**Setting up a new SKYPE for Business account for Faculty and Staff**

You order a new account by completing the Qualtrics survey link below:

A new phone number can usually be accommodated within 1 or 2 business days. If you are moving an existing number to a new person, ITS would like a 4 or 5 day notice.

<https://uiowa.qualtrics.com/jfe/form/SV_a4qNkZhz6RhtGqV>

You will need the following information for the form:

* Start date of service
* User’s Hawk ID
* User’s Name
* Org Unit (Drop Down Menu)
* Org Dept. (Drop Down Menu)
* Existing number if you are reusing or you will click on a new number check box
* User’s device preference. *(For more information regarding device cost and features:*[*https://its.uiowa.edu/support/article/102296*](https://its.uiowa.edu/support/article/102296) *If you would like more information, please select "Uncertain" and a member of the Unified Communications team will contact you.)*
  + Single Ear Headset (Plantronics C310-M)
  + Dual Ear Headset (Plantronics C320-M)
  + USB Phone (Polycom CX300-R2)
  + VoIP Phone (Polycom VVX 311)
  + Uncertain
  + None *(You would click this if you are providing the headset)*
  + Other – list phone. *(If you wish to have ITS issue the upgraded headsets the CLAS provided during migration, you click other and list* ***Plantronics 5220.*** *They have these in stock and will charge you accordingly)*

**Wireless headsets – if you wish to use a wireless headset you will need to purchase using departmental funds or startup funds for faculty. These are recommended by Isaac Podolefsky**

Here are links to each, Issac often orders from Provantage due to pricing (He has a tax-exempt/discount account with them) but you can also find them at Amazon or CDWG depending on who has them in-stock or available. Feel free to contact Issac if you have questions.

Plantronics 410 (this is singled sided, even though the photo looks two-sided)

<https://www.provantage.com/poly-plantronics-84007-01~7PLAM02X.htm>

Plantronics 420 (this is the two-sided version)

<https://www.provantage.com/poly-plantronics-84008-01~7PLAM030.htm>

Plantronics 430 (more comfortable without glasses)

<https://www.provantage.com/poly-plantronics-82397-11~7PLNR0KR.htm>

Plantronics 440 (more comfortable with glasses)

<https://www.provantage.com/poly-plantronics-203946-01~7PLAM061.htm>

* User’s Voice Policy
  + Campus Only
  + Campus + local
  + Campus + local + Long Distance
  + Campus + local + Long Distance – No 900 Numbers
  + Campus + local + Long Distance + International
  + Campus + local + Long Distance + International – No 900 Numbers
* Enable User for unified Messaging (Y or N) Will default to yes
* Is the user part of a Skype for Business Response Group? Yes, No or Uncertain *(A Skype for Business Response Group is typically utilized for a departmental number. If you are unsure whether or not the user needs to be a part of a Skype for Business Response Group, please select "Uncertain" and a member of the ITS Unified Communications team will contact you.)*
* Building (Select from Drop Down Menu)
* Room #
* MFK for monthly service *(This is waived if using 050 account)*
* MFK for Long Distance (If different than the MFK for monthly service)
* MFK for Hardware Purchase (If different than the MFK for monthly service)
* Departmental Contact Name and email
* Desktop Support Contact Name and email
* Additional Comments

**Submit.**

You will receive a confirmation email from ITS regarding the order and the departmental contact and the desktop support consultant listed on the form will receive emails when the service request has been processed with the new number.

The end user will also receive an email with the information in addition to user specific information and links to the ITS help

**ITS Contacts regarding the SfB telephone service** – Vicki Donovan for requesting the service and Bob Eubanks for the programming and set up. The email address for the Unified Communications team is [its-uc@uiowa.edu](mailto:its-uc@uiowa.edu)

SKYPE for Business Overview <https://its.uiowa.edu/skype#!overview>