved, University Police will request the key or keys be cut through the Facilities Management Department. Records of keys to university facilities, including the names of individuals to whom keys are issued, dates of issue/return/loss will be maintained by University Police. University keys will not be duplicated, except by Facilities Management.</p>
<p><b>STUDENT EMPLOYMENT</b></p>	<p>Supervising the work of a student employee can be a rewarding and challenging part of an Administrator's job, as well as a development opportunity for career growth. Employee Supervisors are responsible for hiring, managing, and developing student employees. S/he is also responsible for ensuring that Bentley benefits from the investment it makes in student employees.</p> <p>For information on all things related to student employment and a list of helpful frequently asked questions please visit the <a href="#">Student Employment</a> webpage.</p> <p>Here are some job aids on <a href="#">How to Create A Job Requisition</a>, <a href="#">How to Post a Job Requisition</a>, and <a href="#">How to Unpost a Job Requisition</a>.</p>

<p><b>WORKDAY</b></p>	<p><b>Workday</b> is the software platform Bentley uses to streamline and simplify its business processes. It allows for budget preparation and analysis using real-time financial data, and is also where expense authorizations, reimbursement requests, and purchase requisitions are created and approved. The system also tracks time off and pay slips, and serves a multitude of HR functions including recruitment and performance management.</p> <p>Any expense incurred using a Bentley issued credit card needs to be reconciled in Workday, either via a Procurement Card Verification (for P-cards) or an Expense Report (for Expense/Travel cards).</p> <p>The division of Academic Affairs has a Workday support group that will assist with all types of transactions—the <a href="#">Business Service Center</a>, located in Adajian 361. Both Kristen Nill and Gemma Boyle are both working remotely during this time but can still be reached by visiting <a href="mailto:GA_bsc@bentley.edu">GA_bsc@bentley.edu</a> or emailing Kristen or Jemma.</p> <p>For all other divisions, job aids and various assistance is available on the Workday Finance <a href="#">training page</a>, or write to <a href="mailto:ga_workdayfinance@bentley.edu">ga_workdayfinance@bentley.edu</a> for help.</p> <p>If you are experiencing technical difficulties with the software itself (including log-in issues, the app, etc.) please contact the Help Desk at x2854 or <a href="mailto:GA_HelpDesk@bentley.edu">GA_HelpDesk@bentley.edu</a></p>
<p><b>WEBSITE CONTENT MANAGEMENT</b></p>	<p>Most Bentley department webpages follow a specific template to keep the site looking consistent. If you'd like to be trained on Drupal to learn to make the edits directly by becoming a page-master, information (and the request form) is available <a href="#">here</a> .</p> <p>For those not trained in Drupal, or for technically complex website updates, complete a Bentley <a href="#">Change Request Form</a>. Include the link to the page and the changes you need (i.e., image replacement, title changes, updated content, etc.).</p>

<b>MARKETING AND COMMUNICATIONS</b>	<p>If you are working on publicizing an event, doing any external outreach, or need customized Bentley-branded printing materials, the Marketing and Communications department can assist you. They focus on web communications and social media; writing, editing, and design; photography; and video. Their homepage is located on the Bentley website (<a href="https://www.bentley.edu/offices/brand">https://www.bentley.edu/offices/brand</a>), and from there you can initiate a project request.</p>
<b>RETREATS AND OFF-CAMPUS MEETINGS</b>	<p>There are times when events and retreats need to be scheduled off campus. The following are venues used and recommended by Bentley:</p> <p><a href="#">Forefront Conference Center</a> 404 Wyman Street, Waltham, MA 02452 Contact: <a href="#">Caitlin Manning</a>   781-290-2724 Can be reached via email during covid at <a href="mailto:Caitland.Manning@hobbsbrook.com">Caitland.Manning@hobbsbrook.com</a></p> <p><a href="#">The Conference Center at Waltham Woods</a> 860 Winter Street, Waltham, MA 02452 Contact: <a href="#">Rosemary Burnham</a>   781-434-7387 (not returning until February 2021) Contact General mgr – Lisa Mahew – 781-434-7410 if you need assistance.</p> <p><a href="#">The Connors Center</a> (smaller and more intimate) 20 Glen Street, Dover, MA 02030 Contact: <a href="#">Tammy Donovan</a>   617-552-9229</p> <p><a href="#">Warren Conference Center</a> (larger and for overnights) 529 Chestnut Street, Ashland, MA 01721 Contact: <a href="#">Lynn Sinclair</a>   508-231-3304 Best way to reach her during covid is: <a href="mailto:Lsinclair@Framingham.edu">Lsinclair@Framingham.edu</a></p> <p>If the contract with the venue is under \$5,000, a Purchasing or Expense card may be used to pay the balance and then reconciled in Workday. If the amount is over \$5,000, you will need to work with Purchasing (x3456) to issue a purchase order.</p>
<b>SCHEDULING ON CAMPUS MEETINGS</b>	<p>You can reserve on-campus meeting space through Bentley's on-line room reservation system <a href="#">EMS</a>.</p> <p>To Log in – Select My Account, Log In. Use your network credentials, Bentley short name (the characters of your email address before @) and your password. You may use the Browse option to search Events, Facilities and Space on campus. (This can be done without logging in.)</p> <p>After logging in, Bentley faculty and staff can use the Reserve option to request space and schedule events on campus (see options below).</p> <p><b>Faculty and Staff Reservation Options</b></p> <p><b>"Classroom for general use"</b> – Consider using a classroom for your meeting! During non-class time, classrooms are available and offer a variety of locations along with built-in technology. Please allow for 24 hour processing of the request.</p> <p><b>"Request Space"</b> – Use this option when you are booking the reservation at least 72 hours in advance. You may select from many rooms and set-up styles, as well as select services and technology options.</p> <p><b>"Quick Reserve"</b> – Use this option when all you need is a room and require no additional services. You are not required to have any lead time to book these rooms. Only rooms that have a conference style setup will be presented.</p> <p><b>"View My Requests"</b> – Allows you to see your current requests.</p> <p><b>Sodexo Catering Guide</b> – The Conference Center provides an Extensive list of food options</p>

for on-campus events, [Flavours-Bentley Dining/Catering Menu](#).  
[GA MCSinfo@bentley.edu](mailto:GA_MCSinfo@bentley.edu)  
<https://www.bentley.edu/backtobentley/dining>

Contact Information:  
Mille Rojas  
Catering Manger  
781-891-2672 X2273

<p><b>NEARBY HOTELS</b></p>	<p>For visitors to campus, Bentley has negotiated rates with the following area hotels:</p> <p><a href="#">Embassy Suites</a> 550 Winter Street, Waltham, MA 02451 Contact: <a href="#">Lauren Chapin</a>   781-487-4240</p> <p><a href="#">Westin Boston Waltham</a> 70 Third Avenue, Waltham, MA 02451 Contact: <a href="#">Meredith Slovin</a>   781-290-5682</p> <p><a href="#">Crescent Suites</a> (for single nights, extended stays or rooms with kitchens) 287 Crescent Street, Waltham, MA 02453. Crescent Suites also have apartment style for students, which include full kitchen. Have had Bentley seniors currently for Fall 2020. Contact: <a href="#">Cathy Gately</a>   781-314-7900</p> <p><a href="#">Hyatt House</a> 54 4th Ave, Waltham, MA 02451 Contact: <a href="#">Lauren Copenhaver</a>   781-373-6055 Corporate discount code is: 204998 World of Hyatt number is: 540666100G</p> <p><a href="#">Hilton Garden Inn</a> 420 Totten Pond Road Waltham, MA 781-890-1104 Contact: Darrell Smith</p>
<p><b>TRAVEL</b></p>	<p>Bentley has engaged with two travel service providers to support travel needs. Our Egencia® Travel program is designed to support most business travel excursions</p>



	<p>involving flights, hotel accommodations and car rentals. For more complex, multiple destination or international travel itineraries we have designated The Travel Collaborative.</p> <p>All staff and faculty who travel should register with Egencia, and start by contacting Purchasing, Campus and Administrative Services at x3456 to establish an account.</p> <p>Full instructions for utilizing these service providers is located on the <a href="#">Business Travel</a> web page.</p> <p>Prior to securing any reservations for a business travel excursion, a <b>Spend Authorization</b> must be completed in Workday and approved by the traveler's Cost Center Manager.</p> <p>Individuals on campus who are involved in travel for Bentley should apply for a Travel Card. For information and forms, visit the <a href="#">Travel Card Program</a> webpage. Before any travel is undertaken, it is important to review the <a href="#">Business Travel Policy</a>.</p>
<b>CREDIT CARDS</b>	<p>Bentley issues credit cards in the form of Purchasing Cards (for employees responsible for departmental purchases) and Travel (Expense) cards, for employees likely to incur expenses related to travel. The policies for the cards are available <a href="#">here for Purchasing Cards</a> and <a href="#">here for Travel Cards</a>.</p> <p>New employees are provided training by the Purchasing department before the card can be activated. Any credit card related issue/activity/question, including the application process, please visit the websites linked above or contact the Purchasing department (x3456).</p>
<b>LETTERHEAD, ENVELOPES AND BUSINESS CARDS</b>	<p>Business cards, departmental stationery, and other customized office supplies can be ordered by the department Administrator through the vendor, Quad Graphics, through this online form: <a href="#">Bentley Online Stationery Order</a>. Judy Metz in Marketing and Communications manages the vendor and can help with questions.</p> <p>Other standard office supplies are available through the <a href="#">Central Supply Office Form</a>, managed by the Facilities Management department. The form includes a menu of what supplies are included; users input the department cost center for chargeback.</p>
<b>ORDERING THROUGH THE BOOKSTORE</b>	<p>The bookstore can provide Bentley items, such as coffee mugs, apparel, or other logo items to any department.</p> <p>Account Representatives: Chuck Ouligian  Address: Collins Hall, Ground Floor   781.891.3107  E-mail: <a href="mailto:GA_Textbooks@bentley.edu">GA_Textbooks@bentley.edu</a>  Bookstore website: <a href="http://www.bentley.bncollege.com">www.bentley.bncollege.com</a></p>
<b>PURCHASING - MASTER CONTRACTS</b>	<p>The Purchasing department makes available a directory of the most commonly used vendors with whom we do business, and therefore hold master contracts. This directory is a valuable resource to members of the Bentley community, enabling efficient and effective navigation of the ordering process through preferred vendors.</p>

	<p>The Purchasing department's website includes information related to policies and procedures associated with procurement.</p> <p><a href="#">Master Contracts Directory Purchasing Policies and Procedures</a></p>
<b>MISC. VENDORS</b>	<p>Various meetings and campus events may necessitate the use of an outside vendor. Some recommended services are provided below:</p> <p><u>Transportation</u>  <b>Local Motion of Boston, Inc.</b> (Charter and School Bus Services) <a href="#">Bob Bassill</a>    781-535-6344  Address: 66B Roscam Park Road, Braintree, MA 02184  <a href="#">www.localmotionofboston.com</a></p> <p><b>See also several options listed on the Purchasing website under <a href="#">Bus-Charters</a>:</b></p> <p><u>Florist</u>  <b>Brasco Florist</b>  <a href="#">Keith Burke</a>   781-894-6161  229 High St, Waltham, MA 02453  <a href="https://www.brascoflowers.com/">https://www.brascoflowers.com/</a></p> <p><u>Printing Services</u> <b>Minuteman Press</b> John Fantasia  713 Main Street, Waltham, MA 02451  781-899-3180  <a href="mailto:John@colorconnection.com">John@colorconnection.com</a>  <a href="#">www.colorconnection.com</a></p> <p><u>Prizes and Swag</u>  (For customizable Bentley goods and products not available in the bookstore or created in bulk for more economical pricing)</p> <p><b>IM Incentives</b>  <a href="#">Norm Winston</a>   781-929-4927  <a href="#">www.imincentives.com</a></p> <p>Bentley has master contracts/business accounts with FedEx, Amazon, ReadyRefresh (coffee and water), and WB Mason (most office supplies). To get set up with your account and to properly link the accounting, please contact Barbara MacLean in the Purchasing Department (x3456).</p>
<b>WORK ORDERS</b>	<p>For plumbing, HVAC or electrical trouble or any carpentry, painting, or custodial requests, you make a request by submitting a work order through Facilities Management <a href="#">Work Order Request page</a>. Use your Bentley ID number (without @) as your requestor I.D.</p> <p>If your request is an <i>emergency</i>, such as a power outage or a gas or burning odor, call x2436 (781-891-2436).</p>

	For non-emergency requests, you can check the status of your work order by calling Work Order Control at x2208.
<b>OFFICE MOVES</b>	All office moves of current employees, new or departing employees necessitate the completion of a Facilities Management Move Form. Visit the <a href="#">Moving Services</a> page for complete information on moves, including the Moving Policy and Tips for Moving.
<b>DEPARTING EMPLOYEES</b>	When an employee terminates from the university, the department administrator should complete a <a href="#">New Vacancy Form</a> that ensures that the employee's computer, phone, and keys are returned to the appropriate departments.
<b>NOTARY PUBLIC</b>	Departments sometimes need the service of a Notary Public, and there are several Notaries on campus. This <a href="#">list of Notary Publics</a> is maintained by the Registrar's Office.
<b>Information Below is Specific to Academic Affairs</b>	
<b>TEXTBOOKS</b>	Adoption & Insights Portal (AIP) is a web-based platform built exclusively for faculty and department administrators that enables them to research and adopt course materials in one, convenient place. Faculty Enlight platform will stay fully up and available now until at least February. The new migration will be available in February and will be located on Faculty's "Teaching and Advising" Tab in Workday. They can log in with their network credentials.
<b>MASTER SCHEDULE LOAD</b>	<p>For Academic Affairs Coordinators, the Master Schedule Load is the system where you may be asked to input data each semester for the upcoming teaching semester. This task usually occurs twice a year, in March and October. (For example, you may be asked in the Spring (March) to enter the upcoming Fall/Winter session Teaching schedule. In the Fall (October) you will be asked to enter the upcoming Spring/Summer Teaching schedule). Your Chair should provide you with the upcoming teaching schedule after directive has been given from the Registrar's Office. Log into MyBentley with your Bentley credentials. Under the "Faculty/Self Service" tab choose "Main Employee Menu." Under "Main Employee Menu" click on the "Faculty Services" tab. At the very bottom you will find "Master Schedule Load."</p> <p>A more detailed explanation on term codes and section codes can be provided by the Registrar's office.</p>

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