

2019-2020

Armory House

Resident Information

- **Internet Services**– How to log on, wired vs wireless, who to contact for help
- **Important Phone Numbers**– Student resources, Ticket information, Transportation services
- **AH Services**– Housekeeping cleaning schedule and Maintenance Requests
- **Mail and Packages**– When to pick up packages, where to go to send packages, mail delivery schedule
- **Dining Guide**– Alternate dining locations, dining policies, take out and to-go meals

Internet Service

High Speed Fiber Optic Internet Service is available to residents of Main and Suites. We understand that fast and reliable Internet service is essential to student life. That's why we use fiber optics to deliver Internet service to our properties and between our buildings to provide the same high quality service to all types of housing where Internet service is available.

What you should bring with your computer:

- ◆ Surge protector
- ◆ Some means of data backup. Web-based (google drive, dropbox.com, etc.) is best. Additionally, a TimeMachine backup for Apple Mac users can speed recovery or replacement of your computer.
- ◆ Any software that was included or purchased with your computer, or the Apple ID login used to purchase your software.
- ◆ Security cable to lock your computer when traveling around campus.
- ◆ Warranty and support information for your computer including the number to call if your computer needs warranty repair. A next-day on-site warranty is recommend if it's available for your computer.

Get Connected! Please follow the steps outlined below to set up your computer. Ethernet cables have been supplied to residents of Main and Suites.

- ◆ **Wired Access** ~~ Once you have connected your computer to the jack in your room using an Ethernet cable, you should immediately be able to access the internet.
- ◆ **Wireless Access** ~~ Wireless Internet access is also available at Main and Suites. To gain access, you can connect your computer by browsing for available wireless networks and connecting to the AH Network. The password is **Gollini1**.

***** When you begin browsing, you will be prompted to enter your username and password, which have been provided by the AH Office.**

- ◆ If connecting a device (such as game console) that does not have a web browser, email netsupport@armoryhouse.com for assistance. Please be sure to provide your MAC address when emailing. (Information on how to find your MAC address can be found at www.armoryhouse.com, "information desk", "internet".)

IT Support

- ◆ When calling to request internet support, do not forget to provide the following information when leaving a message:
 - ◇ Your Name
 - ◇ Contact Information - Best telephone number to reach you at
 - ◇ Building and Room Number
 - ◇ Problem you are experiencing

Contact Information for IT Support

- ◆ netsupport@armoryhouse.com
- ◆ 217-337-8889



Important Phone Numbers

Emergencies

911

RA Phone

217-991-0025

Student Assistance

U of I Information	217-333-1000
Safe Walks	217-333-1216
Safe Rides	217-265-7433
Campus Information	217-333-INFO
Admissions & Records	217-333-0302
Bike/Car/ Motorcycle Parking Registration	217-333-3530
Counseling Center	217-333-3704
Office of the Dean of Students	217-333-0050
Financial Aid Office	217-333-0100
McKinley Health Center	217-333-2701
Appointment Desk	217-333-2716
Dial -A- Nurse	217-333-2700
Poison Control Hotline	800-252-2022
Rape Crisis Services	217-384-4444

Ticket Information

Illini Union Ticket Office	217-333-1262
Krannert Center For the Performing Arts	217-333-6280
U of I Athletic Tickets	217-333-3470

Transportation

AMTRAK	217-352-5905
Peoria Charter	800-448-0572

State Farm Center, Champaign



AHP OFFICE

Mail & Packages

Mail

- ◆ Mail will be distributed to your mailbox Monday through Friday by 4:00 pm.
- ◆ Each mailbox is shared between two or three people.
- ◆ For your own security, do not leave your mailbox set to the last number of your combination.
- ◆ Outgoing mail should be placed in the outgoing mail slot at any time. If mailing items larger than the mail slot, please take it to the post office or a local drop box.

Packages

- ◆ The Armory House office will accept packages addressed to our residents only. All others will be rejected and returned to sender.
- ◆ In the event you receive an oversized or perishable item, you will be contacted to pick up your package as soon as possible. Please be sure we have your correct cell phone number and preferred email address.
- ◆ Packages will be available for pickup Monday through Friday from 7:00-8:30 pm. Please do not come to the office to check on the status of your package. An email will be sent through **RESIDENT PORTAL** when a package arrives for you. You can change your email preferences by logging into Resident Portal and making updates as needed.
- ◆ You must provide a photo id when picking up your package. If you are unable to pick up your package, you may send someone else to pick it up for you. You must email the office the name of the person who will pick up your package.
- ◆ AHP reserves the right to make changes to the package pick up policy as deemed necessary.
- ◆ If you need to return a package, please drop it off at FedEx, UPS, or the post office. We **CANNOT** return packages for you.
- ◆ All cardboard boxes should be disposed of in the proper containers. Boxes should be flattened before being placed in the recycling bins. Any abuse may result in the loss of package services.



Services of AHP

Housekeeping

Each week your bathtub/ shower, toilet and sink basin will be cleaned as well as the floor mopped. Your toilet paper will be restocked and the bathroom trash will be taken out. Should you need additional rolls of toilet paper, please stop by the office or ask an RA.

Cleaning supplies may be obtained from the office or an RA for your personal use. A photo ID (University ID or State ID) must be left in order to borrow any cleaning supplies. All equipment or supplies must be returned immediately after use.



Room and Bathroom

- ◆ Please have all personal items removed from the tub/ shower area and bathroom floor on your cleaning days (**Main building-** Monday and Tuesday, **Suites building-** Wednesday and Thursday). This will allow for the best possible cleaning of your bathroom.
- ◆ When using the shower, be sure the shower curtain is on the inside of the tub/ stall. You are responsible for any damage caused due to your negligence.
- ◆ When showering, be sure the exhaust fan is running the entire time. It is recommended to run the exhaust fan for an additional 20-30 minutes after your shower to assist in reducing the amount of moisture in your bathroom.
- ◆ It is your responsibility to maintain the cleanliness of your room. Residents are responsible for the condition of furniture, walls, carpet, doors, windows, and ceilings and any damage will be charged to the student's personal account.

Lounges and Public Areas

- ◆ Suites floor lounges are the responsibility of the residents on that floor. Fines will be assessed to all floor residents for any damaged or missing lounge furniture.
- ◆ Large garbage cans are located in the Suites basement and on the ends of the second and third floor hallways of Main. Please use these trash cans to discard your personal garbage, always making sure bags are tightly closed. Large items should be taken to the dumpsters located in front of the Suites building.
- ◆ Please be considerate of others and the building when discarding food garbage. Food should be tied in a plastic bag and then placed in the trash cans. This is especially important in the kitchen trash cans.

Maintenance Requests

- ◆ Residents can submit a maintenance request by logging into "Resident Portal".
- ◆ Once submitted, you can expect that maintenance should be by to assess the situation with 24-48 business hours. Maintenance requests are typically done between the hours of 9 am and 4:30 pm Monday through Friday.
- ◆ For emergencies, please contact the office during office hours, or the RA on duty.

Armory House Dining Guide

- ◆ Grill Options
- ◆ Dining Policies
- ◆ Guest Meals
- ◆ Dining Schedule
- ◆ Take Out Procedures
- ◆ Alternate Dining Locations



We welcome your suggestions! We are interested in hearing from you. Food suggestions can be made on-line or by dropping them in the food suggestion box located outside the dining room.

Visit www.armoryhouse.com and share your ideas and recipes.



Services of AHP

Café Dining Policies

- ◆ No one is allowed to enter the Café area (including the hallway between the serving area and the dining room) without first checking in. For instance, this means that guests are not allowed in the dining room while the resident gets their meal.
- ◆ The only items allowed to be removed from the dining room are a piece of fruit, a dessert, a drink in a disposable cup, or your meal in an approved “to-go container”, which may be purchased from the office.
- ◆ **No dinnerware, silverware, or glassware is allowed out of the dining area. (Failure to comply will result in a \$25 fine. Third offense is an automatic referral to J-Board).**
- ◆ Dinnerware should be placed in the busing station located in the dining room. Dispose of your garbage, place silverware in the tub on the counter, and place your dinnerware in the tubs on the shelf.
- ◆ Backpacks are not allowed to be taken into the dining room. They may be hung on the hooks in the area between the serving room and the Café or returned to your room prior to getting your food.

Serving Hours

(Final meal tickets for Creation Station must be turned in 30 minutes before the end of the meal.)

	Monday – Friday
7:00 am - 9:30 am	Breakfast
7:00 am - 9:00 am	Eggs to Order/ Omelette Station
11:00 am - 2:00 pm	Lunch
11:00 am - 1:30 pm	Creation Station
4:30 pm - 7:00 pm	Dinner
4:30 pm - 6:30 pm	Creation Station
	Saturday
9:00 am - 10:30 am	Continental Breakfast
11:00 am - 1:00 pm	Lunch
11:00 am - 12:30 pm	Creation Station
5:00 pm - 6:00 pm	Dinner (American Creation Station Only)
	Sunday
9:00 am - 10:30 am	Continental Breakfast
11:00 am - 1:00 pm	Brunch (no creation station available)

Any changes to the serving hours will be clearly posted in the serving area and online at www.armoryhouse.com.



Services of AHP

Options, Options, Options!

Creation Station Grill

The Creation Station Grill allows residents to create their own unique grilled entrée. Write your name and mark your selections on the ticket provided, then turn your order in to the grill cook. The creation station grill chef will then prepare your personalized entrée. Your name will be called over the intercom system in the dining room when it is ready and you can return to the serving line to pick up your creation.

Alternate Dining Location

Our food service is provided by the same company that provides food service to Hendrick House and Newman Hall. We have made a co-operative agreement with them which will allow you to eat your meals at Armory House, Hendrick House, or Newman Hall, whichever is most convenient for you on any given day. You will just need to enter your pin number once you arrive at the dining hall.

*** Armory House reserves the right to change this arrangement as deemed necessary.

Sack Lunch

- ◆ Sack lunches are provided ONLY for those students who, because of their class schedule cannot get back to Armory House for lunch.
- ◆ You may order a sack lunch by requesting it the night before.
- ◆ If you take a sack lunch, it will be counted as one of your meals.



Late Plate

- ◆ The "Late Plate" option allows you to pick up your meal after the serving line is closed, if you are unable to return to AHP during normal serving hours. Late plates are available Monday through Friday.
- ◆ You must provide your personal "take-out" container (available for purchase in the AHP office) to the kitchen when you request your late plate. It will be labeled with your name and your menu selections.
- ◆ When you return to Armory House, knock on the door of the kitchen or serving area and staff can get your late plate. If it is after serving hours, contact an RA to get your late plate.
- ◆ If you arrive back at Armory House earlier than expected, ie: before the serving line closes, you will still need to pick up your late plate.
- ◆ The late plate option will be counted as one of your meals regardless of if you pickup your late plate or not.