

What a Department Contact Should Know

Order IT Help Page

<http://orderithelp.stanford.edu>

Submit your questions online to HelpSU at <http://helpsu.stanford.edu>, select request Category: Web Applications, Web Sites; request Type: Order IT

- Billing questions
- Ordering Service questions
- To add a new Department Contact
- To add a PTA/Cost Center account to a Department Contacts authority

Service Desk Staff: ordering and billing assistance: call **5-HELP, option 2**
Available by phone, Monday-Friday, 8am – 5pm, In- Person: every Tuesday 8 am – 10 am, 215 Panama Street, Acacia Trailer (corner Panama St and Campus Dr)

Cell Support Staff: 24X7, seven days a week, call **5-HELP, option 4**

Monthly Training Class: register at <http://axess.stanford.edu>

- Click the 'Training (STARS)' tab
- Click 'Search/Browse Catalog'
- Enter the course title 'Order IT Training'
- Click 'Enroll' to enroll in an upcoming session

Other websites

Voice Offerings and Rates

<http://www.stanford.edu/services/telephone/department/>

VoIP Offering and Rates

<http://voip.stanford.edu>

Voice Mail

<http://voicemail.stanford.edu>

Cellular Service Offering and Rates

<https://cellservice.stanford.edu>

Major Projects, New/Renovated Buildings

<http://www.stanford.edu/services/helpsu/fags/projects.html>

Building Schematics (Jack Numbering and Locations)

<https://cnscad.stanford.edu>

Cisco VoIP at Stanford Medical Outpatient Center in Redwood City

<http://www.stanford.edu/services/voip/cisco/>

SUNet ID (required to access Order IT web site)

<http://sunetid.stanford.edu>

Scheduling Billing Reports Interactive Tutorial

<http://orderithelp.stanford.edu>, click on interactive tool