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.

2. Select My TU from the top navigation pane on the site.

Figure 1

3. The My TU – Towson University page appears. Select Faculty & Staff (My TU Portal)

Figure 2
Managing the Telephone Directory

4. The Faculty & Staff (My TU Portal) open, Login with your Net ID and Password.

5. Once logged in, the TU Portal will appear.

6. Click on the More Resources tab.

7. In the portlet titled Directory, use the right scroll bar to move down and click the link titled Update Faculty/Staff Telephone Directory.
Managing the Telephone Directory

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

![Menu Options](image)

**Menu Options**

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

**Resources**

- **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**.

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

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

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**Faculty/Staff Directory**

**Edit Department Listing**

- Office of Technology Services
- Classroom Technology
- Client Services
- Enterprise & Infrastructure Services
- Information Security
- Information Systems (OTS)
- Information Technology Support Centers
- OTS Finance & Administration
- OTS Help Center
- OTS Training
- Project Management Office
- Student Computing Services
- TU Web Site Development

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**Figure 7**

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

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**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**.

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**Figure 8**
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.

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.

![Office of Technology Services Employee Listing](image)

Figure 9

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 10](image1.png)

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

![Figure 11](image2.png)

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

![Faculty/Staff Directory -- Department Rep Module](image)

**Figure 12**

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.

![Faculty/Staff Directory -- Department Rep Module](image)

**Figure 13**

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**.

![Position 2 Information](image)

**Figure 14**
6. A confirmation screen will appear. Choose Yes, Remove position to complete the transaction.

Figure 15

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 position 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 16
Managing the Telephone Directory

4. Click Insert. A confirmation screen will appear.

![Faculty/Staff Directory -- Department Rep Module](image)

Figure 17

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.