



Saddleback College Telephone Support - Adds, Moves & Changes

Please submit a “Phone and Fax Support” work order to Saddleback College IT

▶ **Phone Additions** - Include the name of the new employee and username, if available.

If the employee is at a new work area without a phone, please include the building, room number and a description of the desk or work area where the phone is needed.

▶ **Moves** - Include the extensions on the phone you need moved along with the name of the employee, current building and room number, new building and room number and a description of the desk or work area where the phone is being moved.

▶ **Name Changes** - Include the extension to be changed, employee’s username and the name of the employee as they desire it to be on the phone. If this extension is being changed from a prior user, please indicate whether the PIN should be reset to the default or the voicemail account should be deleted and replaced with a new one.

PLEASE NOTE: Name changes can only be made for employees. Project Specialist and Student names can not be put on phones, instead the department name must be used.

▶ **Line Changes** - Include the phone which is being changed by listing the current owner. Where there is no owner or there are multiple phones but all aren’t being changed include the phone Host Name which can be found by pressing Settings (Cog Icon) then Phone Information. The Host Name begins with “SEP”. Indicate if lines are to be added, removed or reordered. Please indicate the line position on the phone where an added extension should appear or the new line order.