

CUPE 3911

iPhone Resource and Referral Step Sheet

Summarizing tips and links for activating new AU iPhones; logging a payroll timesheet for your set-up time; purchasing an iPhone case and screen protector, and claiming reimbursement from your Faculty or department for those accessories.

1. iPhone activation

For anyone who has not yet activated their AU-issued iPhone and who needs a little guidance in doing so, in order to keep up with planned digital changes to the work environment. At some point in the coming days or weeks, you will be receiving a personalized email from AU alerting you to further aspects of this digital transition (if you have not already received such an email). Eventually, the new iPhones will become necessary for logging into our work-related online sites (via Multi-Factor Authentication).

- a. AU links and instructions: Fulsome details and instructions are available for setting up the phone at <https://it.athabascau.ca/support/iphone.php>
- b. TIPS:
 - i. You will need an Apple ID before you set up your phone. If you have a personal Apple ID already, it is **strongly recommended** to set up another one, related to your @athabascau.ca email address.
 - ii. If you run into trouble with your Apple ID, try resetting its password.
 - iii. During the activation process, you will be asked for a phone number, to which they will send by text message a code to be used to continue the set-up process. You can use your personal cell phone number to receive this code.
 - iv. If you later want to update your file to include your new AU iPhone number, you can do so through this link: <https://aka.ms/mfasetup>. You should be able to add an additional authentication method to include your work cell phone number. After that, you can remove the personal cell number.
 - v. You may not realize that you received an email containing **your new iPhone's "phone number" as well as a QR code required for setting up your iPhone.** Mine was received from @tomharris.com back in November. Search on that name to see if you received an email. Or use search words such as: "QR code" or "eSIM setup."
- c. Where to go for help:
 - i. IT Help Desk: Navigate to "MyAU," log-in, and find link to "ServiceNow (IT Help Desk Self Service Portal)." There you can "Report an Issue" and get a response by email or by phone when needed.
 - ii. Or link and log-in here: <https://athabascau.service-now.com>

2. Filing a Timesheet

CUPE 3911 members should all file a timesheet in order to be paid for the time they spend setting up their new iPhone. This may range from one to three hours.

- a. AU links and instructions: Log in to MyAU and go to the “HR & Finance Portal.” In the middle of the screen at the bottom is a link to Time Sheets in the Time Reporting section. Link to the Timesheet of the relevant date.
- b. TIPS:
 - i. Beware of deadlines for submitting timesheets. These are listed clearly as “Due dates” on the Time sheet links, and end at NOON on the due date.
 - ii. When you enter the timesheet form, select the column with the correct date and use the “Enter Hours” link along the “Hourly Pay – Other” row. Enter the number of hours in the “Hours” box and hit “Save.” Also enter the “Comment” box, and explain the hours were used for iPhone activation and set-up. Save. Then hit “Submit for Approval.”
- c. Where to go for help:
 - i. Jaclyn Rymut <jrymut@athabascau.ca>
 - ii. Emily Tamm <etamm@athabascau.ca>

3. Purchase of iPhone case and screen protector

Departments, faculties, and centres are taking responsibility for reimbursing their members (full and part time) for the cost of a “reasonably priced” case and screen protector. The upper limit seems to be \$35 for the case and \$35 for the screen protector (including tax), for a total of no more than \$70. If you spend more, they will only reimburse partially, up to the limits mentioned.

- a. AU links and instructions: At the URL below, scroll down to final section, “Accessories,” which lists some sample cases, “reasonable prices”, and links to sites to purchase online.
<https://it.athabascau.ca/support/iphone.php>
- b. TIPS:
 - i. You can also buy from your local shop or another site of your choosing, and submit the receipt for reimbursement.
 - ii. Whether online or at a local shop, you may wish to source a case with extra “grip,” made of rubbery or squishier silicone, to better your handling of the phone.
 - iii. Other accessories to improve accessibility are available; and while not covered by departments, are claimable through members’ own Professional Development Allowance. Such accessories include a pop-button grip that you attach to the back of the phone to give it a “handle”, and a stylus, or rubber-tipped pointer pen, useful for typing and swiping on the small keyboard/screen. Each are widely available and cost around \$10 or less. Further information about the Professional Development Allowance will be made available soon, and addressed in a separate announcement to follow in March.

- c. Where to go for help:
 - i. <https://it.athabasca.ca/support/iphone.php>
 - ii. Ask your department or centre administrator for further assistance if needed.

4. Chrome River claim for reimbursement of case and screen protector

You need a departmental “FOAPAL” (code number) to make a claim on Chrome River. If you know your “Reviewer” or “Approver,” they can provide you with your applicable FOAPAL code. If not, see “where to go for help,” below.

- a. AU links and instructions: Under your “MyAU” tab, go to the “HR & Finance Portal,” and then on the left, find “Chrome River Expense Management System” and the training link as well.
- b. TIPS:
 - i. View the training video if you have never used Chrome River before.
 - ii. When filing your claim, you will be asked if you need an activity and location code. Say “No” to these.
 - iii. You will then be asked to fill in the “Allocation code”. This is your “FOAPAL” code.
 - iv. If you spend more than \$35 on either item, you can only claim the upper limit of \$35. So when asked to fill in the cost, enter “\$35”. There is a space for comment, and you can explain there that you spent more (as shown in the receipt you will be required to include in your claim), but are only claiming for reimbursement of the limit allowed.
- c. Where to go for help:
 - i. If you do not know your FOAPAL, please email chromeriversupport@athabasca.ca, tell them which Faculty you belong to, and they can tell you who your Reviewer/Approver is, so you can then contact that person to ask what FOAPAL you should use.
 - ii. The same address is applicable for any other questions you run into in the Chrome River process.