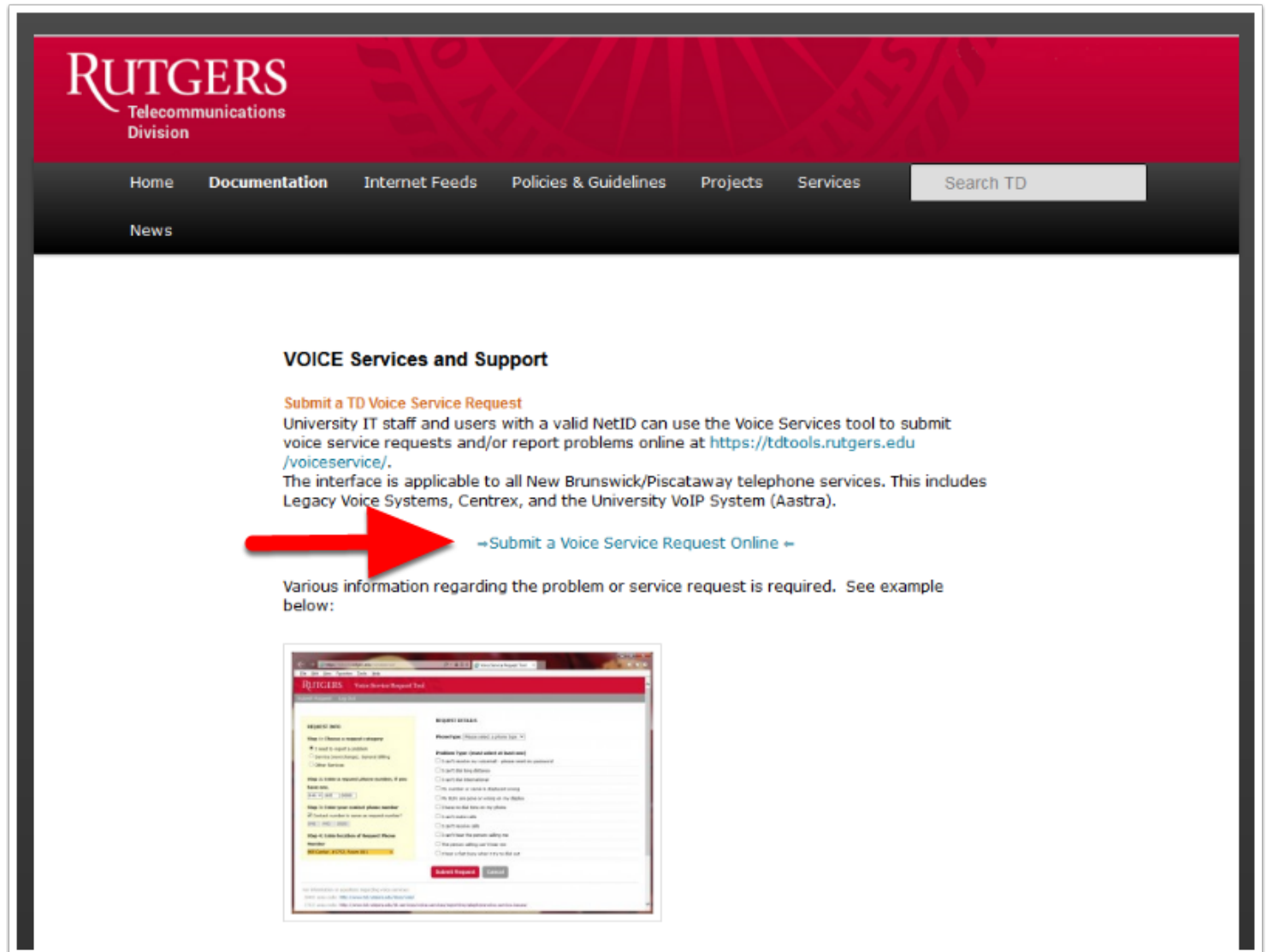


1. Visit the link below and click on "Submit a Voice Services Request"

<http://www.td.rutgers.edu/docs/voip/voice-support/>

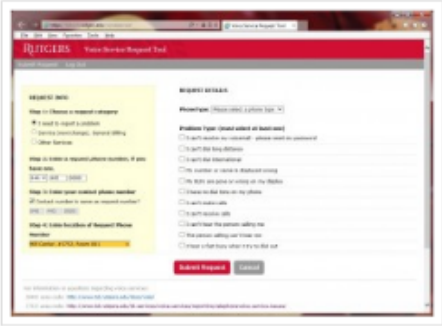


The screenshot shows the Rutgers Telecommunications Division website. The header includes the Rutgers logo and navigation links: Home, Documentation, Internet Feeds, Policies & Guidelines, Projects, Services, and a Search TD box. Below the header, the page title is "VOICE Services and Support". A section titled "Submit a TD Voice Service Request" explains that University IT staff and users with a valid NetID can use the Voice Services tool to submit requests and report problems online at <https://tdtools.rutgers.edu/voiceservice/>. It notes that the interface is applicable to all New Brunswick/Piscataway telephone services, including Legacy Voice Systems, Centrex, and the University VoIP System (Aastra). A large red arrow points to the link "Submit a Voice Service Request Online". Below this, it states that various information regarding the problem or service request is required and provides an example of the request form.

Submit a TD Voice Service Request
University IT staff and users with a valid NetID can use the Voice Services tool to submit voice service requests and/or report problems online at <https://tdtools.rutgers.edu/voiceservice/>.
The interface is applicable to all New Brunswick/Piscataway telephone services. This includes Legacy Voice Systems, Centrex, and the University VoIP System (Aastra).

[Submit a Voice Service Request Online](#)

Various information regarding the problem or service request is required. See example below:



The screenshot shows the "RUTGERS Voice Service Request Tool" form. It is divided into two main sections: "REQUEST INFO" and "REQUEST DETAILS". The "REQUEST INFO" section includes fields for "Requester Name", "Requester Email", "Requester Phone", "Requester Title", "Requester Department", "Requester Building", "Requester Room", "Requester Extension", "Requester Fax", "Requester Mobile", "Requester Pager", "Requester Other", "Requester Address", "Requester City", "Requester State", "Requester Zip", "Requester Country", "Requester Postal Code", "Requester Country Code", "Requester Area Code", "Requester Phone Number", "Requester Phone Extension", "Requester Phone Area Code", "Requester Phone Country Code", "Requester Phone International Prefix", "Requester Phone International Area Code", "Requester Phone International Number", "Requester Phone International Extension", "Requester Phone International Country Code", "Requester Phone International Area Code", "Requester Phone International Number", "Requester Phone International Extension", "Requester Phone International Country Code". The "REQUEST DETAILS" section includes a "Problem Type" dropdown menu and several checkboxes for "Problem Description". At the bottom of the form, there are "Submit Request" and "Cancel" buttons.

2. Log in using your Netid and Password

3. Choose or enter the following

- Step 1: Select "Other Services - no billing info required"
- Step 2: Enter your phone number
- Step 3: Select contact number is same as request number
- Step 4: Enter the location (building and room number)

RUTGERS Voice Service Request Tool

Submit Request Log Out

REQUEST INFO

Step 1: Choose a request category

New Service

Change Service, General Billing

Departmental Move

Wireless Access Point (WAP)

I need to report a Problem

Other Services - no billing info required

Step 2: Enter a request phone number, if you have one.

848 000 0000

Step 3: Enter your contact phone number

Contact number is same as request number?

848 000 0000

Step 4: Enter location of Request Phone Number

Enter Your Location

4. Once those 4 fields are completed, another section will appear on the middle of the page

Check off "Other/Additional Information:" and write out your request in this textbox. Be sure to include the email address that you would like your voicemail's delivered to.

The screenshot shows the Rutgers Voice Service Request Tool interface. At the top, there is a red header with the Rutgers logo and the text "Voice Service Request Tool". Below the header, there are two links: "Submit Request" and "Log Out".

The main content area is divided into two columns. The left column is titled "REQUEST INFO" and contains four steps:

- Step 1: Choose a request category**
 - New Service
 - Change Service, General Billing
 - Departmental Move
 - Wireless Access Point (WAP)
 - I need to report a Problem
 - Other Services - no billing info required
- Step 2: Enter a request phone number, if you have one.**
848 [] 000 [] 0000 []
- Step 3: Enter your contact phone number**
 - Contact number is same as request number?
 - 848 [] 000 [] 0000 []
- Step 4: Enter location of Request Phone Number**
Enter Your Location []

The right column is titled "REQUEST DETAILS" and contains a section for "Other Services: (must select at least one)".

- change the display name on my phone
- I need to add/change a BLF (Busy Lamp Field)
- Need to move a phone to a new location
- I need to add/change a hunt group
- I need to add/change an auto attendant
- Remove a phone number from my phone
- Forward line/phone number
- Need to make a change to my phone service (or call programming)
- I Need to add/change a SCA (Shared Call Appearance)
- Other/Additional Information:
Please provide as much detail as possible. A technician will work with you to finalize this request.
[]

At the bottom of the form, there are two buttons: "Submit Request" (red) and "Cancel" (grey).