



# Staff Welcome Guide



Intercultural Exchange Program



STAFF  
WELCOME  
GUIDE

## LETTER FROM THE PRESIDENT

Dear New Colleague,

Welcome to the YFU Family! Today marks your first step in a journey toward a very important mission: enhancing global citizenry through public diplomacy and international exchange. Since our founding in the early 1950s, YFU has sought to “shrink the globe” by uniting young people who want to make a difference with families and communities that are committed to intercultural exchange.

YFU is steeped in history and yet has a dynamic future. We are poised to launch ourselves into the next era by building upon our roots through better practices, higher professionalism, and a greater willingness to reach for success. The fact that you have joined our team means that we believe in you and the talents you bring to the organization; that your drive, intelligence, and make-up are a fit for the work it will take to make YFU realize its full potential. For that and the many contributions you will make, I am grateful. For your commitment to YFU, we pledge to you an environment in which you can stretch, grow, and contribute to a powerful mission, a mission that profoundly transforms the lives of those it touches.

This “Welcome Guide” is a handbook to get you started on your YFU journey. While this resource along with many others that will be shared with you, are helpful tools, please know that your colleagues are also here to help you succeed in any way we can.

Please take the time to read this booklet as part of your orientation to YFU. I join all my colleagues in wishing you a very good journey.

With every best wish,



Michael E. Hill

President & Chief Executive Officer





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## HOW TO USE THIS GUIDE

We are thrilled to have you join YFU! Starting a new job is exciting, whether it marks your first or a change along the way. At YFU, we recognize that this experience you are embarking on may be stressful at the beginning. In fact, the experience of starting a new job is not unlike that of our students as they begin an international exchange experience, traveling to a new country, a new job can be exciting as you learn and understand new things every day. There are also moments of anxiety as you attempt to figure out a new schedule, culture, and logistics, to name just a few. It may even sound as if we're speaking a foreign language on some days!

This Staff Welcome Guide is designed to support you through your first few days, weeks and perhaps months of employment with YFU. Used as a reference, it provides introductory information in the areas of human resources, finance and IT as well as an introduction to some general YFU information like telephone numbers, acronyms and our history.

The Staff Welcome Guide does not seek to be an exhaustive training resource, but rather one to be referenced as you begin the process of familiarizing yourself with your new surroundings, new colleagues and our company's culture and processes.

Just as our students grow by leaps and bounds through their exchange experience, you too will soon find much of our structure and language to be second nature before long. Know that your colleagues welcome you whole heartedly and are here to help you succeed as you acclimate to your new work place. Best of luck in your new career with YFU.

Welcome!



STAFF  
WELCOME  
GUIDE

YOUTH FOR UNDERSTANDING

Orientation

YFU Mission, Vision and Values	1
YFU's History	3
YFU USA Departments	5
International Partners	6
Acronyms	7

HR &  
FACILITIES

New Employee Forms	8
Health Benefits	10
Leave Benefits	11
Additional Benefits	12
Performance Reviews	13
National Office Facilities	14
Business Cards & Name Badges	16

FINANCE

Time Sheets	17
Paychecks	20
Reimbursements	21
Finance Coding	24
Check Request	25

IT

Username	26
Network Connection	27
Emergencies	28
YFUHome	29
Help Desk	29





Wiki ..... 30  
Electronic Learning System ..... 30  
Email ..... 31  
Account Codes ..... 31  
Copier & Printer ..... 32  
eFax ..... 32  
Telephone ..... 33  
Computer ..... 34  
iPrism ..... 35  
Citrix ..... 35  
AS/400 ..... 35  
Saving Documents ..... 36



## Mission Statement

YFU advances intercultural understanding, mutual respect, and social responsibility through educational exchanges for youth, families and communities.

## Vision Statement

YFU is a worldwide movement of committed individuals and organizations working together to prepare young people for their responsibilities and challenges in a changing, interdependent global community. YFU exemplifies excellence through leadership in the field of exchange. Our national organizations share a common mission and vision for the future. Fully autonomous, we embrace our interdependence. Worldwide, we seek to set the standard for quality service and support to all our participants.

Driven by our mission, we commit ourselves to finding new and innovative ways to inspire and engage a growing base of participants inclusive of racial, ethnic, and geographic diversity and increasingly open to all regardless of socioeconomic status. Results-oriented, we demonstrate our impact through measurable performance indicators. We value innovation in response to the rapidly accelerating pace of change.

YFU must offer young people the adventure of a lifetime – the opportunity to explore other countries and cultures, master new languages, and discover themselves. We seek to transform young people by instilling passion for life-long learning, and the skills and knowledge to thrive and contribute amidst cultural diversity. To achieve these significant educational aims, we provide young people, between the ages of 15 and 22, a variety of intensive exchange opportunities. Young enough to fully adjust to a new country and culture, yet old enough to reflect and integrate their experiences, our participants reap the rewards of host family and community life. We believe that this full immersion is the most effective means of international education, which will be increasingly relevant for generations to come.

## Values

### Learning: For Life

YFU seeks to instill passion for life-long learning as a path to fulfill our mission. We encourage participants and alumni to use their skills and knowledge to thrive and to contribute wherever they are.

### Volunteering: Engaged and Dedicated

The volunteer spirit is embodied in the individuals and families who devote their energy, experience and empathy to ensure the well-being of every YFU student. We believe individual learning and development flourishes in authentic relationships motivated solely by the ideals of YFU.

### Caring: Personal and People-Oriented

YFU values the individuality of each and every participant, and we treat everyone with kindness, respect and dignity. Our volunteers and staff are focused on our students, families and communities: preparing, supporting, listening, guiding, challenging and understanding. We appreciate the many diverse motivations inspiring our participants.

### Valuing Diversity: Inclusive and Fair

We appreciate differences in people—natural or cultural, innate or learned, personal or formal, and we act accordingly, to contribute to a more peaceful world. We strive to engage a growing base of participants inclusive of that diversity.

### Promoting Quality, Transparency, Stainability

YFU offers educational exchanges based on the highest standards of quality and transparency. In all policies and practices, YFU recognizes the responsibility to consider: the well-being of each individual involved with YFU, the economic stability of all partners in YFU, the best ecological options

### Cooperating in International Solidarity

YFU national organizations work together as a seamless network of interdependent partners, ever improving worldwide cooperation, mutual support and trust. YFU continuously develops as a growing community of non-profit educational organizations.

## YFU USA Centers of Excellence

1. Educational and Programmatic Excellence
2. Uniting the Exchange Experience
3. Systems Innovation & Customer-Centered Operations
4. Engaging our External Audiences with a singular voice

A network of more than 60 partner offices and organizations, YFU's global history began very humbly in the United States. In 1951 an American minister, John Eberly, proposed to church leaders that teenagers from war-torn Germany be brought to the United States to live with a family and attend high school for a year in an effort to heal the wounds of World War II. This proposal met with approval from State Department officials.

The hardships prevalent in Germany after World War II were having devastating effects on the country's youth. It was felt that an exchange experience could help them to break out of this cycle of bitterness, hopelessness, and despair. By teaching a group of young people how families lived together in the United States, the hope was that they would be motivated to go back to Germany and rebuild a new country, a democracy, according to what they had observed while living in the United States.

The students selected were from the oldest age group which had not been part of the "Hitler Jugend" (the youth organization of the Nazi regime). The students were between 15 and 18 years old and, as it later became apparent, it was exactly this age group which seemed to be most able to naturally participate and adjust to the lifestyles and values of a foreign family and community.

In 1951, 75 German teenagers were selected by the Army of the Occupation to come to live in the United States with American families for one year under the auspices of the US Department of State. Detroit, Michigan, area community and religious organizations helped place the students in American homes on a voluntary basis. Dr. Rachel Andresen, Executive Director of the Ann Arbor/Washtenaw Council of Churches, educator, and social worker, was asked to lend her assistance.

In 1952 the Council received permission to act as the official agency for this program. It was named "Youth For Understanding." Then as now, family and community living were at the center of the YFU international learning experience. Andresen served the program as Executive Director for more than 20 years until she retired in 1973.

The selection and financing of the German students who came to Michigan during the early 1950s was made possible through funds from the US government. In those years, the role of YFU was that of home placement and supervision. The organization's offices were moved to Ann Arbor, Michigan, a university town located about 45 miles west of Detroit. In 1956, the US government funding was discontinued, but some transitional funds were made available as the US Department of State encouraged YFU to continue its work on a private basis.

In 1955, the first American teenagers went to Europe for ten weeks during summer vacation. These students were placed in European families with the assistance of returned exchange students and their parents.

These initial exchanges, which grew out of an effort to heal the wounds of World War II, established the family living experience and provided the impetus for YFU expansion to other parts of the world. In the mid-

fifties, the program grew to include Scandinavia, and later to western and central Europe.

Youth For Understanding bridged the Pacific in 1958 when the first students came from Japan. The Pacific program now also includes Korea, the Philippines, Australia, Thailand, Vietnam, and China. Youth For Understanding was introduced to Latin America in 1958, beginning with Mexico; South American countries opened their doors to YFU in 1959.

As the program increased in size, particularly with the addition of the South American programs, it became clear that incorporation as a non-profit educational organization was necessary. This status was achieved in 1964. As organizational relationships with international corporations and groups were forged over the years, YFU was determined to strengthen its national and international ties by relocating. The International Center moved from Ann Arbor, MI to Washington, DC in 1978.

Today, YFU is one of the world's oldest, largest, and most respected international exchange programs. Since 1951, YFU offices around the world have exchanged more than 200,000 students. In one year alone, approximately 4,500 students will participate in our programs worldwide. Through the exchange experience, YFU students gain skills and perspectives necessary to meet the challenges and benefit from the opportunities the fast-changing global community has to offer.

YFU USA conducts exchanges with more than 60 countries around the world. Each exchange is coordinated by a worldwide network of national YFU organizations all dedicated to providing the highest quality international educational experience for exchange students and their host families. With nearly 1400 volunteers in communities across the United States, YFU USA is fully equipped to support every student and host family. Supporting our volunteers are five professionally staffed district offices and our national office in the Washington, DC metropolitan area. YFU USA receives scholarship support from international governments and from numerous corporations and private donors.

YFU USA is accredited by the Council on Standards for International Educational Travel (CSIET). The mission of CSIET is to identify reputable international youth exchange programs so that youth are provided with meaningful and safe international exchange experiences.

# ORIENTATION

## YFU USA Departments

### Executive / Office of the President & CEO

- International Engagement
- Board of Trustees

### Programs

- International Student Programs
- Study Abroad Programs
- Higher Education Program
- New Programs
- Volunteer Programs
- District Offices

### The Exchange Experience

- Education & Training
- Support Services
- Quality Assurance

### Operations & Systems

- IT
- Travel
- Finance
- HR

### External Affairs

- Alumni Engagement
- Development
- Marketing & Communications

# ORIENTATION

## International Partners

Below are the countries that YFU USA exchanges with around the world. The list is accurate as of January 2014 and is subject to change (additions and deletions). See the YFU website, [yfu.org](http://yfu.org), for the current list.

Orientation

### Africa

Cameroon -  
Ghana \*  
Kenya\* (-?)  
Liberia\*  
Mali -  
Mozambique -  
Nigeria -  
Senegal -  
Sierra Leone -  
South Africa \*  
Tanzania -

### Asia & South Asia

Bangladesh \*  
China  
India \*  
Indonesia \*  
Japan  
Korea  
Malaysia -  
Mongolia  
Pakistan -  
Philippines \*  
Thailand \*  
Vietnam

### Europe & Eurasia

Albania -  
Armenia +  
Austria  
Azerbaijan +  
Belarus  
Belgium  
Bosnia & Herzegovina -  
Bulgaria\*  
Czech Republic  
Denmark  
Estonia  
Finland  
France  
Georgia #  
Germany  
Greece  
Hungary  
Italy  
Latvia  
Lithuania  
Kazakhstan #  
Kosovo -  
Kyrgyzstan +  
Macedonia -  
Moldova #  
Netherlands  
Norway  
Poland

### Portugal

Romania  
Russia #  
Serbia  
Slovakia  
Spain  
Sweden  
Switzerland  
Tajikistan +  
Turkey \*  
Turkmenistan +  
Ukraine #

### Latin America

Argentina  
Brazil  
Chile  
Colombia  
Costa Rica  
Ecuador  
Mexico  
Paraguay  
Suriname -  
Uruguay  
Venezuela

### Middle East & North

Africa  
Bahrain -  
Egypt -  
Gaza -  
Israel -  
Jordan -  
Kuwait -  
Lebanon -  
Libya -  
Morocco -  
Oman -  
Qatar -  
Saudi Arabia -  
Tunisia -  
West Bank -  
Yemen -

### North America

Canada  
United States

### Oceania

Australia  
New Zealand

\* Indicates YFU partner and Kennedy-Lugar Youth Exchange and Study Program (YES) sending partner.

- Indicates YES sending partner only.

# Indicates YFU partner and Future Leaders Exchange Program (FLEX) sending partner

+ Indicates FLEX sending partner only.



# ORIENTATION

## Acronyms

AC	Area Coordinator
APP	Application
AR	Area Representative
CBYX	Congress Bundestag Youth Exchange
CDR	Change of Departure Request
CDM	Community Development Manager
CCP	Community College Program
CSP	Corporate Scholarship Programs
CT	Certified Trainer
DD	District Director
DO	District Office
DOC	District Office Coordinator
ELTis	English Language Test for International Students
FCCLA	Family Careers and Community Leaders of America
FD	Field Director
FUSYE	Finland-US Senate Youth Exchange
FYAP	Finland Young Ambassadors' Program
HF	Host Family
IER	Involuntary Early Return
IS	International Student
JAFS	Japan American Friendship Scholars
JPDO	Japan Pre-Departure Orientation
JUSSE	Japan-US Senate Youth Exchange Scholarship
NF	Natural Father
NM	Natural Mother
NO	National Office
NP	Natural Parents
PAO	Post Arrival Orientation
PDO	Pre-Departure Orientation
REO	Re-Entry Orientation
RM	Recruitment Manager
SA	Study Abroad
SAF	School Acceptance Form
SEE visit	Student Environment Evaluation Visit
SLEP	Secondary Level English Proficiency Test
SSM	Support Services Manager
STD	Student
VER	Voluntary Early Return
VOL	Volunteer
VPC	Volunteer Program Coordinator
YES	Youth Exchange and Study Program
YFU	Youth For Understanding

The below forms and information was included in your New Hire Packet and should be reviewed with you during your New Hire Orientation. These forms and information can be used for reference or for making changes and updates to your personal information, taxes, benefits, etc. All of these items can also be found on the Wiki or on the Shared Drive (S:) in the HR/Public folder.

Click this link to go to the Wiki page now: <http://jbod/confluence/display/HRF/Forms>

### HR/Payroll Forms Facilities

- Affirmative Action Form- Voluntary Self ID Form
- I-9 Form
- YFU I-9 Verification Letter (for remote employees)
- YFU Employee Data Form
- W-4 Federal withholding Form
- Applicable State withholding Form
- Direct Deposit Form

### YFU Policies

- Confidentiality statement
- Employee Handbook
- Employee Handbook Acknowledgement
- Policy Against Harassment
- Whistleblower Policy
- Social Media Policy
- YFU Mission Statement
- Home Office Agreement (for remote employees)
- High Risk Travel Policy
- Personal Car for Business Use Guidelines
- Info re: Insurance on Rental Car for YFU Business

### YFU Insurance Benefits

- Group Benefits Summary

- Chip Model Notice-Medicaid
- Medicare/Prescription Document
- Notice of Rights - Women's Health
- Employee Assistance Program (EAP) Information Sheet
- Excel Spreadsheet with Benefit Summaries and Costs

### All-in-One Benefits Enrollment Form

- Information and Applications for Shared Group Benefits Plans:
  - CareFirst (PPO/HDHP/Waiver)
  - Guardian (include dental card)
  - VSP (vision plan)
  - Unum Group Life
  - Voluntary Benefits Summary
  - Unum Supplemental Term
  - Health Spending Account + Booklet
  - HFS Flexible Spending Account + Booklet
  - TIAA-CREF 403(b) Retirement Plan + Booklet

YFU takes pride in offering a comprehensive and competitive benefits package to its employees. Working with its benefit partners, YFU offers you a benefit program that allows choice and flexibility. Employees are eligible for all health benefits, beginning on the first of the month following the date of hire. Options selected upon hire remain in place through the end of the plan year (April 30th).

### Group Insurance

The Organization currently makes available Medical, Vision, Dental and Prescription insurance programs for eligible full-time employees. Eligible employees may apply for organization benefits on the first of the month following date of employment. Eligibility information and other plan details can be found in the plan documents provided by the HR Department.

### Group Life/AD&D/STD & LTD

YFU USA provides the following additional benefits to all eligible employees at no premium cost: Group Life Insurance, Accidental Death & Dismemberment (AD&D), Short-Term and Long-Term Disability Insurance. Eligible employees include all those working a minimum of 30 hours per week on a regular basis. These benefits begin the first of the month following the date of hire.

### Supplemental Life

Supplemental life insurance is available to eligible employees working a minimum of 30 hours per week on a regular basis. This benefit provides eligible employees the opportunity to purchase additional life insurance at a discounted rate through YFU's group plan. Any optional coverage is at the employee's expense and is handled through payroll deduction.

## Paid Time Off

Employees may take some time off from work for vacation, personal or family illness, personal emergencies, and other personal business that require absence from the workplace during business hours. The Paid Time Off (PTO) policy is designed to provide employees with time away from work that is sufficient to cover all of these needs.

Leave Accrual: PTO will accrue for all regular employees hired to work at least 20 hours per week. It will accrue on the following schedule:

- 0-5 years: PTO accrues at the rate of 20 days per year (5.58 hours per pay period). This amount is prorated for part time employees.
- 6-10 years: PTO accrues at the rate of 25 days per year (6.97 hours per pay period). This amount is prorated for part time employees.
- 11+ years: PTO accrues at the rate of 30 days per year (8.36 hours per pay period). This amount is prorated for part time employees.

Scheduling PTO: It is anticipated that most employees will use the majority of their PTO for time away that is scheduled in advance. Requests for vacation, time away for appointments, and personal business should be made to the employee's manager. Managers are asked to be as flexible as possible in granting employee requests for leave, but leave may be denied if there is a departmental necessity. A newly-hired employee should complete the 90-day introductory period before scheduling PTO, unless arrangements were made with the supervisor and HR prior to hiring.

PTO Carry Over: Generally, the maximum PTO time that can be carried over to the next year is two weeks (10 working days).

## Family Medical Leave Act (FMLA)

Employees who have worked for the Organization for at least twelve months and at least 1,250 hours during the prior twelve months may be eligible to take up to twelve weeks of unpaid leave within a rolling twelve-month period.

### Employee Assistance Program

When you have questions, concerns or emotional issues surrounding your personal or work life, there are resources available to help you. In partnership with the Unum Life Insurance Company, YFU offers its employees a free and confidential work-life balance employee assistance program (EAP). You can access this program through 1-800-854-1446 or online at [www.lifebalance.net](http://www.lifebalance.net). (username = lifebalance).

### Health Care Flexible Spending Account

Through the HCFSa you are able to use pre-tax dollars to pay for eligible health care expenses incurred by you or anyone whom you claim as a dependent on your federal income tax return. It is not necessary to be enrolled in a YFU health plan in order to participate. You have 30 days to enroll, beginning on the first of the month following your hire date. After that, enrollment occurs annually in April.

### Dependent Care Flexible Spending Account

DCFSa helps on out-of-pocket dependent care expenses for services such as child/elder day care that are required in order for you and your spouse to be gainfully employed.

### Tuition Assistance

The Tuition Assistance program is available to eligible employees on an approved basis through the employee's department, HR and finance offices. An employee who has successfully completed at least 6 months of employment and is working a minimum of 30 hours per week, would be considered eligible to apply for tuition assistance. Requests for tuition assistance must be given to the supervisor no later than the 1st of November, to be considered and budgeted for the following calendar year.

### Tax Deferred Annuity Plan

Once eligible, you can increase or decrease your elections or enroll or terminate your plan at any time.

- TIAA-CREF GRA and SRA Accounts
- Group Retirement Annuity/Group Supplemental Retirement Enrollment available for employees first of month after date of employment. Employee/employer contribution plan available for Group Retirement Annuity

### Worldwide Travel Assistance

Whenever you travel 100 miles or more from home, you can get support for medical, legal and other important services via email - [medservices@assistamerica.com](mailto:medservices@assistamerica.com) or at 1-800-872-1414 within the US, or 609-986-1234 from outside the US. Use reference number 01-AA-UN-762490.

### 90-Day Assessment

Your First ninety (90) days of employment are considered an introductory period. During this time, we will evaluate your compatibility with your position and the organization. At the end of the introductory period, your supervisor will discuss your job performance with you and may extend the introductory period, if required, for further assessment.

### Annual Performance Review

As a new employee, a performance appraisal will be given at the completion of the 90-day initial employment period. Thereafter, a formal performance appraisal will be held once a year for all staff. An evaluation, however, may be undertaken at any time a supervisor believes it is warranted, both for the employee's and the department's sake. The supervisor will schedule a performance appraisal session with each employee. Before the scheduled session, the employee and the supervisor each can evaluate separately the employee's performance (based on the performance standards and how the major functions of the job have been carried out during the past year).

### Salary Increases

Salary reviews may be made following the annual performance evaluations. Salary increases are not automatic and are not given on the basis of length of service, but are determined by review and evaluation of the employee's overall performance. If an increase is provided at the annual review period, a new employee's salary will be prorated from the date of hire to the evaluation date set for all employees.

The National Office is located at 641 S Street NW, Suite 200, Washington, DC 20001 and includes the Education Center on the ground floor. The facilities department strives to provide a comfortable environment in which to work. If there are any questions regarding facilities issues – heat and air, lights, squeaky chair, etc. please contact the facilities manager at [mmelchoir@yfu.org](mailto:mmelchoir@yfu.org) or extension 5197.

### National Office Security

All permanent and temporary national office employees are provided an office security fab. If you lose this fab, YFU is able to provide a replacement fab for \$13 (\$12 plus \$1 handling fee from vendor). Visiting Staff to the National Office, will receive a loner fab (please request prior to your visit to Monty at 202-774-5197 or [mmelchior@yfu.org](mailto:mmelchior@yfu.org)). Please remember to return your fab before you leave DC.

### Emergency Procedures

YFU has a Safety Committee for the National Office to help us prepare for any situation that might affect our safety and wellbeing. The Committee has developed a manual to guide employee behavior during emergencies. That manual can be found at: S:Finance:Public:Safety Committee. The manual for employees is a word document called 2015 Emergency Preparedness Manual. This is a [link](#) to the manual developed for employees. (If you are interested, a manual of the Safety Committee's protocols is also located in that file folder, and you may review it if you would like to.)- [S: Finance\Public\Safety Committee\2015 Emergency Preparedness Manual 641 S Street NW Second Floor Lower Level.docx](#)

Staff located at 641 S Street must read the manual. When doing so, please pay special attention to steps you need to take – for example, the Safety Committee recommends that each staff member have a personal “Go Bag” at the office. The items in this bag will come in handy if you need to remain at the office for a longer than normal period of time. The manual also describes our evacuation procedure, explains how staff may be needed to help during an evacuation, and designates an assembly area to gather once you are out of the building.

### Conference Rooms

There are two meeting spaces available in the National Office, the Board Room 202 and the Conference Room 205. Both rooms can be reserved through Outlook calendars. To book or view the calendars, go to Calendar at the bottom left, Open Calendar from the top Home section, choose From Address Book from the drop down, make sure you are searching from the Global Address List, enter the name of the room you want, double click the highlighted room in the list and click OK to add. If either room is open and has no reservation, all staff are welcome to conduct impromptu meetings in either room. There are two small private Skype rooms available just outside the front entry to the YFU suite that you can book through the Outlook calendar as well. For larger meetings and events (up to 200 people), the Education and Training



Center can be used. However, you must speak to Andrew Darin our Events Manager/Wellness Director at 202-774-5256 or [adarin@yfu.org](mailto:adarin@yfu.org) before scheduling.

## Restroom/ Showers

Restrooms are located in the hallway just beyond the 2nd floor lobby area for use by YFU employees, 2nd floor sub-tenants and visitors. There are also two single person unisex restrooms with showers just as you exit the elevators on the lower level. For your own safety, when using the single unisex bathrooms, please lock the door as these bathrooms are shared with the entire building.

## Kitchen

The suite has a common kitchen with two refrigerators, dishes, glasses, mugs, silverware, coffee and filtered water. All are welcome to use the kitchen amenities. Maintaining cleanliness in the kitchen is a responsibility shared by all staff. Please be aware that there are four marked pull out drawers in the island, two for recycling and two for trash. There is an additional catering kitchen in the lower level suite that can be used for events. Please speak with the Events Manager before storing in the lower level fridges or using the kitchen as there may be scheduled events.

## Office Supplies

National Office: Basic office supplies and copy/print machines are available in the Mail Room (behind reception desk) and Workroom (towards the back of our suite) and can be used by all. Employees are welcome to use those supplies for their work purposes. Paper supplies, including letter head, are stored nearby each of the printers. If you are in need of additional or specialized office supplies, the Facilities Department is happy to place an order for you.

District Office: District Offices manage their own office supplies.

Home Based: Home based employees should be in touch with their direct supervisor about securing the necessary office supplies.

## Mail

Mail arrives every day and gets sorted to the departmental boxes in the mailroom. Deliveries occur throughout the day and are delivered directly to the recipient identified on the delivery.

All outgoing mail should include the full account code, and should be taken to the mail room for processing, either placed in the wire basket or in put in a neat pile on the mailroom counter.

The mail machine will seal most regular envelopes, but if they are too thick or irregularly shaped you will need to seal them yourself. If you have multiple pieces be sure to NOT nest the envelope flaps.

The deadline for mailing is 3pm. If you have a large mailing (over 100 pieces) inform the mailroom in the morning.

Shipping of larger and/or time-sensitive items – prepare, weigh in the mailroom and bring to the front desk for shipping, by 2:30 p.m. Be sure to include your account code, time sensitivity, address and phone number for all shipments.

## District Office and Home Based

District and home based employees not based in the National Office have a variety of other arrangements for office mailings. Check with your supervisors for details.

New employees can request and obtain approval from their supervisor for a set of YFU business cards.

In 2015, the YFU international community came together and voted to adopt a historical, first time ever, Global Brand. Until YFU's new Global Brand is finalized (target date is March 2015), YFU USA is asking their employees to hold off on business card requests. If your job requires handing out business cards on at least a weekly bases, please feel free to get approval from your supervisor for business cards. Otherwise, we ask that you wait until the official launch of our new logo and brand.

Business cards are ordered through the Marketing Department. Information needed from the new employee is Name, Title, Office Address, Office Phone, Toll Free/Fax, email. All cards are approved by the employee before ordering.

### Work Year/Weeks/Hours

- A work year is 1885 hours
- A pay period is 72.5 hours
- A work week is 36.25 hours
- A work day is 7.25 hours

### Exempt and Non-Exempt Employees

Exempt employees are paid a base salary per pay period and are not entitled to overtime pay. Nonexempt employees are paid by the hour and are entitled to overtime pay for any hours worked over 40 hours per week with supervisor's approval.

### Overtime

Overtime is any hours actually worked over 40 hours in a week. All hours worked from 36.25 to 40 is considered straight time and will be paid at the regular rate.

### Timesheet Entry and Submission

Timesheets are due by 12:00PM on the last Friday of the pay period.

1. Log in to the timesheet system (DataBasics) at <https://timesheet.yfu.org>. Your user name is your first initial, last name. Your password is the same as your network login. Please be sure to allow pop-ups for this website.
2. Select MY TIMESHEETS or MY CURRENT TIMESHEET. The timesheet for the current cycle will be on line 4, and highlighted in red. Click on the date. Your timesheet is divided in two parts. The left side shows your personal information, the right side shows the dates worked.
3. In the box above your division/department/district name, enter the time code for your hours. The time code will be 1 for SA, 2 for IS, 3 for Overhead, or 4 for Higher Education. The project is set at the default: 1111111. The description is updated to reflect the type of hours you are coding your time to.
4. The right side of the timesheet shows the dates covered in the current pay period. Enter the total number of hours you worked in each day. The grid scrolls, so the weekends are highlighted in cream, and the current date is highlighted in green. All hours on one line are coded to the same time code.
5. To add a line, click the ADD button. The time code duplicates the previous line. Be sure to change this code, as the system will think you are duplicating hours and will give you an error.

6. When you've entered all your hours, you can verify your totals at the end of each row. A total per day and for the whole cycle will show on the bottom of the screen.

If you have not completed your timesheet but need to exit the program, click the SAVE & EXIT button at the top of the screen. Once you click SAVE & EXIT, you will be taken back to the original grid. The timesheet you are working on will show ON HOLD in the STATUS box.

If you have completed your timesheet and are ready to submit, first click SAVE. Then click VALIDATE. If your timesheet passes validation, a window will pop up saying so. If it doesn't, a window will pop up giving you an error message. The message will tell you what the system thinks the problem is. Once your timesheet has passed validation, you click SUBMIT FOR APPROVAL.

## Recording Exempt Employee Production Time

All employees record time on their time sheets under SA, IS, Higher Education or Overhead. When recording time on your time sheet, this information is used for tracking program-related time, overhead time, PTO and other leave, and for benefit purposes. For exempt employees, the tracking of this time has no effect on your paycheck.

- Please record the actual time worked each day, including Saturday and Sunday. Also, if you are on PTO/Bereavement etc., record those days in the appropriate space. In order for the automated payroll time reports to work, the end of the pay period on the time sheet must show a minimum of 72.50 for that reporting period.
- PTO should only be taken in increments of a full day. It is not tracked hour-by-hour. With the manager's approval, if an exempt employee is out for less than 4 hours (for a doctor's appointment, etc.), that time does not need to be charged. Instead, please charge it to 'Overhead'. Supervisors, however, still need to be notified of the absence. If more than 4 hours are taken, the entire day is charged to PTO.
- Due to heavy work schedules especially in the summer, a supervisor may want to approve an unscheduled 'day off' for an exempt employee when the schedule becomes lighter. If this occurs that 'open' day can be charged to 'Overhead'. This is not promoting an automatic day off when an exempt employee works on a Saturday or Sunday. However, there are those times because of heavy schedules that a supervisor can approve an occasional day off.

There is no comp time since exempt employees work until the job is completed and do not count hour for hour during the week. Nor does YFU have a flextime program; however, departments are able to accommodate employees when it benefits the organization as well as the individual. In order to conduct business across so many time zones, the business operating hours are considered at a minimum from 8:45 - 5:00 p.m. and employees should be available whenever possible during those times.

When non-exempt employees are involved, time is recorded by the hour, and every hour that is worked (even a lunch-hour, if the non-exempt employee works through it) must be paid. A biweekly paycheck could be affected by the number of hours worked/or not worked by a non-exempt employee.

## Approving Time Sheets

- If you are a supervisor, you will need to approve the timesheets of the employees in your approval group.
- To access your approval group click on the Approval (#) link.
- To access an employee's timesheet, click on the date to be approved in the period column.
- Review each line on the timesheet to be sure to code it correctly.

- Once you are satisfied the timesheet is correct, select and check the box in the ID column for the row that you are approving.
- When all rows are selected for approval, click the Approve button. This will take you back to the list of your employees. Repeat for all employees until your list is empty.

### Rejecting a Time Sheet

- Select the line(s) with the error.
- Click on the Reject button. An Approver Note window will appear. This note will be emailed to the employee. Be sure to specify the error(s) which requires correction then click save.
- To release the timesheet back to the employee you must click the Submit link at the top of the page. This will take you back to the list of employees.

### Checking PTO Balances

- In the timesheet system, click on My Timesheets
- Check the box next to your current timesheet
- Click the drop down arrow next to the word PRINT and select Leave Balance Report

### W2

W-2's will be hand delivered to employee's working at the national headquarter in Washington, DC and mailed to all other employees.

## Pay Periods

YFU pay periods run from Saturday – Friday in 2 week increments.

## Payroll Deduction for YFU's Annual Fund

YFU USA employees may opt to enroll in an automatic payroll deduction plan that provides charitable contributions to the Annual Fund. The full contribution amount is tax-deductible. YFU USA will provide an acknowledgment/receipt at the end of the year, summarizing the total amount of charitable contributions. The year-end receipt should be retained by the employee for tax purposes.

## Direct Deposit

Employee's direct deposit will start 2 payrolls from the date the form has been submitted. The first pay period is the pre-note pay period and the second pay period your direct deposit should start.

## Pay Stubs

For those who do not have direct deposit, pay stubs are distributed on pay day Friday. For those who do not work in the National Office pay stubs are mailed out to employee's home address.

## Earnings Statements

Through ADP, our payroll provider, you have access to your earnings statements and W-2 forms 24 hours per day, 7 days a week. How to Register on ADP iPayStatements

1. Go to <https://paystatements.adp.com>
2. Click on "Register Now"
3. Enter this Self Service Registration Pass Code: Youth4Undr-adpnet
4. Select iPayStatements as the self-service Product
5. From your most recent pay statement, enter the following information
  - Company Code (if asked: RUU)
  - Social Security number
  - Pay Date or Advice Date or Birth Date (if asked)
  - Check/Voucher or Advice Number (if asked)

You will be prompted to complete a registration process during which you must answer a few security questions and select a password. You will be assigned a system generated User ID. The security questions will be used to verify your identity if you ever forget your user ID or password. Upon completing the registration process, you may access your pay statements at <https://paystatements.adp.com>.

## When to use an Expense Report

YFU will reimburse employees for reasonable and necessary expenses incurred in the course of business. All business expenses must be approved in writing by your Supervisor and the Finance/Accounting office.

YFU uses two different expense reports: one for employees assigned to one of our program-related divisions (Programs or Exchange Experience) and one for non-program related divisions (Executive, External Relations, Finance, and Operations). Be sure to use the correct expense report when filing for reimbursement. Receipts must accompany expense reports and expense reports must be signed by you and approved by you and your Supervisor. Supervisors can submit their approval directly to an employee via email and the employee must print the email and include it with the expense report.

## Work Expenses

To be promptly reimbursed for expenses incurred on YFU business, the following guidelines apply:

1. All expenses incurred by employees must be processed on an expense report.
2. YFU prefers to have a receipt for all expenses on an expense report and requires receipts for all expenses over \$25.00.
3. If a phone bill includes business and personal calls, the business calls must be highlighted and totaled. Attach all original pages of phone bill.
4. Gratuities to waiters, taxi drivers, sky caps and porters should be included in the respective cost of those expenses (i.e., tips to waiters on meals, tips to cab drivers in ground transportation, etc.).
5. Business meetings are meals or meetings taken with clients, prospects or business associates during which a business discussion takes place. To be reimbursed, a receipt along with a note detailing name, title and company of all attendees; name and location of establishment where event took place; amount and date of expense; specific business topics discussed..
6. Tape receipts and notes in the order that they appear on the expense report to an 8-1/2 x 11 inch piece of paper to facilitate review and processing.
7. All forms must be legible and it is preferred that expense reports are completed on a PC.
8. Mileage reimbursement will be allowed only if a Business Mileage Log is attached documenting the business purpose. Mileage will be reimbursed at the current IRS rate, which is subject to change. Mileage allowance covers all auto costs (ie., gasoline, repairs, etc) other than parking and tolls.
9. If you choose to drive your car, the maximum mileage reimbursement is 200 miles. Exceptions need to be approved by your supervisor.
10. Use of a rental car should be approved by your supervisor in advance. Attach contract, and all receipts including gas receipts.
11. Meal expenses should be reasonable.

12. Any employee sending their individual expense report by Federal Express will have the cost of Federal Express deducted from their reimbursement.
13. All expense reports must be signed and dated by the individual incurring the expense and approved by the employee's supervisor.

### Allowable Expenses

- Reasonable laundry expenses when on travel for 5 consecutive days not to exceed \$25.00.
- Equipment purchases under \$250.

### Disallowed Expenses (including but not necessarily limited to)

- Valet parking
- Movies (hotel and in-flight)
- Annual credit card fees
- Laundry expenses when on travel for less than 5 days
- Spa/weight room charges
- Upgrades on vehicle or airfare
- Equipment purchases over \$250
- Traffic or parking fines
- Air travel insurance and other personal trip insurance
- Collision damage coverage in connection with renting a car if you have your own car insurance.
- Late fees
- Expenses over 30 days late

### Travel Advance

- Travel must be occurring at least 3 weeks from the date of submission of advance form
- Travel must be approved by Manager prior to trip

After the trip is completed a full expense report must be submitted which includes the travel advance, which is deducted from the expenses incurred.





## FINANCE

## Finance Coding

### Department Codes (aka Cost Centers)

- Program Division - 1000
- Founders - 1100; Field Offices - 1103-1110
- Northeast - 1200; Field Offices - 1220-1231
- Horizon- 1300; Field Offices - 1340-1370
- Heartland - 1500; Field Offices - 1580-1594
- Southeast - 1600; Field Offices - 1603-1605
- International Students Program - 1900
- Study Abroad Program - 2200
- Grants -- 2300
- Compliance and Quality Assurance - 2350
- Special Programs - 2400
- Higher Education - 2500
- Support Services -- 2600
- Exchange Experience Division - 2650
- Education & Training - 2900
- Volunteer Management - 2950
- Operations Division - 3000
- Finance - 3100
- Travel - 3200
- Information Technology - 3300
- Human Resources - 4100
- Facilities - 4200
- Marketing - 5100
- External Affairs Division - 6000
- Development - 6100
- Alumni relations - 6300
- Executive - 7100
- Board of Directors - 8100

### Project Codes

The default project code is 111111. Project codes for approval projects can be found on the Finance Department's wiki page.

## Paying Invoices

YFU uses two pathways for paying vendors and independent contractors- paying from invoice or check request.

### Paying From An Invoice

If you have an invoice and it needs to be approved by just one budget manager, you may write the code directly on the invoice, secure the budget manager's approval, and give the coded/approved invoice to the Accounts Payable Specialist.

### Paying From a Check Request Form

If you have an invoice that needs multiple approvals, you need to fill out a Check Request Form, secure all necessary approvals, and give the coded/approved form and invoice to the Accounts Payable Specialist.

As you become familiar with the types of expenses we pay, you will quickly master when to follow each pathway so our vendors are paid on time and in the correct amounts

### Coding Invoice

There is a complete list of our Chart of Accounts on the Finance Wiki. Please check with a budget manager to determine the correct account to use for each invoice you want paid.



IT

## Overview

The Information Technology (IT) department handles three distinct roles in our organization

- Help Desk – This is our external outward facing resource to provide a wide variety of services including user setup, moving equipment, software installation, copier support, access to systems and helping troubleshoot problems you encounter. The Help Desk is located in the National Office, but services the entire organization (district offices and home-based employees)
- Network/Servers – IT has staff dedicated to supporting our network infrastructure, servers and hosted software (like eFax). If you are in a district office and you lose your internet connection, the Help Desk will coordinate with you and the infrastructure support staff located in the National Office to get it resolved.
- Software Development – A lot of the software used within the organization was developed in-house and some of the software developed has been in constant use for over 20 years! IT has staff dedicated to developing and maintaining the software used to achieve our mission.

The IT chapter in this How-To Handbook is broken up into sections to both explain the resources available to get you started quickly and to explain how to obtain support, should it be required. Working with technology today can be a challenge. We are continually working on our systems, software and the way we provide support to limit the frustration and downtime you will most likely encounter at some point.

A white circle containing the letters "IT" in a purple serif font, set against a purple background.

IT

## Username

Your username and password are your key credentials to gain access to information and application systems at YFU. With just a few exceptions, all systems supporting YFU USA utilize one set of credentials. Your credentials will be given to you by your supervisor or the IT department on your first day of employment. Your credentials should always be kept confidential. You will be prompted to change your password at least once a year.

Listed below are the different types of network connections and the resources available within YFU USA based upon the connection type. On the top of subsequent pages, you will see these network connections referenced.

### Internal Network

If you are working from a YFU issued computer in the National Office or a district office, you are connected to our internal network. From here you can browse resources on the shared drive and your home drive. You can also print to a local office printer.

### VPN Connection

Most home-based staff connect via the internet to our firewall in the data center. This means of connection uses a piece of software that has been loaded on the computer. Accessing the YFU network through a VPN connection provides the same level of access as those who are connected through the internal network.

### Internet Connection

Home-based employees who are working through an internet connection, have access to what is publicly available such as the website, webmail and Citrix.

### Guest Network

YFU USA provides complimentary wireless access in the National Office and all district offices. This is designed for YFU volunteers, students or guests who are using a personal computer or smart phone to gain access to the Internet. Users of the Guest Network have the same access as a user on the Internet Connection.

### Citrix Connection

Employees using an internet connection have a browser-based website called Citrix available to them. Once logged into the Citrix site, users have access to the same resources as someone connected to the Internal Network.



# IT

## Emergencies

The IT department support desk strives to provide prompt and efficient support for all YFU employees. There are instances however when an IT emergency arises, and the support desk is not the best route for assistance. If you encounter any of the following IT emergencies, please follow the protocol listed in the Wiki. The IT department will be sure to get your systems back on-line in the shortest amount of time possible.

### Phone System

A phone system emergency is when you cannot make an outbound telephone call on a ShoreTel phone, you cannot call a YFU USA office, you cannot connect to a telephone number or the phone rings continuously without the auto-attendant, voice mail picking up.

### Email

An email emergency is when you cannot open your email after checking webmail and Outlook. Please try logging out and back into your email.

### Computer

A computer emergency is when your computer is not operational.

Click this link to go to the Wiki page now: <http://wiki/confluence/x/egBs>



IT

## YFU Home

### YFU Home

Accessed through the Internal Network / VPN / Citrix.

On your desktop of your computer you will find a number of icons representing the systems you will most likely need to access. Because many of the icons are browser-based, we have created an internal website that provides a link to every website that is provided and supported by YFU. Some of the websites accessed through YFU Home are Citrix, NOI, Timesheet, etc.

It is simply a convenience to avoid having to remember all the sites or create bookmarks in your browser. You must be connected to the YFU USA network to access this website.

Click this link to go to the Wiki page now: <http://yfuhome>



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IT

## Help Desk

### Help Desk

Accessed through these network connections: all network connections

The YFU Help Desk provides assistance to staff, interns, volunteers, students, host families and international partners. Support includes, but is not limited to:

- Problem management (computers, phones, printers, networking, application software)
- Tracking and resolving issues
- Providing a knowledge-base for users to help troubleshoot problems
- Online chats
- Remote screen shares with your computer to resolve an issue

The Help Desk responds to end-user problems or requests and tracks the problem(s) through resolution. One of the top priorities of the Help Desk is to ensure a consistent response, service requests, status updates and notification of changes related to the systems at YFU. In order to increase the productivity, we provide an efficient and effective means to answer all questions and resolve problems based on policies and procedures (<http://wiki/confluence/x/7Ylh>). These are always undergoing review and your feedback is always appreciated.

The IT Department provides support through a ticket system. It is preferable that the ticketing system is used rather than emailing specific IT team members. Employees can update, close or increase the priority of an existing ticket at <http://itsupport.yfu.org/support>.

- The fastest way to create a ticket is to send an email to [itsupport@yfu.org](mailto:itsupport@yfu.org).
- Calling the Help Desk is also an option: 888.720.8080. If your issue cannot be handled immediately, it will most likely be turned into a ticket and prioritized with all other tickets.
- If you are located in the National Office, you can stop by the Help Desk. A Help Desk Manager or Associate will be happy to help you enter your request into the ticket system.





IT

## Computer

On the desktop of your computer there are a number of icons representing the systems you will most likely need to access. Because many of the icons are browser-based, we have created an internal website - <http://yfuhome> - that provides a link to every website that is provided/supported by YFU. It is simply a convenience to avoid having to remember all the sites. You must be connected to the YFU network to access this website.

### Office-Based Staff

All office-based employees are provided a computer containing the necessary software applications to perform related job functions. All computers remain the property of YFU and thus the IT department has set out the following parameters:

- The installation of GoTo Meeting or similar programs can be done without assistance from IT.
- The installation of software products that modify the system itself (most Windows application software) will require assistance from the IT department.
- In order to meet the goal of providing a standard for each department, we strive to provide a single software product to all department members. Installation can be accomplished remotely.
- If you require additional software on your computer, please submit an IT support ticket.

### Home-Based Staff

All home-based employees receive a monitor, laptop computer, keyboard, mouse and printer/scanner. This equipment is shipped before the first day of employment. It is essential that, prior to the first day of employment, an internet connection is established. This can not be a wireless connection.

The IT Departments kindly requests that original shipping materials - box(es) and packaging - be kept for return shipping when necessary. This reduces the likelihood of damage to returned equipment and also makes the return shipping process simpler.

Click this link to go to the Wiki page now: <http://wiki/confluence/x/8YHg>

### Seasonal Staff

Positions such as interns and Travel Assistance Coordinators are considered seasonal staff. While office-based seasonal staff use equipment that is readily available in the office, non-office based seasonal staff must provide their own computer and telephone equipment.

With the exception of Airport Staff, seasonal staff are provided access to YFU systems prior to their first day of work and follow the same on-boarding process as all other employees.

Click this link to go to the Wiki page now: <http://wiki/confluence/x/84Hg>

All National and district office employees use a VoIP-based phone system offered by ShoreTel. All YFU employees, whether office-based or home-based, have a four digit extension. Only office-based extensions have voicemail available.

## Making a Telephone Call

Though there are many features and options available with the ShoreTel phone system, in order to begin using the phone, simply dial the 4-digit extension for an internal call or dial 9 to get an outside line.

## Setting Up Voicemail

It is important that on your first day you find the time to record your name and record an out-of-office greeting.

- Record your name: Press "Voicemail", enter your password and press #, Press 7, Press 6 and follow the prompts.
- Record an out-of-office Greeting: Press "Voicemail", enter your password and press #, Press 7, Press 1 and follow the prompts.

## Checking Voicemail

To check your voice mail from outside the office, dial the national or district office number. When you hear the greeting, press the # key and then follow the prompts.

## Advanced Telephone Functions

There are many advanced functions available on the ShoreTel phone system. Two of these functions that you may want to use sooner rather than later are the Communicator and the Conference Bridge.

For employees in the national or district offices, ShoreTel communicator software is installed on your YFU-provided computer. It can be used to configure/control the telephone from your computer without. The Conference bridge is available to everyone and provides the capability to conduct conference calls with others, both inside and outside the organization. The Conference Bridge also offers the ability to share documents or your desktop during a conference call.

Click this link to go to the Wiki page now: <http://wiki/confluence/x/jYCJ>

## Email

Accessed through all Network Connections.

Having access to email is critical for every YFU employee, as it is used as a primary communications vehicle. YFU email can be accessed from your YFU-issued computer, via a webpage or through Citrix.

Microsoft Outlook - From your computer or Citrix desktop, double-click on the Microsoft Outlook icon or select it through the Start menu.

Webmail - The version of mail you access from a browser (<https://mail.yfu.org>) does not have the same functionality as Microsoft Outlook. It is, however, a simple way to quickly and remotely access your email.

Mobile Device - If you have a mobile device that supports Microsoft EAS (most do), you can use it to access your mail by entering server name: mail.yfu.org.

Email Signature - Your email signature is created and automatically inserted into all emails sent outside of the organization.

Size Limitations - There is a size limitation for inbound email of 5Mb and an outbound size limitation of 10Mb.

Click this link to go to the Wiki page now: <http://wiki/confluence/x/QASN>

## Account Codes

If the copier is used by multiple departments, an account code will need to be entered. The Wiki link below (choose the "Cost Centers" link) provides all valid costs centers. You must add a 1 to the end of the cost center if your print/copy/call is Study Abroad (SA) related, 2 if it is International Student (IS) related or a 3 if it is related to overhead. For example, IT's account code for an IS-related task would be 33002). Account codes are also posted near the copiers.

Click this link to go to the Wiki page now: <http://wiki/confluence/x/rwCT>

## Copier

Accessed through the Internal Network only.

All office-based employees have access to copier machines. The copier can produce black and white or color copies. Each department sets a printing/copying budget and thus pays for each copy made. It is helpful to keep in mind that printing color costs roughly 10 times the cost of making a black and white copy, so it is recommended to print in color only when necessary.

Click this link to go to the Wiki page now: <http://wiki/confluence/x/7YHg>

## Printing

All office-based computers are connected to the copier which is also used for printing. The output settings (color, black and white, size, layout, etc.) are controlled through the print dialog from your computer.

If the copier is used by multiple departments, an account code will need to be entered.

Besides making copies, the copiers can also be used to create PDF files. The PDF files can be saved to a USB stick or emailed from the copier. The size of the PDF created depends on the resolution of the pages or whether you scan them in black and white or color.

## eFax

Accessed through all Network Connections

For faxing purposes, YFU uses a cloud-based solution (the software is called Biscom). All the faxes received are available through web-based software. Sending a fax is as easy as sending an email. One of the great benefits of this approach is that YFU can receive virtually limitless faxes sent to the same number at the same time. This means that those sending faxes will never experience a busy tone if another fax is being received at the same time.

Click this link to go to the Wiki page now: <http://wiki/confluence/x/AwO1>



IT

## Wiki & Electronic Learning System

### Wiki

Accessed through the Internal Network / VPN / Citrix.


A Wiki is sometimes described as communal store of dynamic information. The YFU Wiki is structured to assist with common questions for multiple departments in the organization. It allows users to search topics, communicate, make comments and share information.

The IT department has an extensive number of pages and all IT projects are entered into and updated on the Wiki. Every topic in this overview has a link back to a Wiki page where more information on the topic can be found. You can add your comments to any page, which others can view and comment upon as well. You should use the same set of login credentials as you use for other YFU systems.

Click this link to go to the Wiki page now: <https://wiki>

### Electronic Learning System

Accessed through all network connections



YFU uses a web-based, online learning resource from the company Keystone. It is a self-paced training module that all staff members can use to sharpen their knowledge on application software that is used on a daily basis at YFU. The training modules offered include Microsoft Office 2013 (Word, Excel, PowerPoint, Access and Outlook). Along with the self-paced training modules you can use the search field at the top right of the Keystone login screen to locate other articles and videos.

Click this link to go to the Wiki page now: <http://yfu.keystoneondemand.com>



IT

## iPrism, Citrix & AS/400

### iPrism

Accessed through the Internal Network / VPN / Citrix.

When you access the internet, you may see a screen that requests you enter your credentials. If so, enter the credentials you used to log into your computer. This device is a piece of hardware that blocks all adult-sites and the like. The iPrism page may appear when you are attempting to access a website that is needed within the context of your YFU work. If you do need access to the site, press the button that appears on the screen and an IT ticket will automatically be created so we can create the exception to allow access to the site.

Click this link to go to the Wiki page now: <http://wiki/confluence/x/-IHg>

### Citrix

Accessed through all Network Connections

Citrix is available to all YFU employees. It serves as a means of accessing all network folders and programs such as Microsoft Outlook, the AS/400, Wiki, and other network related programs. Home-based employees automatically have Citrix installed on their computers.

Users are able to pull documents from their own desktop (outside of Citrix) through the local C: drive onto the Citrix desktop.

### AS/400

Accessed through the Internal Network / VPN / Citrix

The AS/400 (or “green screens”) is the original workflow system (database + programs) created to maintain information on YFU’s students, host families, volunteers and schools.

Click this link to go to the Wiki page now: <http://wiki/confluence/x/IQBR>



IT

## Saving Documents

### Saving Documents

Accessed through the Internal Network / VPN / Citrix

The Shared Drive (S:) is a file share for all YFU employees. Each department / district is provided with a public and private folder for their use. The Shared Drive should only be used for files shared with other YFU employees.

All YFU computers also have an H: drive available. This is the equivalent of the standard C: drive. All files should be created on the H: drive, which is backed up daily.