

## THE SUPPORT REPORT

The PFW Campus Support Staff Advisory Committee (CSSAC) Newsletter

## Technology Updates

PFW technology has gone through a lot of changes recently! Here are some updates and answers to questions people have been asking.

### Office Directory

Since the Outlook migration, people's office locations no longer show up in Outlook. This is on IT's radar and they are working on fixing it, but there's no timeline available yet.

### Soft Phone Switch

All PFW employees are being moved from the current phone system to Microsoft Teams calling. This means no more physical phones; all calls will come through your computer or smartphone. Your phone number won't change. Don't throw away your desk phone—they will be collected later. More details on the [soft phones FAQ page](#).

### Eliminating Duo Mobile

Purdue is switching their multi-factor authentication (MFA) process from Duo Mobile to Microsoft Authenticator. Make sure you have the Microsoft Authenticator app downloaded and are enrolled with your @purdue.edu email address. Don't delete Duo Mobile until the migration is complete! Learn more on [this page](#).

### Digital Accessibility Requirements

All PFW staff are required to comply with new [digital accessibility requirements](#) for anything you do that's digital. For more information about what that means for you, visit the [Digital Accessibility Task Force webpage](#) or contact Kate Tierney-Louch at [ketierne@pfw.edu](mailto:ketierne@pfw.edu).

## Resource Highlight: Qualtrics

Qualtrics is an online survey creation, collection, and analysis tool. Anyone with a Purdue Career account (which includes staff!) can access Qualtrics and create surveys.

To access Qualtrics, visit [purdue.qualtrics.com](https://purdue.qualtrics.com). If you haven't used it before, you'll need to create an account by logging in with your Purdue Career account information.

For more information about Qualtrics and how to use it (including how to create your account), Purdue IT has a [Qualtrics FAQ](#) page as well as a [video tutorial](#). [Qualtrics' Support page](#) also has a variety of tutorials and help topics. Purdue IT can provide additional help if you need it.

## Benefit Breakdown: Prescription Resources

Over the last few quarters of 2025, AffirmedRX, our prescription administrator, has updated our [formulary listing](#). Affected employees have received letters that reflect changes to their specific medications; however, it is important going into a new plan year to understand what these changes may mean toward your expenses.

If you have specific questions in regard to your prescriptions or level of coverage, AffirmedRX provides [Patient Care Advocates](#) to help guide you and find you the most cost effective options.

Using the [AffirmedRX Member Portal](#) or the [Pulse mobile app](#) will put information on your plan and coverage at your fingertips. You can quickly refer to the site to see whether a medication is covered and will provide estimates in cost at nearby [in-network pharmacies](#) so that you can get your medication filled at the facility that works best for you.

### Cost Saving Tools

**RX Savings Solutions:** RX Savings Solutions is a confidential tool that works alongside Purdue's prescription plan to identify opportunities to save money on prescription medications. It provides ways to save by locating better prices in our area for prescription drugs, helps to identify lower cost medications that work the same way and connects employees with a certified pharmacy technician for assistance, if needed.

**Center for Healthy Living:** CHL's pharmacy staff can help research lower cost options for you and work with your primary care provider to help assure that you are on the most cost-effective option. You can contact CHL to make an appointment with the pharmacist at 765-494-0111.

**Manufacturer's websites:** Some drug manufacturers offer discount savings programs and coupons on their websites. Google the name of your prescription to visit the manufacturer's site and see if there are any discount programs or coupons offered.

**Mail order pharmacies:** Mail order pharmacies such as Mark Cuban's Cost Plus or Amazon may save additional cost as well as add convenience in having your medications delivered to your door.

**Discount / coupon offer websites:** Discount programs and coupons do not run toward your deductible, so you will want to plan ahead if using these types of savings. [GoodRX](#), [Single Care](#), and [WellRX](#) are good programs.

Questions? Contact Amy Jagger in Human Resources at [anjagger@pfw.edu](mailto:anjagger@pfw.edu) or 260-481-6096.

## Connect with CSSAC!

- **Submit an idea, question, or concern to CSSAC:** Submitting a [Bridge Question](#) will bring your ideas, questions, or concerns to CSSAC's attention. You can even choose to submit anonymously.
- **Learn more about CSSAC:** Visit the [CSSAC website](#) to learn more about who we are and what we do.
- **Want to serve as a CSSAC member?** Fill out the [form](#) to let us know you're interested!

## Did You Know?

Effective immediately, all Spring 2026 fee remission forms must be emailed to [hr@pfw.edu](mailto:hr@pfw.edu). Paper forms can also be sent to HR through inter-office mail. To help ensure a smooth process, kindly avoid sending them to Payroll. Thank you!