TELECOMMUNICATION
Phone and Voicemail
Before you requesting service verify the following information:

**For Telephone -**

You must:
- be an authorized employee or guest of Temple University
- receive Approval from the requestor's budget unit head or business manager
- obtain a valid FOAPAL
- provide the building and room number for the service

**For Voicemail -**

Voicemail is only available on telephones installed by the Office of Telecommunications. The following persons are eligible:
- Temple University faculty and staff
- Temple University student organizations

Please plan on a period of 15 business days for your order to be completed.

For ordering assistance, call 4-HELP or 215-204-7549 during normal business hours: Monday through Friday, from 8:00 a.m. to 5:00 p.m.
To request a phone line and voicemail, you will need to go to the Computer Services website at https://computerservices.temple.edu/.

On the homepage, select “Request A Service”.

You will then need to login in using your AccessNet ID and Password.
You will be directed to a drop down menu.

Employees can use this Request for Service tab specifically for services such as telephone, internet, storage services and more. For all other support requests, go to the Request Help tab.

**Services** *

- Select -

[Back] [Next] [Logout]

Scroll down the menu to “Telecommunication” and then select either “Office Landline Telephone”, if you want an Telephone installed or “Voicemail”, if you want voicemail activated.

Once you select the service you want, click Next.

For each service item, you need to submit a separate Request.
On the next page you will fill in all required items marked with “*”.

You will need to provide:
1. Summary
2. Description
3. Billing Contact Name
4. FOAPAL
5. Telephone number for billing contact
6. Department Name
7. On Site Contact Name
8. Telephone for On Site Contact

At the bottom, click “Submit Request”.

If you are not a budget unit head, please make sure that the request you submit has been approved. You cannot cancel the request once the installation work has begun. If you need a cost estimate, please indicate this clearly in the request.
For additional information on using Temple’s Telephone or Voicemail:

For Landline:
https://computerservices.temple.edu/telephone-landline

For VoIP landline:
https://computerservices.temple.edu/voice-over-ip-phones-and-voicemail