

# ACTRI FAQ

## SAFETY

If you see suspicious behavior, call the UC San Diego Police Department immediately (858) 534-HELP (4357).

For an escort to parking, call UC San Diego Safety Escort Program (dusk to dawn) (858) 534-WALK (9255).

After 11:30 PM, you may schedule a Free Ride to your destination, up to one mile using the free App TAPRIDE.

## SECURITY

For Access Cards and Security issues, contact Security Operations Center (24/7) (619) 543-3762 or [medsecurity@ucsd.edu](mailto:medsecurity@ucsd.edu)

## EMERGENCY 911

For Emergencies in the ACTRI building, dial 9-1-1, which will route to Campus Police to dispatch the call to the 911 Responders.

## ENVIRONMENTAL HEALTH & SAFETY

For EH&S questions, contact Kayla Woodward, (858) 246-1852 or (858) 583-1495 [k1woodward@ucsd.edu](mailto:k1woodward@ucsd.edu) and <http://blink.ucsd.edu/sponsor/EHS/index1.html>

## FACILITIES MANAGEMENT

For Emergency requests, contact FM Customer Relations Help Desk (858) 534-2930  
For additional FM Services, see the FM Services Welcome Packet attached, which contains procedures for general maintenance and online work order requests.

For Lab Gas Cylinders, it is the responsibility of the user group to monitor the gases per use and order as needed. For building system cylinder bays, contact Facilities Management: <http://blink.ucsd.edu/sponsor/facilities-mgmt/index.html>

For Custodial needs, including refuse removal, recycling, shredding, contact FM Customer Relations Help Desk (858) 534-2930.

For Building System Training videos, contact J.R. Romero (858) 822-5801 or [jromero@ucsd.edu](mailto:jromero@ucsd.edu)

## IT SERVICES

For Computer issues, contact SOM IT: <https://ucsdhealth.service-now.com/it/> or extension 3-HELP (619) 543-4357.

For Phone issues, contact ITS at extension 41853, or submit a Customer Service Request (CSR): <http://blink.ucsd.edu/technology/help-desk/CSR/form.html#>

For Wi-Fi option to address the lack of cell phone reception:

<http://www.techlicious.com/tip/how-to-get-wifi-calling-att-sprint-t-mobile-verizon/>

## KEYS

Submit a Key/Lock Request form to the Facilities Management Work Services Center. All key and lock change requests must be submitted in writing.

<http://blink.ucsd.edu/facilities/management/maintenance/lock/changes.html>

## ANIMAL CARE / VIVARIUM

For ACP and Vivarium questions, contact ACP Customer Relations (858) 534-4262 [acp-access@ucsd.edu](mailto:acp-access@ucsd.edu); <http://blink.ucsd.edu/sponsor/iacuc/overview/topten.html>

*(FAQ continued on reverse)*

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## CONFERENCE ROOMS

For availability and scheduling, contact A/V & Room Scheduling:  
<https://hsreservations.ucsd.edu/> or (858) 822-5741.

For AV Services only, call: (858) 822-5220, or email [av-rooms@ucsd.edu](mailto:av-rooms@ucsd.edu)

## FOOD OPTIONS

**Lobby:** Vending machines include sandwiches, salads, snacks, drinks

**Café:** Planned to open in November, 2016

**Outside:** Food Truck available 11:00 AM-2:00 PM with rotating daily menu

Location: Medical Center Drive North, north of the Enterprise turnout; See:

<https://hdh.ucsd.edu/DiningMenus/>

## MAIL SERVICES

For mail services questions, contact Fred Gomez, CSC Building A, (858) 534-1167  
Altman Clinical & Translational Research Institute (ACTRI):

**9452 Medical Center Drive, La Jolla, CA 92037** (Pharmacy Licensing Address)

**9500 Gilman Drive, #Mail Code, La Jolla, CA 92093** (to receive Mail with Mail Code)

### Mail Couriers

**Location:** Drop-boxes are located in the ACTRI Mail Room, L1W910

**FedEx:** Pick up time: 4:30 PM, Monday-Friday, except for holidays posted on box

**UPS:** Pick up time: 5:00 PM, Monday-Friday, except for holidays

- Contact UPS 858-541-2345 with any operational issues/questions.

## UCSD RECEIVING & DISTRIBUTION

For incoming packages such as FedEx, UPS and freight shipments, all will be received by UCSD Receiving & Distribution, 7835 Trade Street, Suite 100, San Diego, CA 92121.

To ensure package delivery to you, update your directory information in Blink  
<http://blink.ucsd.edu> with Building and Room number; and

Update your Marketplace profile to indicate the new "Ship-To" address, and include any Lab Bay designation (letters/numbers) to ensure prompt delivery:

<https://blink.ucsd.edu/buy-pay/ways/marketplace/help/faq.html>