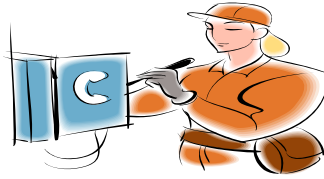


Student Telephone Repair Procedures



All Telephone repairs are processed through T.I.M.S.
(Telecommunications Information Management System)

If you are experiencing troubles such as:

1. No dial tone
2. Static on your line
3. Can not receive calls
4. Can not dial out (etc.)

Submit your repair request by:

1. Selecting T.I.M.S. on the left hand side of the Telecommunications home page. Or Go to www.csu.edu/is/telecommunications/tims.htm
2. Click on "**Customer Portal**"
 - Log in using your log-in ID and Passwords. Currently they are your CSU e-mail address **minus** the @csu.edu
3. Click on the "**My Services**" tab (top right of the page)
 - Click on your service number : Example: 7739952000
 - A second screen will display
 - Go back up to the top left side of the screen under "**My Current Services**"
4. Click on "**Trouble Ticket**" (top left of the page)
 - A "**Report Trouble**" screen will appear
 - Click on the dropdown box for "Trouble Type"
 - Select the proper repair item
 - In the additional information box list your location and any additional information required.
5. Click on "**Submit Request**"
6. Click on "**OK**"
7. Print your Confirmation and order number for your reference.
8. A telephone technician will be dispatched.



Please note that all repairs have a one (1) day turn around time.

If experiencing problems with TIMS call the TIMS Administrator at ext 2559 option 3