

If you need to add a phone or extension to an existing phone please enter that request in the General Notes for the phone. If you have any general questions enter them in the Request Notes comment box at the top of the page.

- You can sort this list by clicking on the column header.
- To edit an extension's user/properties, click on edit.
- After you finish updating a row, click update to save the changes.
- To exit the edit mode without saving any changes press Cancel.
- When you have finished with all of your changes select Submit to IT.

Location Notes:

Use this box to enter notes that cannot be entered into a single line. Example would include adding a new phone to a location.

 Save Info

The number of site requests ahead of this request: 8

Position in work queue

Long Distance

Moveable Extension

Submit to IT  Download phone list  Download all data  = Configurations with pending changes

	Ext	MAC - Line	Rm Location	First Name	Last Name	Employee Number	Network User ID or Email	CR	VM	LD	Mov	Previous User Notes	New User Notes	General Notes
Extension Number	MAC - Network ID of Phone	Room number or physical location	First Name of extension owner	Last Name of extension owner	PPS Employee ID number	Network ID/ email address	Classroom Restricted	Is Voicemail on extension?	Notes about previous user	Note for new user	Extra notes for extension			

**To edit an extension's user/properties**, click on "edit" to the left of the extension number. When finished making your changes, select "update" to save the changes or "cancel" to exit the edit mode without saving any changes. An exclamation point will appear to the right of the LD column indicating that data in that record has changed.

**User Tips:**

You can hover your mouse pointer over the header of any column to get information about what that column should contain. You can sort the data by clicking on a column's blue header. Update any changes you have made before sorting or you will be exited out of the edit mode and lose the changes to the line you were editing.

Use the following options for the **User Status columns**.

<u>Previous User Status</u>	<u>New User Status</u>
Changed Room	Changed Room
Left School	New to School
Left District	New to District
Unknown	Also works at "School"
Unknown	Unknown

If a phone user works at more than one location in the District, please include the other site names if you know them. This information is needed in order to set up their voicemail correctly.

The Note column provides a field where you can put any additional information that you think we may need to process the changed for that line.

The website will log you out if you do not make any changes for 1 hour. After you have select update for a line, changes to that line will **not** be lost if you are logged out or close the web browser.

**To undo Changes** you previously made to a phone extension, select "Undo Changes" in the rightmost column of that extension.

**To submit your phone change request:** Select "Submit to IT" to place your change request in queue to be worked by IT Telecom. You will not be able to do any further edits while it is in the Submitted mode.

**To make changes to your request after it has been submitted,** As long as the Telecom team has not started working on your request you can un-submit the request to make changes or additions. See the top of the page after submitting a request to find the Un-submit link. If the un-submit link is not there, the Telecom team has started to work on your changes. Note that when you un-submit your request it is taken out of the work queue. However when you resubmit the request after making your changes it will be put back in queue with the original submission date.

**To download a current phone list** or phone configuration for your site, select the "Download phone list" or "Download all data" link near the top of the page. This will download a CSV file that can be imported into excel, where you can format the information to meet your site's needs. Note: clicking on the Icon will not work; you need to click on the text.

**To add a phone or add an additional line** to a phone you can use the Location Notes box to make these requests.

**WHOM DO I CONTACT WITH QUESTIONS OR PROBLEMS**

Please contact the IT Service Desk at <https://support.pps.net> or x63375 with any problems or questions you might have.