



# Wayne and Gladys Valley Center for Vision

## Occupant User Guide

August 2020



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# About

Welcome to the **Wayne and Gladys Valley Center for Vision!**

This new building is comprised of two wings: Valley Tower (North) and Vision Center (South).

## Valley Tower

Twelve story academic tower on the north side, adjacent to the Chase Center. It includes academic and administrative office space that support various UCSF schools, departments and divisions.



## Vision Center

Five story south wing that houses clinics for the Department of Ophthalmology and the Francis I. Proctor Foundation. The space will consist of clinical, research and academic space for faculty and staff.





# Open Plan Workspace

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The Wayne and Gladys Valley Center for Vision (WGVCV) open plan workplace is an efficient, flexible design environment providing each person places to work individually, as well as a variety of additional work spaces, both private and collaborative, available to support their work as activities change throughout the day.

## Etiquette

In an open plan work environment, particularly the workstation area, please be considerate of your colleagues. Since you are working in a shared open space, it is expected you are aware of those around you and you actively prevent disrupting your colleagues. Discussion of office norms is encouraged with your neighbors, so all work styles can be supported. Focus and huddle rooms can be used for collaborative, private and focused work.

A closed door indicates that a huddle or focus room is in use; conversely, an open door shows that the room is available for use. Focus rooms are meant to be unscheduled workspaces; huddle rooms have the option of being unscheduled or reserved (similar to a conference rooms). How the shared rooms are managed depends on the operation and management of each floor.

It is important that all occupants respect the use of focus and huddle rooms. They must not be used as office space. This ensures that all WGVCV occupants have equal access to shared space.

## Security

Remember to lock valuables, including laptops, when leaving for the evening. WGVCV has lockers spread out throughout the Valley Tower and on the 1st floor, which provide a security option for visiting faculty/staff who may not have a workstation or office to store their belongings. Lockers are available on a daily, first come, first served basis for temporary storage.

*Note:* Valuables should be left at home, as the University is not responsible for any losses resulting from the use of the lockers.

## Terminology of Open Plan Workspace

**Break Out Area:** Open areas throughout the building for informal gathering; typically furnished with a couch.

**Copy Room & Print Area:** Each floor has one copy room and up to three Print Areas. A Copy Room contains a large, multifunction device (print/copy/scan/fax). Print areas contain smaller, counter-top printers only.

**File Room:** Shared file areas throughout each floor. Ask your department supervisor or floor coordinator for more information.

**Storage:** Each floor has at least one shared storage room. Each department on the floor has 1-2 Storage Room Authorizers who will grant you access. Ask your department supervisor or floor coordinator.



# Open Plan Workspace

**Town Center:** A shared space for collaboration, breaks, eating, socializing; contains a full kitchen with two commercial grade refrigerators and microwaves.



**Hoteling Hub:** The 3rd floor has a hoteling space that consists of open desks, huddle and focus rooms available for UCSF employees to use. To access the Hub, you must either be a building occupant or affiliated with a department occupying the building. It is a great option for someone visiting from a different UCSF campus. For questions, contact your department or floor representative.



**Conference Room:** There are small and medium conference rooms available on every floor. For details on locations, capacity, equipment, and how to reserve: <https://wgvcv.ucsf.edu/conference-room-reservation>. There are also large conference rooms on the 1st & 2nd floors that are managed by and reserved through Campus Life Services- [https://campusliveservices.ucsf.edu/conference/services/reservations\\_rates](https://campusliveservices.ucsf.edu/conference/services/reservations_rates).



**Focus Room:** An unscheduled room that accommodates 1-2 people for focused work or phone calls. Telephones are not included in the rooms. These rooms must not be used as offices and are should be accessible to anyone on the floor.



**Huddle Room:** An unscheduled room that accommodates 3-5 people for focused work. All huddle rooms are fully equipped with A/V equipment for video conferencing and basic phone calls. Occupants are encouraged to use the huddle rooms closest to their department, although the building is designed in such a way an occupant can use any huddle room on the floor.



**Office:** Private, assigned workspace that should not be converted for other uses without approval. The doors have a privacy film over the glass, and the doors have locks. One key is issued to each occupant, additional keys can be requested from Facilities. See Appendix for instructions on the proper way to lock an office door.



**Workstation:** Personal workspace that is assigned and open to the floor. The space is not private space; therefore, focus rooms are a great way to obtain privacy when needed.



# Amenities & Features

## Amenities

Retail Services | Large Conference Rooms- 1st & 2nd Floor | Hotel Hub | Outdoor Terrace |  
Town Centers | Lactation Rooms | Indoor Bike Storage | Shower | Lockers

### Retail Services

Retail Services is pleased to announce that **Caffe Central** will be the café tenant in the Wayne and Gladys Valley Center for Vision. Locally owned and operated by longtime UCSF food service partner, Ramin Vahabi, Caffe Central is part of the Segafredo Group that includes Caffe Central locations at Parnassus, Union Square, and San Francisco Centre. Ramin and his team are excited and committed to providing high quality food and beverages to the UCSF community at this new location in Mission Bay. A catering menu will be available. To learn more about Caffe Central: <http://www.caffecentral.com/>



Other retail services in the building include Smart Choice snack vending and Healthy Beverage vending provided by Canteen. For more information about Retail Services visit: <https://campuslifeservices.ucsf.edu/retail/>

### Large & Medium Conference Rooms: 1st & 2nd floor

- EMS is the reservation platform for these shared conference rooms. As of August 2020, due to the work from home and interim policy on large gatherings and events, the conference centers will not be available for reservations until January 18, 2021.



WGVCV Departments will be able to book events within a new 4,500 square foot flexible conference center space located on the 1st and 2nd floors of the building.



Customers will be able to request reservations through MyAccess via Event Management Software (EMS.) Additionally, a dedicated event specialist will be assigned to the new conference center to provide customers with support and guidance on a full range of catering options, plus AV/IT amenities. Reservations for the WGVCV conference annex will begin in January 2021 for availability in March or April 2021. *(Depends on UCSF COVID-19 meeting/event policy updates and developments).*

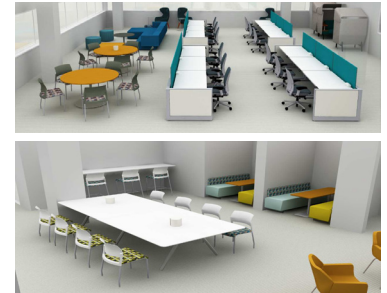
This Venue Space is managed by UCSF Campus Life Services. For more information about Conference and Event Services visit: <https://campuslifeservices.ucsf.edu/conference/services/venues>.

# Amenities & Features

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## **Hotel Hub:**

3rd Floor Hotel Hub is a touch-down space for all UCSF colleagues to access when they are visiting the Wayne and Gladys Valley Center for Vision for a meeting and need a place to work. The space will feature a variety of work areas and day use lockers for visitors to securely store their belongings.



**Outdoor Terrace:** Located on the 4th Floor. This is a shared space that is available to anyone in the building. If you have badge access to WGVCV, you will automatically get access to this floor.

**Town Center:** Each floor Town Center is equipped with commercial grade, refrigerators and microwaves (two of each). Water fountains and bottle filling stations are located outside the restrooms on each floor. Purified water dispensers and coffee machines are not included; this is an additional and optional floor cost. If you would like water purification dispensers set up, contact your department space representative to establish a PO with Waterlogic.

**Furniture:** Each floor has distinct furniture finishes. To see details on furniture and layout: <https://wgvcv.ucsf.edu/furniture-finishes-color-accents>

**Locker:** There are shared lockers on the 1st floor in the shower rooms, the Hotel Hub on the 3rd floor, and spread throughout each floor in the Valley Tower. For more information on how to use the lockers: <https://wgvcv.ucsf.edu/locker-locations-digilok>

**Lactation Rooms:** There are three lactation rooms on the 1st floor (112, 113, 114), and one on the 7th floor (73A). Use of the room is scheduled and controlled by badge access. To obtain badge access, contact [lactationprogram@ucsf.edu](mailto:lactationprogram@ucsf.edu). For more, visit <https://wgvcv.ucsf.edu/lactation-rooms>.

**Indoor Bike Parking:** There are 75 parking spaces (first come, first served) on the 1st floor available to all WGVCV occupants. A bike parking permit is required. To obtain a permit and badge access: <https://wgvcv.ucsf.edu/bike-showerlocker-room-access>

**Shower & Locker Room:** The locker room is a general area that is shared by all genders. The lockers are for temporary storage of a person's belongings while they shower. The separate shower rooms are gendered (male/female). There is also a single stall ADA shower. To obtain badge access: <https://wgvcv.ucsf.edu/bike-showerlocker-room-access>.

Visit the WGVCV website for more details: <https://wgvcv.ucsf.edu/building-amenities->

# Amenities & Features

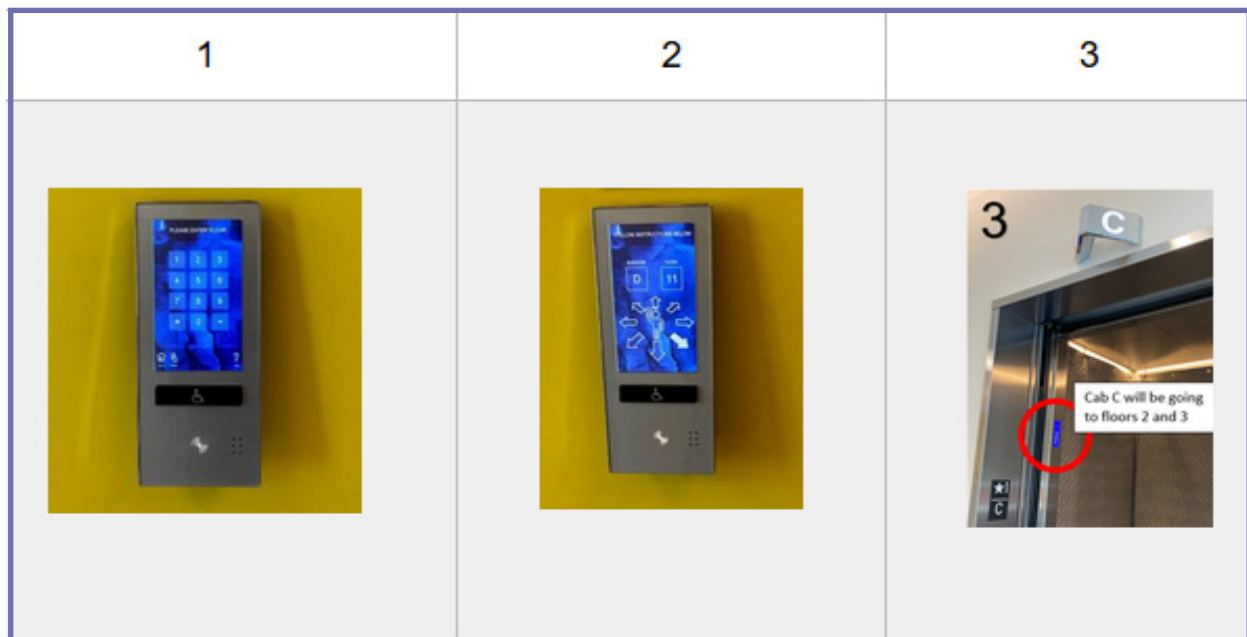
## Features

**Badge Access:** A UCSF badge with activated badge access is required to enter WGVCV and your assigned floor. Front desk security will be available 5 days a week. Contact your department supervisor if you or someone in your groups requires access.

- *For Door Authorizers:* remove and add users using Hitachi; training provided here <https://wgvcv.ucsf.edu/id-access-hitachi>

**Elevator Access:** WGVCV-Valley Tower has “Destination Dispatch” elevators that require Access/ID cards be activated for use and floor access privileges.

1. To use, press the destination floor number at any kiosk and swipe card at the bottom of the kiosk
2. If access is granted, the kiosk will indicate which elevator cab (A-D) to use
3. Enter specified cab. The destination floor number will appear at the cab entry door jamb.





# Amenities & Features

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## Elevator Access Continued:

- There are no floor selection buttons inside the elevator. If you enter the wrong cab or go to the wrong floor, you will need to exit the elevator and use the kiosk with access card to call the elevator to the desired floor.
- If you enter an elevator and it does not move, and there is no floor number on the display panel (upper part of the door), you need to press the door open button to open the door to exit the elevator and call for your floor again.
- The elevator is not programmed for COVID-19 maximum occupancy and will assign more people than allowed. Please manage your elevator use to make sure physical distancing requirements are met.



# Address & Contacts

## Mailing Address

Valley Tower Or Vision Center (Ophthalmology & Proctor)

John Smith

Department Name, Box XXXX

490 Illinois Street, Floor XX

San Francisco, CA 94143 or 94158

### Zip Codes:

- USPS & UPS: 94143
- FedEx: 94158

## Contacts

WGVCV Security Desk-1st Floor	415-476-6430
IT Field Services	415-514-4100
Mission Bay Parking Office	415-514-1511
Campus Facilities Services	415-476-2021

## Communication Resources

- WGVCV Building Website: <https://wgvcv.ucsf.edu/>
- Space website: <http://space.ucsf.edu>
- Change Management: Berna Declet; [Bernadette.Declet@ucsf.edu](mailto:Bernadette.Declet@ucsf.edu)  
Luis Vite; [Luis.Vite@ucsf.edu](mailto:Luis.Vite@ucsf.edu)

*For any questions regarding your floor or building, contact your department space representative or floor coordinator.*

# Building Occupants

The building occupant list be updated here: <https://wgvcv.ucsf.edu/building-occupants-control-points-change-agent-list>

VALLEY TOWER (North Wing)	
<b>Level 1</b>	
FAS	IT Field Services
<b>Level 2</b>	
SOM	Bakar Computational Health Sciences Institute (BCHSI)
<b>Level 3</b>	
SOP	Bioengineering & Therapeutic Sciences (BTS)
	Clinical Pharmacy
	Dean's Office
<b>Level 4</b>	
EVCP	Business Services
	Government & Business Contracts
	International Operations
	Office of Clinical Trials Activation
	OSR RMS
<b>Level 5</b>	
EVCP	Chief Ethics & Compliance/ Clinical Compliance & Privacy
	Industry Contracts
	Office of Clinical Trials Activation
<b>Level 6</b>	
EVCP	CTSI
	Human Research Protection Program (HRPP)
	OSR RMS
	Government & Business Contracts
	Office of Clinical Trials Activation
	Office of Ombuds
<b>Level 7</b>	
SOM	Anthropology, History, and Social Medicine (DAHSM)
	Institute for Health Policy Studies (IHPS)
	Medicine (Infectious Disease)
	Medicine (Smoking Cessation)
<b>Level 8</b>	
SOM	Dean's Office (Finance)
	DOM (Geriatrics)
	Continuing Medical Education (CME)
<b>Level 9</b>	
SOM	Medicine (Central Admin & Research Admin)
	Medicine (Rheumatology, ARG)
	Medicine (DGIM)
	ObGyn
	Physical Therapy
<b>Level 10</b>	
SOM	ObGyn
<b>Level 11</b>	
SON SOD VC DO VC Comms VC CGR	SON Institute for Health & Aging
	VC Diversity & Outreach
	SOD Healthforce
	SOD Preventative & Restorative Dental Sciences (PRDS)
	VC Communications
	VC Community & Government Relations
<b>Level 12</b>	
SON	Institute for Health & Aging
	Social & Behavioral Sciences

VISION CENTER (South Wing)	
<b>Level 1</b>	
Ophthalmology	Ophthalmology - Vision Clinic
<b>Level 2</b>	
Ophthalmology	Proctor Foundation
<b>Level 3</b>	
Ophthalmology	Ophthalmology - Vision Clinic
	That Man May See (TMMS)
<b>Level 4</b>	
Ophthalmology	Ophthalmology - Vision Clinic
<b>Level 5</b>	
Ophthalmology	Ophthalmology - Administration Faculty/Staff

# Maps

WGVCV maps can be found on the building website: <https://wgvcv.ucsf.edu/maps>.

- 1st Floor Map
- Valley Tower (North Wing): By Control Point & Department
- Vision Center (Ophthalmology & Proctor): By Control Point
- Emergency Evacuation- Assembly Areas; Mission Bay Map





# Shared Cost: Coffee & Water

Shared costs are an important part of an open plan workspace. Examples of shared costs include kitchen supplies, First Aid & technology supplies, freezer/refrigerator cleaning, telephone service, digital signage/support, facilities cleaning and repairs, etc.

Below are two optional shared costs that occupants have the option to add to their floor. Your floor operations and management team will need to approve and contact these companies to establish service.

1. **Waterlogic: Water dispenser**
2. **Associated Services: Coffee machine & coffee delivery**



Waterlogic offers filtered water dispenser equipment for an office environment. It offers options for hot/cold/ambient temperatures, sparkling water, and ice.

## Summary of Options:

1. [WL2](#): most common option, features hot/cold option for 25-30 users - \$42/month
2. [WL7](#): upgraded option, features hot/cold option for up to 100 users - \$60/month
3. [WL7](#): upgraded option, features hot/cold/Sparkling for up to 100 users - \$80/month
4. [Follet 7](#): Ice and Water Machine - \$172/month
5. All units require a 1-time fee of \$150 for installation/set up/testing
6. All maintenance, including annual inspection and filter changes as well as emergency response, is included in the monthly rental.

*\*Information above updated as August 2020. For updated options and costs, contact representative below.*

## Contact:

Eric Balzer

[Eric.Balzer@waterlogicusa.com](mailto:Eric.Balzer@waterlogicusa.com)

T: (415) 646-4029

<https://www.waterlogic.com/en-us/>



# Shared Cost: Coffee & Water



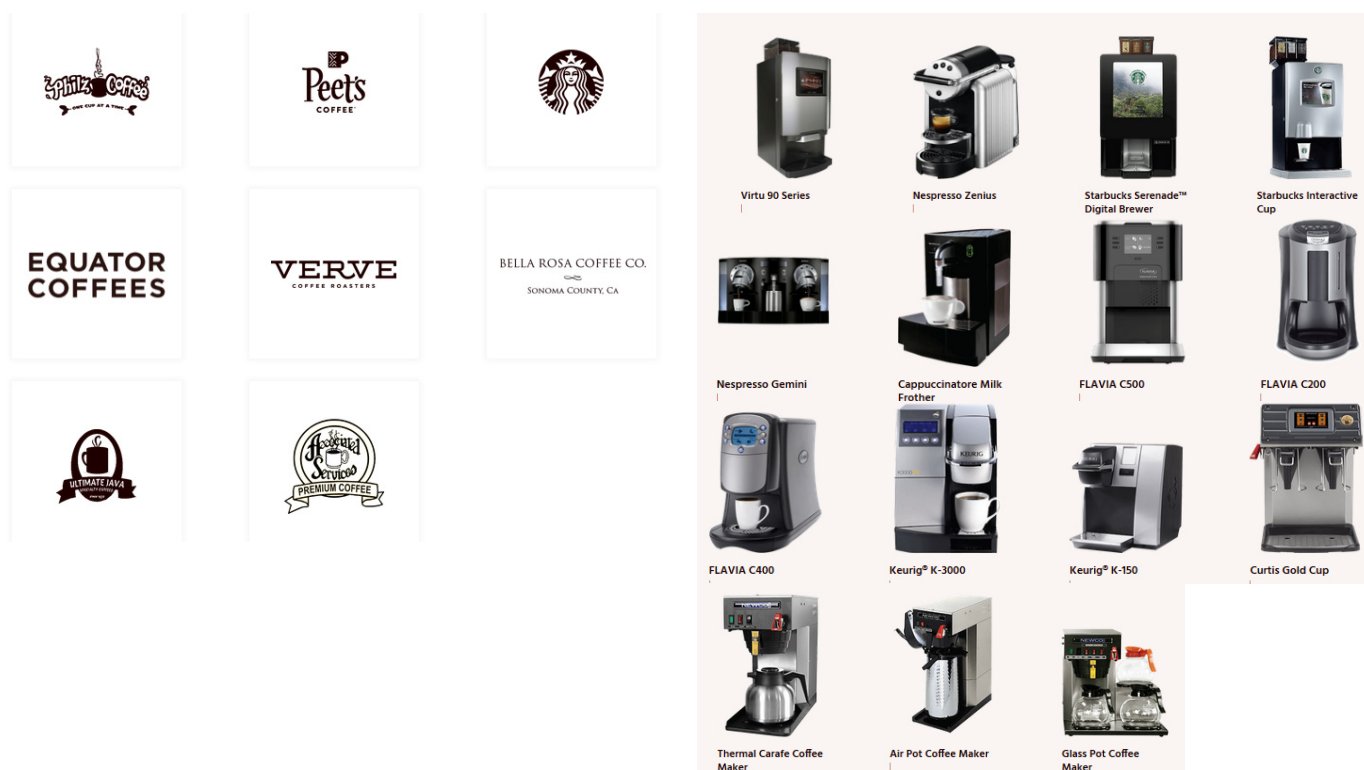
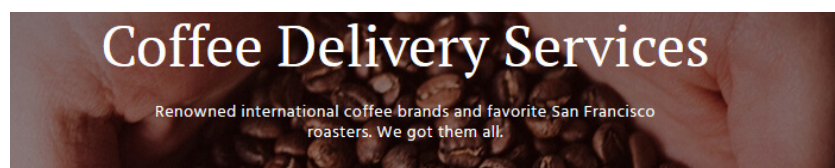
Premium coffee service that provides coffee equipment and coffee delivery on a customized schedule.

## Contact:

Matthew Beal

[Matthew.beal@associatedcoffee.com](mailto:Matthew.beal@associatedcoffee.com)

T: (510) 407-3167



# Records & Information Management

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## Records Management

Space for paper records is limited. In order to stay within the space available, records need to be actively managed. Please review your paper records and information as a part of managing your space. Below are best practices for reviewing records and documents to determine what needs to be kept and what can be disposed.

- Review the [UC Records Retention Schedule](#)
- Paper records that need to be kept but are infrequently referenced should be sent to offsite storage.
- Paper records that need to be kept and are frequently referenced are good candidates for scanning.
- Due to space constraints, only paper records that are needed in paper format should be stored onsite.
- Please ensure records are managed in accordance with [privacy/HIPAA requirements](#).
- Please visit <https://space.ucsf.edu/> for more information.

## Staying Paper-Lite

Please keep in mind that Records Management isn't just a project; it's an on-going process. Here are a few quick tips for *staying* paper-lite:

- Reduce the amount of printers available, making it less convenient to print
- Set default on printers to automatically print on both sides
- Provide some with a second monitor so they do not need to print to do document comparisons
- Consider tree-free paper if you have to print. UCSF Document & Media made the switch to TreeZero paper - <https://sustainability.ucsf.edu/3.731>.

## Storage

Storage on each floor is a mix of storage rooms, perimeter storage, and print area storage. There is also limited storage available in the workstations and offices.

- Storage rooms contain both storage cabinets and lateral file cabinets
- Storage rooms have key card access
- File cabinets in storage rooms are lockable
- Storage areas are a shared resource

## Staying Paper-Lite

Need assistance managing hard copy or electronic records and information? We can help!

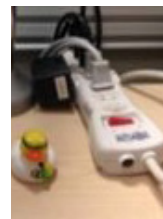
- Carolyn Tuft: [Carolyn.Tuft@ucsf.edu](mailto:Carolyn.Tuft@ucsf.edu); 415-640-9542
- Brenda Gee: [Benda.Gee@ucsf.edu](mailto:Benda.Gee@ucsf.edu); 415-476-4317

# UCSF Recycling & Sustainability

Welcome from the **UCSF Office of Sustainability**! We are committed to achieving zero waste by 2020 and carbon neutral by 2025. Here's how you can help:

## Reduce Your Energy

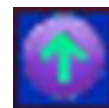
- **Free Powerstrips:** Put all workstation equipment: screen, computer, phone, task lighting, and other appliances on a power strip on your desk and turn off at the end of the day. This will save over **60%** of the energy use of your workstation.



- **Free reminder stickers:** Email us if you'd like "Turn Off Your Monitor" Stickers



- **Automatic Sleep:** This arrow logo on your bottom task bar indicates you have an automatic sleep software loaded. If you don't see this, you can upload it. For more information, visit <https://it.ucsf.edu/service/bigfix-endpoint-management>



## Reduce and Sort Your Waste

- **Use a reusable mug** every day and eliminate **25lbs** from the landfill



Don't know where it goes? Look it up: [tiny.ucsf.edu/ZeroWaste](https://tiny.ucsf.edu/ZeroWaste)

**Contact** [recycling@ucsf.edu](mailto:recycling@ucsf.edu) for:

- Free signage
- Free compost, trash, and recycle containers
- Free education and training
- Free e-waste disposal (Bulky and E-waste schedule available at [sustainability.ucsf.edu/learntosort](https://sustainability.ucsf.edu/learntosort)).

**Food4Students** - divert leftover food from going to waste! Sign up as a food provider and feed UCSF students with excess catered food from your department events

**UCSF Students** - Sign up to use the app at <https://saa.ucsf.edu/food>

**Staff** - Register as a food provider to begin using the app to offer food to students at [tiny.ucsf.edu/foodprovider](https://tiny.ucsf.edu/foodprovider)



# UCSF Recycling & Sustainability

## Conserve Water

Report water leaks or water waste wherever you see it. Work orders are accepted free of charge by calling the numbers listed below:

- *Campus:* (415) 476-2021

## Sustainability Discounts

### ***Get employee discounts on***

- EV or Hybrid vehicles
- Chinook Book subscription
- Sunshares Solar PV
- LED Light Bulbs

For more information, visit [tiny.ucsf.edu/EV](http://tiny.ucsf.edu/EV)

### ***Free Office Supplies***

Save your department \$\$ by adopting lightly-used office equipment for your office or telecommuting. Items may include (but not be limited to) keyboards, monitors, and mice. Email us for an application and pick up items at any E-waste Drop Off event. Availability varies throughout the year.

## Become a Green Champion

Get recognized by the Chancellor through our **LivingGreen Certification** program and annual **Sustainability Awards**!



Our LivingGreen Certification program is a way to get recognized for your efforts in reducing waste, saving energy, and minimizing toxic chemicals in your workspace. All offices and event planners are encouraged to participate. Download the self-assessments at [tiny.ucsf.edu/LivingGreenCertifications](http://tiny.ucsf.edu/LivingGreenCertifications)

Every year we send out a call for nominations for our Sustainability Awards. We always look forward to celebrating those who go above and beyond to promote sustainability at UCSF!

Visit our [website sustainability.ucsf.edu](http://sustainability.ucsf.edu) and sign up for our LivingGreen newsletter for sustainability and environmental health stories, events, tips, and discounts.

Sustainability.ucsf.edu

Questions? Email Us! [LivingGreen@ucsf.edu](mailto:LivingGreen@ucsf.edu)

# IT Field Services

Your first point of contact for all technology-related questions. Available 24/7.

## How To Get Support

Main Number 415-514-4100 (fastest response and all emergent issues)

- Chat with us - <https://it.ucsf.edu> (M-F, 8AM-5PM)
- Self-Service Ticket - <https://help.ucsf.edu> (up to 24 hour response)
- Email - [ITServiceDesk@ucsf.edu](mailto:ITServiceDesk@ucsf.edu) (up to 24 hour response)

## Who We Support

The Chancellor's mandate for IT Field Services (ITFS) is to provide consistent, excellent desktop support to all members of the UCSF community.

All faculty and staff are required to enroll at the Basic (<https://it.ucsf.edu/services/basic-support>) or Premium level (<https://it.ucsf.edu/services/premium-support>), except for trainees, volunteers, employees of affiliated organizations, those outside of the ITFS service area, and those in specific job classifications whose work doesn't require computers.

For more information about exemption from ITFS service, see <https://it.ucsf.edu/policies/exemption-it-field-services>. For computers used by unsupported customers (e.g., postdocs, residents), we can support the device at the Basic or Premium level, or users can be enrolled in monthly support.

## What We Support

Service covers UCSF-owned Windows, Mac, iOS, and Android devices. Microsoft Windows and Office and Adobe Acrobat Pro are included in the monthly subscription fee. Device support includes complete lifecycle management, including planning, purchasing support, deployment, management, backups, and replacement or retirement including secure data destruction.

We support all of a subscriber's UCSF-owned desktops, laptops, and mobile devices under the single monthly service charge. For support criteria please see <https://it.ucsf.edu/policies/criteria-basic-support> for Basic, or <https://it.ucsf.edu/policies/criteria-premium-support> for Premium.

For a complete list of what we support please see our service catalog at <https://it.ucsf.edu/services/itfs-service-catalog>.

# IT Field Services

## **How We Charge for Support**

Monthly service charges follow payroll and are based on FTE, so they adjust based on appointment percentage. Charges can be applied directly to all sponsored projects and grants.

<https://it.ucsf.edu/policies/it-field-services-service-level-agreement>

## **Computer Hardware Purchasing Options**

### **How to Order**

Contact ITFS with your needs/questions and we'll work together with you or your department purchaser to order your required computer equipment and accessories. We will setup the equipment when it arrives to meet UCSF's most current minimum security requirements, <https://it.ucsf.edu/policies/ucsf-minimum-security-standards-electronic-information-resources>.

Visit our Online order form at <https://help.ucsf.edu>, and select "Desktop Services".

# Dining Options

This list will be kept current and updated here <https://wgvcv.ucsf.edu/where-eat>.

## On Campus:

- Café 24
- Café Bellini
- Café Terzetto
- Farmers' Market
- The Pub
- Food Trucks at Spark
- Peasant Pies
- Publico
- Subway

## Nearby including Dogpatch and Portrero Hill:

1. Aperto Restaurant- <http://www.apertosf.com>
2. Boba Guys- <https://www.bobaguys.com/>
3. City Smoke House- <http://citysmokehousesf.com/>
4. Dos Pinas- <http://dospinas.com/>
5. Espostos Delicatessen- <http://espostos.com/default.aspx>
6. Front Café- <https://www.frontsf.com/>
7. Ganim's- <http://ganim.net/>
8. Gilberth's Rotisserie and Grill- <http://www.gilberths.com/>
9. Goat Hill Pizza- <http://goathill.com/>
10. Hard Knox Café- <http://www.hardknoxcafe.com/>
11. Hazel's Kitchen- <http://www.hazelskitchen.com/>
12. JB's Place- <http://www.yelp.com/biz/jbs-place-san-francisco>
13. Just for You Café- <http://www.justforyoucafe.com/>
14. Long Bridge Pizza Company- <http://www.longbridgepizza.com/>
15. Marcella's Lasagneria- <http://www.marcellaslasagneria.com/>
16. Mr. and Mrs. Miscellaneous Ice Cream- <https://www.yelp.com/biz/mr-and-mrs-miscellaneous-san-francisco?osq=Mr.+and+Mrs.+Miscellaneous+Ice+Cream>
17. New Place Marketplace- <http://newtastemarketplace.org/>
18. Oda- <http://www.yelp.com/biz/oda-san-francisco-3>
19. Papito- <http://www.papitosf.com/>
20. Pastel Brazzuca- <http://pastelbrazzuca.com/>
21. Pera- <http://www.perasf.com/>
22. Piccino- <http://www.piccinocafe.com/>
23. Plow- <http://www.eatatplow.com/>
24. Poquito- <http://www.poquitosf.com/>
25. Sally's Restaurant- <http://sallysrestaurantsf.com/>
26. Serpentine- <http://www.serpentinesf.com/#about>
27. Sunflower Potrero Hill- <http://www.yelp.com/biz/sunflower-potrero-hill-san-francisco>
28. The Ramp- <http://www.rampsf.com/>
29. The Sandwich Shop- <https://www.yelp.com/biz/the-sandwich-shop-san-francisco-3>
30. Three Parkside- <http://www.yelp.com/biz/thee-parkside-san-francisco?osq=three+parkside>
31. Mission Rock Restaurant- <http://missionrockresort.com/>
32. Umi- <http://umisf.com/>
33. Wolfes Lunch- <http://www.yelp.com/biz/wolfes-lunch-san-francisco>



# Appendix

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- AV Conferencing (Cisco)
- Telephone (Cisco)
- Print Management
- Ergonomics
- Office Door Lock & Cabinet Functionality
- Lockers (Digilok)
- Privacy & Security

## AV Conferencing (Cisco)

## Troubleshooting

### I don't have a Zoom account.

1. Go to [ucsf.zoom.us](https://ucsf.zoom.us).
2. Select **Sign in**.
3. Sign in using your MyAccess user name and password, which will automatically create your Zoom account.

### My presentation is not on the monitor.

1. Check that all cables are connected and the monitor is on.
2. Try to connect again.
3. Count to 10. Sometimes there's a delay.

### I'm hearing feedback and sounds.

- Avoid connecting to Zoom audio with any laptop in the room. This will cause echo and feedback.
- Ask everyone to mute their laptops, computers, phones, etc.
- Ask those with devices causing feedback to call in again.

### I've tried everything, and I'm still having issues!

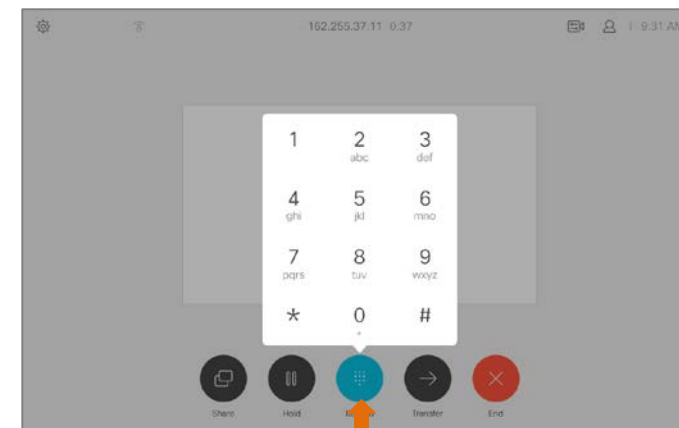
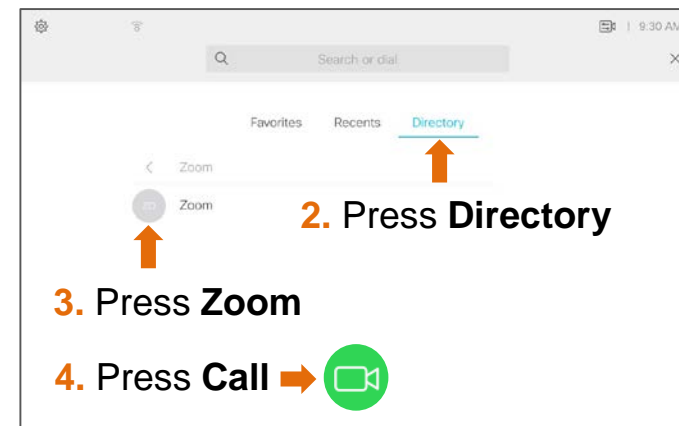
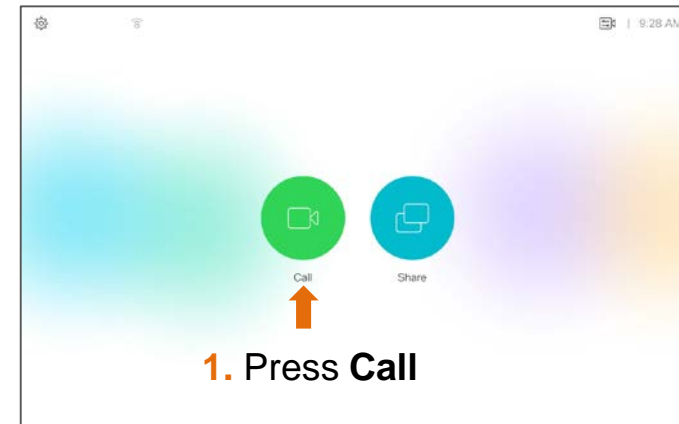
Unfortunately, we can't be there right away, but call **415.514.4100** or email [avsupport@ucsf.edu](mailto:avsupport@ucsf.edu) to let us know what's going on.

Help videos: <https://it.ucsf.edu/services/zoom>

Did you know that Zoom accounts are free?

## How to dial into a Zoom meeting

Start with the touch panel



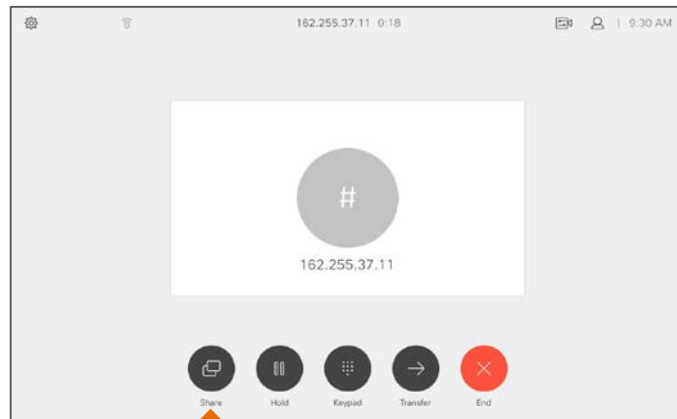
## How to share your screen on Zoom

### Wireless

1. **Sign in** using Zoom. (See other side)
2. Share your screen by pressing **Share** at the bottom of the Zoom app.

*On a laptop, don't join the audio.*

### Wired



1. Press **Share**

2. Connect the HDMI cable to your laptop.  
*Newer Macs need an adapter.*

3. Press the correct source:  
Wireless or HDMI



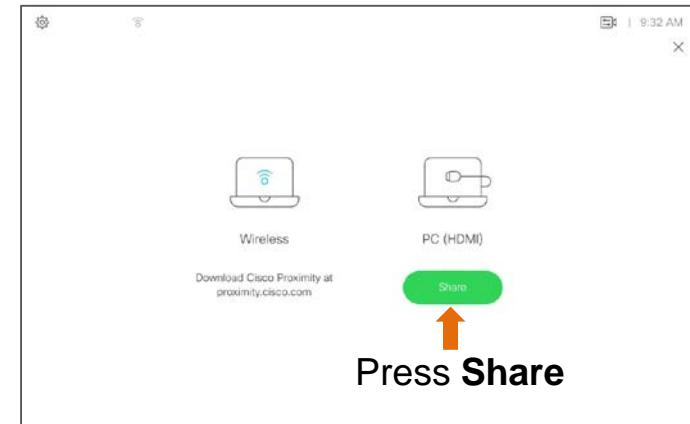
## How to record a meeting

1. Join the meeting
2. Choose the **leave computer audio** option  
*You don't need Zoom audio connected to the laptop, as long as there is audio in the meeting it will record.*

## How to share your screen

Connect the HDMI cable to your laptop.

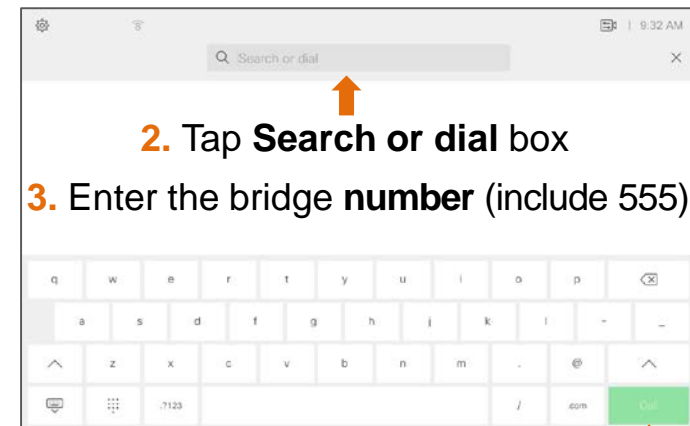
*Newer Macs need an adapter.*



If your presentation doesn't automatically appear, press **Share** and then the correct source.

## How to connect to the UCSF bridge (Jabber)

1. Press **Call** 



4. Press **Call**







## Telephone (Cisco)

# Cisco 7841 Quick Reference Guide

## Make Calls


**Obtain Dial Tone:** Choose one of the following and enter the desired phone number

- Lift the handset
- Press an unlit **Line Button**  (activates speaker phone)
- Press the **New Call** soft key  (activates speaker phone)
- Press the (unlit) **Headset Button**  (activates headset)
- Press the **Speakerphone Button**  (activates speaker phone)

### Dial from the Call History

As you dial a phone number, phone numbers display from your call history.

Scroll to the desired number and choose **one** of the following:

- Press the **Select** Button (middle silver button) in the **Navigation pad** .
- Press the **Call** soft key.
- Pick up the handset.




### Redial Numbers

- Press the **Redial** soft key. Your phone calls the last number you dialed.

## End Calls

Note: You must resume a held call in order to end the call.

**Choose one of the below based on current use of handset, speaker phone or headset**

- Hang up the receiver
- Press the **Speakerphone Button** 
- Press the **Headset Button** 
- Press the active **Line Button** 




## Answer Calls

There are several different ways of answering calls on your phone.


Note: To silence a ringing call, press the Volume Button down once.



**To answer a ringing call** , choose one of the following:

- Lift handset
- Press the **Answer** soft key (activates speaker phone)
- Press the **Speakerphone Button**  (activates speaker phone)
- Press the **Headset Button**  (activates headset)
- Press the **flashing amber Line Button**  (activates speaker phone)

### Call Waiting (double beep)



- To answer second call press, the **flashing line button**. 
  - Active call is placed on hold and ringing (or held) call is connected.
- Note: You may also flip flop between two held calls by pressing flashing line button.















## Pickup

















- Lift handset
- Press **Pickup** soft key
- Press **Answer** soft key

## Place Call on Hold



- With call in progress, press the **Hold Button** 
- **Line Button**  flashes with green light

<b>Resume Held Call</b> 	<b>Choose one of the following:</b> <ul style="list-style-type: none"> <li>Press the <b>flashing green Line Button</b> </li> <li>Press the <b>Hold Button</b> </li> <li>Press the <b>Resume soft key</b></li> </ul>
<b>Transfer Calls</b>  <p>You may perform a Blind Transfer (call is NOT announced) or a Warm Transfer (call is announced)</p>	<ul style="list-style-type: none"> <li>With call in progress, press the <b>Transfer Button</b>  <p>Note: This puts call on hold and provides dial tone</p> </li> <li>Dial desired destination (Optional: Announce the call)</li> <li>Press the <b>Transfer Button</b>  to complete transfer</li> </ul> <p><b>To Cancel A Transfer (before completion)</b></p> <ul style="list-style-type: none"> <li>Press the <b>Cancel soft key</b> (cancels connection to transferee)</li> <li>Press the <b>Resume soft key</b> or press the <b>flashing green Line Button</b>  to return to caller</li> </ul>
<b>Shared Lines</b>	<p>If you share a line (extension appears on multiple phones)</p> <ul style="list-style-type: none"> <li>Either you or your co-worker may answer a ringing call</li> <li>When co-worker is using the shared line, the shared <b>Line Button</b> is lit red</li> <li>When co—worker has a call on hold, the shared <b>Line Button</b> will flash red</li> </ul>
<b>Conference Call</b>  <p>Maximum of 8 participants</p>	<ul style="list-style-type: none"> <li>With call in progress, press the <b>Conference Button</b>  Call is automatically placed on temporary hold and dial tone is heard</li> <li>Dial the desired internal or external number and announce the conference call</li> <li>Press the <b>Conference Button</b>  to create the conference</li> <li>Repeat above steps to add additional participants</li> </ul>
<b>Park</b> <p>Allows the call to be retrieved from another Cisco phone</p>	<ul style="list-style-type: none"> <li>With call in progress, press the <b>Park</b> soft key</li> <li>Note the <b>Call Park Code</b> (i.e. XXXXX) displayed on the screen</li> <li>Hang up receiver</li> </ul>
<b>Park Retrieve</b> <p>From any Cisco phone</p>	<ul style="list-style-type: none"> <li>Lift receiver and dial assigned <b>Call Park code</b></li> <li>Converse</li> </ul>
<b>Mute Call</b>  <p>Applies to all modes: handset, headset, and speaker</p>	<ul style="list-style-type: none"> <li>With call in progress, press the <b>Mute Button</b> </li> <li>Red light indicates call is muted</li> </ul>
<b>Divert to Voice Mail</b>	<ul style="list-style-type: none"> <li>Hear incoming call</li> <li><b>Without</b> answering call, press the <b>Divert</b> soft key</li> <li>Call is immediately diverted to voice mail</li> </ul> <p><b>Divert Call while in an existing conversation (call is sent to voice mail):</b></p> <ul style="list-style-type: none"> <li>Hear call waiting tone</li> <li>Press <b>Navigation Button</b>  down to highlight incoming call</li> <li>Press the <b>Divert soft key</b></li> </ul>
<b>Forward Calls</b> <p>Forwards prime/first line on phone</p>	<ul style="list-style-type: none"> <li>Press the <b>FwdAll soft key</b> (no dial tone)</li> <li>Enter the desired forwarding number <b>or</b> press the <b>Message/Voice Mail Button</b>  to forward your calls to voice mail</li> </ul> <p><b>Cancel Call Forwarding</b></p> <ul style="list-style-type: none"> <li>Press the <b>FwdOFF soft key</b></li> </ul>

<b>Contacts</b>  - <b>Corporate Directory</b>	<ul style="list-style-type: none"> <li>Press the <b>Contacts Button</b> </li> <li>Scroll to <b>Corporate Directory</b></li> <li>Press the <b>Select Button</b>  (middle silver button)</li> <li>Enter desired first and/or last name (use Navigation button to move between fields)</li> <li>Press the <b>Search soft key</b> to see matching results</li> <li>Scroll to desired name and lift receiver to dial</li> </ul>						
<b>Call History</b> 	<ul style="list-style-type: none"> <li>Press the <b>Applications Button</b> </li> <li>Press <b>1</b> on key pad for Call History</li> <li>Use <b>Navigation Button</b> to scroll to desired number</li> <li>Icons below indicate whether call was missed, received or placed</li> </ul> <table border="1" data-bbox="565 541 805 730"> <tbody> <tr> <td></td><td>Missed call</td></tr> <tr> <td></td><td>Received call</td></tr> <tr> <td></td><td>Placed call</td></tr> </tbody> </table> <ul style="list-style-type: none"> <li>Soft keys provide the following options: <ul style="list-style-type: none"> <li><b>Call:</b> Dials highlighted number</li> <li><b>Details:</b> View call information</li> <li><b>Clear:</b> Clears entire Call History</li> <li><b>Edit Dial:</b> Make change to listed number</li> <li><b>Delete:</b> Delete highlighted number from Call History</li> </ul> </li> <li>Press the <b>Exit soft key</b> to exit Call History</li> </ul> <p><b>Place call using Call History</b></p> <ul style="list-style-type: none"> <li>Scroll to/highlight the desired number</li> <li>Lift receiver or press <b>Call soft key</b></li> </ul>		Missed call		Received call		Placed call
	Missed call						
	Received call						
	Placed call						
<b>Change Ringtone</b> 	<ul style="list-style-type: none"> <li>Press the <b>Applications Button</b> </li> <li>Press <b>2</b> on keypad for <b>Preferences</b></li> <li>Press <b>1</b> on keypad for <b>Ringtones</b> (list of ring tones appear on screen)</li> <li>Scroll to desired <b>ringtone</b> and press the <b>Play soft key</b> to hear it</li> <li>With desired ringtone highlighted, press the <b>Set soft key</b></li> <li>Press the <b>Apply soft key</b> (selection has a check mark next to it)</li> </ul>						
<b>Button Color Status</b>	<ul style="list-style-type: none"> <li>Green steady – active call in progress</li> <li>Green flashing – call you placed on hold</li> <li>Amber flashing – incoming call</li> <li>Red steady – shared line in use</li> <li>Red flashing – shared line on hold</li> </ul>						

**Help Desk: 415-514-4100**

**Online tutorial:**

**[http://www.cisco.com/c/dam/assets/swa/flash/ip\\_phone\\_78xx/index.html](http://www.cisco.com/c/dam/assets/swa/flash/ip_phone_78xx/index.html)**

# Cisco 7841 Overview







## Quick Start



### Cisco IP Phone 8811, 8841, 8851, 8851NR, and 8861

- 1 Dial
- 2 Answer
- 3 Hold
- 4 Transfer
- 5 Conference
- 6 Mute
- 7 Voicemail
- 8 Divert
- 9 Forward All
- 10 Call History
- 11 Directories
- 12 Settings
- 13 Navigation
- 14 USB Charging
- 15 Intelligent Proximity
- 16 Tips



#### Note

For best results, print on 8.5inch x 14inch (legal-sized) paper.



## 1 Dial

To place a call, pick up the handset and enter a number. Or, try one of these alternatives.

### Redial Last Number

Press **Redial** to redial on your primary line. To redial on another line, press the line button first.

### Dial On-Hook


1. Enter a number when the phone is idle.
2. Lift the handset or press **Call**, **Headset** , **Speakerphone** , or **Select**.

### Speed Dial

Enter a speed-dial item number and press **SpeedDial**. You may also have speed dials assigned to some buttons along the left side of your phone.

## 2 Answer

New calls display in these ways:

- A flashing amber line button
- An animated icon  and caller ID
- A flashing red light on your handset


To answer the call, lift the handset. Or, press the flashing amber session button, **Answer**, the unlit headset button, or the speakerphone button.

### Answer Multiple Lines


If you are talking on the phone when you get another call, a message appears briefly on the phone screen. Press the flashing amber line button to switch lines and press the session button to answer the second call. The first call goes on hold automatically.

You can answer a call through an actionable incoming call alert if this feature is enabled by your administrator.

## 3 Hold


1. Press **Hold** . The hold icon appears and the line button flashes green.
2. To resume a call from hold, press the flashing green line button, **Resume**, or **Hold**.

## 4 Transfer


1. From an active call, press **Transfer** .
2. Enter the transfer recipient's phone number.
3. Press **Transfer** again (before or after the party answers). The transfer completes.

### Direct Transfer

You can transfer the active call to the held call either on the same line or across lines

- From an active call, press **Transfer** .
- Press **Active calls** to select the held call, and press **Transfer** again to finish the call transfer.

## 5 Conference


1. From an active call, press **Conference** .
2. Make a new call.
3. Press **Conference** again (before or after the party answers). The conference begins and the phone displays “Conference.”

4. Repeat these steps to add more participants.

The conference ends when all participants hang up.

### Join Calls


You can conference the active call with the held calls either on the same line or across lines.

- From an active call, press **Conference** .
- Press **Active calls** to select the held call, and press **Conference** again to create the conference.

### View and Remove Participants

During a conference, press **Show Details**. To remove a participant from the conference, scroll to the participant and press **Remove**.

## 6 Mute


1. While on a call, press **Mute** . The button glows to indicate that mute is on.
2. Press **Mute** again to turn mute off.

## 7 Voicemail

New message indicators:

- A solid red light on your handset
- A stutter dial tone (if available)
- The voicemail icon and number display on the screen along with one idle session button


### Listen to Messages

Press **Messages**  and follow the voice prompts. To check messages for a specific line, press the line button first.

## 8 Divert

Press **Divert** when the call is ringing, active, or on hold. Divert redirects an individual call to voicemail or to another number set up by your system administrator.

## 9 Forward All


1. To forward calls received on your primary line to another number, press **Forward all**.
2. To forward calls to another number, enter a phone number.
3. To forward all calls to voicemail, press **Messages** .
4. To cancel call forwarding, press **Forward off**.

To set up forwarding on a secondary line, press the line button to select the line and press **Forward all**.

To set up forwarding remotely, access your Self Care Portal.

## 10 Call History

### View Call History

1. Press **Applications** .
2. Scroll and select **Call History**.
3. Select a line to view. Your phone displays the last 150 missed, placed, and received calls.
4. To view details for a call, scroll to the call, press **More**, and then press **Details**.


View Missed Calls Only

1. View your call history.
2. Press Missed. Alternately, press the session button mapped to the Call History icon.

Dial Call History

1. View your call history, or navigate to your missed or placed calls.
2. Scroll to a listing and lift the handset, or press Select.
3. To edit a number before dialing, press More > EditDial.

11 Directories

1. Press Contacts .
2. Scroll and select a directory.
3. Use your keypad to input search criteria.
4. Press Submit.
5. To dial, scroll to a listing and press Dial.

12 Settings


Volume

The Volume bar is located to the left of the keypad.




- To adjust the handset, headset, or speakerphone volume, press Volume when the phone is in use.
- To adjust the ringer volume, press Volume on the left (-) or right (+).
- To silence the phone when ringing, press Volume left one time. Pressing Volume multiple times lowers the ringer volume.


Ringtone

1. Press Applications .
2. Select Settings > Ringtone.
3. Select a line.
4. Scroll through the list of ringtones and press Play to hear a sample.
5. Press Set and Apply to save a selection.


Screen Brightness

1. Press Applications .
2. Select Settings > Brightness.
3. Press the Navigation cluster left or right to increase the brightness and press Save.

Screen Contrast (8811 only)

1. Press Applications .
2. Select Settings > Contrast.
3. Press the Navigation cluster left or right to change the contrast and press Save.

Font Size

1. Press Applications .
2. Select Settings > Font Size.
3. Select Tiny, Small, Regular, Large, or Huge.
4. Press Save.

13 Navigation

Where are the Line Buttons?

Line buttons are located on the left side of the phone screen. Buttons that are not assigned to phone lines can be used for speed-dials and other features. Contact your system administrator for more information.



**Note** If you are using a locale that reads right to left, such as Arabic, the line button and session button locations are swapped.

Where are the Session Buttons?

Session buttons are located on the right side of the phone screen.

Where are the Softkeys?

Four softkey buttons are located below the phone screen. You can press More (when available) to reveal additional softkeys.



How Do I Navigate in a List or Menu?

Press up, down, left, or right on the four-way Navigation cluster.




A scroll bar on the screen indicates your relative position within a list.

How Do I Select an Item in a List or Menu?

With the item highlighted, press Select. Or, use the keypad to enter the corresponding item number.

How Do I Exit a Menu?

To exit a menu completely, press Exit.

To go back one level in a menu, press Back .



**Note** If you press and hold Back, you exit a menu completely.

14 USB Charging

To charge your mobile phone, use the side USB port of the Cisco IP Phone 8851 or 8851NR, or use the side or back USB port of the Cisco IP Phone 8861.

To charge your tablet, use the back USB port of Cisco IP Phone 8861.

15 Intelligent Proximity

(Applicable to Cisco IP Phone 8851 and 8861; not supported by the Cisco IP Phone 8851NR.) If your administrator has enabled this feature, you press the second line button to open the Bluetooth menu to pair and connect your smartphone or tablet. After your smartphone or tablet connects, its name displays on the second line label and you use this line to manage your smartphone or tablet calls. You can also use the Hands-free 2-way audio entry in the Bluetooth menu.

1. Press Applications .
2. Select Bluetooth.
3. Enable or disable Hands-free 2-way audio.

16 Tips

How Can I Keep Track of Multiple Calls?

Line button colors indicate call states and can help you stay oriented when handling multiple calls including shared lines:

- Ringing call—Flashing amber
- Connected call—Solid green
- Held call—Flashing green
- Shared line in-use remotely—Solid red
- Shared line on hold remotely—Flashing red

What Is the Best Way to Use My Headset?

If you use a headset to dial or answer a call, your headset is the primary audio path and a headset icon displays in the right corner of the header bar. Press Answer to automatically answer the call using the headset.

How Do I Set Up Speed Dials?

To set up Speed Dials and customize other features and settings for your phone, use a web browser on your computer to access the Self Care Portal. Contact your administrator for the Self Care Portal URL.

Where Can I Find a Complete User Guide?

<http://www.cisco.com/c/en/us/support/collaborati on-endpoints/unified-ip-phone-8800-series/produ cts-user-guide-list.html>

Americas Headquarters  
Cisco Systems, Inc.  
170 West Tasman Drive  
San Jose, CA 95134-1706  
USA  
<http://www.cisco.com>  
Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 527-0883



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# Print Management

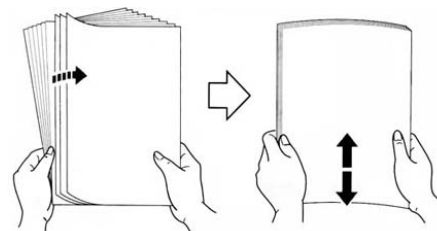
# Tips For A Successful Copy Job

## Energy Saver

Press the Power/Wake button to get started!

## Avoid Copy Paper Jams

- Gently fan paper and square up the edges before placing a new ream in the tray.
- Make sure the paper tray is fully pushed in and closed.
- Always confirm or change paper size and type settings as needed.
- Keep shelved copy paper wrapped to keep out humidity.



## Clearing Jams

- Follow the screen instructions and move the green handles as indicated.
- If you can't clear the jam yourself, contact the Copy Center (See "Service Standards").

## Before Placing Original Documents In The Feeder...

- Remove any paper clips, staples, or Post-its before placing documents in the feeder.
- Make sure your correction fluid is dry.
- Make sure the glass is clean.
- Follow the guides along the copier glass for paper placement.
- Wait until your job is completed before touching or removing pages from the finisher.

## Using The Touchpad

- Enter your selections slowly - give the system time to respond.
- Touch the screen with the pad of your finger - avoid using a stylus (pen tip) or your fingernail.

# Service Standards

These UCSF Print Management Program (PMP) standards illustrate our commitment to providing excellent service to the campus and they establish the performance expectations for service responses.



## Email or Telephone

Auto-generate a ServiceNow ticket for us directly by emailing us at **dmpmp@ucsf.edu** or call our partners at the IT Help Desk at **X44100**. In most cases, we can access your networked device remotely so we may be able to resolve your issue by phone or email.



## On-Site Service

If we can't resolve your situation over the phone, we'll send one of our PMP techs to your location.



## Toner and Fuser Replacements

Toner and waste containers are supplied near your machine and are easy to replace. Please let us know if you would like one of our PMP team members to show you how this is done.



## Xerox Service

If we are unable to resolve your situation by phone or in person, we will contact Xerox directly and provide you with the Xerox technician's ETA as soon as we know it.

**For larger jobs, or if the machine is temporarily out of service,  
please contact us to run your job at 415-514-2054  
or by email at **DMcsr@ucsf.edu**.**



# Xerox AltaLink C8035/C8045/C8055

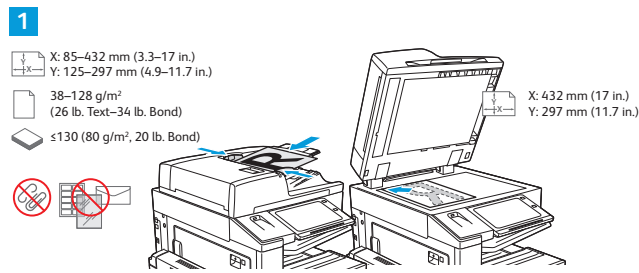
## Color Multifunction Printer (MFP) Copy / Print / Scan / Fax Capability

### How to Scan

If the printer is connected to a network, you can select a destination for the scanned image at the printer control panel.

This guide defines techniques to scan documents without preparing special setups:

- Scanning documents to an email address.
- Scanning documents to a saved Favorite, Address Book listing, or USB Flash Drive.
- Scanning documents to the Default Public folder on the printer hard drive, and retrieving them using your Web browser.



Load the original documents.



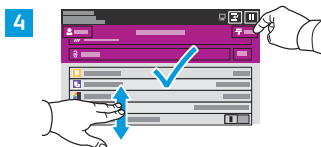
Press **Home**, then to email the scan touch **Email**, to scan to the Default Public Mailbox or a USB Flash Drive, touch **Workflow Scanning**. If your scan destination is stored in the Address Book or saved as a Favorite, touch **Scan To**.



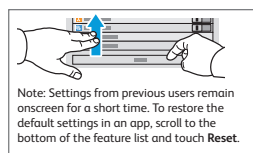
For Email, touch **Manual Entry**, type the email address using the touch screen keypad, then touch **Add**. To add more than one email address to the list, touch **Add Recipient**. To type a subject line for the email, touch **Subject**. To select saved email addresses, use the Device Address Book or select from Favorites.

For Workflow Scanning, touch **Default Public Mailbox**, or insert your USB Flash Drive.

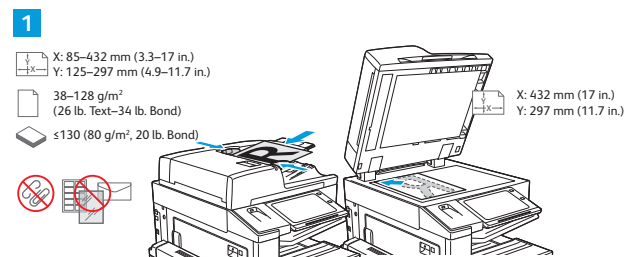
For Scan To, to enter saved share locations, touch **Favorites** or **Device Address Book**.



Change the settings as needed, then touch **Scan**, or for Email, touch **Send**.



### How to Copy



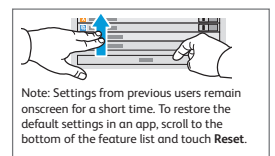
Load the original documents.



Touch **Copy**, then and select the number of copies.

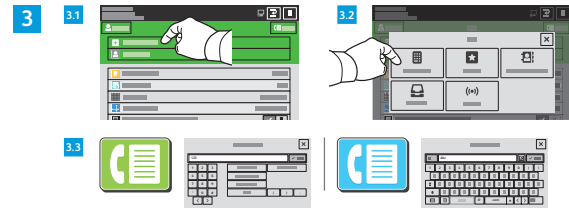
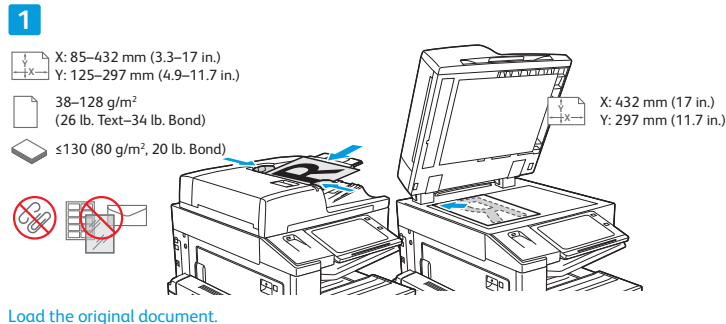


Select feature settings from the list, then touch **Start**.



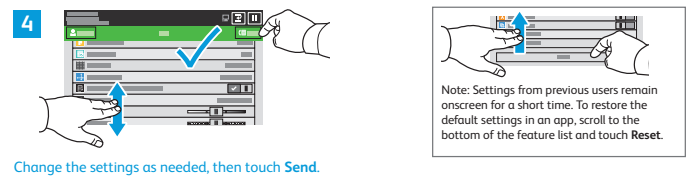
# How to Fax

- Fax scans the document then sends it directly to a fax machine.



For fax numbers, touch **Manual Entry**, then enter the fax number using the touch screen alphanumeric keys and special characters. Touch **Add**. To add more fax numbers to the list, touch **Add Recipient**.

To select saved numbers, use the Device Address Book or Favorites. To select stored fax locations, use the Mailbox or Polling.



## We Are UCSF

When your print or copy project is more than your home or office printer or copier can handle or you simply don't have the time to do it yourself, let Documents & Media handle your job.

And, we're closer than you think - send us your project electronically and we'll deliver your job directly to you.

Use your COA to pay for your project.

Many of our services are exempt from sales tax which saves you money.



**Call Us: 415-514-2054**

We'll coordinate & schedule file transfer and pick-up or delivery.



**Email Us: [dmcsr@ucsf.edu](mailto:dmcsr@ucsf.edu)**

Let us know what we can do to help with your project.

# Xerox VersaLink C405

## Color Multifunction Printer (MFP)

### Copy / Print / Scan / Fax Capability

## How to Copy

### Copy Overview



To make a copy, the device scans your original documents and temporarily stores the images. The image print based on the options selected.

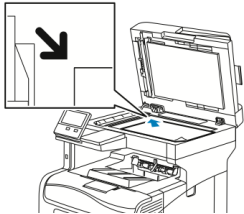
If Authentication or Accounting has been enabled on your device, enter your login details to access Copy features.

You can adjust various settings for individual Copy jobs and save settings as Presets for future jobs. The list of features can be customized, and some features could be hidden from view when the app is installed. To view all available features and to find out more about customizing the Copy App, refer to [Customize and Personalize](#).

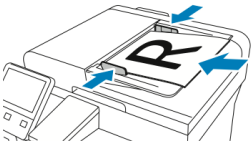
### Making a Copy

To make a copy:

1. At the printer control panel, press the **Home** button.
2. To clear previous App settings, touch **Reset**.
3. Load your original documents.
  - Use the document glass for single pages or paper that cannot be fed using the single-pass duplex automatic document feeder. Lift the document feeder, then place the original document face down in the upper-left corner of the document glass.



- For single, multiple, or 2-sided pages, use the single-pass duplex automatic document feeder. Remove any staples and paper clips from the pages. Insert the original documents face up in the document feeder, with the top of the page entering the feeder first. Adjust the paper guides so that they fit against the original documents.



4. Touch **Copy**, then enter the number of copies needed.
  - Note:** To amend the number of copies entered, touch the **X** button, then enter the required quantity.
5. If scanning from 2-sided original documents, touch **2-Sided**, then select an option.
6. Adjust copy settings as needed.
7. Touch **Start**. If you placed documents in the feeder, scanning continues until the feeder is empty.
8. If you are scanning from the document glass, when prompted, do one of the following:
  - To complete the job and return to the Copy app, touch **Done**.
  - To scan another page, load a new original document on the document glass, then touch **Add Page**.
  - To delete the scan and return to the Copy app, touch **Cancel**, then touch **Delete**.
  - Note:** If you are scanning a document from the automatic document feeder, a prompt does not appear.
9. To return to the home screen, press the **Home** button.

## How to Scan

### Scan To Overview



The Scan To feature provides several methods for scanning and storing an original document. If the printer is connected to a network, you can select a destination for the scanned image at the printer. It is also possible to scan documents using a physical connection to a single computer.

The printer supports the following scanning functions:

- Scan original documents to an email address.
- Scan original documents to a USB Flash drive.
- Scan original documents to your home folder.
- Scan original documents to a shared network location using SMB and FTP transfer protocols.

You can add scan destinations and email addresses to the device Address Book and set them up as Favorites and Personal Favorites. For details about using the Address Book and managing and creating Favorites and Personal Favorites, refer to [Address Book](#).

You can adjust various settings for individual Scan To jobs, then save settings as Presets for future jobs. The list of features can be customized, and some features can be hidden from view when the App is installed. To view all available features and to find out more about customizing the Scan To App, refer to [Customizing or Personalizing the Feature List](#).

### Scanning to an Email Address

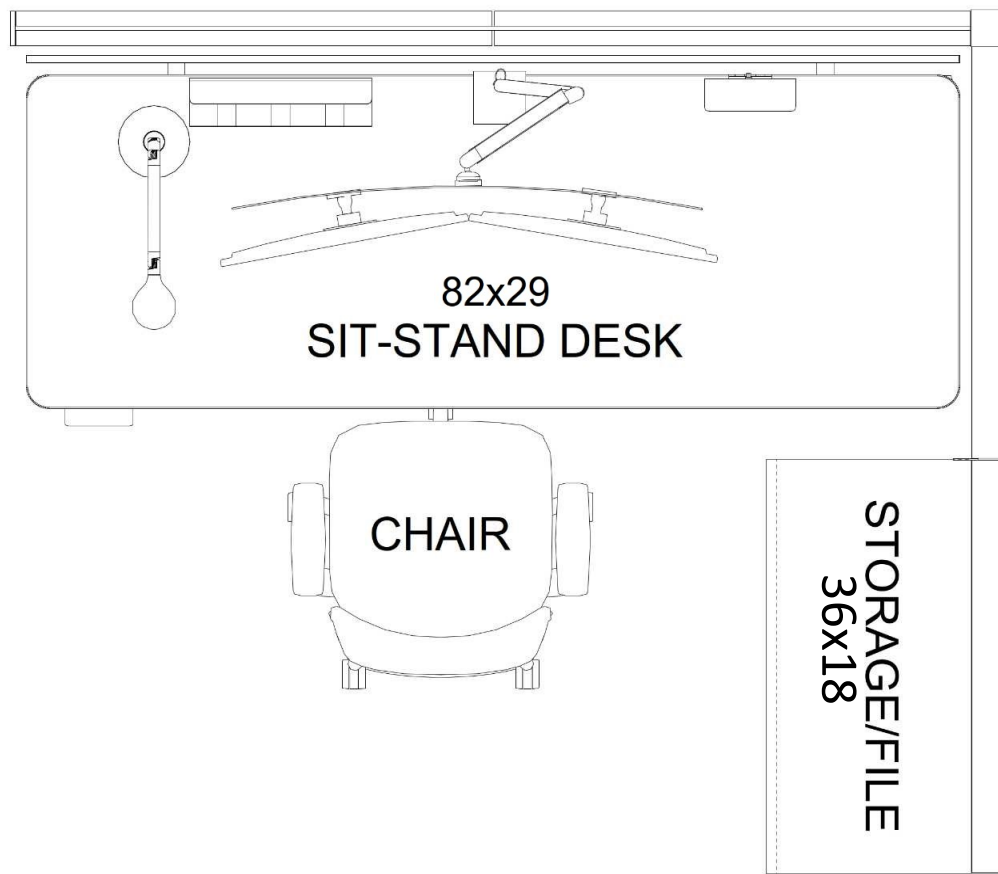
To scan an image and send it to an email address:

1. Load the original document on the document glass or into the duplex automatic document feeder.
2. At the control panel, touch the **Home** button.
3. Touch **Scan To**.
4. Enter recipients.
  - To enter the email address manually, touch **Email**, then enter an email address. Touch **Enter**.
  - To select a contact or group from the Address Book, touch the **Address Book** icon. Touch **Favorites** or **Contacts**, then select a recipient.
  - If you have created Personal Favorites, to select a Personal Favorite, log in with your user credentials. Touch the **Address Book** icon. Touch **Favorites**, then select a Personal Favorite from the list.
5. To save the scanned document as a specific file name, touch the attachment file name, then enter a new name using the touch screen keypad. Touch **Enter**.
6. To save the scanned document as a specific file format, touch the attachment file format, then select the required format.
  - Note:** To make scanned documents searchable, your system administrator can enable the Searchable feature.
7. Adjust scanning options as needed.
8. To change the subject line, from Email Features, touch **Subject**, then enter a new subject line using the touch screen keypad. Touch **Enter**.
9. To change the email body message, from Email Features, touch **Message**, then enter a new message. Touch **OK**.
10. To begin the scan, touch **Scan**.
11. If you are scanning from the document glass, when prompted, to finish, touch **Done**, or to scan another page, touch **Add Page**.
  - Note:** If you are scanning a document from the automatic document feeder, a prompt does not appear.
12. To return to the Home screen, press the **Home** button.



# Ergonomics

## UCSF WGVCV: ELECTRIC HEIGHT ADJUSTABLE DESK



### CONSIDERATIONS:

- Primary work surface is replaced by an 82"x29" electric height-adjustable desk that allows users to adjust desk height as needed between 22"-48".
- Supports sitting and standing postures and provides opportunity for postural variation.
- Allows fine-tuning of desk height, not limited to 1" increments.
- Recommended for multi-user, shared workstations. EHS supports the use of these desks for UCSF employees. Desks meet [UCSF Multi-User & High-Risk Computer Workstation Guidelines](#).
- Employees should contact their supervisor and department for availability and funding.

## Ergonomics: Finding the Right Desk Height

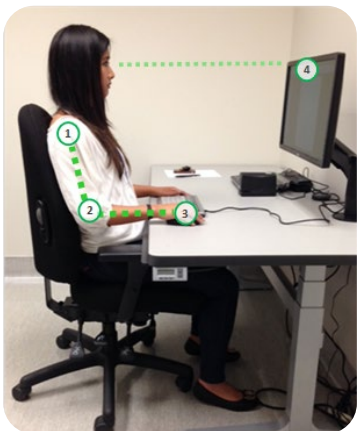
### Work Surface & Monitor Heights

#### Work Heights for Sitting and Standing

1. Position your input devices
  - a. Shoulders relaxed with upper arms hanging normally at the sides of your body
  - b. Elbows bent at 90° or in a more open angle
  - c. Forearms in-line with wrists so that wrists are not bent up or down
2. Adjust Monitors slightly below eye height
  - a. Head remains upright and neutral, while eyes gaze slightly downwards
    - i. Bifocal or progressive lenses may require lower heights
    - ii. Monitor distance (18-30") should allow comfortable viewing without forward leaning

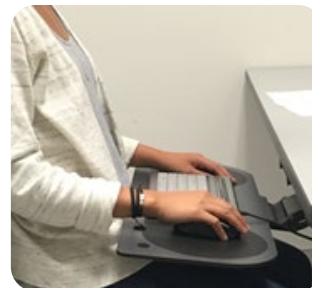
#### Single or bi-level work surface options:

##### A. One Work Surface



*Single work surface allows input devices and all work tools to be placed on top of desk.*

##### B. Work Surface with Keyboard Tray



*Bi-level option: Input devices are placed on tray; all other work tools are on desk.*

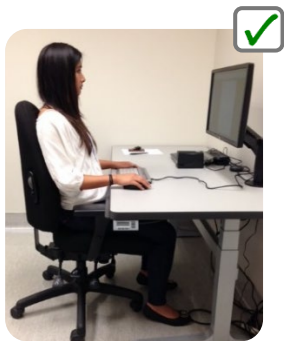
**NOTE:** Using the tray will increase reach to items on the desk so this option is not recommended for those who reach frequently to the desk while using the computer. While most prefer to key on a flat surface, the tray surface can be angled if needed.



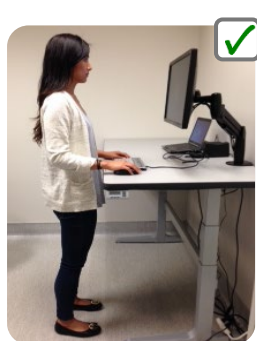
## Work Surface Too High?



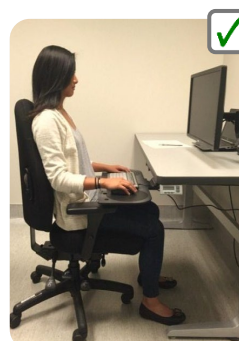
Try one of these options instead:



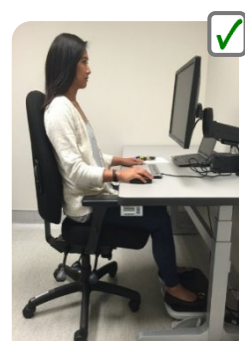
- Lower height of the desk so that work is at elbow height. Adjust monitor to be slightly below eye height.



- Use an electric height-adjustable desk to allow for frequent height adjustments and postural variation.
- These desks allow you to set the desk at the right height for you (sitting or standing).

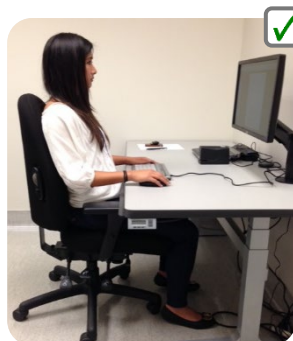


- Use a keyboard tray positioned at elbow height. Not recommended for users who frequently reach for desktop items. An option for those who prefer to keep their input devices on a thin or angled surface.

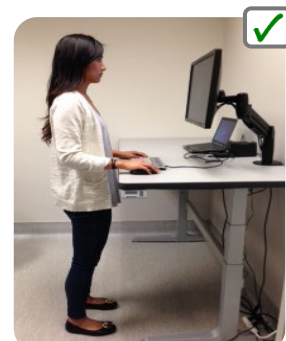


- Use a footrest and raise chair & monitor. Not recommended for users who move frequently or multi-task, because footrests limit mobility.

## Work Surface Too Low?

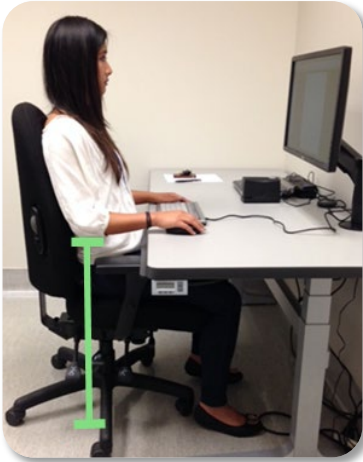


- Raise height of the desk so that work is at elbow height.
- Adjust monitor to be slightly below eye height.



- Use an electric height-adjustable desk to allow for frequent height adjustments and postural variation.
- These desks allow you to set the desk at the right height for you, whether sitting or standing.

## Summary



### IF YOUR DESK IS TOO HIGH OR TOO LOW

- Measure your elbow height to determine which height to change your desk to.
- Refer to the *UCSF Economics eCourse and Self Evaluation* (<https://tinyurl.com/y5gd3dv8>) for more information.

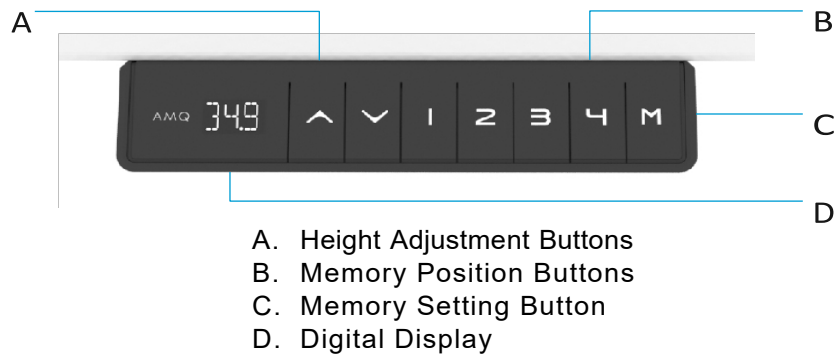
### How to Measure Elbow Height

1. **Adjust** your chair: *Chair Adjustment Guide* (<http://tiny.ucsf.edu/KMlb4p>)
2. **Sit** deep into your chair with your hips at approximately the same height as your knees, with your feet supported on the floor.
3. **Relax** your shoulders and allow your arms to hang comfortably by your sides.
4. **Bend** your elbows approximately 90 degrees or in a more open angle, while keeping your hands in line with your forearms.
5. **Measure** the distance between the floor and your elbow (*green line in photo*).
6. **Select** the closest desk height option that matches your elbow height. Desks at Mission Hall adjust in one-inch increments between 22"-34".
7. **Test** this height for comfort. A test station is available at Mission Hall. Bring any necessary items with you to allow you to perform regular work tasks at the measured height before placing a work order.

### How to Adjust Your Desk Height

- Press the up/down buttons to set the height of your desk to approximate elbow height. Change your postures frequently and take breaks to offload static postures.
- If you change your desk height, you may need to raise/lower your monitor in order to keep it slightly below eye height.
- For information about monitor risers, adjustable desks, and other equipment: *UCSF EH&S Office Preferred Products List* (<https://ehs.ucsf.edu/equipment>)

# Sit Stand Desk User Guide



## Programming Memory Presets

1. Press the up or down arrow to set the work surface to the desired height.
2. Press "M" button followed by one of the preset number buttons (1, 2 or 3) on the LED screen.
3. The table will automatically reset to this height whenever the preset number is pressed and held until the preset height is reached.

## Power Saving Mode - Waking up the Hand Set

1. Press any button to wake up handset.

## Resetting the Base

**Note:** Make sure there is nothing under the base before setting to its lowest level (24.5"). If the cable is obstructed it will not reset properly.

1. Press and hold the *Down* arrow; the desk will begin to go down.
2. Once the desk reaches its lowest height, continue to press *Down* arrow for 5 seconds, until the digital display shows "RST."
3. Release and then press the Down arrow again; the recalibration process will now begin



## Most issues will resolve by re-setting the base

See re-set instructions on previous page.

**Note:** Please make sure there is nothing under the base before setting to its lowest level (24.5"). If the cable is obstructed, it will not reset properly.

Please ensure that all connections are tight and intact before further troubleshooting.

Issue	Solution
ASR/RST Error Code	Reset the base.
No power/LED on control box is off	The control box may be damaged – contact us for replacement.
E07/E08 Error Code (legs not moving uniformly)	<ol style="list-style-type: none"><li>1. Reset the base.</li><li>2. If the issue persists, swap the connecting cables.</li><li>3. If the issue persists, contact us for a replacement.</li></ol>
H01 Error Code (Controller Overheat)	Disconnect the power for 1 minute and then reconnect the handset.
Handset Display Error (eg, "88.8")	The handset may be damaged – contact us for replacement.

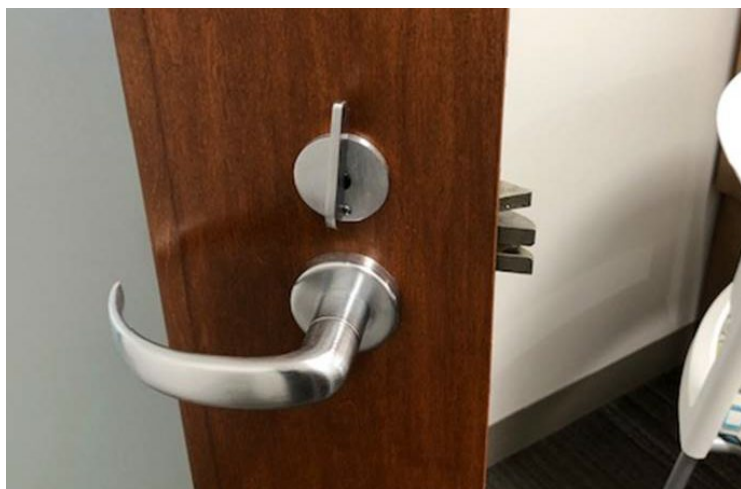
If your issue persists, please contact AMQ Customer Care at [cc@amqsolutions.com](mailto:cc@amqsolutions.com) or (877) 801-0370.

# Office Door Lock & Cabinet Functionality

## Office Door Lock

When the lever is in the vertical position, the door is unlocked and the handle will turn if the door is closed. When the lever is in the horizontal position, the door is locked, and the handle will not turn if the door is closed. Please see below.

### Unlocked



### Locked





## Glass Door and Storage Locks

### Steelcase

#### Cabinet and overfile cabinet

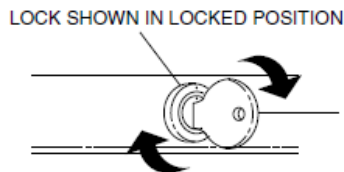


#### Overfile cabinet:

- Painted metal
- 1"H top: paint to match cabinet
- Integral pulls, if sliding door selected: paint to match cabinet
- Lock if sliding door selected: 9201 Polished Chrome
- Adjustable shelves, 2H overfile paint to match cabinet
- Brackets for adjustable shelves: black

Overfile cabinets provide additional storage on top. They can also be added to file cabinets to accommodate file folders, ring binders, and miscellaneous storage. Adjustable shelf is included in 31 1/2"H overfile cabinet. The shelf adjusts in 3/4" increments.

#### Storage lock



- Lock slot is horizontal when unlocked, vertical when locked

# Lockers (Digilok)

For more details: <https://wgvcv.ucsf.edu/locker-locations-digilok>

## Operating Instructions

### Operate with a User Code

**For shared use functionality:**

- To lock: Press [C] [any 4-digit code] [OK].
- To unlock: Press [C] [the same 4-digit code] [OK]\*.

## Support

### Sleep Mode

After three consecutive incorrect User Code entries to unlock, the lock will go into “Sleep Mode” for one minute and for an additional minute for each subsequent incorrect entry. The keypad is disabled while in “Sleep Mode”.

### Error Condition Indicator

**10 rapid beeps:**

The lock is binding which means that either door alignment or items in the locker are preventing the lock from operating. Press on the door while operating the lock. If error condition persists, contact Digilock support for assistance.

**2 sets of three beeps:**

The batteries are low. Replace the batteries.

**1 beep:**

The lock does not recognize the User Code, User Key, Programming Key, or Manager Key.

### Does not Unlock with the User Code or User Key

The lock does not recognize the User Code or User Key. For immediate access, operate with a registered Manager Key. If in assigned use functionality, follow [Assign User Credential](#) instructions to assign a new User Code or User Key to the lock.

### Does not operate with a Manager Key

The lock does not recognize the Manager Key. Follow [Register/Add Manager Key\(s\)](#) instructions to register the Manager Key to the lock. For immediate access, operate with another registered Manager Key or with the Programming Key.

### Does not operate with the Programming Key

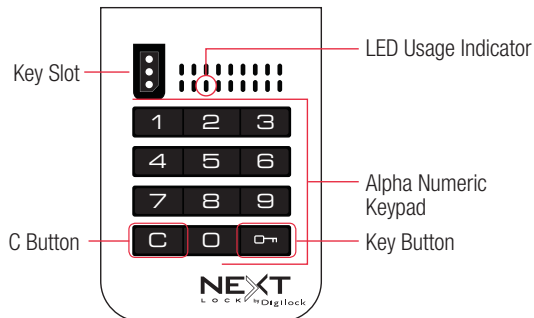
The lock does not recognize the Programming Key. Contact Digilock support.

### No Audible Feedback when [C] is Pressed

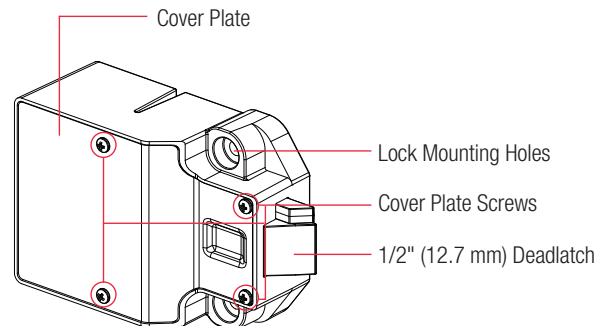
- The lock may be in “Sleep Mode”. For immediate access, operate with a registered Manager Key.
- The batteries may need to be replaced. Operate with the Manager Key to unlock then replace the batteries.
- The front unit may not be properly connected to the rear unit. Remove the lock from the door and check the cable connection.
- If error condition persists, contact Digilock support.

## Lock Parts

### Front Unit



### Rear Unit



## Keys

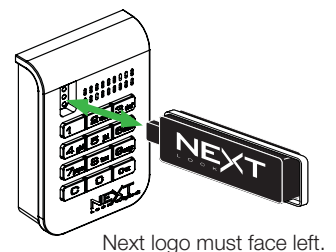


	User Key	Manager Key*	Programming Key**
Operates the lock	•	•	•
Overrides user access		•	•
Allows management inspection		•	•
Provides external power		•	•
Registers Manager Keys			•
Assigns user credential		•	

\*Up to 25 Manager Keys may be registered to each lock

\*\*1 Programming Key allowed per lock group.

### Key Insertion



## Initial Setup

New locks operate with **[C][0]**. Locks must be setup to allow full operation.

- Touch the Programming Key to the key slot until a two-tone beep is heard and the LED turns on.
- Touch each Manager Key to the key slot. A two-tone beep will be heard for each Manager Key that is successfully registered.
- Touch the Programming Key to the key slot until a two-tone beep is heard and the LED turns off.
- Repeat above steps for each lock or follow [Express Register Manager Key\(s\)](#) instructions to setup all locks.

## Express Register Manager Key(s)

The Programming Key can quickly register the same Manager Key(s) to operate multiple locks.

- Go to the lock registered with the Manager Key(s).
- Press **[C][0][6][6][0]**. The LED will turn on.
- Touch the Programming Key to the key slot until a two-tone beep is heard and the LED turns off.
- At each lock to be registered, touch the Programming Key to the key slot until a two-tone beep is heard and the LED flashes once to indicate successful registration.
- End express registration,\* go to any registered lock and press **[C][0]** then touch the Programming Key to the key slot to operate the lock.

\* The Programming Key will continue to function in express registration mode until it is used to operate a lock.

# Privacy & Security

### Individual Responsibility

State Law requires notification to California Department of Public Health, and patients, within 5 days of a breach incident. Reporting the event to the State outside of this window will result in fines, disciplinary action, etc. It is necessary to do your part: if you are involved in, or suspect, a breach, report it IMMEDIATELY.

In the event of a breach or suspected breach:

- If the breach involves a disclosure of PHI, immediately :
  1. Call the Privacy Office @ 415-353-2750
  2. If known, be prepared to outline exact data elements disclosed, how many patients were involved, over what time period, to whom and for what purpose the PHI was disclosed
- If the breach involves a loss or theft of UCSF information (e.g., hard copy or e-device with ePHI), immediately :
  1. Report loss to Campus Police @ 415- 476-1414 and the Privacy Office @ 415-353-2750
  2. If known, be prepared to detail exactly what PHI was lost or stolen
- Report erratic computer behavior or unusual or suspicious emails to IT @ 415-514-4100 Option 2

**WHEN IN DOUBT.....CALL THE PRIVACY OFFICE!**

**415-353-2750**

#### **OTHER RESOURCES**

##### **UCSF IT Security**

**Phone: 415-514-4100, Option 2**

**Website: <http://security.ucsf.edu/>**

##### **UCSF Risk Management**

**Phone: 415-476-2498**

**Website: <https://www.rmis.ucsf.edu/Default.aspx>**

## **WHAT IS THE PRIVACY OFFICE?**

The Privacy Office is responsible for monitoring compliance with the federal and state privacy laws and regulations.

The Privacy Office is responsible for overseeing departmental responses in the event of a breach of patient privacy.

Additionally, the Privacy Office provides consultation on requests for all privacy related questions. The Privacy Office tracks and analyzes all privacy activities, and develops training and risk mitigation programs for the entire UCSF enterprise.

*Privacy: Achieving Compliance Together*



**UCSF Privacy Office**

#### **OTHER RESOURCES**

##### **UCSF IT Security**

**Phone: 415-353-2750**

**Fax: 415-353-9241**

**Website: <http://hipaa.ucsf.edu/>**

Revised September 2013

**UCSF PRIVACY OFFICE**

## **UCSF PRIVACY AND SECURITY SURVIVAL TIPS**



**University of California  
San Francisco**



# UCSF PRIVACY AND SECURITY SURVIVAL TIPS

Protecting the privacy and confidentiality of patients' health information is a fundamental ethical concept and standard in healthcare. In today's healthcare environment of digital media, electronic data and new forms of social media communications, always knowing the best way to protect data using new technology can be a challenge. Additionally, in light of increased Federal Privacy and Security regulations and State laws, it is imperative that as a member of the healthcare team, you know how to protect the patient information you work with on a daily basis.

## Training

Confirm that you have:

1. Reviewed the Privacy and Confidentiality Handbook: ([http://hipaa.ucsf.edu/Privacy\\_Handbook.pdf](http://hipaa.ucsf.edu/Privacy_Handbook.pdf));
2. Signed the Confidentiality Statement: (<http://hipaa.ucsf.edu/education/downloads/ConfidentialityStatement.pdf>);
3. Submitted that signed Statement to HR or your respective Department; and
4. Attended new employee, resident, or volunteer orientation, or completed the appropriate HIPAA training module: (<http://hipaa.ucsf.edu/education/default.html>).

## PHI and ePHI

**PHI** is individually identifiable health information which is created in the process of caring for a patient and is transmitted or maintained in any format, including electronic, written or oral. Examples include patient name, address, date of birth, social security #, health insurance #, medical record #, phone #, fax #, email address, etc.

All PHI including medical records, diagnoses, x-rays, photos, images, prescriptions, lab work and other test results, billing records, claim data, referral authorizations, explanation of benefits and research records of patient care must be protected.

**ePHI** is electronic protected health information. It must be stored securely at all times. You are responsible for securing home and mobile devices (laptops, phones, memory sticks, etc.) that contain confidential information/ePHI.

## Access to PHI

- Utilize the following concepts relating to patient privacy:
  - You may access, use or disclose PHI or ePHI for the purposes of Treatment, Payment or Operations (TPO)
  - If your access, use, or disclosure is not for TPO and not otherwise covered by the Notice of Privacy Practice (NPP), then an authorization from the patient must be obtained prior to proceeding
  - See pages 2 and 3 of NPP for details:  
[http://hims.ucsfmedicalcenter.org/HIPAA\\_Forms/Notice\\_Of\\_Privacy\\_Practice.pdf](http://hims.ucsfmedicalcenter.org/HIPAA_Forms/Notice_Of_Privacy_Practice.pdf)
  - Use and disclose only the minimum necessary patient information to do your job

### **For Verbal Information**

- Ensure conversations of a sensitive nature are conducted in an appropriate environment (e.g., not in a public waiting area, elevator or shuttle)
- When leaving a voicemail, leave a generic message requesting the patient to contact you for further discussion; do not leave details unless you have the patient's authorization to do so



### **For Hard Copy Information**

- You should not take PHI off the premises. If you do, you are responsible for securing the records from unauthorized access (e.g., do not leave it unattended in your car, bag, home, public transportation, etc.). Keep it secured and on you at all times.
- When you are finished using the PHI, place it in the confidential shred bin to be destroyed—do not place it in the recycle or trash bin
- When faxing documents, verify the fax number and recipient is correct before sending documents.  
**Remember:** You are responsible if the document is faxed to the wrong person



### **For Electronic Information**

- ePHI should only be stored on a secure server, share point or system; consult with IT Security if you are unsure whether a system is secure
- If you access or store ePHI on an electronic device (e.g., laptop, tablet, mobile phone, external hard drive or USB flash drive) or if you use a mobile device to access ePHI via UCSF email, the device must be **encrypted**



- You are individually responsible for properly securing PHI
- For more information about encrypting your device:
  - Visit the IT website: <http://it.ucsf.edu/services/encryption>
  - Contact the IT Service Desk at (415) 514-4100

## Email

- When sending ePHI to any email address, use your UCSF account and secure the email by typing one of the following in the subject line: "SECURE:" or "ePHI:" or "PHI:"
- A secure (encrypted) email sent to a non-UCSF recipient will send the message to the recipient to view your email through a UCSF-secured web interface
- **NEVER** send PHI through a personal email account or email chat (e.g. G-Mail, G-Chat, Yahoo Mail, Hotmail, Comcast, etc) not provided by UCSF
- Never respond to any correspondence asking for your personal user ID, password, SSN or other personal information. These may be phishing scams and can compromise your email account, computer and network.

## Photography

- Photography is allowed for treatment or safety purposes
- All other photography requires patient consent
- Patient photos taken with personal cell phones are **NOT** allowed



## Social Media

- **NEVER** under any circumstance, share PHI on any social media, including social media chat windows (e.g. Facebook, Twitter, YouTube, Instagram, etc):

<http://www.ucsf.edu/about/social-media-guidelines>

