The **ETS Help Desk Telecom Coordinator (TC) User Guide** will assist TCs and Data Coordinators (DC) and/or Account Managers (AM) in submitting work orders using the Work Order forms. The guide is divided into two sections; **Submitting a Work Order – Type** and **Frequently Asked Questions (FAQ)**. Contact the ETS Help Desk at 4-3500 or visit [http://helpdesk.sdsu.edu/](http://helpdesk.sdsu.edu/) for more information.

**Submitting a Work Order – Type:**
Work orders must be submitted by AM, TC or DCs. Obtain access to forms with password issued to your AM. The following will allow you to become familiar with what type of work order you need to submit and the form to use.

Update **SDSU Campus Directory** or phonebook.sdsu.edu
Directory Updates:  [http://helpdesk.sdsu.edu/udform.htm](http://helpdesk.sdsu.edu/udform.htm)
**Required information:** Staff/Faculty Red ID, name, degree, department, area, title, building and room, email, listed phone number, FAX, mail code)

Add, move, change or resolve network issue - **internet connection to devices**
Network Service Request:  [http://helpdesk.sdsu.edu/proforms/netsrvreq.htm](http://helpdesk.sdsu.edu/proforms/netsrvreq.htm)
**Required information:** User information, type of connection, jack information (e.g.: new and/or old jack), location, IP address, subnet, what needs to be resolved, account number to be charged (if required). Need to activate a data port in jack (for new jack installations, see Telephone Service Request).

Add, move, change or resolve issues with your **phone programming** (e.g.: name appearance, follow me, divert)
Change Phone Programming Service Request:  [http://helpdesk.sdsu.edu/proforms/phoneprog.htm](http://helpdesk.sdsu.edu/proforms/phoneprog.htm)
**Required information:** user information, phone number, what needs to be changed or resolved, account number to be charged (if required).

Change account numbers, inquiry about **billing** (past or future), etc.
Billing Inquiry Service Request  [http://helpdesk.sdsu.edu/phonebill.htm](http://helpdesk.sdsu.edu/phonebill.htm)
**Required information:** Type of service, how much was charged and when, work order number, account number charged.

Authorization code to **dial long distance or international calls.**
Long Distance and Calling Card Service Request  [http://helpdesk.sdsu.edu/proforms/phonecards.htm](http://helpdesk.sdsu.edu/proforms/phonecards.htm)
**Required information:** Staff/Faculty/Student Red ID, name and account number to be charged.

Report phone line **TROUBLE**
Telephone Trouble Form:  [http://helpdesk.sdsu.edu/phoneproblem.htm](http://helpdesk.sdsu.edu/phoneproblem.htm)
**Required information:** Phone number, user, jack and location.

Add, move or change **telephone service** (may include voice mail)
Telephone Service Request  [http://helpdesk.sdsu.edu/proforms/phoneserv.htm](http://helpdesk.sdsu.edu/proforms/phoneserv.htm)
**Required information:** Type of phone (digital or analog), dialing level, type of service, user, phone number if not new, current jack and location, new location if moving or adding, dialing level, needed features (voice mail?), account number to be charged. Need a new jack for voice and data.

Add or change **voice mail** service only. Reset password can be requested but it would be faster and easier to use [https://voicemail.sdsu.edu/](https://voicemail.sdsu.edu/)
Voicemail Service Request  [http://helpdesk.sdsu.edu/proforms/phonevm.htm](http://helpdesk.sdsu.edu/proforms/phonevm.htm)
**Required information:** Phone number, user, account number to be charged.

**RUSH ORDER** requires completion before 10 business days. The charge is one and a half (1.5) times the regular work order charge.

**Frequently Asked Questions (FAQ’s)**

1. **How much lead-time is necessary to request and complete a service call?**
   Once the work order is submitted and a work order number generated, ETS Help Desk requires 10-business-days to complete the work order.
   **Note:** Extensive construction projects may require the coordination and services of several departments. Contact the ETS Help Desk for a free consultation.

2. **Moving to another office location. Does my current telephone number automatically relocate to my new destination?**
   No. Telephone sets are provided to departments on a lease basis. Therefore, a work order is required to coordinate the existing telephone and telephone number to the new jack location.

3. **If an Ethernet (data) connection is required, do I submit a voice or network service order?**
   If there are no Ethernet (data) connections available on the jack, a Voice service order is required. If the data portions of the existing jack are not active, submit a Network service order to activate service on ports needed.

4. **What is the difference between State and Non-State accounts?**
   State account requires a seven-segment Oracle account number. Non-State accounts (e.g. Foundation, vendors) do not require an Oracle account number. When applicable, please specify and include the full non-State account number (e.g. 12345A-P1234).

5. **A telephone in our department is currently unplugged and not being used. Are we still being charged a rental fee?**
   Yes. ETS Help Desk requires a Voice work order to disconnect and collect the telephone set. When the work order is finished, billing will stop for that particular telephone set.

6. **What additional information should I consider when submitting a work order?**
   Review your software needs when placing voice orders (e.g. voice mail, dialing levels, call pick-up groups and appearances).