

## Frequently Asked Questions

### **Q. How do I view my departmental phone bill?**

A. Log into campus connection at <http://campusconnect.depaul.edu>. Click on For Employees > Reports > Telecommunications. Once you reach the Communications Management application, click on Reports.

### **Q. Why do I see accounts listed that do not have phone charges?**

A. The account drop-down list contains all of the accounts to which you have authorization to view, even if there are no telecommunications usage charges associated with that account. To view a list of all accounts with telecommunications charges, use the account drop-down to select “All my accounts”, the last item on the drop-down list. This will display a list of all the accounts with telecom charges that you are authorized to view.

### **Q. What do I do if a phone line is being charged to the wrong account?**

A. Please use the request form for telephone moves/adds/changes, located here: [http://is.depaul.edu/resources/forms/phone\\_move.asp](http://is.depaul.edu/resources/forms/phone_move.asp) . Fill out the Requestor Contact section, and select the option for “**Other Requests**”. Enter the subscriber’s name and extension, and use the “Request” line to explain that the phone line is being charged to the wrong account.

### **Q. Can I see the extension on the summary report? Where is the person’s extension number located?**

A. The subscriber summary report lists all of the subscribers in your account by name. To view the extension, you must click on the subscriber's name. Phone numbers are only viewable in the detail report

**Q. What is the “Subscriber ID” next to each name?**

A. The subscriber ID is a unique number assigned to each subscriber. The subscriber ID does not have any meaning for budget managers, other than it is a unique identifier for the subscriber.

**Q. When I view my report in Excel, some of the numbers called don't make any sense. Why do I see fields like “- 8.77326E+13”?**

A. In Excel, the cell size may be too small for the number dialed. You can adjust the column width to see the complete number. This occurs when more than 10-digits are dialed during a phone call. If you are trying to print your phone bill, try viewing the report as a PDF file, and it will be more printer-friendly.

**Q. How do I view my previous month's phone bills?**

A. Previous telecommunications usage reports through February 2007 can be viewed in Mobius. These reports will not be viewable in the new system.

**Q. Who can view the reports?**

A. Only authorized budget managers and their assigned representatives can view telecommunications reports for individual accounts.

**Q. How do I delegate privileges for someone else in my department to view the telecom reports?**

**A.** If you have delegation permissions for telecommunications chargeback reports, you can log into campus connection to assign a delegate to view your telecom chargeback reports. Click on For Employees, and WAS Authorization. Select “Telecom Detail” from the list of activities. Select the department ID to which you would like to grant access, and click Add. Add the user’s permission using the people finder. Enter the first and last name and click search. Click select, and the name will populate. Continue until you receive the message that permissions have been successfully added.