

## How to guide from various departments on campus during COVID19 telework

### Foundation

#### **Temporary Accounting Procedures**

The VTF is committed to providing the highest level of service as we all adapt to the COVID-19 pandemic. The following measures are being implemented to assist employees working remotely and to facilitate adherence to recommended social distancing.

#### ***Requests for Payment:***

- To the extent possible please continue to send your requests for payment (RFP) by campus mail. Note that if you plan to drop your RFPs off at the VTF offices, VTF will ONLY be accepting these in the drop box located on the second floor of the University Gateway Center (UGC) next to stairwell B.
- VTF will also temporarily be accepting RFPs and all required documentation by email. Please forward requests to [vtf.ap@vtf.org](mailto:vtf.ap@vtf.org). Original documentation must still subsequently be sent to VTF and please be sure to note on the originals that the payment has already been submitted by email. Please send original documents by campus mail or place them in the drop box.

#### ***Deposits***

- To the extent possible please continue to send your Other Income Deposit forms along with checks that are to be deposited in campus mail. VTF will not accept cash deposits by mail so please follow the drop off procedures below.
- Until further notice, VTF will ONLY accept deposits in the designated drop box located on the second floor of the UGC next to stairwell B. VTF Accounting will send receipts by email.

#### ***Transfers***

- To the extent possible please continue to send your transfer forms by campus mail. VTF will also accept transfer forms in the designated drop box located on the second floor of the UGC next to stairwell B.
- VTF will also temporarily be accepting transfer forms and all required documentation by email. Please forward requests to [vtf.ap@vtf.org](mailto:vtf.ap@vtf.org). Original documentation must still subsequently be sent to VTF and please be sure to note on the originals that the transfer request has already been submitted by email.

### ***New/Change Fund Forms***

- To the extent possible please continue to send New/Change Fund Forms and supporting documentation by campus mail. VTF will also accept New/Change Fund Forms and supporting documentation in the designated drop box located on the second floor of the UGC next to stairwell B.
- VTF will also temporarily be accepting the New Change Fund Form and all required documentation by email. Please forward requests to [vtf.ap@vtf.org](mailto:vtf.ap@vtf.org). Original documentation must still subsequently be sent to VTF and please be sure to note on the originals that the request has already been submitted by email.

Please call VTF at 540-231-2861 with any questions. Please be aware that VTF intends to continue to process all transactions promptly, however some of these temporary procedures may slow our normal processing times. Thank you for your cooperation during this challenging time.

***VTF is considering other alternative processing methods, this document will be updated as additional options become available so please check back often at <https://vtf.org/updates>***

### **Virginia Tech Foundation direct deposit online instructions**

To provide quicker payments and to be responsive to the needs of those working remotely, the Virginia Tech Foundation has developed a new method for enrolling in direct deposit online. We encourage you to begin taking advantage of this new paperless option today by going to <https://vtf.org/directdeposit> and logging in with your Hokies account to get started. After your enrollment has been processed we will send an email confirmation to your registered work email address. You will also be notified via email from our bank (Wells Fargo) when a payment has been processed on your behalf. Please check back often for further updates on our website at <https://vtf.org/updates>. If you have any questions about this process, you may reply to this email.

### **Virginia Tech Foundation how to process payables through a web based application**

In order to be responsive to the needs of those working remotely, the Virginia Tech Foundation has developed a method for submitting Requests for Payment to the Foundation electronically. We encourage you to begin taking advantage of this paperless new option today by going to <https://vtf.org/rfp>. Complete procedural guidelines are available on our website at <https://vtf.org/paperless-request-payment-submission>. When you submit requests electronically, please keep these items in mind:

- You DO NOT need to get physical penned signatures when submitting electronic requests
- DO NOT submit paper copies of your submitted request
- Be sure to retain the original receipts for the transaction for ONE YEAR should any questions or audit inquiries arise
- Any Personally Identifiable Information (PII) will need to be blacked out by the department prior to submitting backup documents
- You will need to log in to the new system using your Hokies account

To continue to offer flexible options for processing, all of the Foundation's previously identified methods for submitting Requests for Payment are still available. Please let us know if you have any questions or concerns by replying to this email.

### Controller's office

#### **Non-Travel Related Reimbursements**

As follow up to the March 20, 2020, *Ledger* article <https://www.controller.vt.edu/ledger.html>, the Controller's Office is

communicating additional temporary process changes as a result of COVID-19.

Currently, the process for reimbursing employees for **non-travel items/services** requires employees' to sign a

reimbursement request form generated from HokieMart. To accommodate our current work environment, we are

**temporarily** adding three alternative methods for obtaining employee verification for **non-travel related reimbursements**.

To the extent possible, please continue to utilize the existing Controller's Office procedures of having the employee sign

the HokieMart reimbursement request form, adding the purchase order number to the form and submitting a hard copy

to the Controller's Office with the receipts.

The Controller's Office will **temporarily** accept the following methods for obtaining the employee signatures, **in order of preference**.

1. Email the signed HokieMart reimbursement request form with the purchase order number and receipts to

[vtinvoices@vt.edu](mailto:vtinvoices@vt.edu). This step can be completed by either the department fiscal person or the employee.

2. Email the HokieMart reimbursement request form with a certified digital signature with the purchase order number

and receipts to [vtinvoices@vt.edu](mailto:vtinvoices@vt.edu). The most common platform for a certified digital signature is Adobe Pro. Below is

a link with instructions from Adobe to create a digital signature.

[https://helpx.adobe.com/acrobat/using/digital-ids.html#create\\_a\\_self\\_signed\\_digital\\_id](https://helpx.adobe.com/acrobat/using/digital-ids.html#create_a_self_signed_digital_id)

3. In replacement of the HokieMart reimbursement request form, use an email from the employee with the following

information and verbiage.

Purchase Order Number:

Transaction Date:

Transaction Amount:

Description of Item Purchased:

University purpose:

I hereby certify that the expenses listed above were incurred by me and are necessary and appropriate expenditures

of the University. By email confirmation, I acknowledge that the goods purchased become the property of Virginia

Tech and that all services rendered were a direct benefit to the University and its mission.

The preferred method for submitting the request is to upload the HokieMart reimbursement certification to the purchase

requisition **AND email these forms to [vtinvoices@vt.edu](mailto:vtinvoices@vt.edu) with the PO number on it.** The first step assists the approver in

reviewing the request without receiving paper documentation. The second part is **necessary to notify the Controller's**

**Office to process the payment.**

Please contact Martha Mullins, Accounts Payable Supervisor, [martham4@vt.edu](mailto:martham4@vt.edu) with any questions regarding the information above.

VTINVOICES@VT.EDU The Controller's Office is pleased the volume of invoices submitted to [vtinvoices@vt.edu](mailto:vtinvoices@vt.edu) this week has increased. This will allow the university to continue meeting the Virginia Prompt Payment Act (<https://law.lis.virginia.gov/vacode/title2.2/chapter43/>) requirement of remitting payment to vendors within 30 days of the receipt of the vendor's invoices, or the receipt of the purchased good or services, whichever is later. Based on our experience this week, we need to clarify the instructions distributed in the Ledger on March 20, 2020. Invoices Accounts Payable allow departments to email invoices to [vtinvoices@vt.edu](mailto:vtinvoices@vt.edu) using the guidelines below. •For each invoice only send one (1) PDF file that contains all of the supporting documentation for the invoice. •You must include the purchase order number on the first page of the PDF file. This can be handwritten or inserted as a textbox to the PDF file. This is necessary because Controller's Office employees are uploading the invoice into the Banner document management system, not processing from the email. All Personally Identifiable Information (PII) will need to be blacked out by the department prior to sending the documentation to the Controller's Office. You can submit multiple invoices to [vtinvoices@vt.edu](mailto:vtinvoices@vt.edu) in one (1) email Do not email the invoice and send the paper documents to the Controller's Office. It is each department's responsibility to maintain all of the original paper documents for the transaction for one year after the end of the applicable fiscal year that the transaction was recorded. If you email the invoice and send the original paper document, the Controller's Office will need to return it to the department. The Controllers' Office will maintain the imaged records for seven years before destruction. The department can view the

imaged documents using Banner Finance. Please contact Brandon Webb, Accounts Payable Manager (bwebb13@vt.edu) with any questions regarding the Accounts Payable information above.

### **How to Process I-9s**

#### **Update to I-9 procedures during the COVID-19 outbreak:**

On March 20, 2020, the Department of Homeland Security (DHS) announced flexibility in requirements for Section 2 of Form I-9 compliance to allow employers to inspect documents remotely (see attached). However, the provision only applied to employers who were teleworking. Effective March 25, the Division of Human Resources announced it would operate by virtual services only. Therefore, HR employees and other I-9 processors at Virginia Tech can begin using remote viewing technology to complete the review of documents for Section 2.

All I-9 processors have been informed of this change. Below is the communication they received today.

Please forward this information to your units as needed.

I-9 processors will need to perform the following tasks:

- Inspect the documents using Zoom or a similar viewing technology within three business days of the employee's start date.
- Write "COVID-19" as the reason for the physical inspection delay in Section 2 and continue this process until HR informs I-9 processors they are to return to normal operations.
- Once normal operations resume, all employees who had their documents reviewed virtually must have their documents reviewed physically within three business days.
- Once inspected, add "documents physically examined" with the date of the inspection to the Section 2 additional information field on the Form I-9, or to Section 3, as appropriate.

Since this work can be performed remotely, I-9 processors in your department should return to completing Section 2 at the department level. Human Resources can help them find someone else, if necessary, and provide assistance if needed. Please disregard previous options communicated on March 18. For questions, I-9 processors should email [i9@vt.edu](mailto:i9@vt.edu).

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## Message to I-9 processors on March 26:

On 3/20/2020, the Department of Homeland Security (DHS) announced flexibility in requirements for Section 2 of Form I-9 compliance to allow employers to inspect documents remotely. However, the provision only applied to employers who were teleworking.

Effective 3/25/2020, the Division of Human Resources announced that it will operate by virtual services only. Therefore, HR employees and other I-9 processors at Virginia Tech can begin using remote viewing technology to complete the review of documents for Section 2.

Attached is the announcement from DHS and listed below are the highlights of the information as it applies to I-9 processors.

- Inspect the documents using Zoom or a similar viewing technology within three business days of the employee's start date.
- Write "COVID-19" as the reason for the physical inspection delay in Section 2 and continue this process until HR informs I-9 processors that they are to return to normal operations.
- Once normal operations resume, all employees who had their documents reviewed virtually must have their documents reviewed physically within three business days.
- Once inspected add "documents physically examined" with the date of the inspection to the Section 2 additional information field on the Form I-9 or to Section 3, as appropriate.

Please continue to use the I-9 Management system located on the Controller's website.

Now that this work can be performed remotely, please continue to process Section 2 using I-9 processors in your department. Human Resources can help you find someone else, if necessary, and provide assistance if needed. Please disregard previous options communicated on 3/18/2020.

If you have questions, please email [i9@vt.edu](mailto:i9@vt.edu).

## **Human Resources**

### **How to send documents to Human Resources:**

The Division of Human Resources has moved the receipt of paper to several secure digital formats options.

- 1) **Google Form/Google Drive** – A new process has been created to allow employees and non-employees to upload documents on a Google Form to a Google Drive. Virginia Tech

has an agreement with Google to ensure the documents are encrypted when in transit and upon arrival. The documents will be reviewed by the HR Service Center and moved to the work teams in the HR division.

- a. The form requires name, email address, phone number and purpose of the file.
  - b. The email account must be one of the following:
    - i. VT email account for Employees (@vt.edu or @gmail.com)
    - ii. Personal Google email account for non-employees
    - iii. For those without a gmail account, the instructions can be found here <https://support.google.com/accounts/answer/27441?hl=en>
  - c. The document to upload can be located on a computer, from the cloud, or any mobile device (cell phone, tablet, etc.)
  - d. Click on this [link](#) to get started.
- 2) **Digital Fax** – Please continue to use the HR Service Center fax number 540-231-3830 where the document will be reviewed by the Service Center and moved to digital folders for the HR team for processing.

If you any questions please contact Human Resources Service Center by email at [hrrservicecenter@vt.edu](mailto:hrrservicecenter@vt.edu) or by phone at 540-231-9331.

### **Conviction and Driving Check**

The Conviction and Driving Check service provider for Virginia Tech, TrueScreen, has notified us that some sources and partner locations, such as court systems, have begun reporting closures due to growing concerns with COVID-19. These closures may effect conviction check processing for those specific locations.

TrueScreen is providing daily updates about this situation. Additionally, Virginia Tech will receive direct notice if a specific check is impacted. This information will be shared with departments as soon as is received, along with additional information and instructions.

The employee frequently asked questions page address this question. Here is the page link: <https://vt.edu/flu/2019Coronavirus/covid-employee-faq-march10.html>

Here is the specific question/answer:

[Will undergraduate and graduate student employees be able to work during the modified spring semester?](#)

Undergraduate and graduate students who have remained in Blacksburg or other campus locations and are healthy and want to work, may work at the discretion of their supervisor and

based on the work of the department that needs to be done. Students should not return to campus in order to work in their undergraduate or graduate student job.

### **Public Health and Emergency Leave guidelines**

Human Resources will publish guidelines for all employees on the Public Health and Emergency Leave (PHEL) in tomorrow's Virginia Tech daily email. We are providing you an [advance release of the campus notice](#). In addition, a [PHEL page](#) is available on the [Leave site](#) that contains more detail. Contact the HR Leave Team at [hrleave@vt.edu](mailto:hrleave@vt.edu) if you have additional questions about PHEL.

### **Human Resources guidance to faculty and staff**

As a reminder, [HR issued a message yesterday providing guidance to faculty and staff](#) as colleges and units work to develop their modified operational schedule. If you have not done so, please review this message so that you can answer questions from your teams. If there are questions that you are unable to answer with regard to this message, refer questions to the following contacts:

- If employees have questions about their assigned duties, they should contact their supervisors.
- If employees or supervisors have questions about available leave options, the HR Leave Team at [hrleave@vt.edu](mailto:hrleave@vt.edu) should be contacted.
- If employees or supervisors have other HR-related questions, they should contact the HR Service Center at [hrservicecenter@vt.edu](mailto:hrservicecenter@vt.edu).

### **Contacts for questions**

- If employees have questions about their assigned duties, they should contact their supervisors.
- If employees or supervisors have questions about available leave options, their unit-based HR professional or the HR Leave Team at [hrleave@vt.edu](mailto:hrleave@vt.edu) should be contacted.
- If employees or supervisors have other HR-related questions, they should contact the HR Service Center at [hrservicecenter@vt.edu](mailto:hrservicecenter@vt.edu).

### **Helpful Resources**

- [University COVID-19 page](#)
- [COVID-19 frequently asked questions for faculty and staff](#)
- [Working Remotely: A guide to maintaining continuity](#)

### **New Talent Development Virtual Learning Center**

Interested in increasing your skills for working remotely, leading at a distance, enhancing teamwork, communicating with transparency, or building resilience? The new Talent Development Virtual Learning Center has been launched to support Virginia Tech employees to provide meaningful and relevant information while working remotely. Explore these self-paced opportunities [here](#). Be sure to view the

online content, any associated exercise files, and key takeaways or job aids to apply the information for continuous professional development. Please let us know at [hr@vt.edu](mailto:hr@vt.edu) if there are courses or topics of interest we can address in the future through the [Virtual Learning Center](#).

## **Hokie Wellness**

### **Hokie Wellness offering virtual resiliency workshops for employees:**

New work environments, increased anxiety, and shifting responsibilities due to changes brought on by COVID-19 cause us to have to adapt to new stressors. Often when we're stressed and feeling strong emotions in the workplace (or in our new work environments), we don't think or react as rationally as we would like. Many of us experience patterns of thinking, or "mind traps," that can be ineffective and even irrational sometimes. We can shift these reactions by learning more about how our thoughts, feelings, and actions all connect.

Hokie Wellness will be offering "Resiliency in the Workplace: Learning to Press Pause" via Zoom. In this workshop open to all employees, we will cover how we can press pause in the heat of the moment, consider how to react to life stressors in a productive way, and recognize when we're starting to fall into these common mind traps.

Dates and registration:

- Monday, April 6, 9:30-10:45 a.m.  
Register Here: <https://virginiatech.zoom.us/meeting/register/uZ0rf-2ppj8q8OPZropL0ERduBAKW1AD1Q>
- Monday, April 13, 4-5:15 p.m.  
Register Here: <https://virginiatech.zoom.us/meeting/register/uJQqce-rqToimhapp670ZdFgaqFtE49rkA>

### **Information from Hokie Wellness:**

- Anthem will be providing Employee Assistance Plan (EAP) website resources to all employees including those not receiving EAP benefits through the state employee health plan. Employees can access these resources by going to [www.anthem.eap.com](http://www.anthem.eap.com) and entering *EAP Can Help* as the company code. Resources include recorded webinars, legal forms, financial tools, articles, and skill builders. [Learn more](#).
- A virtual campaign, [Hokie Wellness at Home](#), has been launched where employees can find many of Hokie Wellness' usual offerings in a virtual and modified format. Topics most concerning right now include: Mental health, financial wellness, and social connectedness.
- With the community facing new challenges, a [well-being website](#) has been created to provide home programming and resources for Virginia Tech employees and students.

For questions or more information, contact [Hokie Wellness](#) at [hokiewellness@vt.edu](mailto:hokiewellness@vt.edu) or 540-231-8878.

## **Provost**

All,

Due to the coronavirus pandemic and the fact that everyone is being asked—if all possible—to work from home, our office has had to come up with a, hopefully, workable solution for handling the paperwork that is submitted to us for approval.

Starting immediately, **all paperwork should be submitted to me electronically**. In the past, some of you have requested that signed copies be sent to you before being forward to HR. Due to the volume of email I receive which will increase significantly due to the measures our office is implementing, these requests may not be honored. If you find that you need a copy of something, it will be necessary for you to contact Cara Epperly (P3AFs, P10s, etc.) or Judy Reed (P14s). I will, however, be able to consult my log to be sure that I did receive something and where it is in the process.

All of us are being asked to tread in some unfamiliar territory, so your understanding during these stressful and uncertain times, would be greatly appreciated.

[Kathy](#)

Kathy D. Lewis, Executive Assistant to Dr. Kenneth S. Smith

## **Office of Sponsored Programs**

I know that we are all receiving many, many communications through various means. These are unprecedented times but please be aware that the Office of Sponsored Programs is here to support the research endeavor at Virginia Tech. Most of the OSP staff are telecommuting the same as you but we are available via email, phone and zoom as needed. I wanted to provide some direction regarding where to find resources to questions you are receiving from your faculty, staff and students.

**Frequently Asked Questions (FAQs)**: You will find the FAQ link on the OVPRI COVID-19 website. This contains FAQs for all of the OVPRI areas including OSP. Under the Sponsored Programs section we have General FAQs for those questions regarding VT specific processes and procedures. There are also sections with FAQs for some specific sponsors.

**Resources**: there is also a link on the OVPRI COVID-19 website for resources. On this webpage we are posting information and links to federal agencies guidance as well as other organizations that provide insight and information. If you have questions about **agency specific guidance** please visit this site to see what has been posted.

Personal Activity Reports (PARs): We have posted an FAQ which states the deadline for submission is April 22, 2020. We have received approximately 60% of the PARs for Fall 2019. Thank you to those who have been able to submit the documents. We understand given the current situation it may be challenging to have these completed given it is a paper process. In order facilitate the submission of the remaining PARs, OVPRI IT in working in conjunction with the Controller's Office to develop a Google Form that can be used. An individual will need to log in with their PID to review and complete the form. The Google form will only be sent to individuals who have not submitted their PAR as of the date this goes live. No one will need to duplicate their PAR submission. There will be more communicated about this topic as it becomes available.

Contacting sponsors: During this time PIs are trying to determine the impact that may be made on their research projects. We understand this is very challenging given the constant change happening that is mostly driven by external factors. If the PI determines that there is going to be a programmatic impact to their research, they should contact their sponsor's program official to disclose this information. Please ask the PI to copy their post award associate so we have a record of the communication. If the PI has a question regarding a financial action for example if an expense is allowable or allocable please ask them to contact the appropriate OSP post award staff member. Please remember that many sponsors allow a grantee approved No Cost Time Extension (NCTE). If this is the case, please follow standard OSP procedure for requesting the NCTE. If PIs do not know what or if they should contact their sponsor, please ask them to contact their post award associate to discuss.

Processing Invoices, Journal Entries and Travel Documents: Please review the [Controller's Office](#) website as well as articles in [The Ledger](#) to learn more about how to process these actions.

## **Scholarships and Financial Aid**

### How to process changes or canceled scholarships during COVID19

The University Scholarship and Financial Aid office has created a new web-based application that will allow us to process scholarship changes and/or cancel a scholarship electronically.

To access the web-based application or electronic scholarship change/cancelation from click the link below

Link to complete form: **[FILL OUT FORM](#)**

When you click the link above you will complete the following fields

- Academic Year
- Department Name
- Org Name
- College

- Income Account Number
- Account Name
- Authorized User PID (this is the person with signature authority on the fund)
- Contact Person and information (this is the person completing the form)
- ID number of the student
- Term
- What type of change needs to be made

How does the authorized user/signature authority approve the change? Currently, the online database does not have the capabilities to send a notification to the approver or to allow the approver to approve the change electronically. The person completing the form will need to email the authorized user/person with signature authority and have them approve the change over email. The approval email needs to be retained in department records.

The web-based application can be used to process the following actions related to scholarships

- Change VTF Income Account Number
- Increase Award
- Decrease Award
- Cancel Award
- Change Enrollment Status

**\*Do not use this application for new awards. Those are to be handled the same way as before.**

If I process the electronic form am I still required to email USFA and notify them that I entered the electronic form? No, USFA checks the database entries daily.

If I process the electronic form am I still required to enter the change into Academic Works/Scholarship Central? Yes, you are required to enter the change into Academic Works/Scholarship Central.

If you have questions about the new USFA database for processing scholarship changes electronically, please contact [finaid@vt.edu](mailto:finaid@vt.edu)

Hope you are all staying safe and secure in this new world. Here are a few updates regarding scholarships and Scholarship Central:

- **Third quarter trainings cancelled:** the in-person trainings scheduled for 03/30 and 04/03 have been cancelled. We are currently exploring options to host a virtual training in the near future, and anticipate it to occur sometime in the week of April 6. The trainings will be recorded, and we will distribute these for all to view. More information to come once those plans have been finalized.
- **Change forms:** we are in the process of completing our pilot program for the digital change form process. We will soon transition all of our change form submissions to this new digital process. Instructions and a demonstration for using the new change form will be provided during the

upcoming virtual training. In the interim, please contact us at [scholarships@vt.edu](mailto:scholarships@vt.edu) if you are unable to obtain an authorized user signature on your change forms or applicant certification forms due to required personnel being out of office.

- **Prospective transfer student timeline:** we will be providing data to all units that have expressed an interest in awarding to transfer students. The combined Admissions/Financial Aid data file will mirror what was provided during the previous prospective freshman awarding cycles. The tentative deadline for transfer student awarding is contained below:
  - **April 9:** USFA will provide the data file to units.
  - **April 13:** all prospective transfer awards should be made in Scholarship Central. **Deadline is 8am.** We will need two full days to complete financial aid award packages after department scholarships are received.
  - **April 14:** USFA will complete award packages.
- **USFA assistance:** University Scholarships and Financial Aid has largely transitioned our day-to-day operations to telework. As a result, the best way to contact any staff member on our team will still be through email to [scholarships@vt.edu](mailto:scholarships@vt.edu). We will work to respond to your email as quickly as possible.

Please feel free to share these updates with your scholarship administrator colleagues as necessary. Stay safe!

### **CNS/Communication Network Services**

Due to circumstances surrounding COVID-19, the NI&S Customer Service staff will be working remotely beginning Monday, March 23, 2020, until further notice. We will keep our normal operating hours of 8:00am to 5:00pm, Monday through Friday. The health and safety of our staff and customers is our top priority. We ask that you please make note of the following changes in our processes during this time.

All ICRs must be sent via email to [cssnis@vt.edu](mailto:cssnis@vt.edu). We will not be in the office to receive any ICRs sent by fax or inner-office mail. Any ICRs sent in using these methods will not be processed until we return to the office. Currently, there is no estimated date for this. We understand that not everyone will have the means to print, sign and scan an ICR during this time period. To help make things easier for our customers, we will temporarily allow the submission of an ICR without an actual signature if you are unable to obtain one. The ICR will need to be submitted as an email attachment by the authorized signer, stating that they approve the processing of ICR ##### and any associated charges.

We will be checking voicemail for our general number, 231-2800 and will return any calls as needed. However, to ensure that your questions are answered as quickly as possible, we ask that you send any inquiries regarding service orders or service offerings to [cssnis@vt.edu](mailto:cssnis@vt.edu). You may also submit any inquiries by submitting a Service Now ticket at [4help.vt.edu](https://help.vt.edu). Place a comment in your ticket to forward to NI&S.

For customers that have ordered a cellular device and are awaiting notification for pick-up, all cellular equipment will be delivered to the Andrews Information Systems Building Loading Dock in the CRC. Liaisons and/or users will receive an email when equipment has arrived. Please note that you will only be able to pick up orders between 11:00am and 1:00pm daily. You will not be able to pick up outside of this time frame.

We apologize for the unexpected changes in our processes and any inconveniences they may cause. We hope to be able to return to our normal operating hours soon.

Thank you,

NI&S Customer Service Staff