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## Information Technology

# Extension IT Tech Tips - January 2024



Welcome to the January Tech Tips. Here are a few new tips. If you have any feedback on the newsletter, feel free to reach out to me at [dchorn@illinois.edu](mailto:dchorn@illinois.edu).



## Teams Tips

With some staff soon to be working remote or hybrid, we have received a few questions about making sure Voicemail is set up. Campus IT has a [KB article](#) explaining how to set up voicemail. This article covers setting up your greeting, checking voicemail, and adjusting notifications.

## Teams Calling Request



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When submitting a new hire ticket for a new employee or if an employee is changing positions and currently does not have the ability in Teams to call external numbers, be sure to request Long Distance Calling Account for anyone that should have the ability to call external numbers from Teams. In the last few months we have had several instances of the new hire request specifically not requesting the access, and then later submitting a ticket

because they don't have the dial pad to make or receive calls. Even though someone receives access to Teams this access does not include the ability to call external numbers and needs to be requested.

## IT Forms

Extension IT has created several online forms that can be used to submit specific requests. Using these forms helps ensure that all of the required information for that type of request is received. Each form then generates a ticket into our ticketing system. Please use these forms.

The screenshot shows a form titled 'Untitled form' with a 'Form Description' section. The 'Question Title' is 'Text'. The 'Help Text' is 'This is a poll test'. The 'Question Type' is 'Multiple choice' with a 'Go to page based on answer' option. There are four radio button options labeled 'Option 1', 'Option 2', 'Option 3', and 'Option 4'. Below these is a 'Click to add option' field and an 'Other' field with a 'Their answer' input. At the bottom, there is an 'Advanced settings' section with a 'Submit' button and a 'Required question' checkbox.

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- **New Hire Form** - This form requests the information needed to add a new employee to Extension systems. It also then is used by IT Staff to initiate the Computer Setup Call on that employee's first day of work. This form can be found at <https://request.extension.illinois.edu>.
- **Staff Update Form** - This form should be used when a current employee has a change in job title or location. This form will provide IT Staff with the necessary information to update the employee information. This form can be found at <https://go.illinois.edu/uie-staffupdate>
- **Staff Exit Form** - This form should be used when a staff member will be leaving Extension. This includes resignation, termination, retirement, or transfer to non-Extension University employment. This form can be found at <https://go.illinois.edu/uie-staffexit>

- **ERC Setup Form** - This form is used to request a time to set up your new computer that is being received during our annual Equipment Replacement Cycle. This helps identify a convenient time to set up the new computer. When requesting a setup time, please do so at least 24 hours in advance and provide multiple options. This form can be found at <http://go.illinois.edu/uie-ercsetup>

As always, please send any questions to [extensionit-help@illinos.edu](mailto:extensionit-help@illinos.edu) and we will be happy to assist you.



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## Add new staff to Unit Team in Teams

Each unit has a Unit Team in Microsoft Teams. As you add new staff to your team, don't forget to include adding that person to the Unit Team as one of the steps. Extension IT does not add new staff to your Unit Team as part of the new hire process, so someone who is an owner in your Unit Team will need to add that person.

If you have any questions about adding staff to your Team, please feel free to contact us at [ExtensionIT-help@illinois.edu](mailto:ExtensionIT-help@illinois.edu).



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