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 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 requesting a PAC (Personal Access Code) for you, listing:
  o your name
  o ID number
  o your email address
  o 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, 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)

<table>
<thead>
<tr>
<th>System</th>
<th>Who to contact</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Banner</td>
<td>Marvin Budd</td>
<td>6104</td>
</tr>
<tr>
<td>Redwood</td>
<td>Ron Neumann</td>
<td>6110</td>
</tr>
<tr>
<td>Personal Computer Setup</td>
<td>James Lim</td>
<td>6016</td>
</tr>
</tbody>
</table>

How do I get keys?
• Authorization cards are available at the Plant Administration office, located on the 1st 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