Managing the Telephone Directory

Telephone Coordinator's Guide

Introduction

As your department's telephone coordinator, it is your responsibility to update the telephone directory with the most recent information. This self-help document will show you how to access and edit your departmental telephone directory.

Accessing the Telephone Directory Department Rep Module

To access the editing area, you must log in through the My TU portal.

1.   Navigate to **http://www.towson.edu** using your web browser.

2.   Click **Faculty & Staff** in the top navigation and then select **My TU**.
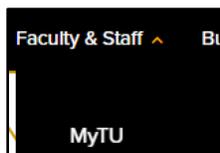
Figure 1

3.   The **myTU** page appears. Click **SIGN IN** in the upper right hand corner. Enter your **Username** and **Password** in the **Authenicated Login** screen.

Figure 2

4.   Scroll down to the bottom of the page (in the footer area) and click the **Phone Book Editor Login** link.
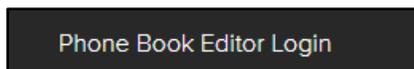
Figure 3

5.   Enter your **NetID** and **Password** in the **Authenticated Login** screen.
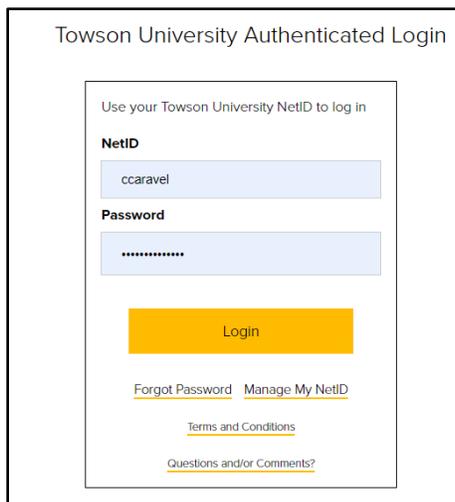
Figure 4

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Managing the Telephone Directory

Once you have accessed the **Faculty/Staff Directory – Department Administrative Module**, you have several options under two main areas: **Resources** and **Your Department Heading** (the screen capture shows Office of Technology Services). Those options are explained below.

Faculty/Staff Telephone Directory -- Department Administrative Module

Menu Options

You are responsible for **1** department.

As your department's telephone coordinator, it is your responsibility to update the telephone directory with the most recent information.

Resources:
- Telephone Coordinator's Guide: Instructions for adding or updating employee information
- See the Office & Services Directory for information about how to update a listing.

Office of Technology Services
- View Department or SubUnit Information
- Sort Employees for Department or SubUnit Listing
- Print Department Directory Listing - *(After printing the page, hit the Back button on your browser to return to this page.)*
- Print Employee Listing - *(After printing the page, hit the Back button on your browser to return to this page.)*
- Insert new employee record
- Update or remove employee position or record

If you have any questions or need assistance, contact the OTS Telecom Help Center at 410-704-5151 or phones@towson.edu or submit a TechHelp ticket.

Figure 5

Menu Options

The number of departments that are under your area of responsibility will be defined here.

Resources

- **Telephone Coordinator's Guide: Instructions for adding or updating employee information** – this links you to the **Managing the Telephone Directory** documentation.

- See the Office & Services Directory for information about how to update a listing – Click the **Office & Services Directory** link to review your department's information including location, phone, email and more. To request a change, click the link on the right-hand side of the website under **Offices and Services Updates** to send an email to the appropriate contact.

Your Department Heading

There is a variety of options under **Your Department Heading** area of the page allowing you to manage the directory. This includes viewing and printing your directory listing, inserting and removing employees, and more. All options are explained below.

View Department or SubUnit Information

This option allows you to view a more detailed list of your department or its SubUnits (if applicable). This includes the division, building, room number and web address of the subunit.

1. Click **View Department or SubUnit Information** under **Your Department Heading**.
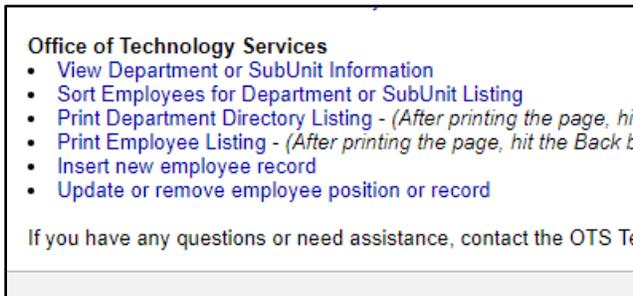
Figure 6

2. Click your **SubUnit** under **Edit Department Listing**.

Figure 7

3. You will enter the **Faculty/Staff Directory – Department Administrative Module** screen.

Figure 8

Note: To make changes to a SubUnit's information, you must contact phones@towson.edu.

4. Click **Cancel, Return to Main Menu** to return to the **Faculty/Staff Directory – Department Administrative Module**.

Sort Employees for Department or SubUnit Listing

This option allows you to change the sort order of Departments (and in some cases individuals). The sort order is the order in which it will appear in the Telephone Coordinator's Guide and not in the Offices & Services Directory listing for a department.

1. Click **Sort Employees for Department or SubUnit List**.
2. Notice under some of the department listings there are number of drop-down boxes. If you wish to change the order, click the down arrow and make your selection.

Figure 9

3. Click **Save Sorted Listing** a the bottom of the screen and then click **Return to Menu Options.**

Print Your Department Directory Listing

This option allows you to view and/or print your entire department's directory divided by subunit.

1. Click **Print Department Directory Listing** under **Your Department Heading**. Press **CTRL+P** on your keyboard to print the list.

Figure 10

2. Click the **Back** button on your browser to return to the **Faculty/Staff Directory – Department Administrative Module.**

   Note: If names do not appear in the Department Directory, the record may not be set to be displayed. To display a name in the directory, do the following:

   - Click on **Update or remove employee position or record** under **Your Department Heading** from the main menu.

   - Find the employee from the list and click the **Update/Remove** button.

   - At the bottom of the screen, beside **Display in printed directory with department?**, click on **Yes**.

   - Click **Update Record**.

Print Employee Listing

This displays a printer-friendly alphabetical list of every employee in your department complete with their location, phone and email address.

1. Click **Print Employee Listing** under **Your Department Heading**. The entire department's listing of employees will appear.

Figure 11

2. Click the **Back** button on your browser to return to the **Faculty/Staff Directory – Department Administrative Module.**

Insert New Employee Record

Use this tool to add a new employee to your departmental section. Please note that employees must already have a TU NetID to be added to the system.

1. Click **Insert new employee record** under **Your Department Heading**.

2. In the **Lookup User** field, type in the new employee's Towson University NetID Number and click the **Look up employee using their TU ID!** button. The employee's information from PeopleSoft will automatically populate the appropriate fields.

3. Fill in any missing fields and then click **Next Page**.

Figure 12

4. Fill out the appropriate fields in the **Primary Position Information** screen and click **Insert**.

Figure 13

5. To return to the **Faculty/Staff Directory – Department Administrative Module** main menu, click **Cancel, Return to Menu Options.**

Update or Remove Employee Position or Record

Use this tool to **Update** or **Remove** already existing employee records. If an employee has more than one position on campus, you may also **Add Another Position** for individual employees from this link.

Update or Remove already existing employee records:

1. Click **Update or remove employee position or record** under **Your Department Heading**.

2. Scroll to locate the employee information you wish to update or remove from the list and click the **Update/Remove** button.

Figure 14

3. If you need to update info, change the appropriate fields and click **Update This Record**.

4. To remove this entry from the directory (permanently), click **Remove this employee and all positions in department from Phonebook**. A confirmation screen will display once you have selected one of the options.

Note: Be careful, if the employee has more than one position in the directory, this will remove all positions.

Figure 15

5. If an employee has more than one position in the University and you wish to remove one of those positions (that is listed in your department), click the **Remove This Position** button at the bottom of the screen under the **Position 1 Information** section (if it is the primary position) or it may be under **Position 2 Information**.

Figure 16

6. A confirmation screen will appear. Choose **Yes, Remove position** to complete the transaction.

Figure 17

7. To return to the **Faculty/Staff Directory – Department Administrative Module** main menu, click **Return to Menu Options**.

Add Another Position

Note: You may only add an additional position for an employee who is in your department in this manner. If the additional position is within another department, you must follow the steps under **Insert New Employee.** You cannot modify a position for an employee who is listed in a department other than your own.

1. Click **Update or remove employee position or record** under **Your Department Heading**.

2. Scroll to locate the employee information you wish to add another positon for and click the **Add Another Position button**.

3. From the **Position 2 Information** screen (this number will change depending on how many positions have been added for this employee), fill in the fields. Fields with an asterisk are required.

Figure 18

4. Click **Insert**. A confirmation screen will appear.

Figure 19

5. You may either **Return to Menu Options** or **Insert Another Position**.

Note: The position entered into the system first will show up first in the directory. If you wish to change the display order, you must delete the records and begin fresh.