

# Andrews University

## Setting up Telephone/Email/Computer Systems/Keys

### How do I set up my voicemail box and phone identification?

- Call Telecommunications at extension 3499 to set up a voicemail password
- Be sure to sign into the voicemail system and personalize your voicemail greeting and personal verification as soon as possible (**detailed instructions can be found in the back of the campus phone directory**)
- If you would like the outgoing caller ID to display your name, then email [telecom@andrews.edu](mailto:telecom@andrews.edu) with your name and the associated telephone number.

### How do I get long-distance access codes in order to make calls?

- Have your supervisor email [telecom@andrews.edu](mailto:telecom@andrews.edu) requesting a PAC (Personal Access Code) for you, listing:
  - your name
  - ID number
  - your email address
  - the Inter Department Charge (IDC) number
- Telecom will email you with the code and instructions for use.

### How do I establish an email account with Andrews?

- Go to <http://vault.andrews.edu> and select “Username Activation.” You can only set up an email account if your employment information is set up at Human Resources.

### How do I get access to Banner and Redwood computer systems?

- You must first obtain an Authorization Form, either online at: [http://www.andrews.edu/services/its/administrative\\_account\\_request.pdf](http://www.andrews.edu/services/its/administrative_account_request.pdf), or from the ITS reception desk
- Signatures by you and your department director are required, as well as the appropriate signatures for the Banner product you need to access
- Take form to the ITS reception desk in the IS building (next to the Gym – double doors on the west side of the building) for processing (questions: ext. 3455)

<u>System</u>	<u>Who to contact</u>	<u>Extension</u>
Banner	Marvin Budd	6104
Redwood	Ron Neumann	6110
Personal Computer Setup	James Lim	6016

### How do I get keys?

- Authorization cards are available at the Plant Administration office, located on the 1<sup>st</sup> floor of the Administration building, or in your department
- Department director signature is required
- Call Plant Administration at ext. 3284 if you do not know which keys you need

### Where can I acquire a telephone book and campus directory?

- Yellowbook and SBC telephone books can be found at the ITS reception desk
- Andrews University campus directories can be picked up at University Relations