4. Department User Set Up

4.1 Assign IDD Rights to Users

☞ Click the Request item on the drop-down menu and then select “IDD Access Rights to Users”

☞ Click on the magnifying glass and search for the Account No. based on the Account Name

☞ The Dept Code and a list of staff with IDD access is displayed

☞ Double click on the “Staff No” column of an empty row to add a user. If all rows are filled, click on the “Add a Row” icon and an empty row in the table will be added below the list of users. Scroll down to reach the empty new row.
Select the staff by clicking on his/her Staff Number. It will be updated in the table.

Double click the Effective Start Date cell and a calendar will pop up. Select the date and it will be updated in the table.

Click on the box in the Enable IDD column

For standard NUS IDD service please leave the Direct IDD Ext No cell blank. Otherwise double click to select the extension number from a list.

Click the button at the top right hand corner.

Use the IP Phone’s Service menu (Services->6 My Services->2. IDD Charge Code Lookup) and enter the Staff ID to verify that the user has been assigned a charge code for IDD calls.
4. To remove IDD access for a staff, click on the Enable IDD button to remove the tick and click on the box in Inactive cell.

1. When a user is set as “Inactive” the staff will be removed from the list of “Active IDD Users”. If the user is to be granted IDD access in the future he/she must be re-added to the list of “Active IDD Users”.

2. If the user is only disabled for IDD but not set as Inactive the user will remain in the “Active IDD Users” list and can be re-enabled any time.

3. The Charge Code is “0” by default and need not be entered when making using NUS IDD service; however the Charge Code will be “1” if more than one department grants IDD access. The Charge Code ‘1’ need to be entered when using NUS IDD service.

4. The “Direct IDD Ext” is used only if the IDD access is programmed on an IP Phone button and does not require authentication. This number is assigned by the BOSS Operator for entry by the Service Admin.

4.2 Set Campus Dir Ext Num

Allows the Service Admin to set the preferred extension to be displayed in the Campus Directory if the user has multiple assigned IP Phone extensions.

Click “Set Campus Dir Ext Num” from the Dept User Set Up menu. The following window will open.

Click on the magnifying glass to obtain a list of staff for selection. You can search either by Staff Number, Name or User ID.
After a staff has been selected the list of assigned extensions will be displayed. The current Campus Directory setting of the preferred extension number will be indicated as tick in the check box.

To set a new preferred extension number put a tick in the checkbox under the “New Campus Dir Settings”.

Click the button at the top right hand corner to update the system.

If none of the check box is ticked under the “New Campus Dir Settings” a prompt will be displayed to confirm the settings. If confirmed the Campus Directory will display the number from the “Telephone (Direct)” field in the NUS staff portal.

A staff search can be performed immediately to verify the changes but the contact info in the Outlook Address Book will be updated by the following day.