



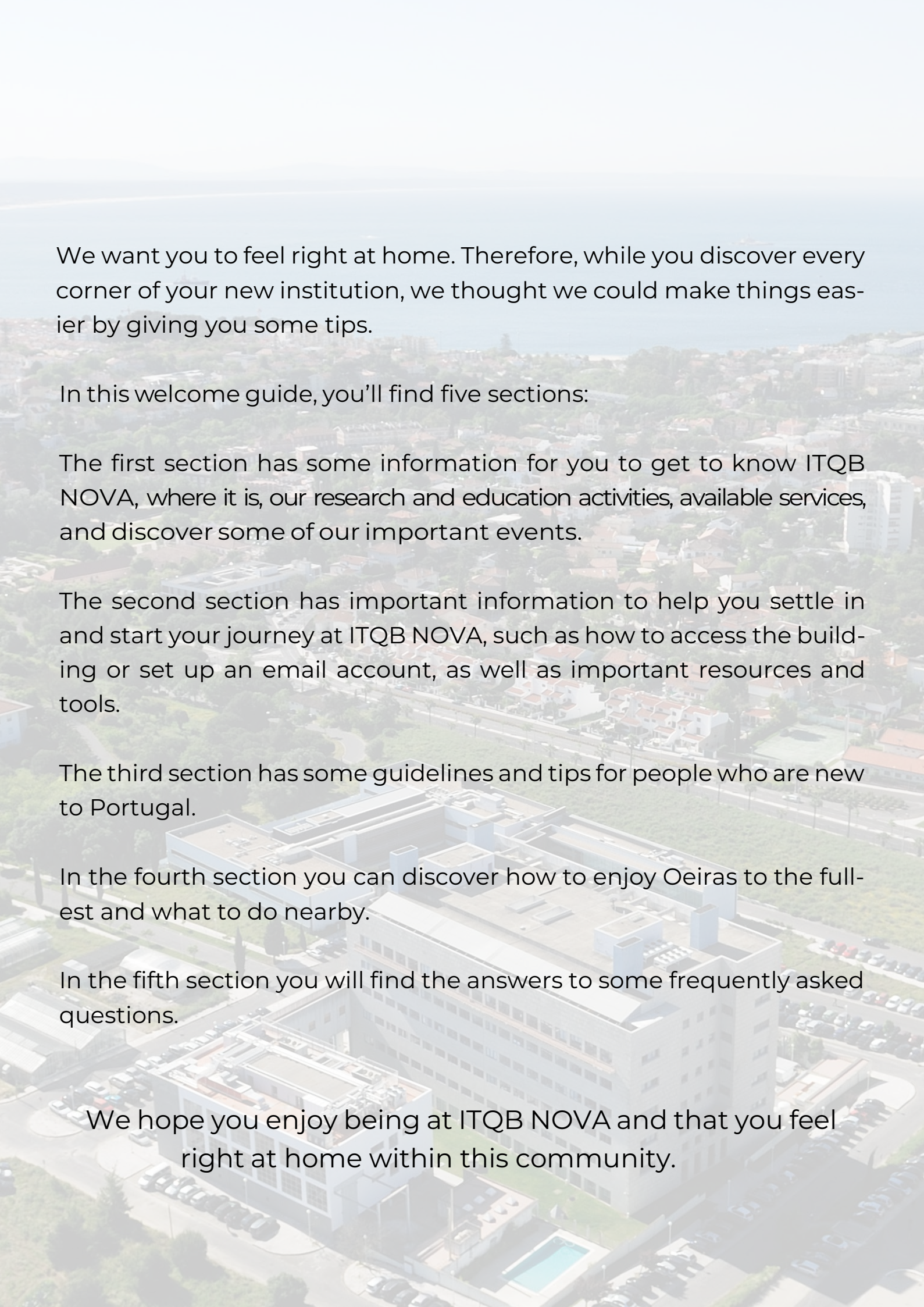
## WELCOME GUIDE



We are very happy to have you join our interdisciplinary research and advanced training institute of Universidade NOVA de Lisboa

[itqb.unl.pt](http://itqb.unl.pt)





We want you to feel right at home. Therefore, while you discover every corner of your new institution, we thought we could make things easier by giving you some tips.

In this welcome guide, you'll find five sections:

The first section has some information for you to get to know ITQB NOVA, where it is, our research and education activities, available services, and discover some of our important events.

The second section has important information to help you settle in and start your journey at ITQB NOVA, such as how to access the building or set up an email account, as well as important resources and tools.

The third section has some guidelines and tips for people who are new to Portugal.

In the fourth section you can discover how to enjoy Oeiras to the fullest and what to do nearby.

In the fifth section you will find the answers to some frequently asked questions.

We hope you enjoy being at ITQB NOVA and that you feel right at home within this community.



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# ABOUT ITQB NOVA

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# ABOUT ITQB NOVA

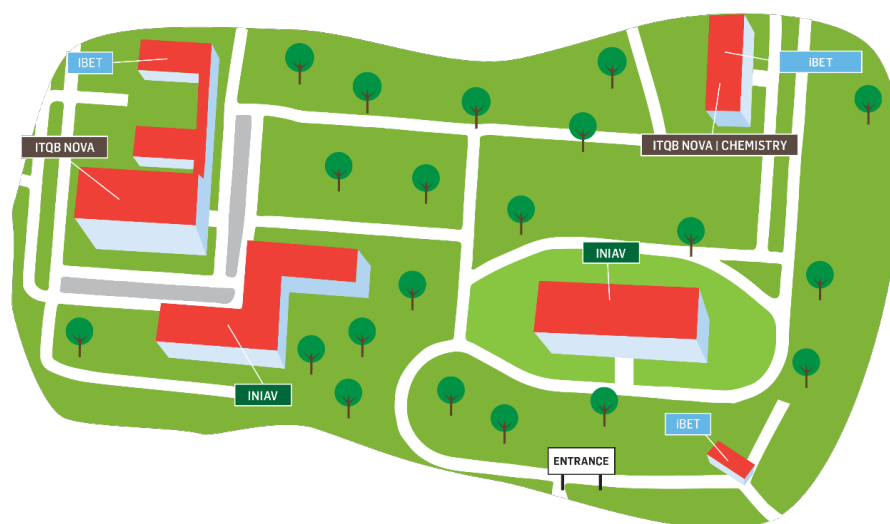
## ABOUT US

The mission of Instituto de Tecnologia Química e Biológica António Xavier from Universidade Nova de Lisboa - ITQB NOVA - is to carry out scientific research and postgraduate teaching in chemistry, life sciences, and associated technologies, while also serving the community and promoting science and technology.

Founded in the 1980s, ITQB NOVA was integrated in 1993 as one of the nine academic units of Universidade Nova de Lisboa. It aggregates over 50 research labs, hundreds of researchers, students and graduates, and dedicated support staff. The institute has a wide scientific culture, a very friendly and challenging atmosphere, and is bursting with a collaborative spirit. You can find more details about ITQB NOVA's vast advanced training options, like course guides and information about fellowships on our [website](#).

## GETTING HERE

ITQB NOVA is located in the Lisbon Area, by the sea, in the thriving town of Oeiras. Approximately 15km from Lisbon, the municipality is home to several scientific institutions and high-tech industries, empowered by the Science & Technology Strategy for [Oeiras Valley](#). ITQB NOVA is located inside the campus of Estação Agronómica (map below).



ESTAÇÃO AGRONÓMICA

## ABOUT ITQB NOVA

There are several ways to get to ITQB NOVA. If you prefer public transportation, there are very frequent, fast, and reliable urban train connections from Lisbon to Oeiras (13km).

The train stops in Lisbon "Cais do Sodré" station and the trip will take you less than 25 minutes. Head either to "Oeiras" or "Cascais" and get off at the Oeiras station, which is only a 12-minute walk from ITQB NOVA (if you prefer there are taxis available at the station). If you are using public transportation regularly, you may prefer to buy a monthly ticket called Navegante Metropolitano which will allow you to use all the public transportation in the Lisbon Metropolitan area for a fixed amount.



OEIRAS TRAIN STATION

If you are traveling by car, there are two direct road connections between Oeiras and Lisbon. One by motorway called "Autoestrada de Cascais - A5" and another by the coastline road called "Av. Marginal". If you're driving from the North of Portugal, just leave Autoestrada do Norte (A1) in Alverca by following the signs to CREL and then take CREL almost until the end (after the toll at Queluz) where you can merge into A5. You may take a similar path if you come from "Autoestrada do Oeste - A8".

If you are staying in Oeiras, there is the "1121 Oeiras | Circular" bus from Car-ris Metropolitana that stops by Estação Agronómica (either at Av. República 15 or R. Estação Agronómica Nacional 3). You may prefer to buy a monthly ticket called Navegante Municipal which will allow you to use all the public transportation in the municipality for a fixed fee. Within Oeiras, there are also several biking and e-scooter routes.



## ABOUT ITQB NOVA

In case you're arriving directly by plane, the Lisbon International Airport is a 45-minute drive away from Oeiras, so the most direct way is to take a taxi or other ride-hailing services to ITQB NOVA. On arrival at the Lisbon airport either go to the Visitors and Convention Bureau where there is a Taxi Voucher service for you to get a taxi without queuing (the price of this service is around 50 Eur) or queue for a taxi at the taxi rank immediately outside the arrivals section.

You can also take the subway or the bus (lines 705, 722, and 744) to Cais do Sodré where you can take the train to Oeiras.

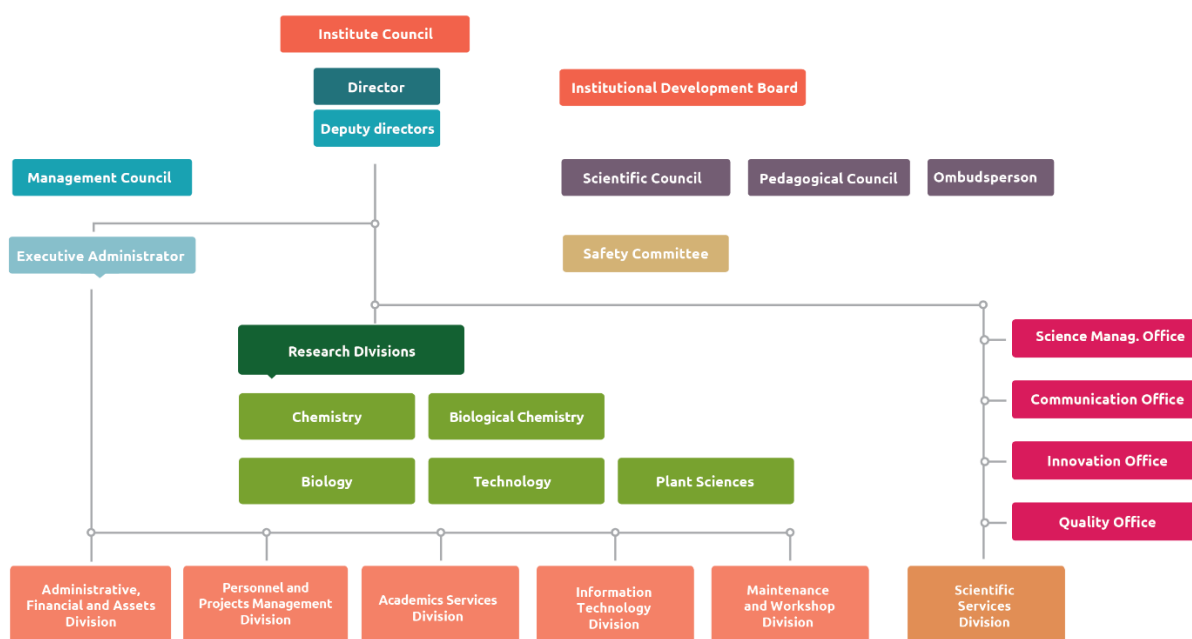


LISBON SUBWAY STATION

# ABOUT ITQB NOVA

## ORGANIZATION

ITQB NOVA's research and education are assured by a body of researchers organized in laboratories, which are supported by management and technical-scientific support services. The Institute is headed by a Dean and Vice Deans, assisted in all scientific matters by the Scientific Council.



## Research

ITQB NOVA has strong expertise in Molecular Biosciences, covered by four broad scientific disciplines: Cellular and Molecular Biology, Molecular and Structural Biology, Chemical Biology, and Biotechnology and Systems Biology. These disciplines drive the research at ITQB NOVA and contribute to strategic Societal Challenges focused on the well-being of human societies (Molecular Basis of Health and Disease) and on the environment (Biological Resources and Sustainable Development).

Research activities are currently integrated into Research Units, which also involve researchers from other institutions. ITQB NOVA coordinates two Research Units – MOSTMICRO and GREEN-IT – and is further involved in a third one – iNOVA4Health. MOSTMICRO and iNOVA4Health operate in the area of health and GREEN-IT tackles environmental challenges.

## ABOUT ITQB NOVA

Research Laboratories are organized into five Research Divisions - Chemistry, Biological Chemistry, Biology, Plant Sciences, and Technology. Collaboration between Labs and Divisions is very common. The diversity of expertise present at ITQB NOVA contributes to the multidisciplinary atmosphere that makes this Institute unique in the country.



### Research facilities

ITQB NOVA provides a unique scientific environment with state-of-the-art research facilities with tools and resources that you can use in your cutting-edge research.

To be trained to use a piece of equipment, check the name and contact of the responsible person in the list of equipment available on the web-site and ask technicians for training by creating a ticket for assistance here (assistance > create ticket). Then, book the equipment.

Next you can find a short description of the research facilities, listed in alphabetic order, and how you can reach them.



## ABOUT ITQB NOVA

### **Bacterial Imaging Cluster (BIC)**

Coordinator: Adriano Henriques

Location: Rooms 5.01 and 5.25

Email: [unims.direction@itqb.unl.pt](mailto:unims.direction@itqb.unl.pt) | [unims.technicians@itqb.unl.pt](mailto:unims.technicians@itqb.unl.pt)

Phone: 21 446 9641

The Bacterial Imaging Cluster's aim is to train and support those using equipment for imaging biological events at molecular and cellular scales in their organism of study. While the facility's main expertise is the imaging of fixed and living bacterial organisms, it provides support to scientists from all scientific areas.

Equipment must be booked through Agendo using a valid ITQB-NOVA account for login. After registration, direct booking links for each equipment can be found on the facility's [website](#). Before booking any equipment for the first time, users must contact BIC to schedule a consultation, discuss experimental strategies and decide the most appropriate equipment. Official training on BIC equipment is given by a member of the facility and is mandatory. Sporadic users are encouraged to read guides or request support from a facility member prior to using equipment after long periods of not using it. If necessary, the team will provide ongoing assistance. [More information](#).

### **Biophysical Resources**

Coordinator: Célia Romão

Location: Rooms 1.26, 4P4, 5N10

Contact person: Paula Chicau | [chicau@itqb.unl.pt](mailto:chicau@itqb.unl.pt)

Phone: 21 446 9737

The Biophysical Resources facility provides technical support to research groups in several precision instruments for characterization of macromolecules and their interactions, namely:

- Isothermal calorimetry (iTC);
- Differential scanning calorimetry (DSC);



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- Dynamic Light Scattering (DLS);
- Thermogravimeter Analysis (TGA);
- Circular Dichroism (CD);
- Fluorescence Spectrophotometry;
- VP-DSC Calorimetry.

[More information.](#)

### **CERMAX - Centro de Ressonância Magnética António Xavier**

Coordinator: Ricardo Louro

Location: Rooms 1.23, 1.24, 1.25, 1.45

Email: [cermax.direction@itqb.unl.pt](mailto:cermax.direction@itqb.unl.pt)

Contact person: Pedro Lamosa | [lamosa@itqb.unl.pt](mailto:lamosa@itqb.unl.pt)

Phone: 21 446 9710 | 21 446 9711

CERMAX empowers users to investigate the identity, structure, dynamics and interactions of biologically relevant molecules, from small metabolites to macromolecular super-complexes. It serves the Portuguese academic and industrial community with a palette of state-of-the-art instruments, methods and know-how adequate for the characterization of liquid and solid samples.

Newcomers should contact the service coordinator (or have their supervisors make that contact) in order to define the level of spectrometer use and evaluate the need for training. [More information.](#)

### **Elemental analysis**

Coordinator: Célia Romão

Office hours: 9:00 am to 5:00 pm

Location: Room 7.06

Contact person: Conceição Almeida | [salmeida@itqb.unl.pt](mailto:salmeida@itqb.unl.pt)

Phone: 21 446 9451

The Elemental analysis facility provides an accurate determination of carbon, hydrogen, nitrogen and sulfur composition using a Leco TruSpec Micro Elemental Analyzer.



## ABOUT ITQB NOVA

All samples must be delivered to lab 4.16, together with the analysis request form, which can be found on the [website](#). [More information](#).

### **Microbial Cell Production**

Coordinator: Célia Romão

Location: Rooms 3.15 and 3.14

Office hours: 9:00 am to 5:00 pm

Contact person: Teresa Batista da Silva | [teresas@itqb.unl.pt](mailto:teresas@itqb.unl.pt) and João Carita | [carita@itqb.unl.pt](mailto:carita@itqb.unl.pt)

Phone: 21 446 9336 | 21 446 9338

The Microbial Cell Production facility provides technical support to research groups in bacteria/yeast cultivation and associated molecular biology techniques. These services are available to all researchers and are ran by qualified and experienced technicians. All costs are supported by the research groups.

Contact the facility technicians to book the training on the different equipment, and for other requests. A helpdesk ticket from users is requested. [More information](#).

### **Plant growth facilities**

Coordinator: Ana Fortunato

Location: Glasshouse, GMOs walk-in growth chamber and Phenotyping platform – Outside the main building

Walk-in growth chambers – Outside the main building (2); 8<sup>th</sup> floor (2)

Walk-in chambers – 1<sup>st</sup> floor (3)

Contact person: Ana Fortunato | [anasofia@itqb.unl.pt](mailto:anasofia@itqb.unl.pt) and Renato Afonso | [renatojta@itqb.unl.pt](mailto:renatojta@itqb.unl.pt)

Phone: 21 446 9642 | 21 446 9270

The Plant growth facilities provide logistic and technical assistance to plant growth, propagation and protection under controlled environment conditions. Services include: supporting trials' set up and plant maintenance, both



## ABOUT ITQB NOVA

in glasshouse, growth chambers, and open-field conditions, supporting agronomic and greenhouse operation tasks, cleaning glasshouse, climate chambers, tools and materials, managing and treating organic and inorganic waste.

Space use in the glasshouse must be coordinated with the head of each laboratory and the greenhouse technician. All requests for support must be made through tickets at least one week in advance. To book growth chambers, email Ana Fortunato indicating chamber number, period of use, and your lab. [More information](#).

### **Protein N Terminal Sequencing**

Coordinator: Célia Romão

Location: Room 3.14

Contact person: Paula Chicau | [chicau@itqb.unl.pt](mailto:chicau@itqb.unl.pt)

Phone: 21 446 9737

The Protein N Terminal Sequencing facility offers expertise and assistance in protein and peptide N-terminal sequencing (Edman degradation method), using an ABI Procise Protein Sequencer, an ABI Microgradient Pump System and an ABI Programmable Absorbance Detector.

To submit a sample for N-terminal sequencing contact Paula Chicau. [More information](#).

### **Protein Purification**

Coordinator: Célia Romão

Location: Lab 3P12

Contact person: Cristina Timóteo | [cristina.timoteo@itqb.unl.pt](mailto:cristina.timoteo@itqb.unl.pt)

Phone: 21 446 9308

The Protein Purification facility provides assistance and expertise in protein purification using fast pressure liquid chromatography systems and biochemical characterization of proteins, including accessing molecular weight and oligomerization state by size exclusion chromatography.



## ABOUT ITQB NOVA

These services are run by qualified and experienced technicians who can also develop and optimize purification protocols.

There are several common AKTA systems and an anaerobic chamber with an AKTA system to perform anaerobic purifications. You can book them through the ITQB equipment booking platform.

Please contact Cristina Timóteo to schedule a training on the purification systems. Training on ITQB NOVA purification systems is mandatory even if you have used similar systems before. You can also contact her in case you need help purifying proteins. The facility will provide advice and help developing purification protocols. You need a helpdesk ticket for each service. [More information.](#)

### **Small Molecule Analysis**

Coordinator: Célia Romão

Location: 3.14A

Contact person: Cristina Leitão | [mleitao@itqb.unl.pt](mailto:mleitao@itqb.unl.pt)

Phone: 21 446 9337

The Small Molecule Analysis facility's goal is to provide assistance and technical advice in analytical and semi-preparative high-performance chromatography (HPLC). These services are available to all researchers and are run by qualified and experienced technicians. Users can also be trained to run the HPLC systems independently.

New users must have an e-mail account to be able to request support by filling out the respective help desk. [More information.](#)





## ABOUT ITQB NOVA

### **UniMS – Mass Spectrometry facility**

Coordinator: Isabel Abreu

Location: Room 4.16

Office hours: 9:00 am to 1:00 pm; 2:00 pm to 6:00 pm

Email: [unims.direction@itqb.unl.pt](mailto:unims.direction@itqb.unl.pt) | [unims.technicians@itqb.unl.pt](mailto:unims.technicians@itqb.unl.pt)

Phone: 21 446 9641

UniMS provides mass spectrometry services for protein and metabolite analyses, including targeted and untargeted proteomics and metabolomics services.

New UniMS users should contact the UniMS Direction through email describing the service they require. If necessary, an initial 30min consulting meeting will be scheduled to discuss the details of the experiment/service.

[More information.](#)

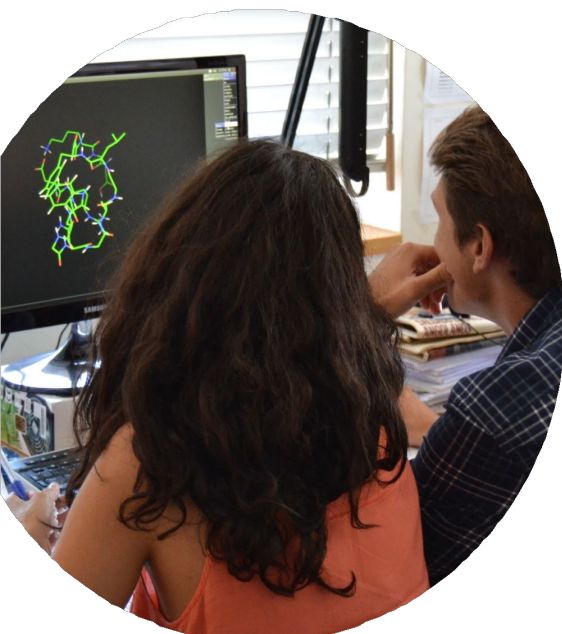
# ABOUT ITQB NOVA

## Education

ITQB NOVA has a wide and unique offer of advanced education courses. Starting out at the Master's level there are several options, which often integrate facilities and Professors from ITQB NOVA and other institutions. Master students registered at other academic institutions are also welcome to do their research projects at ITQB NOVA. In this case, credits are awarded by the institution providing the Master's degree.

PhD students at ITQB NOVA are integrated into research groups, in order to develop an original research thesis supervised by the lab's PI and are closely monitored by the PhD Thesis Committee. PhD Programs at ITQB NOVA include a limited period of classes, where students from different labs contact with each other and, together with established researchers, learn about different scientific topics and research lines, develop technical and transversal skills, and discuss their current and future paths. PhD students and their supervisors can also get cross-disciplinary and complementary training at NOVA's Doctoral School for free.

ITQB NOVA offers several training options, including short courses, each corresponding to a number of credits (ECTS). Students willing to get acquainted with life at the bench can participate in ongoing research projects of ITQB NOVA through internships.



## ABOUT ITQB NOVA

Summer Science @ITQB NOVA is also a great opportunity to experience science in a cutting-edge research institute. Students spend approximately 25 hours in a laboratory of their choice and participate in various round tables and workshops for a week. Participants also have the opportunity to participate in social activities to meet and interact with scientists and, most of all, have fun.

In case you're a student with a more particular question, from tuition values to important dates, you can always contact the **Academic Office**, which is responsible for planning and management of all educational activities, working at the interface between the research groups, the students and the administrative, financial and planning areas.





## ABOUT ITQB NOVA

### Services

At ITQB NOVA, researchers are assisted in their activities by the infrastructure support services. Here is some information about these services, listed in alphabetic order, and how you can reach them.

#### Academic Office

Coordinator: Dina Cruz

Office hours: 9:00 am to 12:30 pm

Location: Room 2.12

Email: [itqb.academics@itqb.unl.pt](mailto:itqb.academics@itqb.unl.pt)

Phone: 21 446 9250

The Academic Office ensures the planning and management of all educational activities, working at the interface between the research groups, the students and the administrative, financial and planning areas. The office is also responsible for disseminating information on the entry conditions and frequency of courses taught at the Institute (enrollment, registrations, transfers, tuition and fees), collecting tuition fees, and maintaining the student's database.

You can follow your entire academic process on the [academic portal](#), including enrollment and registrations, request declarations and other forms such as the sub@23 pass, and consult the school calendar. Know more [here](#). You can access the [applications portal](#) to consult the application calendar for that academic year and apply for degree and non-degree courses. [More information](#).



## ABOUT ITQB NOVA

### **Administrative, Financial and Assets**

Coordinator: Fernando Jorge

Location: Room 2.02

Office hours: 10:00 to 11:00 am and 2:00 to 4:00 pm

Email: [itqb.contabilidade@itqb.unl.pt](mailto:itqb.contabilidade@itqb.unl.pt)

Phone: 21 446 9247

The Administrative, Financial and Assets Division is responsible for managing financial resources (budget allocation, accounting and budget execution), budgeting and monitoring budget implementation, managing the storage service, managing and controlling the institute's assets, providing logistical and projects' financial management support to research groups, and preparing monitoring and accountability related reports. [More information.](#)

Here are some of the matters these services can help you with:

**Accounting:** financial status for projects/lines, external purchase orders in LabOrders, signing project payment requests.

**Treasury:** reimbursement for small urgent expenses and payment procedures.

**Storage service:** picking up orders and purchasing products in stock.

### **Communication Office**

Coordinator: Renata Ramalho

Location: Room 3.01

Email: [sci@itqb.unl.pt](mailto:sci@itqb.unl.pt)

Phone: 21 446 9350

The Communication Office coordinates the interface between the institute and the outside world. It is involved in a number of initiatives ranging from institutional communication to outreach activities, including training in science communication for researchers and promoting media relations,



## ABOUT ITQB NOVA

to take scientific research closer to the community. The office is also in charge of ITQB NOVA's website, social media and internal newsletter which is sent to everyone at ITQB NOVA via email.

Here are some useful resources for communicating science, including guidelines on how to talk to the press and forms you can fill in to participate in outreach activities or promote recent papers. [More information](#).

### **Experimental Teaching Laboratory**

Coordinators: Adriano O. Henriques and Teresa Silva

Location: Room 3.16

Email: aoh@itqb.unl.pt | teresas@itqb.unl.pt

Phone: 21 446 9336

The Teaching Laboratory is designed and equipped to support ITQB NOVA's teaching activities, workshops, summer schools, activities with schools and others.

Requests for use are addressed by email. The proposed activities should be described in this [form](#). The proposed activities are reviewed in three days maximum by a committee of three ITQB NOVA researchers. [More information](#).

### **Health and Safety**

Health and Safety at ITQB NOVA comprises Healthcare and Safety Committee and Floor Coordination (SFCC). [More information](#).

### **Healthcare**

Email: itqb.medicina@itqb.unl.pt

Phone: 21 446 9210

ITQB NOVA provides Healthcare to all community as General Practice and Occupational Medicine. For any information related with the service contact Cristina Pinto (cppinto@itqb.unl.pt).



## ABOUT ITQB NOVA

General Practice (accessible to everyone at the Institute) functions twice a month - [online booking](#).

Occupational Medicine (accessible to workers and researchers with a contract) functions twice a month - appointments booked by the physician and in accordance with the legislation in force.

Researchers, staff members, and PhD students at ITQB NOVA also have access to Mental Health services through [Team 24](#), an online platform.

### **Health and Safety Committee**

Coordinator: Helena Matias

Location: Room 7.20

Email: [itqb.safety@itqb.unl.pt](mailto:itqb.safety@itqb.unl.pt)

Phone: 21 446 9711

The Safety Committee's main objectives are to promote safe and healthy working conditions throughout ITQB NOVA, provide counselling and/or training on demanded subjects, and assure that all research activities are compliant with legal obligations concerning health and safety at work, environmental protection and emergency awareness.

The Health and Safety Office will answer any questions related with safety and emergency procedures, residues separation and recycling, ITQB NOVA licenses (e.g.: radioactive compounds, OGM/MGM), the ITQB NOVA Chem-storage program or any other subjects concerning lab or office safety.



## ABOUT ITQB NOVA

### Information Technology Support

Coordinator: Daniel Branco

Location: Room 4.20

Office hours: 10:30 to 11:30 am and 2:30 to 3:30 pm

Email: [si@itqb.unl.pt](mailto:si@itqb.unl.pt)

Phone: 21 446 9412 (PCs) or 21 446 9411 (internet)

The Information Technology Service maintains ITQB NOVA's network and server infrastructure, provides software and hardware support, manages users accounts and access to computer resources, informs users of any major problems or interruptions, assists with multimedia support in the class rooms, enforces the rules related to the use of our computing facilities and optimizes resources for scientific computation. For requests, use [Helpdesk](#). [More information](#).

### Lab Manager

Coordinator: Paula Chicau

Location: Room 7.19B

Email: [labman@itqb.unl.pt](mailto:labman@itqb.unl.pt)

Phone: 21 446 9737

ITQB NOVA's Lab Manager coordinates purchasing and maintenance of the common scientific equipment for the institute. New researchers should contact the Lab Manager when planning the organization of the new lab and the purchase of equipment. Some refurbished equipment can be provided.

There's a long list of [equipment available at ITQB NOVA](#) that you can book through the [Intranet](#), choosing equipment type and equipment. You

should contact the Lab Manager in case of equipment malfunction, damage, or general questions (e.g, booking rules and equipment access). The Lab Manager is also responsible for providing access (and training) to the purchasing platform [LabOrders](#). [More information](#).





## ABOUT ITQB NOVA

### Library

Coordinators: Lurdes Conceição (Coordinator) and Isabel Murta (Librarian)

Office hours: 2:00 pm to 5:00 pm | available 24h for ITQB NOVA staff

Location: 2<sup>nd</sup> floor

Email: [biblio@itqb.unl.pt](mailto:biblio@itqb.unl.pt)

Phone: 21 446 9250

ITQB NOVA's Library provides its users with easy access and reliable information through the webpage and a quiet area for students and faculty to study and do research.

ITQB NOVA's library is available to researchers and students 24h a day (ITQB NOVA card is needed to access). You can also access ITQB NOVA's library [online](#). Refer to this service for: borrowing books, locker requests, accessing the institutional repository and scientific journals.

To request a book, register in the [library catalog](#).

To assess the discounts for article processing charges (APC), check the [B-ON website](#) for agreements for the current year.

More information:

[NOVA's catalogue](#).

[NOVA's Institutional repository](#).

### Maintenance and Workshop

Coordinator: Nuno Monteiro

Location: Room 1.02

Office hours: 8:00 am to 6:00 pm

Email: [mnt@itqb.unl.pt](mailto:mnt@itqb.unl.pt)

Phone: 21 446 9126

The Maintenance and Workshop Division is responsible for the maintenance and conservation of buildings and installations, and technical assistance for infrastructure equipment and systems. It has workshops for



## ABOUT ITQB NOVA

electromechanics, electrotechnics, cold storage systems, ironwork, and glasswork interventions. The division also provides help to labs with prototypes. Requests should be submitted through [helpdesk](#). Phone calls can be used to report emergencies.

### **Personnel and Projects Management**

Coordinator: Lurdes Conceição

Email: [mlurdes@itqb.unl.pt](mailto:mlurdes@itqb.unl.pt)

The Personnel and Projects Management Division is responsible for people and project management.

### **People Management**

Location: Room 2.16

Office hours: 9:00 to 12:30 am and 2:00 to 6:00 pm

Email: [itqb.pessoal@itqb.unl.pt](mailto:itqb.pessoal@itqb.unl.pt)

Phone: 21 446 9230

People Management is responsible for organizing, coordinating and managing ITQB NOVA's employees, including teaching staff, researchers, staff support (assistants/technicians), fellows and other collaborators.

Amongst its attributions are the management of several processes like selection and recruitment, organization and processing of remuneration and social benefits, career development and performance evaluations, organization of data, statistics, and other information in the human resources area as well as other functions directly related to overseeing the general and internal policies of governing employees, both in public and private functions.



## ABOUT ITQB NOVA

### **Project Management**

Location: Room 2.16

Office hours: 9:00 to 12:30 am and 2:00 to 5:00 pm

Email: [itqb.projects@itqb.unl.pt](mailto:itqb.projects@itqb.unl.pt)

Phone: 21 446 9253

Project Management is responsible for supporting the researchers in the management of their funded projects. Amongst its attributions are the close relationship with the funding agencies and the knowledge of the specific programs, their rules and regulations, the monitoring the administrative and financial details of funded research projects, aiming at smoothing and optimizing the whole process of science administration, including negotiation and reporting processes. [More information.](#)

### **Quality Office**

Location: ITQB NOVA Library

Email: [qualidade@itqb.unl.pt](mailto:qualidade@itqb.unl.pt)

Phone: 21 446 9253

The Quality Office monitors the quality of all ITQB NOVA's areas of activity in conjunction with the Rectory. [More information.](#)

### **Science Funding Office**

Coordinator: Margarida Trindade

Location: Room 2.14

Email: [itqb.funding@itqb.unl.pt](mailto:itqb.funding@itqb.unl.pt)

The Science Funding Office supports the institute in acquiring competitive funding. Regardless of whether you are a student, researcher or a staff member, the service will help you find funding opportunities, advise on which grants to apply to, plan applications, and support you throughout the preparation of funding proposals and establishment of funding contracts.



## ABOUT ITQB NOVA

The office issues a weekly newsletter with funding opportunities sent to everyone at ITQB NOVA via email. You can also find relevant information on the service's [Intranet](#) page, including a repository of open and closed funding calls, guidelines and resources for specific calls, Universidade Nova de Lisboa's Participant Identification Code (PIC), information about ethics, and others. [More information.](#)

### **Technology Transfer Office**

Coordinator: Pedro Pedrosa

Location: Room 2.14

Office hours: 9:30 am-12:30 pm and 1:30-5:30 pm

Email: [innovationunit@itqb.unl.pt](mailto:innovationunit@itqb.unl.pt)

Phone: 21 446 9252

Integrated into an ambitious, long-term vision, ITQB NOVA promotes a set of initiatives dedicated to knowledge and technology transfer. With the support of the Oeiras Municipality, and in partnership with Instituto Gulbenkian de Ciência, we develop initiatives to increase the impact of research in society.

The Innovation Unit provides support to researchers in the revision of innovation contracts, identification, protection and management of Intellectual Property assets, exploitation of Intellectual Property (licensing or spin-off creation), industry engagements, including negotiation of partnerships, applications to public funding. The unit also promotes an annual InnOValley Proof of Concept Fund call (IOV PoC). [More information.](#)

### **Washing Rooms**

Coordinator: João Carita

Location: Rooms 3.N12, 5.N5 e & 6.N11

Office hours: 9:00 am to 5:00 pm

Email: [carita@itqb.unl.pt](mailto:carita@itqb.unl.pt)

Phone: 21 446 9502



## ABOUT ITQB NOVA

The Washing Rooms are ITQB NOVA technical support units which receive dirty and/or contaminated material from the laboratories, to undergo decontamination, washing, sterilization and subsequent return in conditions to be reused by the various research groups, services or companies that require the service. [More information.](#)

# ABOUT ITQB NOVA

## SEMINARS

At any point during your time at ITQB NOVA, there will be a number of seminars and courses you can attend. Some examples are the AVX Seminars (Scientists working in Portugal), the Frontier Leaders Seminars (ERC Awardees), and SCAN Seminars (weekly seminars that happen every Wednesday at noon by in-house researchers and invited speakers at ITQB NOVA). Visiting scientists at ITQB NOVA also give seminars on their work. You can check out ITQB NOVA's agenda on the "upcoming events" side bar on our [website](#). You will receive weekly emails from ITQB NOVA Events to keep up with what is going on at ITQB NOVA.

## EVENTS

Everyone is encouraged to participate in the institute's social events and outreach activities. Here are some examples of important dates and regular events to keep in mind:

### ITQB NOVA Day

The institute's anniversary is celebrated annually in late June/early July with an event that features the attribution of the ECRA prize and the Best thesis award, and other entertainment for the community.

### ITQB NOVA Open Day

Organized every two years by ITQB NOVA's researchers, this big event aims to show the science developed in here. It is a unique opportunity for people to come over and discover the institute from the inside, talk to our scientists, get to know more about scientific careers and science.



## ABOUT ITQB NOVA

### PhD Meeting

Organized by ITQB NOVA students, this meeting is an opportunity for PhD students to present and discuss their work amongst each other and with other ITQB NOVA scientists. This 3-day meeting addresses several scientific areas and students' presentations which are distributed by sessions according to their PhD project theme.

### Summer Science

The Summer Science event at ITQB NOVA gives undergraduate students (2<sup>nd</sup> or 3<sup>rd</sup> year) the opportunity to get to know the science done at ITQB NOVA, from the backstage to the frontline. For a week, students are able to visit ITQB NOVA's laboratories and facilities and to follow interactive sessions to broaden their knowledge in different areas. This event is organized by junior doctorates.

### International Microorganism Day

A celebration on September 17<sup>th</sup> promoted by the Portuguese Society of Microbiology with support from the Oeiras Municipality.

### International Fascination of Plants Day

This day, celebrated every two years on May 18<sup>th</sup>, was launched by the European Plant Science Organization. This celebration aims to awaken the largest number of people to the truly fascinating world of plants, raising awareness for the importance of their study.





## ABOUT ITQB NOVA

### GROUPS & ASSOCIATIONS

There are groups at ITQB NOVA that are focused on helping out other members of the community, created to disseminate relevant information and/or important materials for a specific position.

#### ITQB NOVA Students Representatives

Bárbara Ferreira e Carolina Ferro Rodrigues are ITQB NOVA's student representatives on the Pedagogic Council, and André Taborda is the student representative on the Institute Council. You can contact them at [students.rep@itqb.unl.pt](mailto:students.rep@itqb.unl.pt).

#### InTeraQB

InTeraQB is a group of young ITQB NOVA researchers who organize events, including parties, talks and movie sessions, in order to promote interaction between researchers from different fields in our scientific community. [More information.](#)

#### ITQB NOVA Postdoctoral Association – PDA

The [PDA](#) was created to promote a sense of community among the early career researchers at ITQB NOVA and iBET, our sister institution, and to support their interests, organize activities that enhance professional and personal development, as well as networking and career development events.

The PDA has privileged access to the directions of ITQB NOVA and iBET and to the rectory of Universidade NOVA de Lisboa (NOVA), facilitating contact between the postdoctoral community and these institutions. It also serves to connect the Board of Directors of ITQB NOVA and iBET to the postdoctoral representatives of each division within ITQB NOVA.

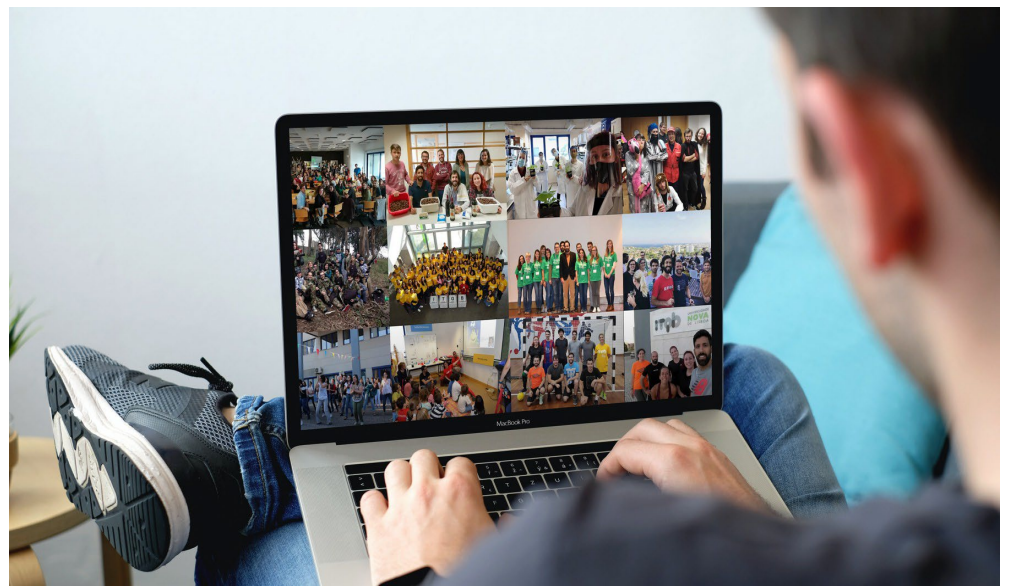
To start receiving updates on future activities organized by the PDA, send an email to [itqb.pda@itqb.unl.pt](mailto:itqb.pda@itqb.unl.pt). You can also follow their activities on [twitter](#) (@PDA\_ITQB\_iBET).



# ABOUT ITQB NOVA

## Sustainability Committee

The ITQB NOVA Sustainability Committee aims to propose solutions to help reduce both our common footprint and the resources we dedicate to keep ITQB NOVA running, without compromising the quality of our work. These proposals include both structural and behavioral changes, to which we can all contribute. [More information.](#)





# GETTING STARTED AT ITQB NOVA



## GETTING STARTED AT ITQB NOVA

Here are some things you might need to know upon your arrival at ITQB NOVA.

### **Accessing the building**

If you're arriving by car, there are many parking spaces around the main building, where you can park for free. The entrance from the side of INIAV is usually open, but you will need the access card for other gates.

From 8:00 am to 8:00 pm, all entries to the building must be made through the main entrance. Outside these hours, you will need an access card to enter or leave the building through the first floor, on the south side.

### **Registering at ITQB NOVA and getting an identification card**

The first thing you should do after arriving at ITQB NOVA is to register administratively and get your identification card (if your stay exceeds 3 months). This registration is mandatory for all types of stays, short and long term, and entitles you to access to the institute's premises.

After the People Management service send out your information to the Maintenance and Workshop service, head to room 1.13 on any week day from 10:30 to 11:30 am to get your picture taken. With this card, you'll be able to freely access the building and to use the several printers available on campus.

### **Signing your contract and relevant paperwork**

After providing the necessary documents and paperwork (tax identification number (NIF), social security and healthcare number, bank account info, address and diploma for verification) to Human Resources, you will be asked to sign your contract. You will also be asked to read ITQB NOVA's Health and Safety Manual.

# GETTING STARTED AT ITQB NOVA

## Clocking-in

Some employees and services at ITQB NOVA are required to clock-in. Talk to your supervisor or coordinator to understand if you need to do so. After requesting access to the HR, you can access our online clock-in system [here](#) using your ITQB NOVA credentials.

You should also use this platform to justify an absence from work.

## Booking holidays

Holidays scheduling is done via [SIG-UNL](#) (login required). The Human Resources will send you an instruction guide in due time.

List of National Holidays:

New Year's Day – 1 JAN

Freedom Day - 25 APR

Labor Day – 1 MAY

Portugal National Day – 10 JUN

Assumption Feast Day – 15 AUG

Establishment of the Republic Day – 5 OCT

All Saints' Day – 1 NOV

Restoration of Independence Day – 1 DEC

Immaculate Conception Day – 8 DEC

Christmas Day – 25 DEZ

Moveable Holidays: Good Friday, Easter Sunday and Corpus Christi

Optional Holidays: Carnival Tuesday

## Taking care of your health

As part of the Portuguese welfare system, all the employments contracts together with fellowships contracts, directly established with ITQB NOVA, are entitled to benefit from a national health subsystem, according to the specific type of contract: Social Security (national welfare system) or ADSE



## GETTING STARTED AT ITQB NOVA

(the public health system for the public employees). The most relevant coverages include maternity leave, retirement benefits, sick leaves, among others.

ITQB NOVA also provides healthcare services to its employees and collaborators. Twice a month, appointments to General Practice alternating with Occupational Medicine, are available on the 1<sup>st</sup> floor, upon [online booking](#). General Practice is accessible to everyone at ITQB NOVA and Occupational Medicine is only accessible to employees/researchers with an employment contract, in accordance with the national legislation.

Mental Health services through [Team 24](#), an online psychology service, are also available. Researchers, staff members, and PhD students have free access to a wide range of services, including a confidential phone line, chat support, and online psychology sessions in both Portuguese and English.

SASNOVA also provides different health services in order to contribute to the students' wellbeing. The list of medical services provided includes General Medicine, Psychiatry, Psychology, and Nutrition. To book an appointment contact [saude@unl.pt](mailto:saude@unl.pt). SASNOVA also organizes blood donation, vaccination, and screening actions. SASNOVA also has a number of protocols with other institutions, which extend the health benefits available for students.

Maternidade Alfredo da Costa - Medical care specifically in the area of women's health (gynecology consultation and family planning);

Centro de Medicina Desportiva - Medical examination and monitoring in sports;

Youth Centre (Oeiras Municipality) - The youth center provides free psychological support to young adults (up to 24 years old). To book an appointment contact:

Chat de Oeiras / Centro de Juventude de Oeiras

Rua Monsenhor Ferreira de Melo

Tel. 214 467 570/8.



## GETTING STARTED AT ITQB NOVA

### **Dealing with accidents within ITQB NOVA and first aid care**

All ITQB NOVA's employees and collaborators are covered by a personal accident and labor insurance policy. At ITQB NOVA there are specific personnel who have attended first aid training courses and are certified – you can find the list in the [Safety Manual](#).

In case you need immediate assistance, please contact the first aider from your floor first; if emergency medical aid is needed call 112. In addition, there is a clearly marked first aid box located in the central corridor on each floor. Please do not forget to report the incident/accident to ITQB NOVA's safety officer and to your head-of-lab.

When an accident results in injury, make sure to report the accident to People Management in order to activate the accident insurance.

### **Setting up a computer**

To get a computer at ITQB NOVA and have your account and network configured, please contact or have your coordinator/group leader contact the Information Technology Support service through [helpdesk](#).

To connect your personal PC to ITQB NOVA's network you need to request its registration using the helpdesk system. After the request is received, the team will perform a technical checkup of the computer and make the necessary configurations.

You should also contact this service for matters regarding VPN access, antivirus and Microsoft software, data storage and backup space.

### **Setting up an email account**

To get an ITQB NOVA email account please contact the Information Technology Support or ask your coordinator/group leader to request an account through [helpdesk](#).



## GETTING STARTED AT ITQB NOVA

If you do not have an email program installed on your computer you can access your email account using [webmail](#). If you need assistance to configure your email program, please visit [this](#) page or contact the Information Technology Support.

### Signing up for mailing lists

Your ITQB NOVA email account will automatically be added to the following mailing lists:

[itqb-etc@itqb.unl.pt](mailto:itqb-etc@itqb.unl.pt): includes everyone at ITQB NOVA and is used for more general information and requests (e.g.: room renting, car selling, etc.). You can always opt out from this mailing list;

[itqb-news@itqb.unl.pt](mailto:itqb-news@itqb.unl.pt): includes everyone at ITQB NOVA and is used to send information that is relevant to the whole community. Don't use this list for personal announcements.

Remember that any mail sent to the lists should be of broad interest to the list members as a whole.

### Using the printers

The printing service uses secure printing, so you will need your ITQB NOVA ID Card to retrieve your print jobs, scanning or copying. On some devices you also have the option to retrieve print jobs, copy and scan by entering your email credentials.

Print jobs are stored for 10 hours, after that period they are automatically deleted. Know more about using ITQB NOVA printers [here](#).

### Sending mail and deliveries

At ITQB NOVA, near the principal entrance of the main building, there is the Mailing and Archive office (Room 2.17), that serves as a small post office, where you can send and receive, regular and fast courier correspondence.



## GETTING STARTED AT ITQB NOVA

Every day, the national postal services company (CTT) and the most common fast delivery companies (DHL, among others) deliver and receive normal correspondence and packages. Express shipping ([TNT](#) or [FedEx](#)) can be sent until 2:30 pm on any day and [CTT](#) mail can be sent until 2:00 pm on Mondays, Wednesdays and Fridays. This is also the place to go if you want to have your name added to your group's mail box.

You can also reach the service via email - [itqb.expediente@itqb.unl.pt](mailto:itqb.expediente@itqb.unl.pt) - or phone - 21 446 9236.

### Having meals

ITQB NOVA has its own canteen and cafeteria on the 2<sup>nd</sup> floor. The canteen works from 12:00 am to 3:00 pm, while the cafeteria is open from 8:30 am to 7:00 pm. The weekly menu can be found both at the canteen and [online](#) and there are usually three meal options, including a vegetarian one. If you prefer to bring your meal from home, there are specific areas equipped with microwaves, fridges and a freezer on the same floor. Vending machines with foods and drinks are also available.

### Complying with the institutional image

You can download ITQB NOVA's official [logos](#) as well as slide and presentation [templates](#) for institutional presentations on our website.

Please use the full name and legal address when referring to ITQB NOVA in publications and events, such as seminars and congresses:

Instituto de Tecnologia Química e Biológica António Xavier  
Universidade Nova de Lisboa,  
Av. da República, 2780-157 Oeiras, Portugal





# GETTING STARTED AT ITQB NOVA

## IMPORTANT RESOURCES AND TOOLS

### ITQB NOVA's website and social media

On ITQB NOVA's website you can find information about our research and education and keep up to date with the latest news. At the top right corner, you can find useful tools, including the phone book, access to resources, and links to the intranet and webmail.

You can also keep up with the latest achievements or outreach efforts, learn about opportunities or get to know what the community is up to by following ITQB NOVA's social media accounts – Facebook, Twitter, Instagram, LinkedIn, and YouTube.

### Intranet

You can use ITQB NOVA's intranet to book rooms, equipment, services, to consult documents and to purchases.

### Phonebook

With this tool, you can search for any phone number at ITQB NOVA. For a direct connection, dial +351 21 4469 [extension listed on the phonebook]. Using ITQB NOVA telephones, just dial 69 before the listed extension.

### Helpdesk

HelpDesk is our online ticketing system. You can use helpdesk to request computer support or assistance from the Lab Manager, Maintenance services or the Research facilities.

### LabOrders

LabOrders is a platform used for purchasing purposes. Paula Chicau (lab manager) or Fernando Jorge (accounting) can give you access to the purchasing platform.



## GETTING STARTED AT ITQB NOVA

The Lab Manager can also give you [training](#) on how to use this platform. Before that, please check the LabOrders [help desk here](#) and [here](#).

You can also find a list of frequently asked questions about LabOrders [here](#). When purchasing goods and services, make sure you follow [internal guidelines](#).

### **SIG-UNL**

[SIG-UNL](#) is NOVA's platform for financial, asset and human resources management. You can access, namely, to place purchase orders and book holidays.

### **FileSender**

[FileSender](#) is a file sharing service provided by FCCN using ITQB NOVA's login credentials. You can use it to send files up to 100GB to people within and outside of ITQB NOVA. Files have an expiration date of up to one month and you can keep track of the downloads.

Other resources [here](#).

# COMING FROM ABROAD





## COMING FROM ABROAD

ITQB NOVA is a highly collaborative and international institute, welcoming people from all over the world. Here is some important information that may be useful for those who are new to Portugal.

### **Visas, registration certificates and residency permit**

Depending on your country, the duration and purpose of the stay in Portugal, you might need to apply for a visa. To know which visa is the most appropriate for your stay and the necessary steps to obtain it, visit the Ministry of foreign affairs' [website](#). You can also visit the Agência para a Integração, Migrações e Asilo (AIMA) [website](#) to know more about visas and renewals.

Please visit [ePortugal.gov.pt](http://ePortugal.gov.pt) and AIMA [website](#) to understand if you also need to apply for a registration certificate and a residency authorization.

### **Recognition of Degrees and Diplomas**

If your degree/diploma was issued by a foreign institution, you will need to get it officially recognized. To request the recognition of your foreign diplomat in Portugal you must fill an online form at the Directorate-General for Higher Education's (DGES) [website](#). There is a [manual](#) to help you filling out the form step by step and [FAQs](#).

Getting your foreign degree/diploma recognized is required for you to sign a contract at ITQB NOVA.

### **Portuguese Tax System**

The Portuguese tax system is monitored by Autoridade Tributária e Aduaneira, the National tax authority. You can find an overview of the system and useful forms at their [website](#).



## COMING FROM ABROAD

### Tax Identification Number

A foreign person, resident or non-resident in Portugal, who works and pays taxes in Portugal must have a Tax Identification Number, Número de Identificação Fiscal (NIF) in Portuguese.

This number is required for any legal act in Portugal, from purchasing goods or services and signing contracts to opening bank accounts, thus it should be one of the first things to take care of when arriving to Portugal.

To request a NIF, go to a local tax office or a Citizen's Bureau (Loja do Cidadão) and take a valid passport/ID card and a proof of address in Portugal. This number is acquired for free and generated immediately at the time of the request. More information about applying for a NIF [here](#).

Once you have a NIF you can register at the National Tax Authority's website: [Portal das Finanças](#).

### Personal income tax (IRS)

The personal income tax (IRS) applies to the income of citizens resident in Portuguese territory and non-residents who earn income in Portugal.

Every year, you will need to file your tax declaration at Portal das Finanças until the end of April. The tax is determined based on income earned, the corresponding rate applied according to the relevant band and taking the deductions laid down by law into account (e.g., education or health expenses). More information [here](#).

If you include your NIF on receipts, general family expenses, as well as expenses related to education, health, real estate, nursing homes, and a few other categories qualify for IRS tax deductions in the following year. Before filling in your tax declaration you will need to make sure your expenses are correctly categorized in the [Consumer Expenses area](#).



## COMING FROM ABROAD

If you are a new tax resident in Portugal, you may be eligible to apply for the Non-Habitual Resident status (“Residente Não Habitual”) to benefit from a special tax scheme.

### **Social Security Number (NISS)**

Foreign nationals who do not have a Social Security Identification Number (NISS) can apply for one online. If you begin to work as an employee, the employer will apply for the NISS and make the mandatory social security payments on your behalf (detailed on your salary receipt). More information about applying for a NISS here.

If you have a scholarship, you can register in the national Voluntary Social Security Scheme. This is an optional contributory scheme which aims to ensure the right to social security for those who do not mandatorily fit into the social protection schemes. The basic contribution is paid by the same funds as the scholarship.

### **Opening a bank account**

To open a bank account, you usually need: a valid ID, a Portuguese tax identification number (NIF), a proof of address (e.g.; a recent utility bill with your visible name and address), proof of income/employment (e.g.: a pay slip or work contract), and, in most banks, a deposit fee. Some banks might request an official proof of address which you can get at the local Parish Council (Junta de Freguesia). Non-residents might require more documentation to open an account.

### **Registering an imported vehicle**

To legalize a vehicle purchased abroad, you must request a registration. The required documentation depends on the type of vehicle and whether or not it has a Certificate of Conformity (COC) or National Homologation. Find out more here.



## COMING FROM ABROAD

You will also need to register or exchange your driver's license for a Portuguese one with Instituto da Mobilidade e dos Transportes (IMT) services, depending on where your driver's license was issued. [Know more](#).

### Taking care of your health

In Portugal, medical assistance is provided both by public and private sectors. ITQB NOVA is located near the Oeiras Public Health Center. Private clinics can also be found nearby. Erasmus+ students should provide their European Health Insurance Card from their home country. Universidade NOVA de Lisboa provides school insurance for all students, which covers accidents that occurred in and outside the University's facilities (outdoor classes, excursions, etc.) and in the normal and direct route between school and the student residence. Please talk to the Human Resources service to sign your insurance documents.

Every citizen and resident can benefit from the **National Health Service**. To benefit from it, you must register at your local Health Centre, and ask for a health service number (Número de utente). To do so, you will need a residence permit/permission to stay in Portugal or hold a work visa, and a tax identification number. More information [here](#).

### Finding a place to stay

ITQB NOVA students have access to the NOVA residencies, where a room can be rented for short periods. ITQB NOVA also has a protocol for reduced fees with Fundação Inatel for lodging in Centro de Férias - Oeiras, an excellent housing alternative, located near the sea. You can get further help from the International Affairs Office at ITQB NOVA.

Erasmus+ students may also apply for a room in one of the residencies of Universidade NOVA but places are limited. Applications are done via ITQB NOVA's Erasmus+ Office (itqb.erasmus@itqb.unl.pt). SASNOVA manages three university residences, with a total of 460 beds, for NOVA students, and preference is given to students with welfare scholarships and foreign students in mobility programs.

## COMING FROM ABROAD

Residência Universitária Alfredo de Sousa (180 beds)

Residência Universitária Fraústo da Silva (210 beds)

Residência Universitária do Lumiar (70 beds)



FRAUSTO DA SILVA UNIVERSITY RESIDENCE

If you prefer to rent a room in a private house, ads are regularly available at ITQB NOVA's common spaces or shared in the common mailing list. Bear in mind that many landlords demand a guarantor.

Here are some websites where you can look for rooms and apartments:

- [Imovirtual](#)
- [Remax](#)
- [Uniplaces](#)
- [OLX](#)
- [BQuarto](#)
- [Idealista](#)
- [Facebook](#)

### Erasmus Office

All documents relating to Erasmus mobilities (incoming, outgoing, relative to students, researchers and staff) must be sent to the Erasmus office (itqb.erasmus@itqb.unl.pt).

In the case of incoming mobilities, this office has to verify and validate all mobility agreements. In the case of outgoing mobilities, all applications must be submitted through this office.



## COMING FROM ABROAD

### Learning Portuguese

Universidade NOVA offers Portuguese courses for non-native speakers, and the dates are usually updated on the website of the [Faculty of Social Sciences and Humanities](#) (FCSH). Portuguese courses are also regularly held in partnership with iBET and Instituto Gulbenkian de Ciência.

### Emergency Contacts

National emergency number – 112

Available 24 hours a day, every day.

112 is the single European emergency telephone number available throughout the European Union. Calls are free of charge. Your call will be directed to the emergency service that you require including medical, fire and police departments.

Saúde 24 Health Line - 808 24 24 24

For health queries, available 24 hours a day, every day. For administrative contact (non-clinical), available from 8:00 am to 10:00 pm, every day. Your Health Line provides prioritization, advice and referral in case of illness. The cost of the call is the same as for a call to a landline.

### Transports

Underground: [Metropolitano de Lisboa](#)

Train: [CP – Comboios de Portugal](#)

Bus: [Lisbon Area - Carris](#)

Long-distance buses: [Rede Expressos](#)

Taxis, UBER and Bolt available.

# COMING FROM ABROAD

## Useful Links

[Euraxess](#)

[Autoridade Tributária e Aduaneira](#)

[ePortugal.gov.pt](#)

[Study and Research in Portugal](#)

[R&I Landscape in Portugal](#)

[Fundação para a Ciência e a Tecnologia \(FCT\)](#), the national public agency that supports research in science, technology and innovation in all areas of knowledge and its funding programmes.

[Individual Scientific Employment \(CEEC\)](#) – aimed at PhD holders of any nationality or stateless with a background in any scientific area who wish to develop their scientific research or technological development activity in Portugal.

[CIÊNCIA ID](#) – your national identification that grants access to multiple science services, including [CIÊNCIAVITAE](#) which you will need for [FCT calls](#).

[H2020 calls](#).

[Unidade Saúde Familiar Oeiras](#).

[Schools in Oeiras](#).

# ENJOYING OEIRAS

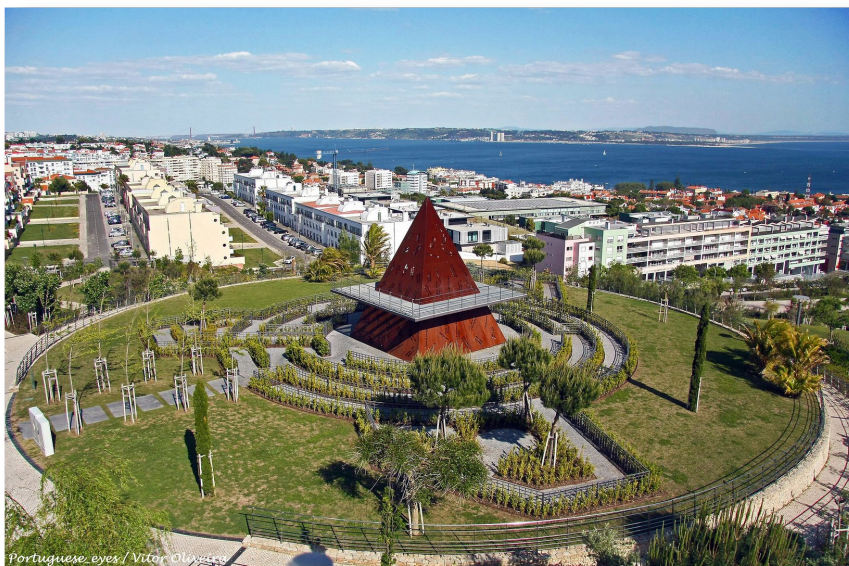


## ENJOYING OEIRAS

Oeiras offers a privileged location by the seaside, with great commute rates and good proximity to the capital. It has the highest percentage of residents with higher education and the highest GDP per capita in the country. It offers a great quality of life, since urban green spaces cover 15% of the municipal area, with very positive conditions for sports, and a unique cultural dynamic.

ITQB NOVA is at the heart of it all. Located within Estação Agronómica Nacional, it's surrounded by beautiful fields, including the famous Carcavelos vineyards, where it's possible to go wine tasting. It's a beautiful area that lots of people use for walks or jogging, and without even leaving Estação Agronómica you can even find a horse riding school.

To know all about what is happening in the Municipality - events, news, alerts and more – and have Oeiras in the palm of your hand, install the VisitOEIRAS app or visit the website. If you want to explore Lisbon, visit the official website.



PARQUE DOS POETAS IN OEIRAS



# FAQS

# FAQs

## General

How can I make report an issue?

NOVA's Whistleblower Portal is intended to communicate all reports, within the scope of application of the General Regime for the Protection of Whistleblowers of Infringements (GDPR), the General Regime for the Prevention of Corruption (RGPC), and discrimination and moral and/or sexual harassment.

For reports about topics not covered by the Whistleblower Portal or suggestions, you should use NOVA's Compliments, Suggestions and Complaints page.

The Ombudsperson at ITQB NOVA upholds the rights of students and staff and guarantees the proper functioning of both research and educational processes at the institute. Currently, ITQB NOVA's ombudsperson is Carlos C. Romão, Full Professor. More information.

## Health and Safety

What kind of protection is mandatory to work at the lab?

Lab coats are mandatory to work at the lab. Safety goggles or glasses are advisable. Gloves, face shields and respiratory masks depend on the task to be performed and must be chosen accordingly.

Can I use gloves outside the lab?

You can, but only on the same floor. You can't use gloves on the stairs and elevators. Never touch lab phones, light switches, door knobs or call buttons in elevator with gloves.

Can I use the lab coat in the elevator?

Yes, you can. Lab coat, gloves and lab samples or reagents are not allowed in public areas such as the cafeteria, the main hall, library administrative offices, etc.

## FAQs

### Can I bring my child to work?

Minors are not allowed on research floors. Children can only stay on public areas of the 2<sup>nd</sup> floor (main hall, bar and meals space). Special cases must be addressed to and require authorization of the ITQB NOVA Board of Directors.

### Where can I store the food I bring from home?

Food is not allowed on the research floor's cold chambers. There are refrigerators and a freezer at the meals space on the 2<sup>nd</sup> floor available for use. Please place your meals inside without the transportation bags. Store everything inside a plastic bag with your name. Containers to remain at the fridge for more than one day must be labelled with the owner's name (and group/service).

## Lab Manager

### How should I proceed (or who should I ask) to be trained to use equipment?

Check the name and contact of the responsible in the list of equipment available on the [website](#) and ask for training. If it is a research technician, create a ticket for assistance [here](#) (Assistance > Create a ticket). Then, [book](#) the equipment.

### How can I use LabOrders to order something from the “Economato storage” (e.g., ethanol, pens or notebooks)?

Make a normal purchase order. The vendor is “ECONOMATO ITQB”.

### Where can I find ITQB NOVA merchandising?

Use LabOrders to order them. The vendor is “ECONOMATO ITQB”.

### Where can I buy an ITQB NOVA lab coat?

You can buy an ITQB NOVA lab coat through LabOrders, using a non-listed vendor, or Economato.

## FAQs

### Are there common storage spaces?

It depends on the space available on each floor. Talk to the floor coordinator about this issue.

### Who are the floor coordinators and where can I find them?

You can find a list of personnel in charge of special safety subjects and floor coordinators in ITQB NOVA's Health and Safety Manual.

### What are the guidelines to purchase plane or train tickets?

Before starting the process, request travel authorization from the personnel section (Pedido de deslocação - FOR.ITQB.20).

Then, use LabOrders to order your ticket. The header of the order must include the passenger's name, telephone contact, dates of travel (outward and return) and scientific justification for the scope of the trip.

- For travel agency purchases: attach the chosen quote (valid) and an alternative one.
- For purchases via an aggregator site: attach a print screen of 10 quotes.

Payments can be made through a grant or by credit card.

- using ITQB NOVA's credit card: Request information in advance from the treasury (Ana Freire or Anabela Bernardo);
- using your credit card: Ask for an invoice in the name of Universidade Nova de Lisboa (the NIF 501 559 094 is mandatory).

## Maintenance

### Where and when can I drop off chemically hazardous waste?

Every Wednesday from 2:30 to 3:00 pm, chemically hazardous waste can be dropped off at the storage room outdoors on the south patio for storage and subsequent treatment. The appropriate sticker, which may be obtained at the Maintenance workshops, must be used to identify them.



# FAQs

## Education

How can I find out if my registration is complete?

In the academic portal (@netpa) your registration should appear as final.

How can I cancel a course unit?

You should send an email to the academic services: itqb.academics@itqb.unl.pt

How do I generate ATM references?

On the academic portal (@netpa) you have a tab called "financial situation" where you can generate ATM references.

Where can I get financial and academic proof?

On the academic portal (@netpa) you have an icon called BOXNET where you can filter by document type and download the document you want.

## Administrative, Financial and Assets

How do I place a purchase order?

Purchase orders should be placed through ERP SINGAP or LabOrders. Internal expenses cannot be borne by Projects or by the Associated Laboratory Lines (ICL), since both Fundação para a Ciência e a Tecnologia and the European Union do not consider this type of expenses to be eligible for Research Projects. These must be allocated to the source of funding (IF-...), or to other Own Revenues (ICV's type).

