

 **AUC** *Campus*
Guidelines Fall 2023

COVID-19
AUC Guidelines



KEEP AUC
Coronavirus-Free

www.aucegypt.edu/coronavirus



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INTRODUCTION

AUC is committed to providing a safe academic and work environment for its students, faculty and staff. Thus, the safety precautions and requirements implemented for COVID-19 are now less strict; AUC will keep monitoring the status in case of situation changes. While these precautions and requirements may or may not be effective in mitigating the spread of COVID-19, the University has been implementing a carefully planned and measured operation of its campuses based on the best practices of the WHO, the Egyptian Ministry of Health and Population and the Centers for Disease Control and Prevention.

Spring 2023 measures are being relaxed in accordance with the decline of infection rates nationally and in AUC. AUC will be monitoring the situation and will be flexible to revert back on some of the measures as needed.

Throughout AUC's response to the COVID-19 pandemic, the University has remained focused on the health and safety of our faculty, students and staff. This commitment has never wavered, and it remains a guiding tenet as the University continues with carefully planned and measured face-to-face operation.

WHAT IS AUC DOING TOWARD A SAFE ACADEMIC AND WORKING ENVIRONMENT?

- Mitigate the risk of exposure by requiring AUC community members to regularly monitor their personal health status. Community members should not come to either campus if they are showing symptoms.
- Utilize enhanced cleaning and disinfection protocols across campuses.
- Encourage the entire AUC community and visitors to follow specific guidelines through signage and other communication methods leading to good hygiene practices.
- Follow best practices from the WHO, MOH and CDC.

SAFETY MEASURES

GENERAL SAFETY MEASURES

- Masks are optional on campus and on all AUC buses (they are encouraged for people with autoimmune diseases).

- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, after blowing your nose, coughing or sneezing. If soap and water are not readily available, use an alcohol-based (at least 60%) hand sanitizer.
- Avoid touching eyes, nose or mouth with unwashed hands.
- Stay home if you have flu-like symptoms and self-isolate to limit exposure to others.
- Avoid close contact with people who are sick.
- Avoid sharing common office supplies such as pens and notebooks.
- Clean and disinfect shared objects and surfaces using regular household cleaning supplies.



FACE COVERINGS AND MASKS



How to use a face mask or face covering:

- Wash your hands before putting on your face mask.
- Put it over your nose and mouth, and secure it under your chin.
- Try to fit it snugly against the sides of your face.
- Make sure you can breathe easily.
- Keep the mask on your face when you are around others.
- Do not put the mask around your neck or on your forehead.
- Do not touch the face mask, and, if you do, wash your hands.



How to take off your face covering:

- Untie the strings behind your head, or stretch the ear loops.
- Handle only by ear loops or ties.
- Fold the outside corners together.
- Place cloth face coverings in the washing machine, and dispose of single-use ones.
- Be careful not to touch your eyes, nose or mouth when removing the mask, and wash your hands immediately after doing so.

Care for face coverings:

- Cloth face coverings should be washed after each use.
- Wash your face covering with your regular laundry.
- Use regular detergent and the warmest appropriate water setting for the face covering material.
- Disposable masks should not be used for more than one day and must be disposed of appropriately at the end of the day.



SECURITY GUIDELINES

ACCESS TO CAMPUS

All community members with an active AUC ID are granted access to campus from all gates and entrances. All community members must have their AUC IDs with them at all times. Not having a valid, active AUC ID will likely cause considerable delays during entry and exit.

More Information

Contact gatepass@aucegypt.edu if you have any inquiries or feedback.

VISITOR ACCESS TO CAMPUS

All campus visitors must be pre-registered before arriving on campus to allow the University to monitor and control their presence on campus.

General Guidelines

- The host (faculty or staff only) must submit the visitor's information 24 hours before the visit by filling in the visitor registration [form](#).
- Gatepass@aucegypt.edu will review the submitted visitor information and contact the host with the visit status.
- Completion of the form does **not** guarantee that a visitor will be approved to enter the campus.

Gates and Entrances

- Visitors to AUC New Cairo can only enter via gates 1 and 4.
- Visitors to AUC Tahrir Square can enter via the Mohamed Mahmoud entrance or the Falaki Academic Center's main entrance. Access is also via the Sheikh Rihan entrance, except on Fridays and Saturdays.

- Visitors to the AUC Tahrir Square Bookstore can enter via the bookstore entrance on the corner of Kasr El Aini and Sheikh Riham streets.

Contractor Access to Campus

Contractors are allowed to access campus via Gate 3 only.

Repetitive Visitors

Contact gatepass@aucegypt.edu to coordinate campus access for this type of visitor.

Events Visitor Process

- Contact gatepass@aucegypt.edu to process visitor access to the event.

More Information

Contact gatepass@aucegypt.edu if you have any inquiries or feedback.

PARKING SERVICES

AUC uses the Parking Access System, which provides both access control measures to the campus and the collection of the parking subscription fees. Graduate and undergraduate students, faculty and staff will enjoy the full cashless experience offered by PAS during their daily access to campus.



For more information about PAS, please contact parking@aucegypt.edu.

Payment:

Parking Subscription for Students

- Go to the [parking subscription page](#).
- Log in using your AUC e-mail credentials.
- Check the corresponding subscription duration needed and click "Subscribe."
- You will get a notification e-mail.
- The fee will be charged to your Banner Self-Service student account to be paid with the tuition.

One Day Pass

If you are an enrolled undergraduate or graduate student and wish to access the campus by purchasing the One Day Pass, swipe your ID at the reader to your left during entry at one of the designated gates. The corresponding One Day Pass fee amount will be charged either to your AUC Pay account (if you elect to use this service via the AUC Pay Portal) or through your Banner Self-

Service student account to be paid with the tuition. Please visit the [AUC Pay webpage](#) to learn more about how to activate AUC Pay.

For more information about PAS, check the [FAQs](#) or contact parking@aucegypt.edu.

AUC ID SERVICES

The ID Center will continue to provide ID services during operating hours. To avoid an unnecessary visit to the ID Center or long waiting time, please consider the following guidelines:

First-Time ID Issuance, ID Replacement or Renewal

- Call ext. 3725/3871, or reach out via idcentdir@aucegypt.edu, and provide your ID number along with the requested service.
- The ID Center operator will process your request and schedule a visit for you if needed.

ID Activation for Offices or Labs

- Call ext. 2468 or email keys@aucegypt.edu, and provide the needed information, including the office or lab number and the approval of the area head or dean.
- The ID Center operator will process your request and schedule a visit for you if needed.

More Information and Contacts

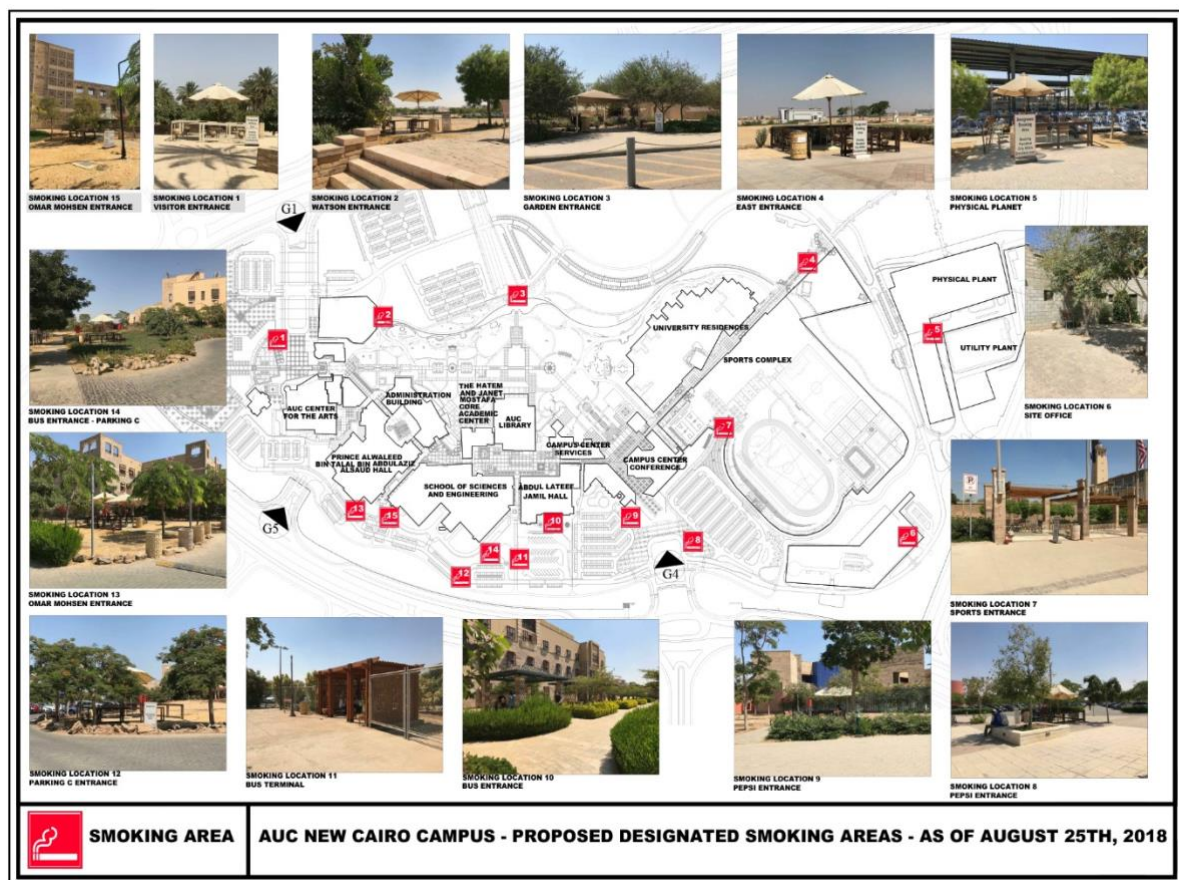
- All community members must have their AUC IDs with them at all times. Not having a valid, active AUC ID will likely cause considerable delays during entry and exit.
- For lost IDs, please report the case immediately to the ID Center and obtain a new ID and deactivate the old one.
- If your AUC ID is not working, please contact the ID Center for assistance.
- Please contact the ID Center at ext. 3725/3871, email idcentdir@aucegypt.edu or visit Room P029 at the Administration Building.

TOBACCO-FREE COMMUNITY POLICY

All persons present at any time inside the pedestrian walls of either AUC campus are prohibited from smoking or consuming any tobacco products outside of the designated smoking areas. The designated smoking areas on the campuses are marked with signs and a perimeter that delineates exactly where the use of tobacco products is permitted.

Security guards are authorized to check and make a note of the IDs of whoever violates this policy. Refusing to submit the ID would be considered a violation of the AUC ID Card Policy and could result in the suspension of access to campus.

In the case of a violation, the violating person's information will be taken down, and they will receive a letter informing them of the rules outlined in this policy. Should an individual continue to violate the policy, they will face progressive sanctions. More information about the Tobacco-Free Community Policy can be found [here](#).



CAMPUS FACILITIES

AUC TRANSPORTATION

Guidelines

- On any AUC bus, face masks are optional.

- Masks are encouraged for people in the community with autoimmune diseases.
- Passengers should avoid touching surfaces with their hands as much as possible.
- Passengers are encouraged to wash their hands or use hand sanitizer before entering and after exiting the bus and before removing face coverings.

AUC FOOD OUTLETS

Operation on Campus:

AUC New Cairo food outlets will operate normally according to the following schedule:

Outlet Name	Location	Working Hours		Working Days
		From	To	
Tabali	Prince Alwaleed Bin Talal Bin Abdulaziz Alsaud Hall	9:00 am	7:00 pm	Sunday - Thursday
TBS	Prince Alwaleed Bin Talal Bin Abdulaziz Alsaud Hall	8:30 am	7:00 pm	Sunday - Thursday
Tarwe2a	The Hatem and Janet Mostafa Core Academic Center	9:00 am 9:00 am	9:00 pm 5:00 pm	Sunday - Thursday Saturday
Quick 24	Bartlett Plaza	8:30 am 8:30 am	9:00 pm 5:00 pm	Sunday - Thursday Saturday
Formula Onderful	School of Sciences and Engineering (beside the Bus Entrance)	9:00 am	9:00 pm	Sunday - Thursday
Main Cafeteria (Relish)	Campus Center	8:00 am	11:00 pm	Daily
Faculty Lounge (Relish)	Campus Center	12:00 pm	4:00 pm	Sunday - Thursday
Cilantro	Campus Center	8:30 am 8:30 am	9:00 pm 5:00 pm	Sunday - Thursday Saturday
L'Aroma	University Garden (behind the AUC Library)	8:30 am 8:00 am	7:00 pm 5:00 pm	Sunday - Thursday Saturday
Butcher's Burger	Americana Food Court	9:00 am 9:00 am	9:00 pm 5:00 pm	Sunday - Thursday Saturday
Smiley's Grill	Americana Food Court	9:00 am	9:00 pm	Sunday - Thursday

		9:00 am	5:00 pm	Saturday
Seoudi Mini Market	AUC Sports Center	8:00 pm	11:00 pm	Daily

AUC Tahrir Square food outlets will operate according to the following schedule:

Outlet Name	Location	Working Hours		Working Days
		From	To	
L' Aroma	TCC cafeteria	9:00 am	4:00 pm	Sunday - Thursday*
L' Aroma	Falaki Building Ground-floor outlet and third-floor cafeteria	9:00 am	9:00 pm	Daily

*Working hours could be extended during events.

Food Outlets Guidelines

- Strict personal hygiene and sanitization of all areas are implemented.
- Food-outlet employees are receiving continuous training on preventive measures.
- All food-outlet employees are provided with sanitizers and gloves.
- Plexiglass barriers are placed at tills/counters, as feasible, for additional protection.
- Use AUC Pay or credit cards to minimize cash exchanges inside the outlets.

Guidelines for Having Meals on Campus

- Before and after eating, wash your hands thoroughly for at least 20 seconds.
- Avoid sharing utensils.

CLEANING AND DISINFECTING

- Soft Services will clean and disinfect frequently touched surfaces at least twice daily. Frequently touched surfaces may include doors, door handles, chair armrests, tabletops, handrails, podiums, light switches, trash receptacles, elevator buttons, drinking fountains, vending machines, etc.
- School staff can coordinate with the Office of Integrated Services to request additional disinfection in between classes by emailing facilities@aucegypt.edu or calling ext. 2222.
- Faculty members need to abide by sessions' allotted start and end times to allow cleaning and disinfection teams to proceed; any changes need to be sent to the Office of the Registrar beforehand.

HELPDESK OPERATIONS

To enhance management and operations services, we have launched an online self-service portal for the offices of integrated and hard services.

It is an automated tool to ensure an efficient and consistent customer experience. It facilitates the process of placing, describing and tracking requested services.

The form is available through the following link: [Operations Self-Service Portal](#). There, you can place any service request related to maintenance, housekeeping, pest control and landscape services. The services are available to both campuses and the AUC off-campus premises.

The helpdesk operations office can receive emergency calls from Sunday to Thursday (8:30 am to 4:00 pm) at +20.2.2615.2222 or ext. 2222.

The following email address will be used only for following up on requested services: facilities@aucegypt.edu.

TRAVEL

- International travel will be restricted to essential travel only; however, we will follow local government announcements and travel regulations to decide the appropriate time to relax travel restrictions.
- Due to the shifting epidemiology of the virus, a particular destination considered relatively safe now may be deemed unsafe next semester and vice-versa.
- Detailed travel information will be shared on the AUC [travel website](#).

EVENTS MANAGEMENT

AUC New Cairo:

- Events are open to members of the AUC community who currently have access to campus.

AUC Tahrir Square:

- Events are open to members of the AUC community who currently have access to campus.

PUBLIC HEALTH

Online Health Self-Check

- Any member of the community who exhibits COVID-19 symptoms or flu-like symptoms and wishes to report to the clinic can conduct a health self-check based on the COVID-19 symptoms listed at this [link](#) and respond to a 30-second questionnaire (New Cairo and Tahrir).
- Upon reporting your symptoms and receiving a red face, the clinic will call you back to go over your case with you and give you medical advice as needed.

- Please begin the health self-check by inserting your AUC credentials in this [link](#).

It is recommended to follow these guidelines to keep yourself and others protected:

- ✓ Avoid unsafe gatherings.
- ✓ Avoid poorly ventilated indoor spaces.
- ✓ Wash your hands often with soap and water or use hand sanitizer with at least 60% alcohol if soap and water are not available.

COVID-19 Suspected Cases Process

- A **red face** is reported by the self-check system or the Office of Medical Services (case presents to the Office of Medical Services or reports to the Office of Medical Services via email medicalserv@aucegypt.edu or emergency phone +2.012.8000.1039).
- The case is verified by completing the medical data, medical reports, blood tests and CT scans.
- The case will self-isolate for 5 days or until the symptoms end.

AUC CORONAVIRUS COMMUNITY DASHBOARD

As part of AUC's effort to mitigate the risks of COVID-19 and provide the needed data to the community, we have developed the [AUC Coronavirus Community Dashboard](#).

We are closely monitoring the infection rate updates in both Egypt and the AUC community.

OFFICE OF MEDICAL SERVICES

The Office of Medical Services operates the AUC New Cairo and AUC Tahrir Square clinics with the following services:

Emergency Services

- Emergency services are provided 24/7 at the AUC New Cairo clinic and from 8:00 am to 10:30 pm at the AUC Tahrir Square clinic.
- Both clinics provide emergency services such as life support, stabilization and ambulance transfer.
- The emergency services are available to AUC students, faculty and staff.
- In case an AUC community member or visitor is injured or suffering from a medical condition that requires emergency first aid or examination by the medical team in charge, the patient or any attending person should immediately call the medical hotline on +2.012.8000.1039 or +20.2.2615.4000 or dial ext. 4000 from any on-campus phone

for the New Cairo clinic. For the Tahrir Square clinic, call +20.2.2797.5000 or dial ext. 5000.

- The caller should provide the following information:
 - The detailed location, approximate age, gender and name (if known) of the injured/sick person
 - As much detail as possible about the nature of the injury or illness
 - Information about any hazards that may threaten the patient, people around or the responding team
 - The name, ID and department of the caller
- The emergency response medical team moves immediately to the site of the emergency.
- The severity of the patient's condition is assessed and a medical decision can be taken.
- Emergency services are also available at the off-campus residences and Faculty Housing clinic located on plot 1 from 8:00 pm to 8:00 am on weekdays and 24/7 on weekends.
- Ambulance services: The AUC ambulance service is intended for the transport of critical cases on the New Cairo campus only; the medical team in the Tahrir Square campus will arrange for an external ambulance when needed for critical cases.
- If any member of the AUC community faces an emergency outside the AUC premises, they should contact the nearest hospital or call 123 for the Egyptian ambulance service.

Primary Health Care Services for Cigna Subscribers

- The clinic offers primary health care for Cigna subscribers in the form of:
 - Physical examination and treatment prescription
 - Referral for requested testing (lab tests and imaging)
 - Referral for specialized medical consultation when needed
 - Authorization of external prescriptions and chronic monthly medication dispensation from affiliated pharmacies branches
- Arranging on-campus annual checkups for Cigna subscribers
-

During a hybrid or online mode of instruction, the clinic will be working on an emergency basis with the following arrangements:

- Cigna subscribers who need a monthly prescription must notify the Office of Medical Services of their request through email (medicalserv@aucegypt.edu) 3 working days before the due date. The emails are channeled to our AUC clinic physicians who issue the needed prescriptions or referrals.
- The requests are channeled to the AUC medical team who issue the needed prescriptions.
- The prescriptions are then sent daily to the assigned pharmacy and a confirmation email is sent to the subscriber to collect the medications with time and location details.

- The AUC medical team receives requests for lab and imaging services via email (medicalserv@aucegypt.edu) with the original treating physician's note. Referrals are then sent as a soft copy via email to the subscriber, signed and stamped, to be used in the lab or scan center.
- For external physicians' examinations, referrals are also issued and sent as soft copies through email to the subscriber.

Wellness Programs and Consultancy Clinics

To promote the health and wellness of the AUC community, the following clinics are now operating:

- AUC New Cairo clinic: nutrition, smoking cessation and psychiatric services
- AUC Tahrir Square clinic: psychiatric and smoking cessation services

For appointments, use the online booking system or click [here](#) to go to the AUC clinics page.

Events Medical Coverage

- The Office of Medical Services provides medical coverage for on-campus events (concerts, cultural events, commencement, etc.).
- Coverage of the medical requirements for sports events, from tryouts, practices and matches to tournaments played on or off campus, is available upon request from the Office of Athletics.
- The Office of Medical Services receives requests from the concerned department at least one week before the event to provide medical assistance, including details such as the venue, number of attendees, nature and duration of the event.
- The medical coverage may include physicians, nurses and an ambulance according to the size and medical requirements of the event; this may also include a golf cart on the New Cairo campus.

Sick Leaves for Employees

Sick leaves may be granted based on the following:

The employee is examined internally at the AUC clinic and the physician issues a sick note based on the medical findings.

- Employees who were assessed by an external physician or underwent a medical procedure or a surgery and received a sick note, should provide the clinic with the following documents:
 - Detailed, official, original, stamped sick note issued by the external health provider, including the number of leave days required
 - Related lab results, imaging reports and prescription for medication
 - The Leaflet to Attend Medical Examination form (an original form and two copies) signed by the supervisor on the first day back at work after leave

- The AUC physician approves reports and recommendations in the case of an external treating physician.

Hosting Work Permit Renewal

- As part of the legal requirement for the renewal of work permits, non-Egyptian employees have to perform some lab tests. The AUC clinic, in collaboration with the Business Support Unit, hosts the testing of non-Egyptian faculty and staff.
- The clinic provides the physical space and the required materials and supplies for the test, which will be performed by the MOH Central Health Laboratories teams.

AXA Representative

The Office of Medical Services hosts an AXA representative physician, offering the required services to AXA subscribers on a first-come, first-served basis, at the New Cairo and Tahrir clinics. The AXA physician is available Sunday through Thursday from 10:00 am to 3:00 pm at both clinics.

Important to Know

- AUC medical services are provided with an appointment, except for emergency services.
- On weekends, official holidays and after 4:00 pm on weekdays, the clinic receives emergency cases only.

LOCATIONS AND CONTACT NUMBERS

AUC New Cairo

Working hours: 24/7

Location: Campus Center, Plaza Level, Room P051

AUC emergency landline: ext. 4000

t +20.2.2615.4000

Should your call go unanswered, please call 123 for the Egyptian ambulance service.

Ambulance services are provided for critical cases on the New Cairo campus only.

If an emergency occurs outside of working hours, please contact +2.012.8000.1039.

AUC Tahrir Square

Weekday and weekend working hours: 8:00 am - 10:30 pm

Emergency landline: ext. 5000

t +20.2.2797.5000

Mobile: +2.012.8000.1039

STUDENT LIFE

OFFICE OF STUDENT LIFE

The Office of Student Life facilitates student organization events according to the University's set procedures for approval of events in Fall 2023. All student organizations will follow the procedure for requesting meetings and/or small/medium/large/mega events on AUC Connect. Student organizations are expected to adhere to the Student Events Management Manual (SEMM) and the University's safety precautions.

OFFICE OF RESIDENTIAL LIFE

Health and Safety Procedures

The University Residences are still implementing the following policies and procedures in our continued efforts to help prevent transmission and limit the infection rates:

- Positive cases will be required to self-isolate for 5 days (while in isolation, residents are not allowed to leave their rooms except to use the bathroom).

Violations of these procedures will be reported and may result in disciplinary actions by the Office of Student Development and Community Relations.

Other specific safety measures in the University Residences include strategically placed signage in public and private spaces with reminders to follow the guidelines.

OFFICE OF ATHLETICS

Depending on the number of COVID-19 cases on campus, the Office of Athletics may have to close some or all of the indoor athletic facilities for some time and will inform the AUC community accordingly.

Use of Outdoor Courts and Fields

All students, faculty, staff and alumni with access to campus may use the outdoor courts and fields without the need to register on AUC Connect. The tennis center court is available from 8:30 am to 9:45 pm. Schedules are subject to change.

Use of the Gym, Pool and Squash Courts

All students, faculty, staff and alumni with access to campus will have access to the gym, pool and squash courts.

Fitness Classes

The Office of Athletics also offers free fitness classes, including dance, yoga and kickboxing with schedules posted on AUC Connect, athletics website and social media.

Steps to Register to Use the Gym and the Pool

Members of the AUC community who have access to campus will be added to AUC Connect and will be able to sign up to use these facilities.

If you are not yet able to access the AUC Connect “event” to sign up to use the gym or pool, please contact baheer_h@aucegypt.edu.

Please be sure to sign up one day in advance to use the gym, pool or squash courts.

Gym, Pool and Squash Courts Hours of Operation

The daily hours of operation for the gym rooms, including the cardio and strength rooms, the pool and the squash courts, will be posted on AUC Connect.

Capacity and Length of Workouts at the Gym, Pool and Squash Courts

Up to 50 people can register to use the two gym rooms combined at any one time. Up to 20 people can use the pool at any one time. Up to eight people can use the squash courts (two people per court) at any one time. AUC Connect will provide 75-minute reservation slots.

Health and Safety

All gym users are expected to wipe down equipment after use, using the available spray sanitizers and paper towels. Proper cleaning of equipment and pool water will take place during hours when the facilities are closed to individuals. Signs encouraging physical distancing will be posted in visible locations.

THE CENTER FOR STUDENT WELL-BEING

Mental Health Counseling

CSW offers both on-campus and virtual mental health counseling sessions based on student preference and the availability of counselors. To book an appointment, please access the following [link](#) and select Mental Health Counseling.

Accessibility and Accommodations

The Student Accessibility Services (SAS) will operate both on campus and online and may be reached at sds@aucegypt.edu. To request accommodations, please click [here](#).

Probation/Academic Risk Counseling

CSW will continue to offer both on-campus and online academic risk/probation counseling sessions based on student preference and the availability of counselors. To book an appointment, please access the following [link](#) and select Probation/At-risk Counseling.

Well-Being Webinars and Workshops

Well-being webinars and workshops will be offered on a weekly basis throughout the semester. Check the CSW [website](#) for the dates and times of upcoming webinars and workshops, which could be attended in person or virtually. Announcements will also be posted on [AUC Connect](#) for registration.

For general questions regarding the Center for Student Well-Being, please email studentwellbeing@aucegypt.edu.

STUDENT AMBASSADORS

Requesting Student Ambassadors for Campus Tours in Fall 2023

For Fall 2023 on-campus events that are approved by the University and include campus tours, the Office of Student Development and Community Relations provides student ambassadors.

Please request an ambassador via email at studentambassadors@aucegypt.edu at least one week in advance to allow us to schedule a student ambassador for your tour.

The SDCR will confirm the availability of the student ambassadors within two working days and send the contact details for the student ambassador(s), as well as bios.

The SDCR will inform security 24 hours before the scheduled tour to provide access to the student ambassador(s).

LIBRARY SERVICES

The AUC Library will continue to serve all members of its community — students, faculty and staff — **in addition to AUC alumni with valid library memberships.**

All AUC alumni are eligible to apply for membership to the AUC Library. For more information, please click [here](#).

External scholars, researchers and visitors will now be able to access the campus and the library for research purposes that cannot be otherwise provided remotely or virtually. Library visitors and external researchers must abide by the campus access procedures. To inquire about access to the Rare Books and Special Collections Library or consult a rare books specialist, please [contact us](#).

AUC members who are in self-isolation will be served remotely on a case-by-case basis.

For more information about library hours, please click [here](#).

General Guidelines

All library operations remain in line with University regulations and safety measures.

Seating for study or computer use will be available for all community members; however, group study rooms will be through an [online reservation system](#).

Library users must adhere to the following:

- Snacks (not hot or smelly meals) and drinks (cups with lids or plastic water bottles) are allowed in the library.
- The library will not provide headphones.
- Movement of furniture or equipment is not permitted.
- Observing the designated quiet and silent floors is expected and required.
- The library reserves the right to refuse access to anyone who does not comply with the above.

One-Stop Services (Help Desk and Research Help)

The Help Desk on the Plaza Level will be staffed and available to provide in-person support to those in the library. Virtual library services and support will continue to be offered to those that cannot access the campus, including external users. For research support or questions of any kind, please contact the library through the [24/7 “Ask Us” chat service](#) or by email at library@aucegypt.edu.

[Document delivery](#) requests can be made for articles and individual book chapters not currently held by the AUC Library. Please note that delivery times may vary and are subject to a variety of factors during this period. Usage of document delivery and printing is on a fee basis.

Main Library Inquiries

General inquiries, research questions and appointments: library@aucegypt.edu

Borrowing and reserves: circadmin@aucegypt.edu

Database access: eResources@aucegypt.edu

External users: externalsrv@aucegypt.edu

The Rare Books and Special Collections Library

RBSCCL will make every effort possible to assist faculty and students requiring access to the University’s research materials. Any member of the community requiring such assistance must first arrange for an interview with a librarian by contacting [Walaa Temraz](#).

PRINTING AND MAIL SERVICES

AUC PRINT SHOP AND COPY CENTER

Locations and Contact Numbers

AUC Printing Services: AUC New Cairo

Location: Campus Center, Parcel 11, Room P016

Working hours:

- Sunday and Wednesday from 8:30 am to 8:00 pm
- Monday, Tuesday and Thursday from 8:30 am to 3:30 pm

AUC landline: ext. 3926 or 1421

AUC Printing Services: AUC Tahrir Square

Location: Falaki Academic Center, Ground Floor, Room G001

Working hours: Sunday to Thursday from 8:30 am to 3:30 pm

AUC landline: ext. 6180

For assistance, contact the printing services at printing.copy@aucegypt.edu.

To place your online orders, click [here](#).

MAIL SERVICES

For all mail services requests (internal and external), click [here](#). Log in using your AUC email credentials (username and password).

AUC Mail Services: AUC Tahrir Square

Location: Administration Building, Sheikh Rihan Street, opposite Hill House, Room 113

Working hours: Sunday to Thursday from 8:30 am to 3:30 pm

AUC landline: ext. 6030

Email: aucmail@aucegypt.edu

For urgent mail, please call Ashraf Hebishy at +2.012.7000.1871.

AUC BOOKSTORES

AUC Bookstores will be offering all the usual services to AUC New Cairo students, faculty and staff. Our store hours and in-store rules regarding social distancing and safety are guided by AUC policies.

- All AUC sanitization rules will apply. Customers are expected to follow any rules printed on in-store signage and the guidance of store staff or external store security.
- Face masks are optional for staff and customers.
- Our successful home delivery service will continue across Egypt on charge.

AUC New Cairo Bookstore

- The working days are from Sunday to Thursday.
- The opening hours are from 9:00 am to 4:00 pm, subject to change.

AUC New Cairo Textbook Store (store closed)

- The store has moved to the AUC New Cairo Bookstore.

AUC Tahrir Square Bookstore

- Visitors to the AUC Tahrir Square Bookstore can enter via the bookstore entrance on the corner of Kasr El Aini and Sheikh Rihan streets.
- The working days are from Saturday to Thursday.

The opening hours are from 10:00 am to 6:00 pm, subject to change.