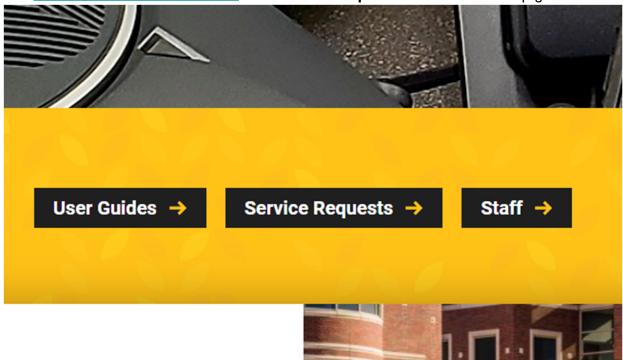


## **Entering EC500 Tickets**

This guide is on submitting a ticket to have your desk phone forwarded to your cell phone. The technician, upon completion, will follow up with you with instructions on how to use this feature.

Visit <a href="https://www.wichita.edu/services/telecom">www.wichita.edu/services/telecom</a>. Click **Service Requests** in the middle of the page.



- Click on the form named "Telecommunications Forward my Phone"
- > Read the information for the ticket and click **Request** on the right side
- > Enter your name as the requestor (this information might be pre-populated) and the department should populate.
- > **Description** and **Request Details** should pre-populate
- > If you are entering a request for one number to be forwarded
  - o Enter your extension, carrier and cell phone or landline number
  - Click Request
- If you are entering a request for multiple phone numbers to be forwarded
  - Fill out a spreadsheet with the following headings
    - Name of employee
    - Extension
    - Cellular Carrier
    - Cellular Number
  - Enter "See spreadsheet" in the form for From Extension, Cellular Carrier and Forwarded to Phone Number
  - Attach the spreadsheet to the ticket
  - Click Request