

## **Telephone/Network Installation and Repair**

### **SERVICE CHANGES**

Information Technology Services (ITS) provides telecommunications services to the WSU Pullman campus.

All other WSU locations should contact the local campus ITS support for telecommunication services, as noted under [Repairs-- Non-Pullman Locations](#).

**NOTE:** Do not attempt to place orders directly with the telephone company or other outside vendor.

### **WSU Pullman**

Departments located at the Pullman campus are to send all requests to move, change, disconnect, or add new telecommunications services to Information Technology Services (ITS) using the online ITS Customer Center located at:

[pcr360.wsu.edu/cc](http://pcr360.wsu.edu/cc)

Each online service request provides explanations for most of the fields to be completed. For assistance with completing the online service request, contact the Crimson Service Desk; telephone 509-335-4357, or e-mail [crimsonservedesk@wsu.edu](mailto:crimsonservedesk@wsu.edu).

Upon receiving a service request, ITS sends an automated e-mail response to the requester. ITS may contact the requester if additional information is needed to complete the request.

Pullman departments may view a listing of currently-assigned telecommunications services at:

[pcr360.wsu.edu/cc](http://pcr360.wsu.edu/cc)

### **Non-Pullman Campuses**

Departments located at non-Pullman campuses are to send requests to move, change, disconnect or add new telecommunication services to the appropriate campus HelpDesk:

- Everett Campus HelpDesk 425-405-1555
- Spokane Campus HelpDesk 509-358-7748
- Tri-Cities Campus HelpDesk 509-372-7334
- Vancouver Campus HelpDesk 360-546-9770

### **Account Worktags**

In the online user profile, the requester enters the appropriate worktags for the account most often used to support communications and network service charges.

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### **Account Worktags (cont.)**

In the online service request, the requester may enter a different set of worktags to support one-time and/or monthly charges for the service selected.

NOTE: The user and/or requester must have the appropriate Workday security roles (e.g., cost center manager, program manager) for each of the worktags listed.

### **Telecommunication Products and Features**

Information regarding available telecommunications products and features is located at:

[its.wsu.edu/unified-communications/](http://its.wsu.edu/unified-communications/)

## **REPAIRS**

### **WSU Pullman**

Departments at the Pullman campus are to contact the Crimson Service Desk for all network and telephone outages, incidents, or repair requests in one of the following ways:

- Telephone 509-335-4357
- E-mail [crimsonservicedesk@wsu.edu](mailto:crimsonservicedesk@wsu.edu)
- Complete the online ITS repair request form at:

[itsforms.wsu.edu/Contact/ReportAProblem.aspx/](http://itsforms.wsu.edu/Contact/ReportAProblem.aspx/)

### **Non-Pullman Locations**

Departments located at non-Pullman campuses are to contact the local campus Helpdesk for all incident and repair requests:

- Everett Campus HelpDesk 425-405-1555
- Spokane Campus HelpDesk 509-358-7748
- Tri-Cities Campus HelpDesk 509-372-7334
- Vancouver Campus HelpDesk 360-546-9770

Be prepared to provide the following information:

- Pertinent telephone/Ethernet outlet IDs
- Room numbers
- Name of a departmental contact who can provide access and describe the problem to repair personnel