



Long Island High Technology Incubator Services Guide

Welcome

We are pleased to welcome you to the Long Island High Technology Incubator; please take a few minutes to become familiar with this guide that outlines information to help you meet your business needs. We have many resources for you, but because some are shared we also have some rules. If you have any questions or you need assistance, please contact Mary Walton, 444-8972, Ryan Welch, 444-8802 or Fran Calabro, 444-8800.

Incubator Selection and Review Committee (ISRC)

LIHTI leases are issued (primarily) for a 12-month period. The ISRC group will review your company on an annual basis and upon approval, you will receive a lease renewal for an additional year. The ISRC can serve to help find incubation-type resources, eg- collaborations or special facilities or to become a client of one of our Stony Brook programs. Any concerns about the incubator management or operations may be brought directly to the ISRC Chair or any member of the ISRC. Current information on the membership of the ISRC and their contact information is posted on the LIHTI website <http://www.lihti.org/tenant-selection.html>.

Affiliate ID Card

Because LIHTI is an affiliate of the university, full time employees of tenant companies are issued an affiliate prox card. This card will allow you gate (24/7) and building access to LIHTI, after hours (from 6pm to 7am weekdays, 24/hrs. during weekends and holidays). LIHTI's front door is unlocked during normal business hours (7A-6P). The affiliate card is also required for SUNY library services (electronic journals), wellness in the work place www.stonybrook.edu/sb/healthieru, athletic services (please see Fran or Mary for further information so we can register you for this), and free parking in LIHTI's parking lots (behind gates). Note that we reserve "visitors parking" spots for guests and ask that all company employees park behind gates in one of our LIHTI lots during normal business hours. Please see LIHTI management for the application and procedure to obtain your card at the Campus Card Office in the Administration Bldg., (see pg.8); As of January 1, 2017 the annual \$20 cost per card will be passed through to each company. For interns and temporary employees a blank prox card is issued (\$10 refundable fee) which will allow access to either LIHTI parking lots or LIHTI building 24/7 and parking lots at the discretion of your company HR Manager. See Fran or Mary for application which must be approved by your tenant company.

Parking & Permits (see attached map)

Please inform your visitors that they are to park in the LIHTI Visitor Spaces which **require a parking permit on the car's dash**. Parking tickets are issued for those without a permit. Visitors can pick up a permit when they sign-in at LIHTI's front desk or management office.

Your employees are issued hang tags (\$25 refundable fee) which are to be displayed on the rear view mirror of their car. Cars not displaying a hang tag will be ticketed. Employees may only park in the north or west lots; they cannot park in the *visitors only* spaces before the gates. They will be issued a parking ticket. We have chronic issues with this and have established a no tolerance policy for violators. Our goal is to keep spaces available up front for your visitors, as well as enough spots available for your employees. We ask for your cooperation with these policies.

Banking

You are entitled to open a business and/or personal account at the Island Federal Credit Union (IFCU). We have had good feedback and experience with them. IFCU has a walk-to office in the Health Sciences Center (level 2 near Nursing School) and in the SAC on Campus Drive (lower level) both with restricted access. See website for details <https://www.islandfcu.org/>. Multiple commercial banks are also in the region if you prefer for business needs.

Conference Room(s)

The conference room(s) are shared and available to all tenants on a first come first served basis. Please check our website calendar for availability prior to a scheduling request. Reservations can easily be made by visiting the LIHTI website (www.lihti.org) and following the conference room reservation link. Call us at 4-8800 or email Mary (Mary.walton@stonybrook.edu) and Fran (francescalabro@lihti.org) to change or cancel the room. At the completion of your meeting, please be sure to turn off lights and push chairs in. If there were refreshments served, please clean up in fairness to the next occupant. Note that each company is allocated ~four (4) hours (average) of conference room use per week. But if there is availability we will do our best to let you use them.

Note that only LIHTI Management is to open or close the dividing wall and adjust the shades,. Please ask us and we will do this for you. It looks easy but the folding wall, carpet and shades have been damaged over time.

Conference Room Equipment

We do offer some equipment for conference room use, including projectors with wireless connection capability. Please ask a member of LIHTI mgt. for guidance on using this equipment. All of this equipment must stay in the building. All equipment must be returned to us in good working order. If equipment is not operating properly, do not try to repair it, please let us know.

Conference Phone

We have a conference phone which you may use when you have a small group participating in the same conversation. Please request the phone when reserving the conference room; we will set this up for you.

Internet Connections in Common Areas

In the conference room a hardwire internet connection is located behind the wall, next to windows. We leave a (Cat5) cable there for your use. An [unsecured LIHTI wireless connection, "LIHTI wireless"](#), is available in the lobby area, conference rooms and court yard. No password is required. Use good judgment since this is unsecured.

Fire Alarm and Evacuation Procedures

In the event of a fire alarm proceed out the nearest exit immediately. Please be sure to close your office/laboratory door. You may also unlock the door, leaving the suite accessible to the Fire Dept., should they need to enter your office to investigate a problem. But the goal in closing a door is to prevent a fire or hazardous fumes from spreading from room to room.

Fire Marshall Inspections

LIHTI does rely upon the campus to inspect facilities for code violations and unsafe conditions. Safe occupancy within each suite is limited to 75/sf per employee; or no more than 13 per 1000/sf suite. Inspections will usually be a surprise for you and your employees and they will take place on a regular basis. We appreciate your tolerance and cooperation for inspections and to correct any issues that arise. Some will be corrected by LIHTI and some will be your responsibility. There are also surprise re-inspections to confirm corrections were made. We do have occasional alarms that trigger in off hours.

Some common violations include:

- Extension cords – These are strictly prohibited. Devices must be plugged directly into a wall receptacle, or into a surge protected power strip.
- Furniture or equipment blocking means of egress from the suite. It is important to make sure that doors can open fully and to maintain paths toward the exit at a minimum of three feet wide.
- Storage placed closer than 18 inches away from a sprinkler head (round white plates on ceiling). Items placed any closer will not allow the sprinkler full coverage in the event of a fire.

Please notify LIHTI management of any suspected fire or safety hazards in your suites and we will address them immediately.

Fire Marshall and Fire Departments respond quickly but we will enter a suite as needed to trace an alarm. The majority of these are dust on a smoke detector but we have had real fires as well. To facilitate first responders, WE MUST HAVE ACCESS TO EVERY ROOM IN THE BUILDING as noted in page 6 section 9(a) of your lease agreement. All locks MUST be keyed to LIHTI's master key, no exceptions.

Computers & Internet Connections in Company Suite(s)

All network lines need to be authorized by LIHTI management. Internet access is provided at no cost from LIHTI but through the SBU Campus Network so there may be some restrictions. If you require a static IP address, please inform LIHTI management. You will need permission from SBU to have a static IP. LIHTI is responsible for network connections from the campus and up to your suite. Any networking problems within your own suite or company's network or individual computers are your responsibility. We allow routers to link your computers together but encourage that secured networks are utilized.

Telephones

LIHTI telephone lines (631-444-xxxx and 638-xxxx) are supplied and maintained through TeLNeT (a campus provider). Phone service in your suite requires you to set up a third party account with TeLNeT by [calling the Billing Department at 631-632-9408](#). You will be asked to submit an email request to telnetbilling@stonybrook.edu. Please provide them with your name, business name, suite number, and business address; LIHTI, 25 Health Sciences Drive, Stony Brook, NY 11790. **Be aware that a TeLNeT phone number cannot be ported when you graduate from LIHTI. The campus owns 631-444-xxxx and 638-xxxx phones numbers and will not release these.**

A less expensive alternative is to use your cell phone or an internet-based phone system (VOIP), eg- Vonage. One advantage is that these numbers can be ported with you when your company graduates from LIHTI. Your street address will have to change on all your literature, business cards and website but with the same phone number, your contacts will be able find you more easily after you graduate.

FAX Machine

LIHTI does have a shared Fax machine located near mailboxes. FAX Operating Directions (also posted above FAX) are;

- Accepts Letter size paper only for outgoing and incoming faxes.
- Place page(s) face down on fax machine
- Press energy saver button
- Dial FAX number;
 - On campus numbers, dial 5 digit number, e.g. 25555.
 - Local off campus (631 area code) dial 9, and 7 digit local number.
 - For long distance dial 9, 1, area code, and local number.
 - Canada does not require an international code; use above long distance instructions.
 - International dial 9-011-country code and local number. International codes can be found at multiple websites (e.g.- www.countrycallingcodes.com)
- Press green "start" button.

Your fax will be sent and a confirmation (or error) page will be printed indicating whether or not the transmission was complete. If you cannot wait for a receipt, it will remain on the fax machine and be placed in your company's cubby/mailbox later when we find it.

Internal Campus Mail (Cubby)

Each company has a cubby for internal mail. Companies in the Northeast wing have cubbies located across from suite 235. All others are next to the postage scale in the reception area. Rent invoices are delivered to your cubby on the first weekday of each month. Please check your cubby daily. Campus mail is picked up and delivered from LIHTI and campus addresses (SBU, SB Medicine, CEWIT, AERTC, etc) on Friday mornings. See “Campus Mail Outbox” above LIHTI cubbies. **The “campus zip” for mail to LIHTI is Z=9900. Company name and your name must be included. Outgoing campus mail must have Z=plus campus zip code.**

USPS Mail

Each company is issued a key to their assigned US Postal Service mail box; your mail box number may or may not correspond to your suite number – please note this is NOT USPS PO Box # and should not be listed as such (PO Box is used only by USPO at their post offices). This mail box # should be included on all correspondence as part of your address. Mail is picked up and delivered once a day, usually about 1:00pm; (oversized pieces are placed under the mailboxes; be sure you check for packages). The Stony Brook Post Office delivers our mail; please call them at 751-6245 for any problems. Your company address should be listed as follows:

Company Name
25 Health Sciences Drive, Mail Box #
Stony Brook, NY 11790

Shipping by FedEx and UPS

Both FedEx and UPS deliver envelopes/packages throughout the day. If you are unavailable to sign for your delivery please have a signed authorization form on file to allow management to sign for you (see mgmt. for form). Please pick up deliveries in a timely manner; they are stored in your cubby or (if large) under the postage machine. If your package contains specific instructions, is time sensitive, or packed in dry ice and we cannot reach you by phone, we cannot sign for you and accept delivery. See us for contact information to set up your account online. FedEx must be notified in advance for FedEx Ground pickup (www.fedex.com – check the box for Ground; requests must be made 24 hrs. in advance; limit is 150 lbs.). FedEx and UPS need to be notified for freight packages; see www.fedex.com or www.ups.com . When you call or enter info online, know weight and dimensions of your package and pay in advance. They require an exact amount, since their drivers do not carry cash. They will give you a pick up number. Pickups are made every weekday for Regular UPS (at 5pm) and FedEx (4pm). There are pickup bins in the mailbox area (please check bins for notices regarding any changes in pickup times). Each tenant should have their own account number. Some emergency supplies are stored by us, but you may order your supplies through FedEx and UPS directly.

UPS billing questions – 1-800-811-1648

FedEx and FedEx Ground 1-800-463-3339 (1-800-go FedEx)

DHL – must be called for all services 1-800-CALL DHL

Binding Machine

A binding machine for creating bound reports is available for use. Supplies are also available in our stockroom. Please see management for instructions and supplies.

Electrical, Plumbing & Construction

Remember that you are renting space, you do not own it. All electrical/plumbing/construction work, changes or installations must be approved by the SBU Facilities Planning office, and must be performed by LIHTI contractors under the direction of LIHTI management. Our facility must comply with state and commercial regulatory codes. Please speak with LIHTI management of any proposed changes to existing equipment or purchases of any new major equipment for your suite. You will be billed for all alterations (eg- new electric line, plumbing a device to water and drain, etc) to your suite and any work that is not a repair. *Please note: All major appliances/equipment being put into service in your suite must be preapproved.*

General Cleaning & Maintenance

We are responsible for repairs, maintenance, and cleaning of shared areas. You are responsible for cleaning your suite and for reasonable care of shared space. There are companies we can suggest for your office/laboratory cleaning needs. Please consider having your suite cleaned on a regular basis. In order to protect the floors we suggest that you have your carpet cleaned and floor tiles stripped and waxed annually. Please notify us of burned out light bulbs, water/liquid on floors, or leaks in your suites, or any hazard that needs attention.

If you place small office sized garbage in plastic bags outside your suite by 5:00pm then LIHTI's cleaning company will dispose of it later in the evening during workdays. *Please recycle cardboard and paper in the bins in the North kitchen. The cleaners are not responsible for picking up cardboard or paper. If you have a large volume of trash, or heavy materials, this will not be picked up.* There is a dumpster on the south side of the building which you may utilize anytime. Place material into dumpster. Do not just leave large objects next to the dumpster. The one exception is pallets. If you have pallets to be discarded, please leave them against the fence next to the dumpsters and let us know. We will have them picked up.

Kitchen – Break Room

There are two break rooms for your convenience; next to suite 102 in the west wing and next to suite 225 in the north wing. Both contain a microwave oven, refrigerator-freezer, toaster, hot water heater, and coffee maker. In the west break room, coffee is made daily, milk and sugar are provided. There are also soda and snack machines (independent vendor supplied) in the north break room. The microwave ovens must use containers that are MICROWAVE SAFE. Please be sure to heat food in containers that are noted as “safe for microwave use”. We have had problems with this in the past and ask for your strict attention to this detail. *The refrigerators are cleaned out every Friday.* Be sure to remove your food by then; anything remaining will be thrown out. All food must be marked with your name and date; unmarked items will be tossed. This is a shared facility, please clean up after yourself.

Recycle & Waste Management

There are paper-cardboard recycle bins in the North break room. All corrugated cardboard placed in the bins **must be broken down / flattened first**. Styrofoam and plastic packing materials should be thrown out with your regular trash. Large pieces of Styrofoam and large amounts of packing material should be taken directly to the dumpster. **Do not leave this trash in the kitchen**. Other bins are for plastic and metal recycling. Bins are emptied on Tuesdays and Fridays. If you have pallets to be discarded, please leave them against the fence next to the dumpsters. Then let us know so we can make arrangements for pick up. For very large items you can try 1-800 Got Junk (1-800 468-5865), Junk in my Trunk (877-789-5865), or take them to PK Metals Recycling www.pkmetals.com; they will pay nominal amounts for metal). It's not easy and the rules keep changing but please try. If there is something not easily recycled then place it into the dumpster. Do not place items other than pallets outside of the dumpster.

Hazardous and Regulated Medical Waste

All companies who generate hazardous chemical waste or regulated medical waste must receive the required training from the manager of hazardous waste at SBU. There are two options for training –

- Attend a class. The schedule for hazardous chemical waste can be found at; <http://www.stonybrook.edu/ehs/training/schedule.shtml?env001> and for regulated medical waste visit <http://www.stonybrook.edu/ehs/training/schedule.shtml?env005> or
- Take the required course on-line via Blackboard: <https://blackboard.stonybrook.edu/> However, to attend an on-line class you will need a Stony Brook issued net ID.

For further information, please email hazwaste@stonybrook.edu, or speak to a member of LIHTI management.

Campus Map with Campus Card Offices Highlighted

