STATE OF VERMONT
TELECOMMUNICATIONS REQUEST SYSTEM
USER'S GUIDE
(COMPCO)

Last Revision Date: 7/15/2009

For Assistance contact your Helpdesk

802-828-3400

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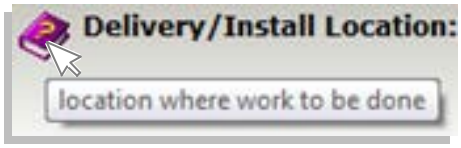
Getting Started With Compco

Compco is used by Vermont state government offices to request new telephone numbers, services & features or to report troubles with an existing phone line or phone feature. A “trouble” is when something that was working is now broken, otherwise the issue is considered to be a new “service request”. This is important when selecting the appropriate service request type. Selecting “Trouble on existing line/service” will only allow you to report a trouble and not request a new phone number or service. Most service requests should be entered using the service request type of “service request”.

Troubles with existing phone lines or services should first be submitted as a “trouble” in Compco and if critical, then should be called in to 802-828-3400 - DII Telecommunications Division to alert us of the urgency of the trouble.

Most web based submissions are opened for processing the next business day and a telephone call can speed up this process, if a trouble is affecting critical departmental operations.

One exception to this rule are voice mail password resets for new employees taking over an existing voice mailbox which is considered a normal request, versus a non-functioning voice mail password for an existing employee which is considered a higher priority than the new employee.

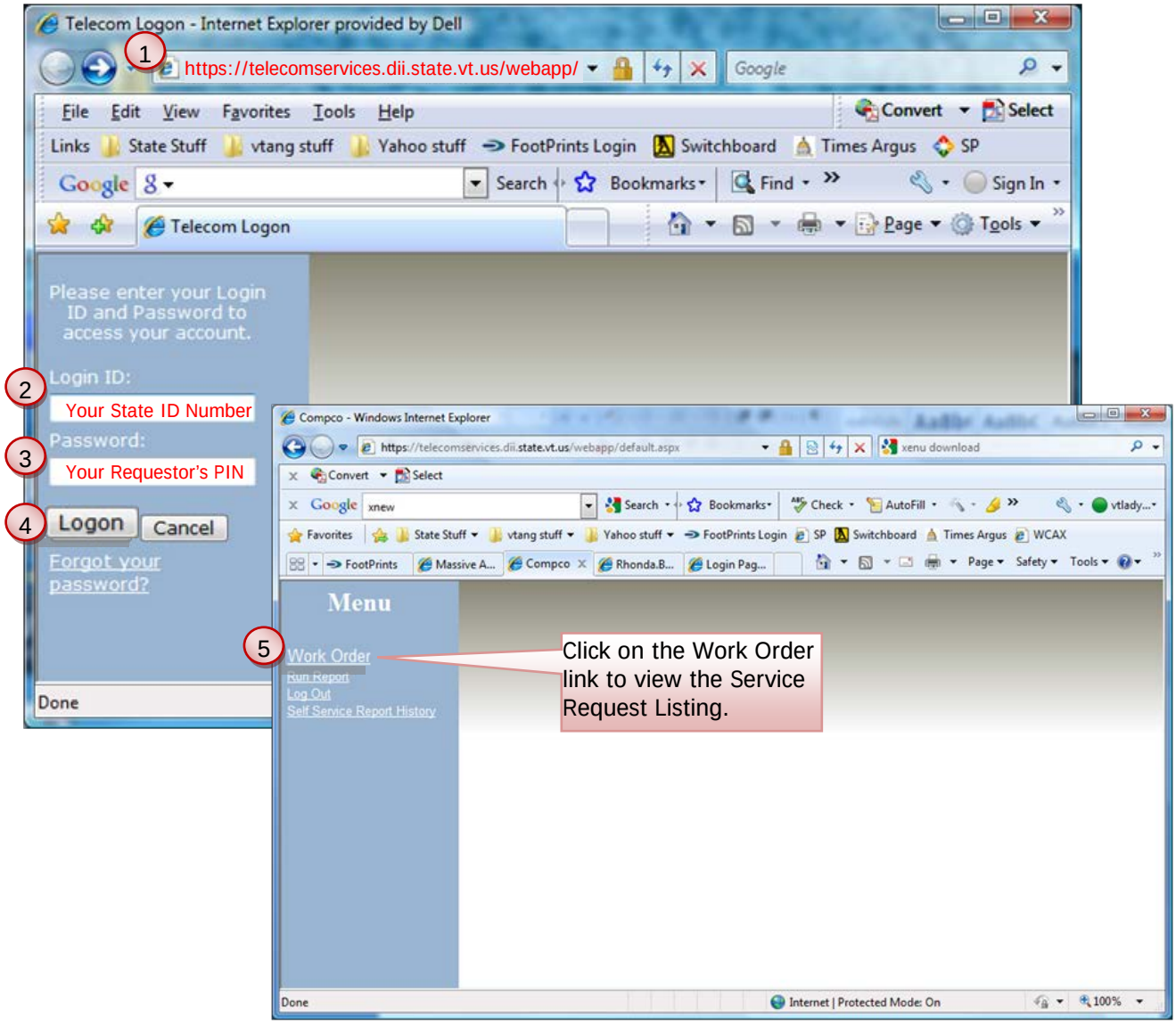


Purple Help Box – Position your mouse on a purple help box anywhere throughout the Compco system and a pop-up box will appear with a better description of what is required in a text box.

How to access Compco

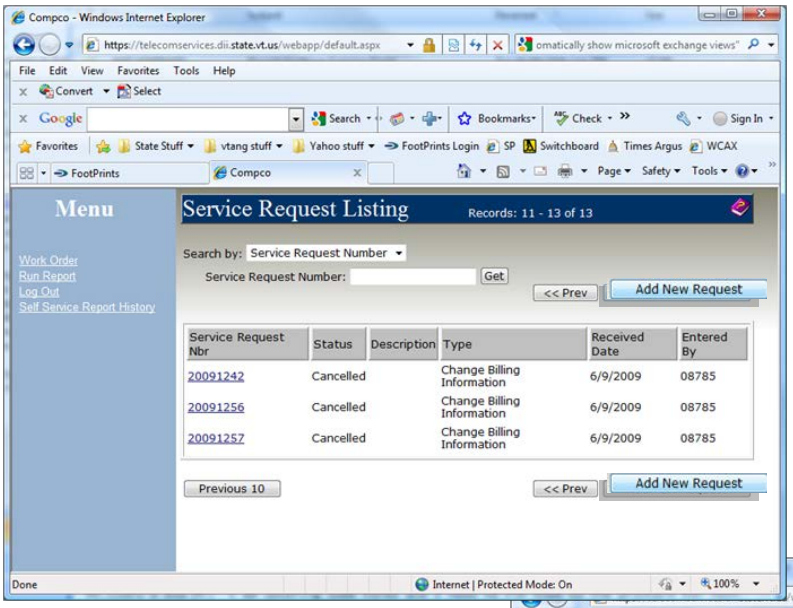
Using Internet Explorer…

1. Enter https://telecomservices.dii.state.vt.us/webapp into the address box as indicated below
2. Enter your Employee ID number in the box provided for the Login ID.
    a. Non-state groups userid is NSxxxREQx - (provided by Telecom) and password will be telecom, which can be changed.
3. Enter your requestor's 5 digit long distance pin in the box provided for the password
4. Click on the Logon button to display the Telecom Logon Menu
5. Click on *Work Order* to view the Service Request Listing.



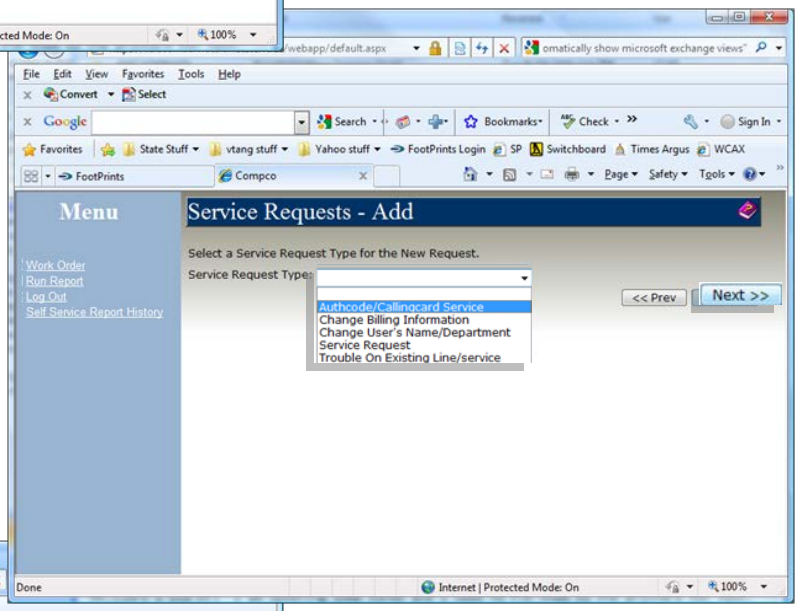
Service Request Types

Authcode/Callingcard Service



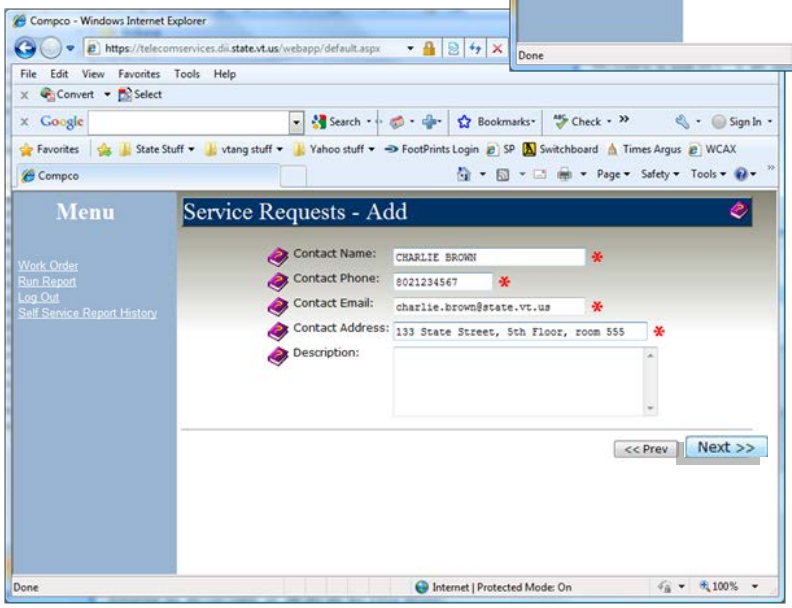
Add Authcode/Callingcard Service

1. Click on the **Add New Request** button.



2. Choose *Authcode/Callingcard Services* from the drop down list,

3. Click the **Next** button.



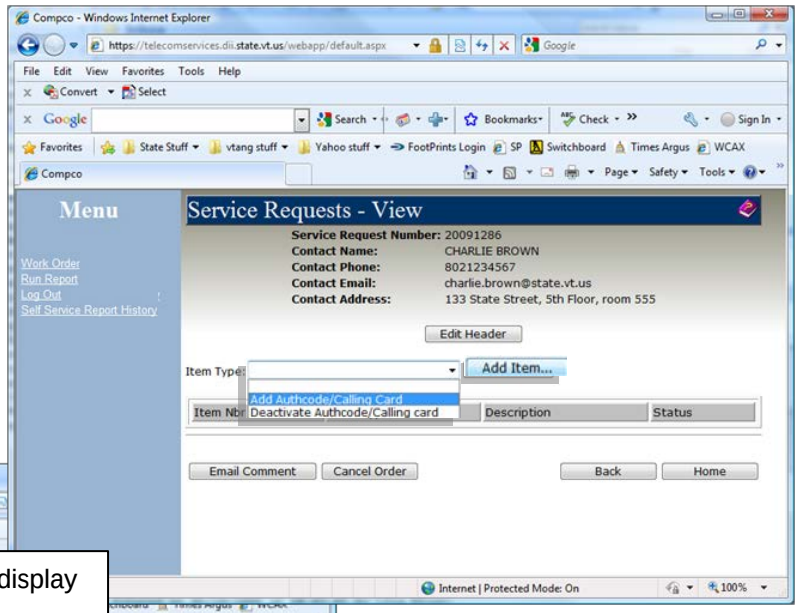
4. Complete the *Service Request Items – Add* form.

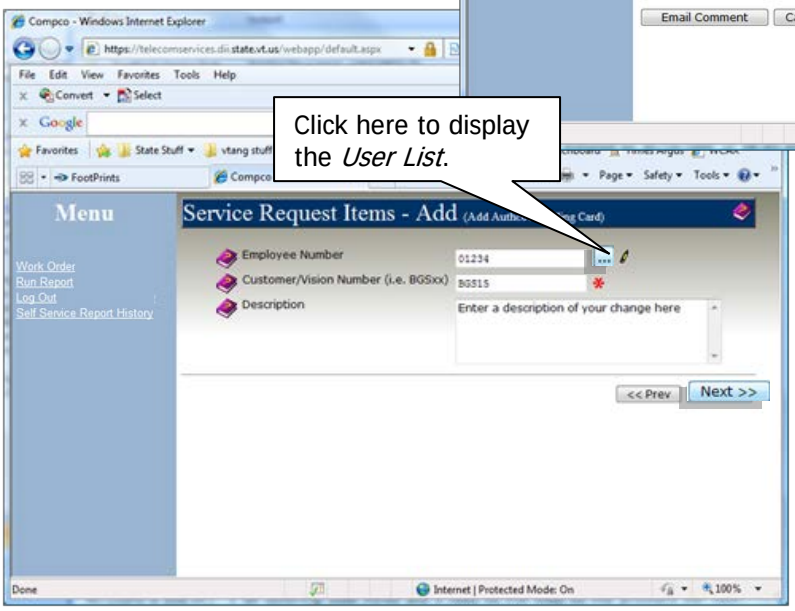
Contact Address – list the 911 address, including room and floor.

5. Click the **Next** button to display the *Service Requests – View* screen.

6. Choose *Add Authcode/Calling Card* from the drop down list.

7. Click the **Add Item…** button





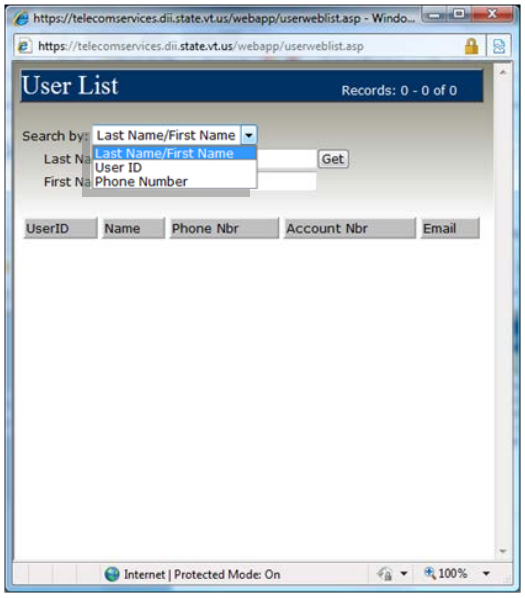
8. Complete the *Service Request Items – Add* form.

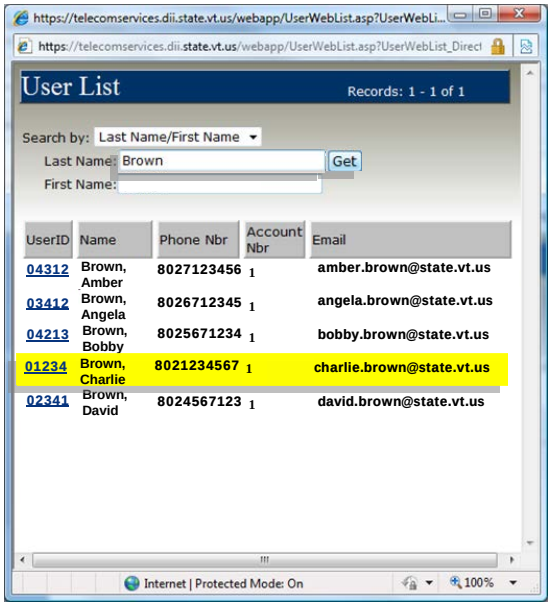
NOTE: See below for instructions on how to use the search feature.

9. Click the **Next** button to submit.

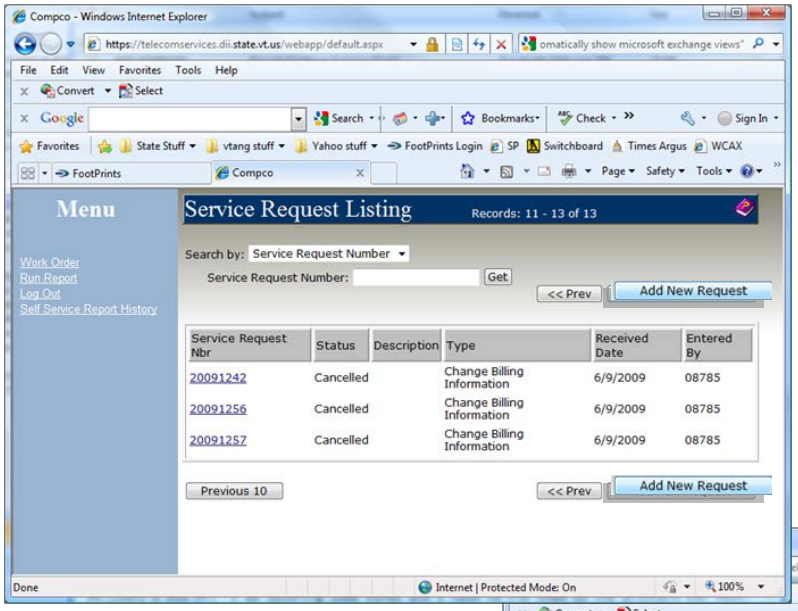
Choose the method in which you wish to search…

Enter the required information, click on the **GET** button. Click on the UserID of the correct user.

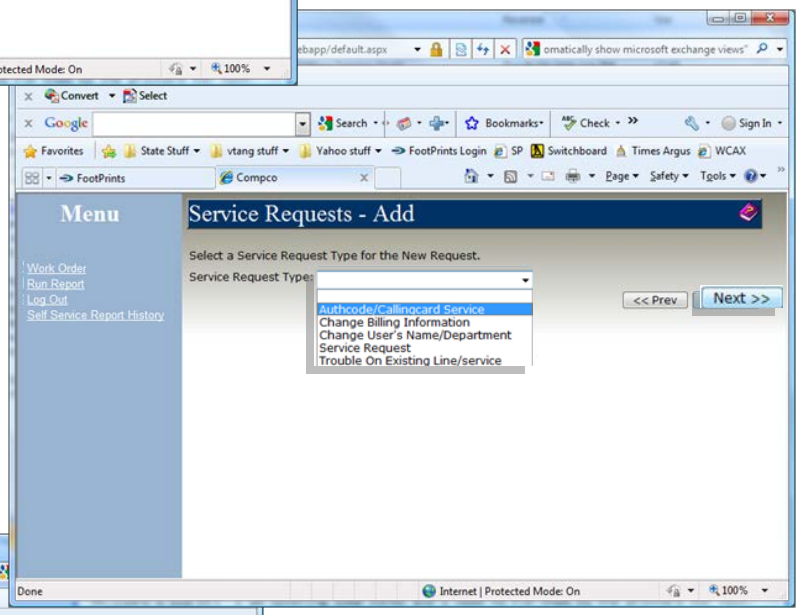




Deactivate Authcode/Callingcard Service

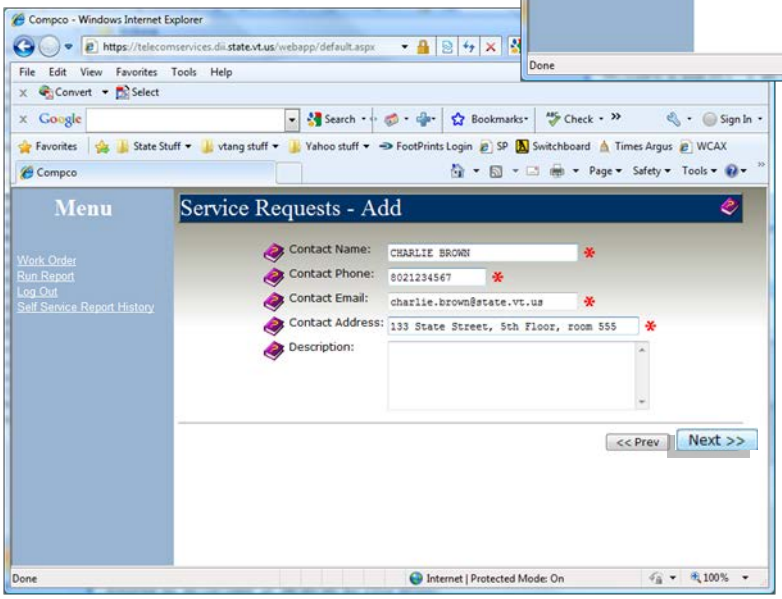


1. Click on the **Add New Request** button.



2. Choose *Authcode/Callingcard Services* from the drop down list.

3. Click on the **Next** button.



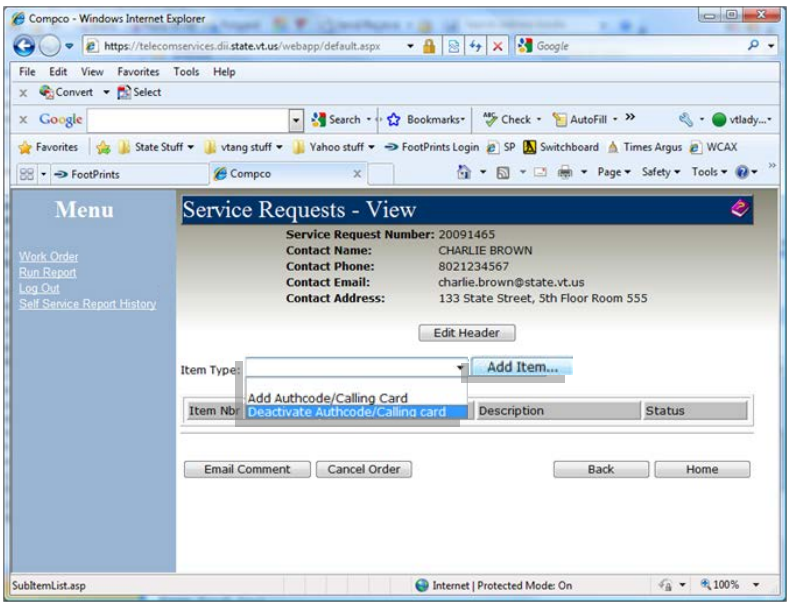
4. Complete the *Service Request Items – Add* form.

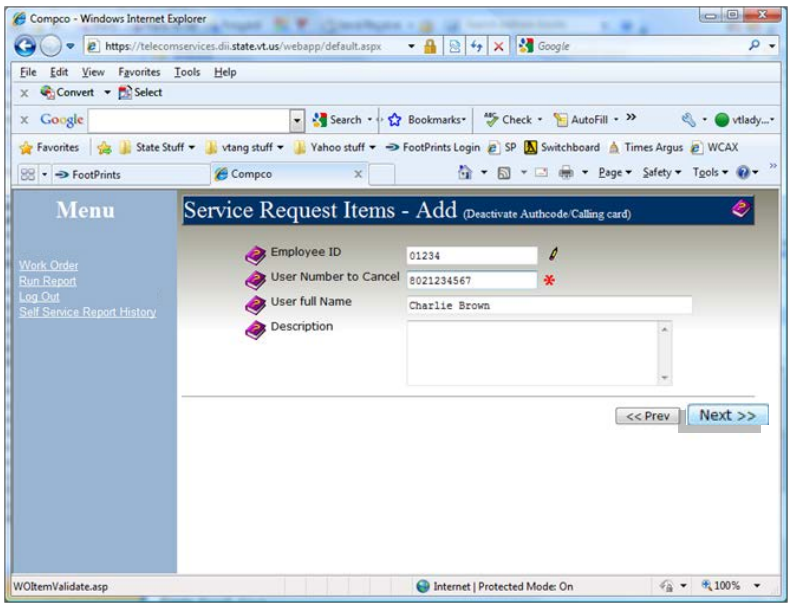
<u>Contact Address</u> – list the 911 address, including room and floor.

5. Click the **Next** button to display the *Service Requests – View* screen.

6. Choose *Deactivate Authcode/Calling Card* from the drop down list.

7. Click the **Add Item...** button.

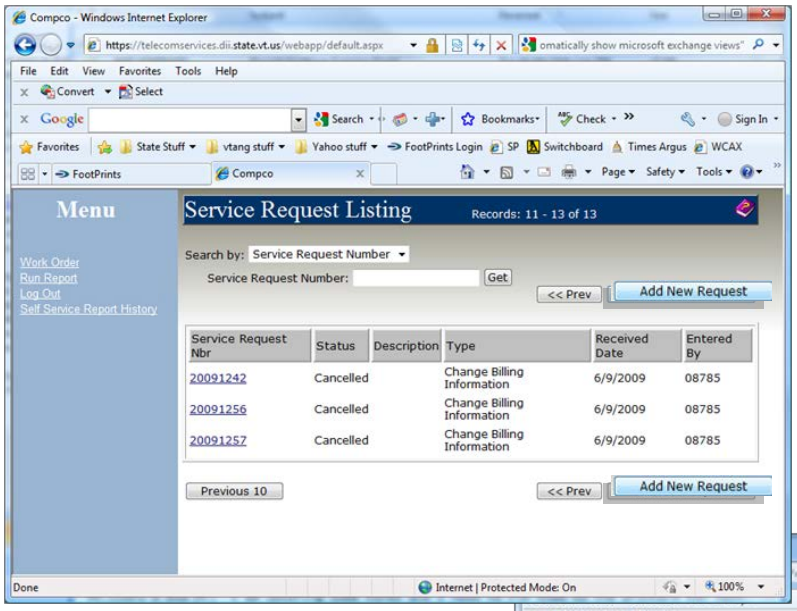




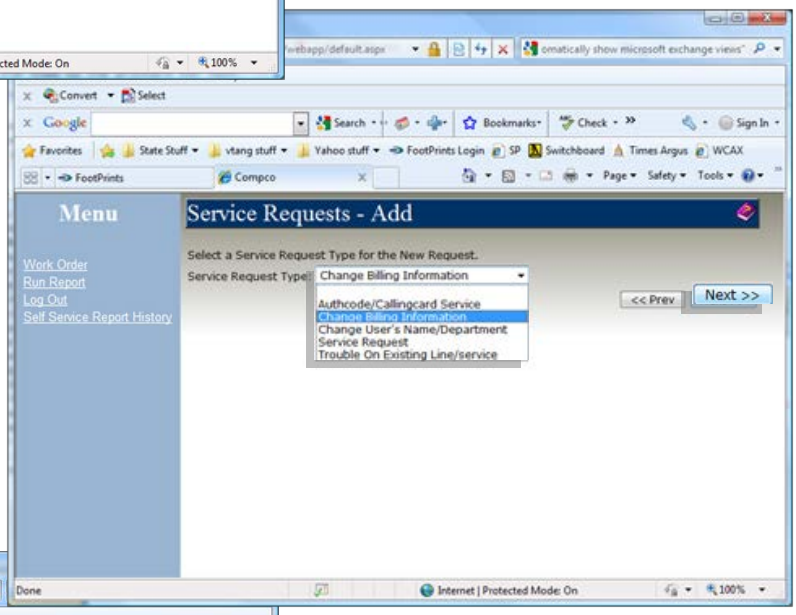
8. Enter the Employee Number, the User Number to Cancel, the User Full Name and a Description.

9. Click the **Next** button to submit.

Change Billing Information

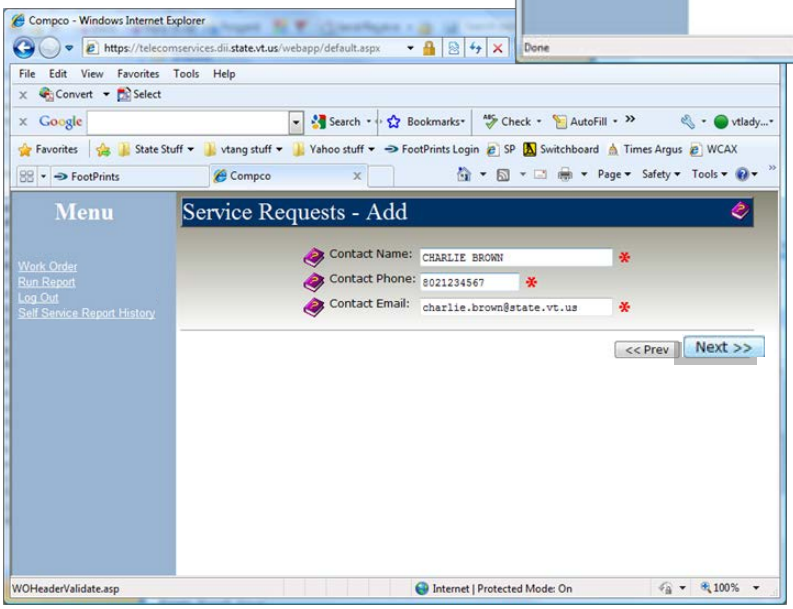


1. Click on the **Add New Request** button.



2. Choose *Change Billing Information* from the drop down list.

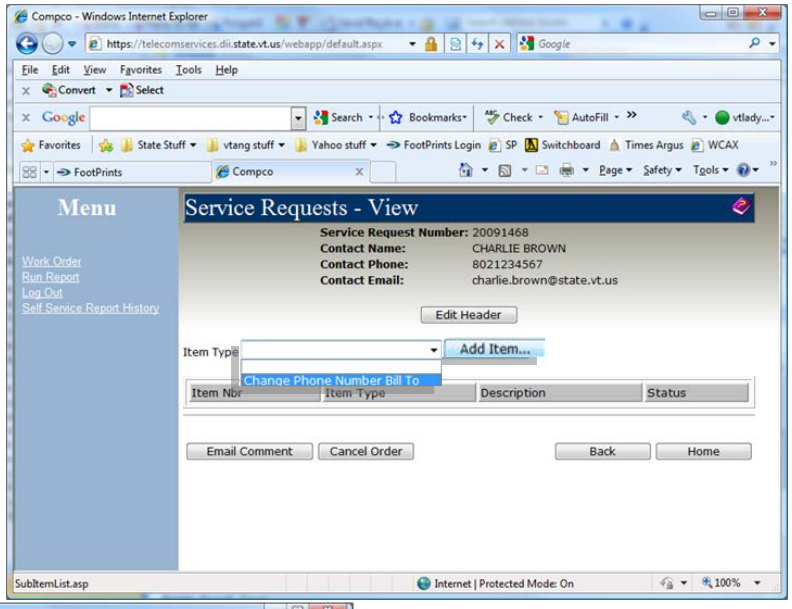
3. Click on the **Next** button.

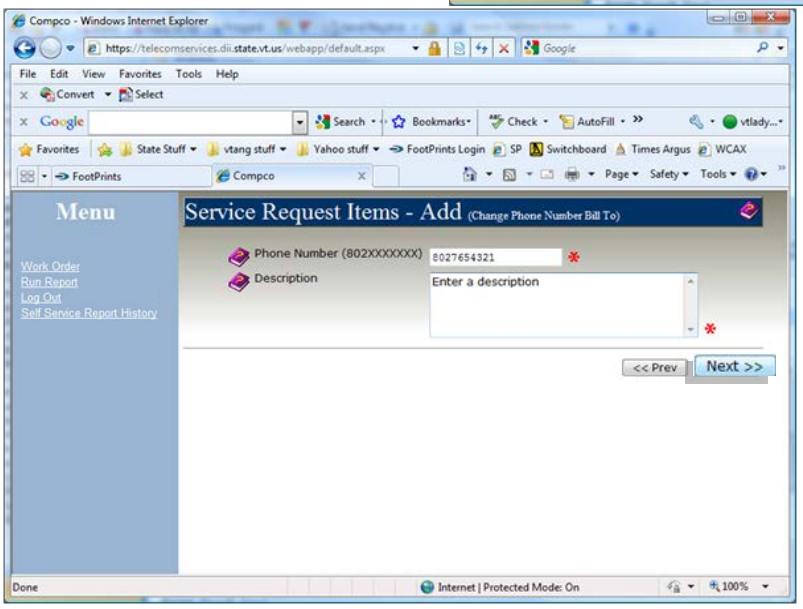


4. Complete the *Service Request – Add* form.

5. Click the **Next** button to display the *Service Requests – View* screen.

6. Choose *Change Phone Number Bill To* from the drop down list then click on the **Add Item** button.



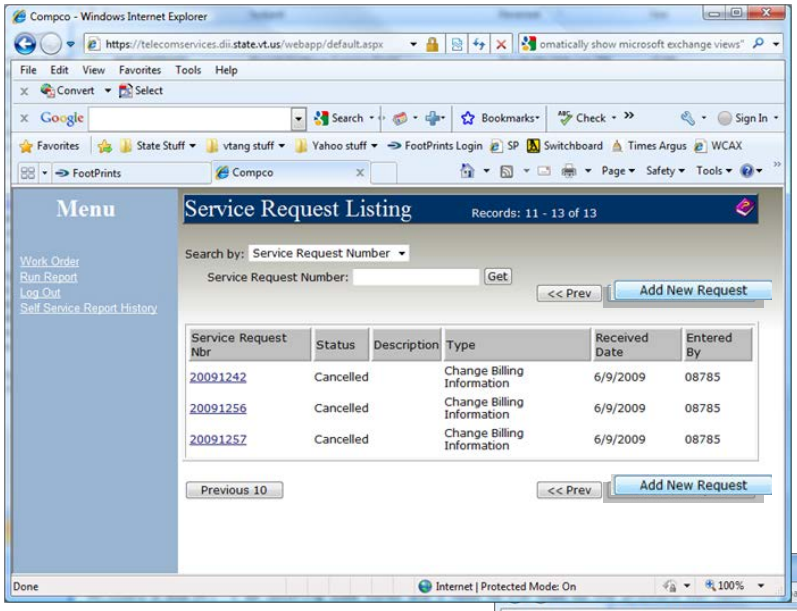


7. Complete the *Service Request Items – Add* form.

8. Click the **Next** button to submit.

Change User's Name / Department

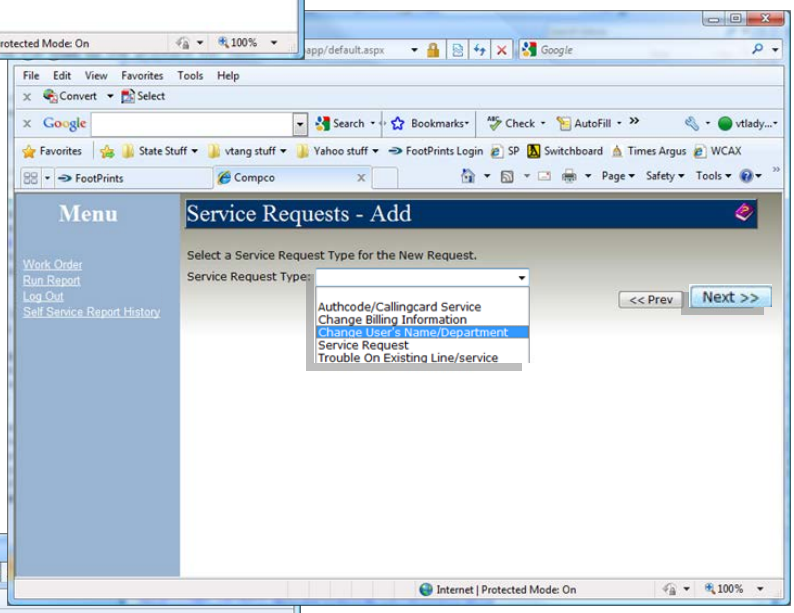
Change User's Name

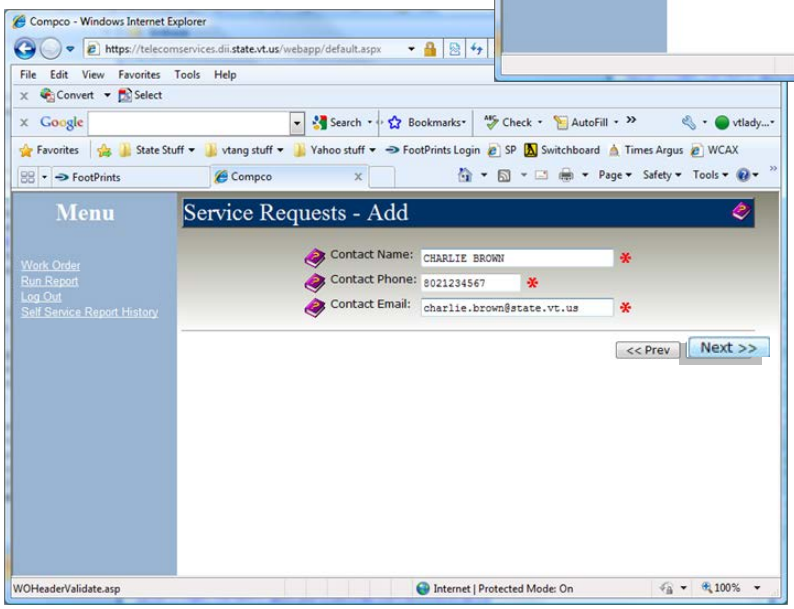


1. Click on the **Add New Request** button.

2. Choose *Change User's Name/Department* from the drop down list.

3. Click on the **Next** button.

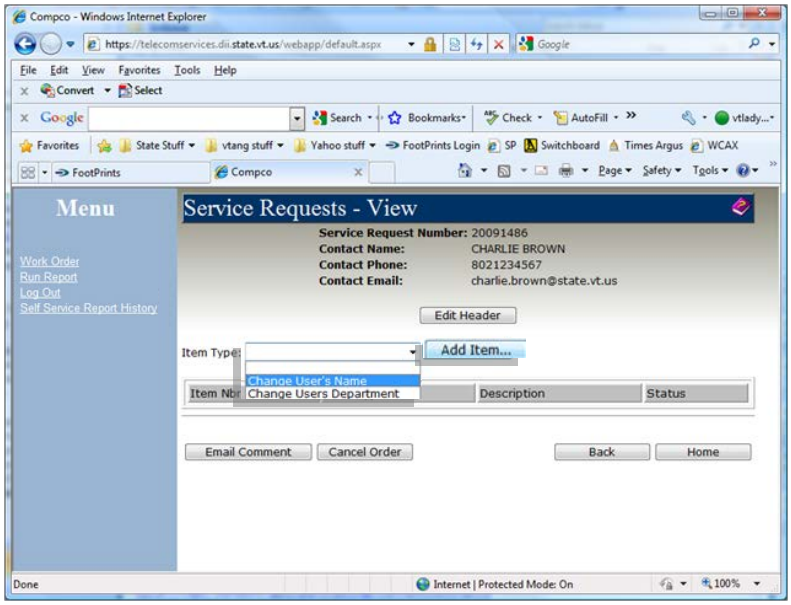


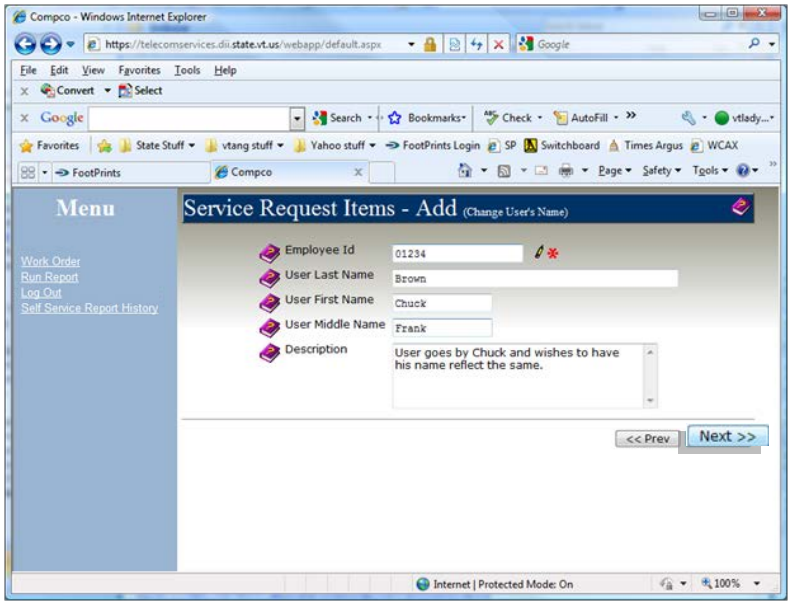


4. Complete the *Service Request – Add* form.

5. Click the **Next** button to display the *Service Requests – View* screen.

6. Choose *Change User's Name* from the drop down list then click on the **Add Item** button.

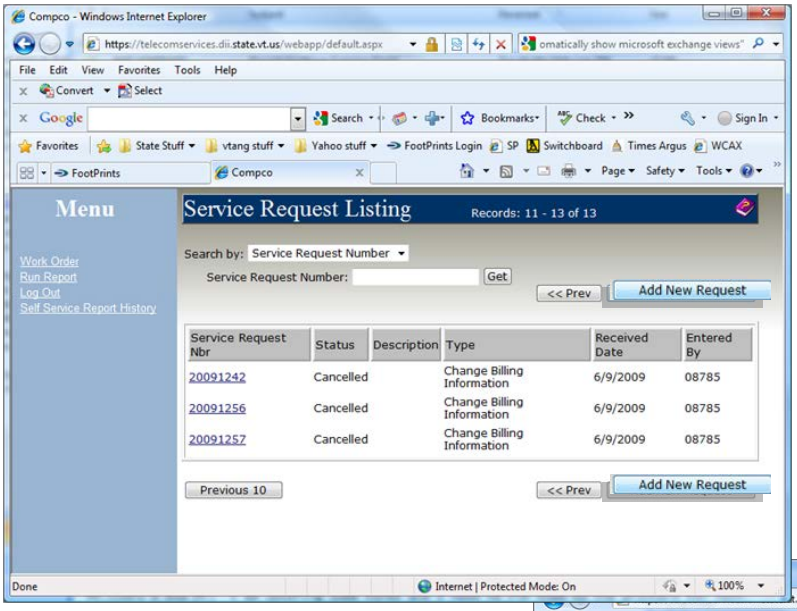




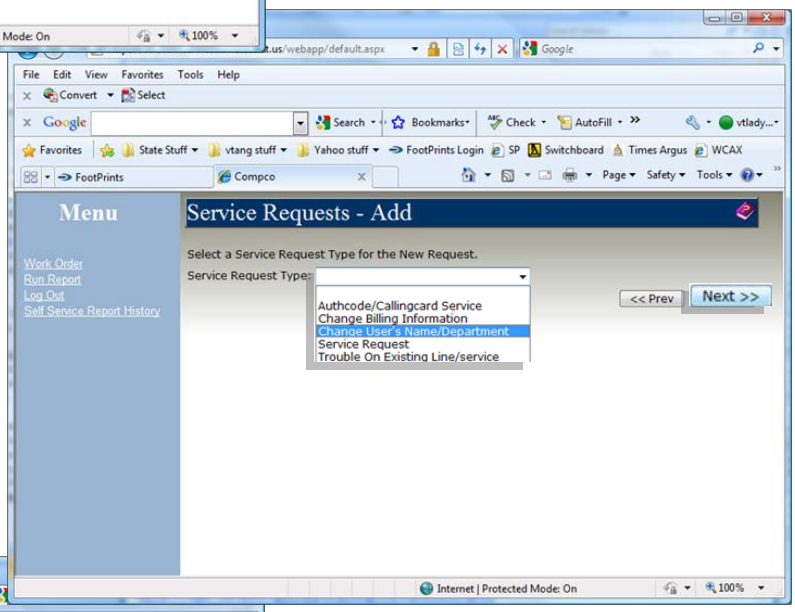
7. Complete the *Service Request Items – Add* form.

8. Click the **Next** button to submit.

Change User's Department

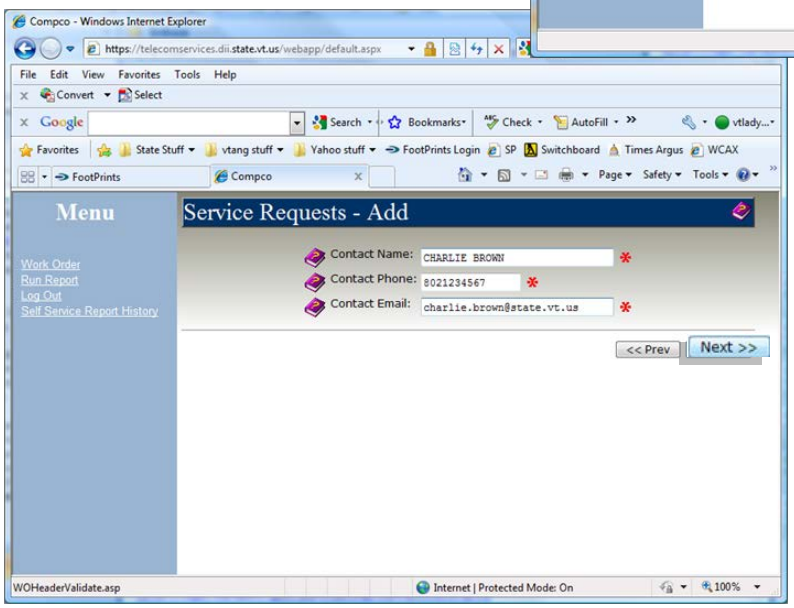


1. Click on the **Add New Request** button.



2. Choose *Change User's Name/Department* from the drop down list.

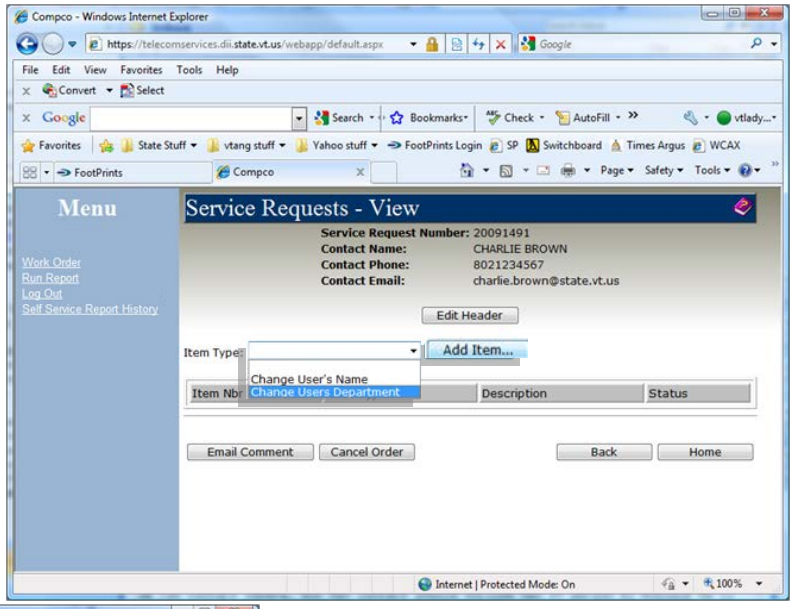
3. Click on the **Next** button.

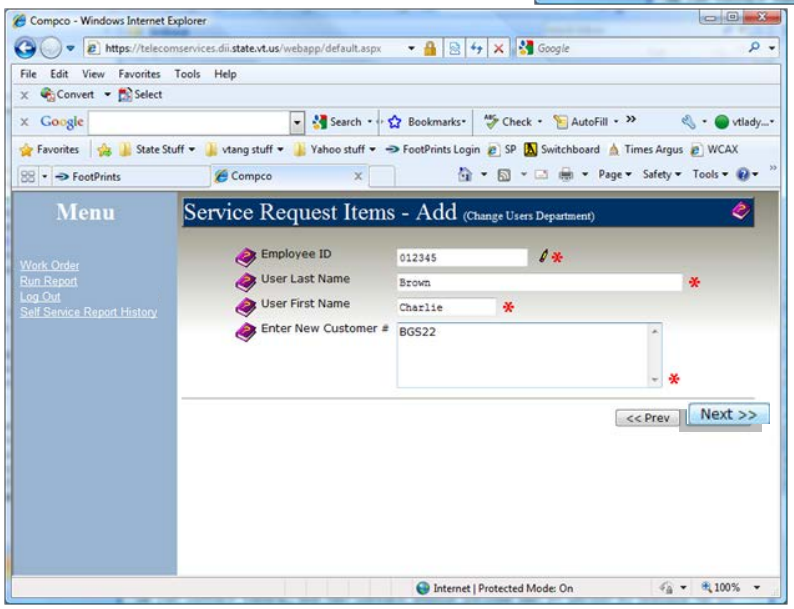


4. Complete the *Service Request – Add* form.

5. Click the **Next** button to display the *Service Requests – View* screen.

6. Choose *Change User's Department* from the drop down list then click on the **Add Item** button.



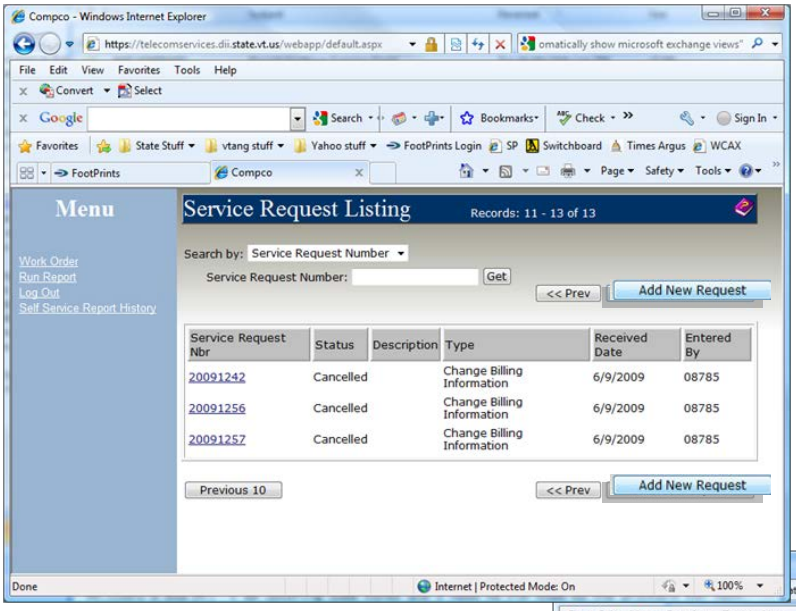


7. Complete the *Service Request Items – Add* form.

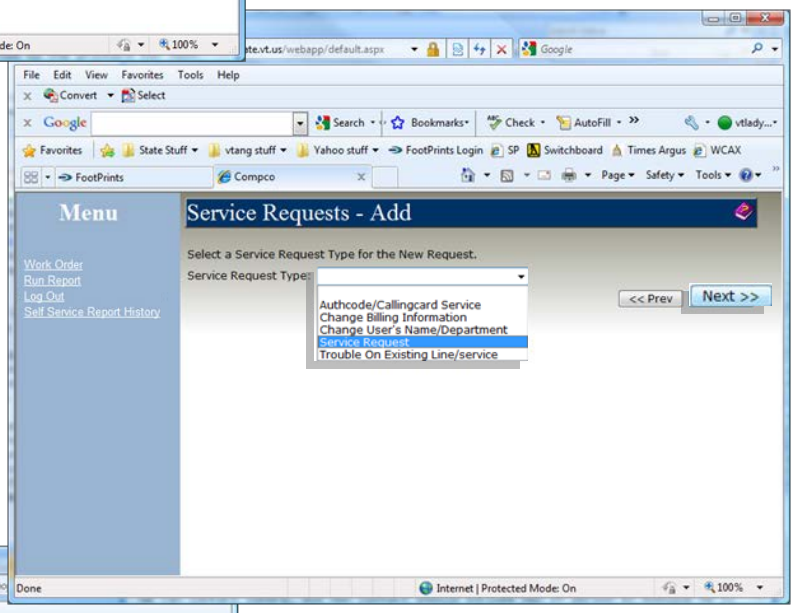
8. Click the **Next** button to submit.

Service Request

Cabling - New Voice/Data Line

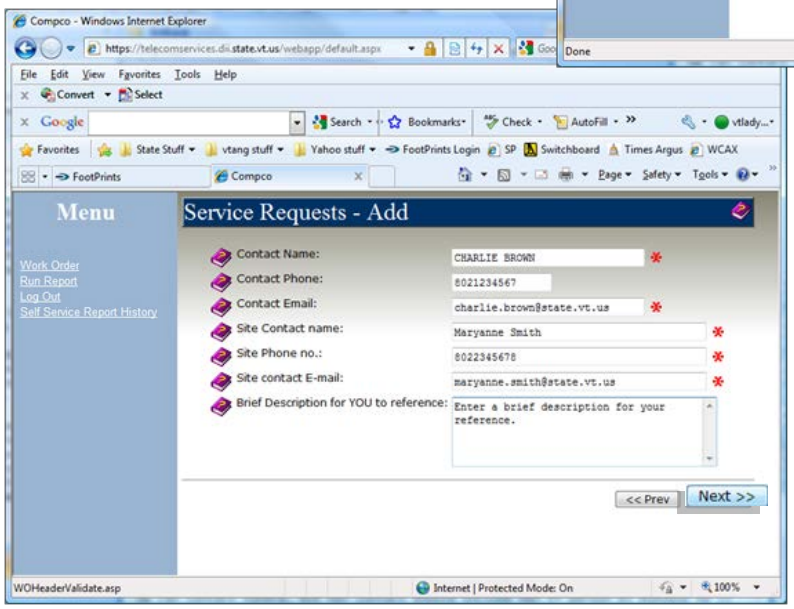


1. Click on the **Add New Request** button.



2. Choose *Service Request* from the drop down list.

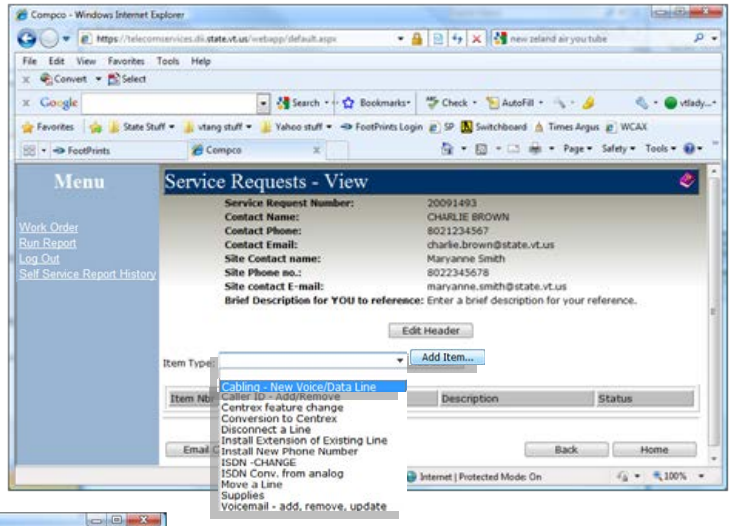
3. Click on the **Next** button.

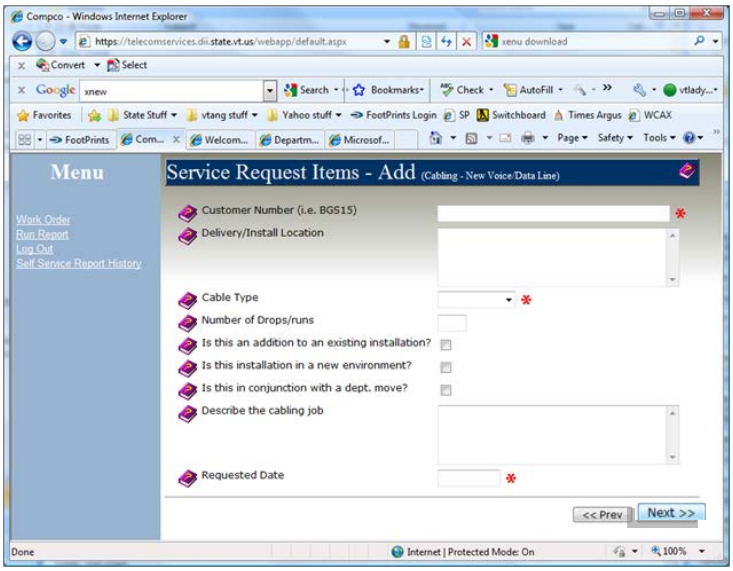


4. Complete the *Service Request – Add* form.

5. Click the **Next** button to display the *Service Requests – View* screen.

6. Choose *Cabling – New Voice/Data Line* from the drop-down list then click on the **Add Item** button.



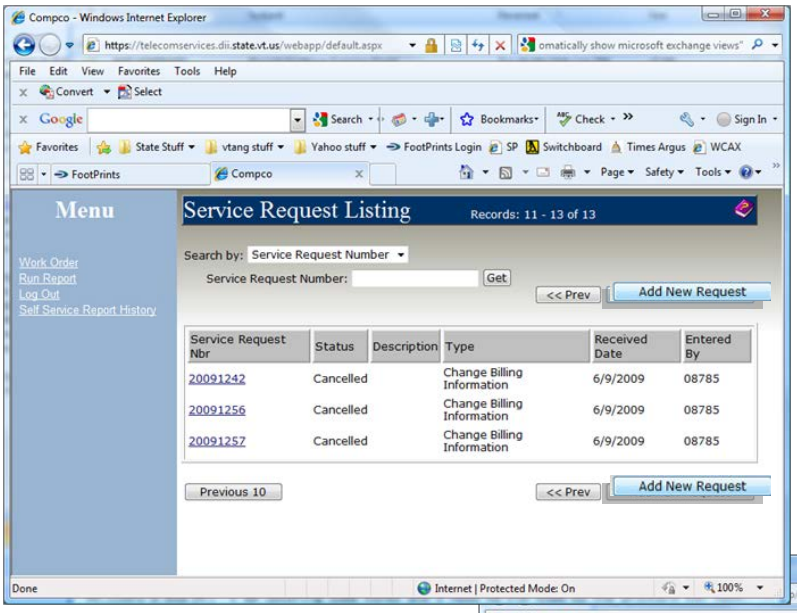


7. Complete the *Service Request Items – Add* form.

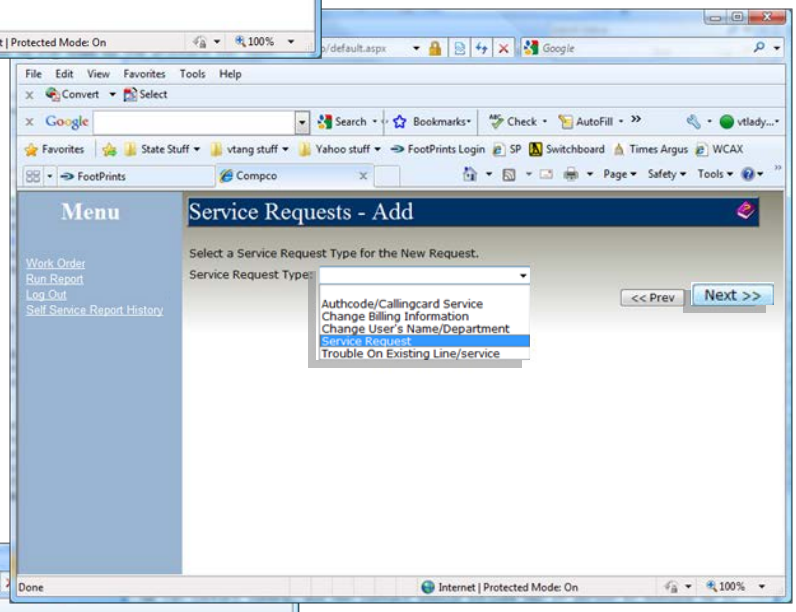
Delivery/Install Location – list the 911 address, including room and floor.
Requested Date – must be in **MM/DD/YYYY** format.

8. Click the **Next** button to submit.

Caller ID – Add/Remove

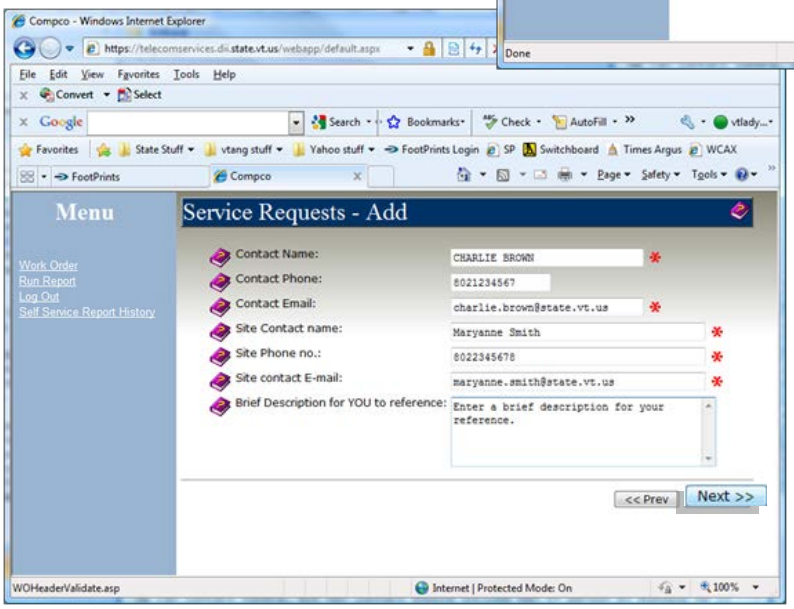


1. Click on the **Add New Request** button.



2. Choose *Service Request* from the drop down list.

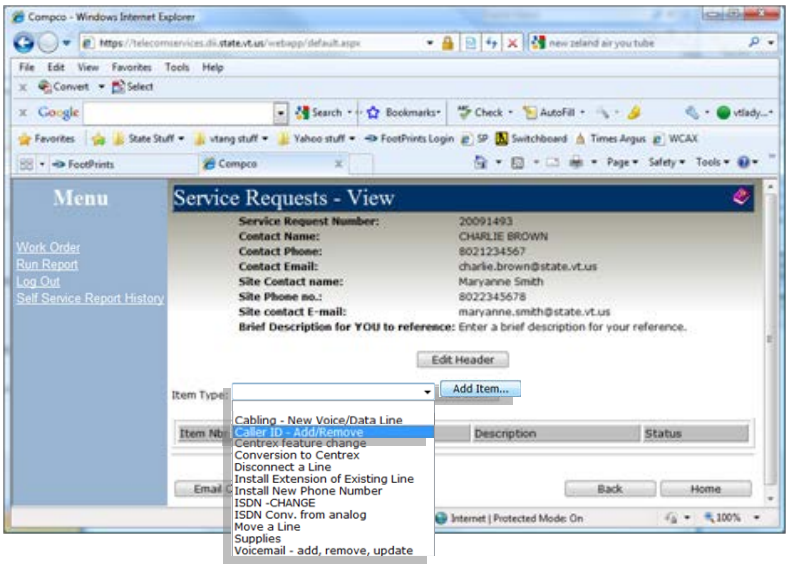
3. Click on the **Next** button.

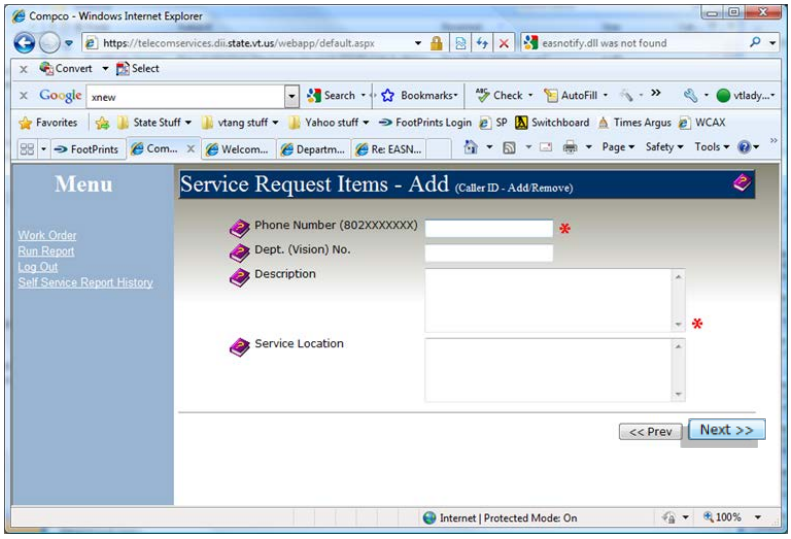


4. Complete the *Service Request – Add* form.

5. Click the **Next** button to display the *Service Requests – View* screen.

6. Choose *Caller ID – Add/Remove* from the drop-down list then click on the **Add Item** button.



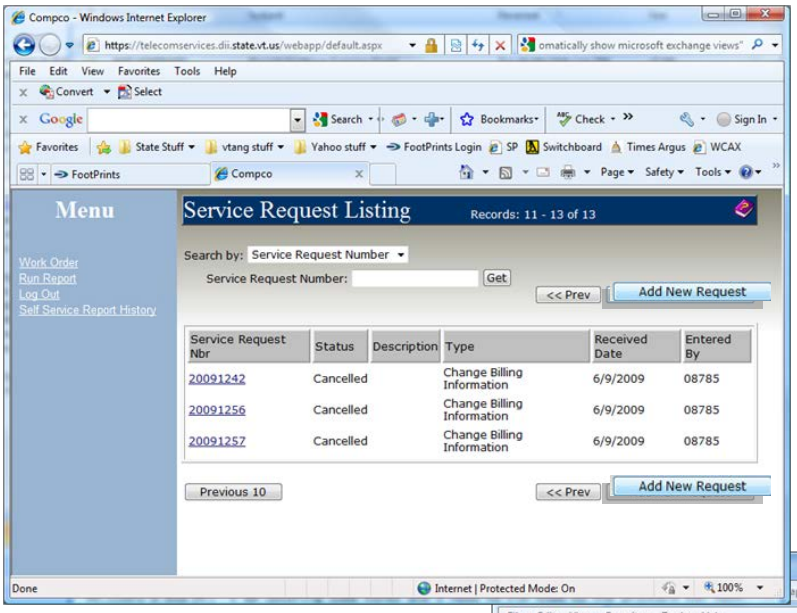


7. Complete the *Service Request Items – Add* form.

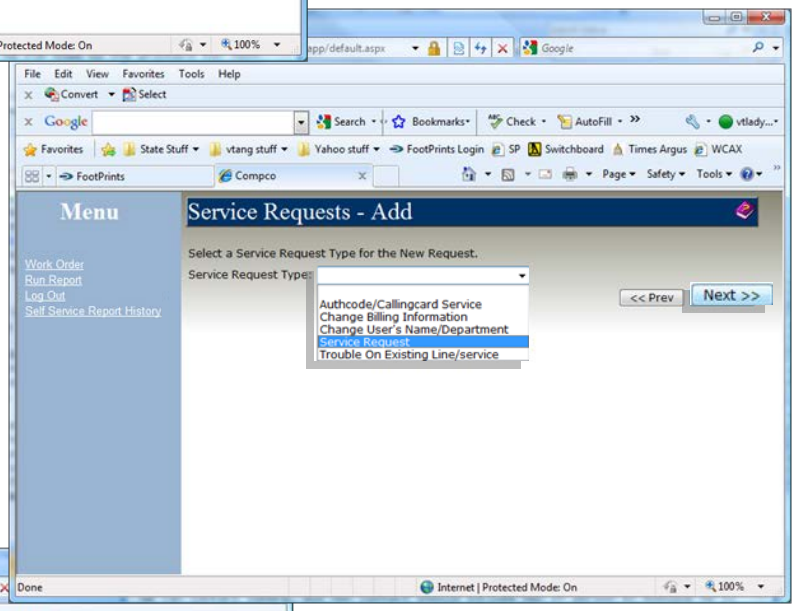
Service Location – list the 911 address, including room and floor.

8. Click the **Next** button to submit.

Centrex feature change

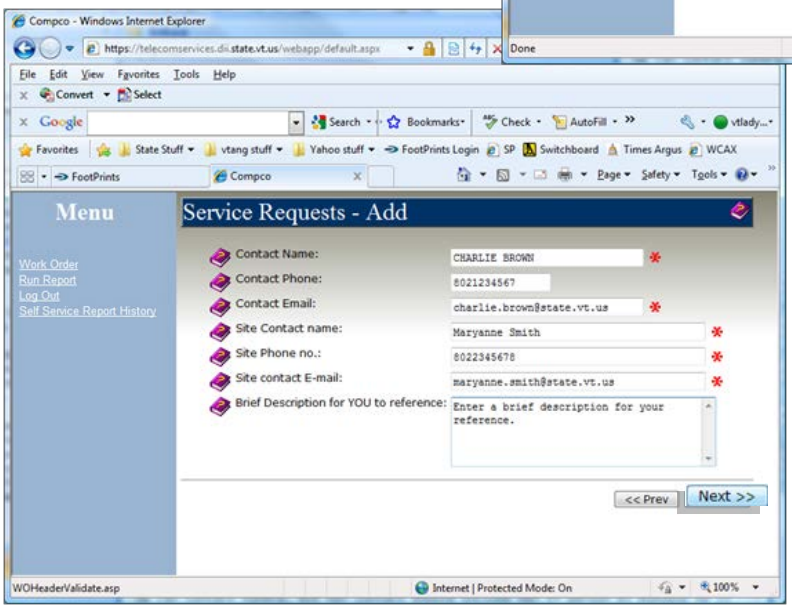


1. Click on the **Add New Request** button.



2. Choose *Service Request* from the drop down list.

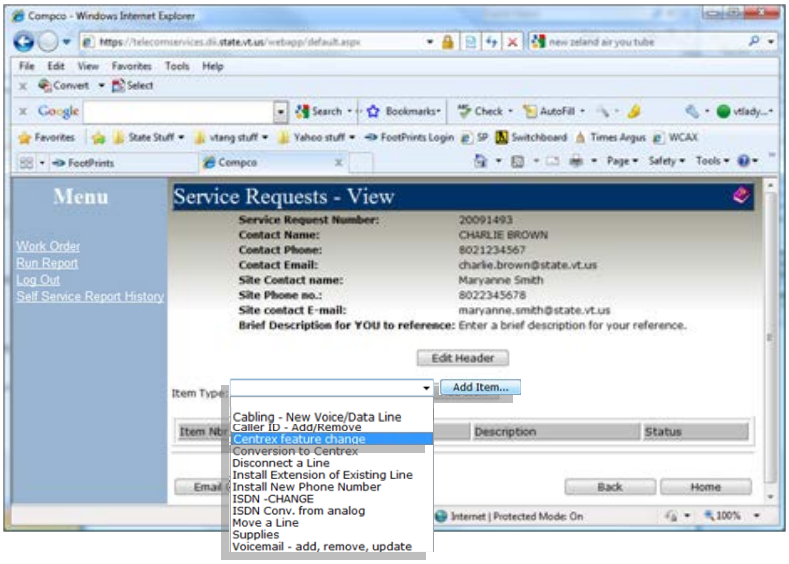
3. Click on the **Next** button.

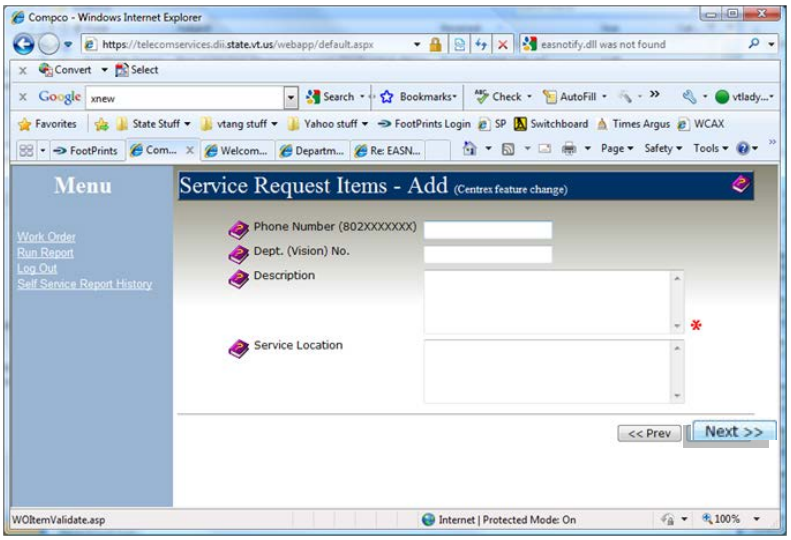


4. Complete the *Service Request – Add* form.

5. Click the **Next** button to display the *Service Requests – View* screen.

6. Choose *Centrex feature change* from the drop-down list then click on the **Add Item** button.



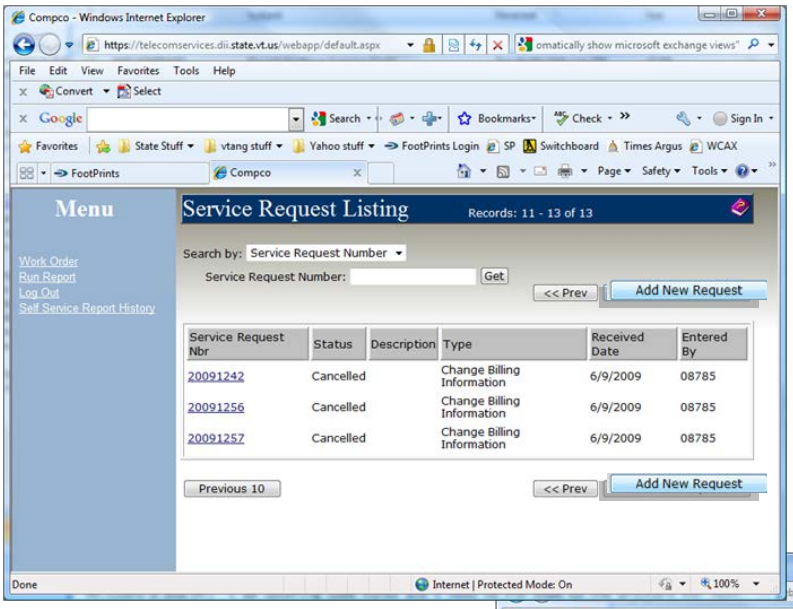


7. Complete the *Service Request Items – Add* form.

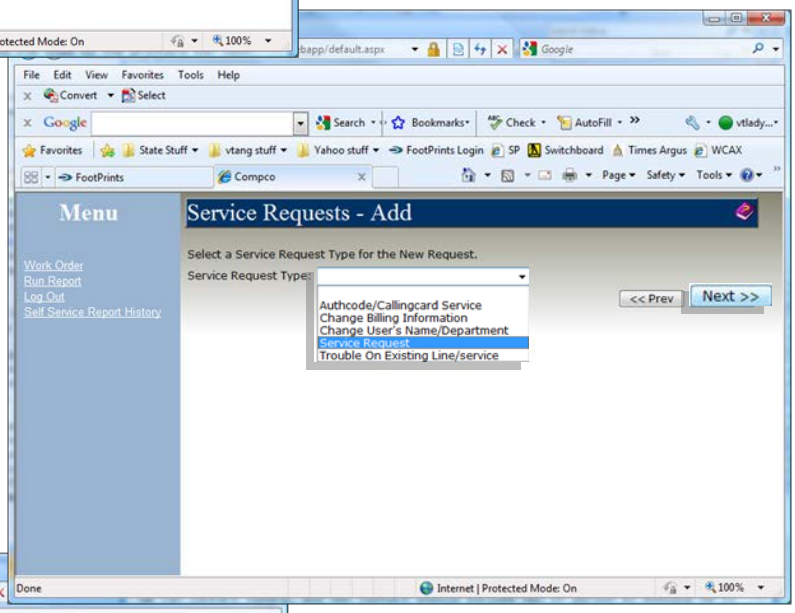
Service Location – list the 911 address, including room and floor.

8. Click the **Next** button to submit.

Conversion to Centrex

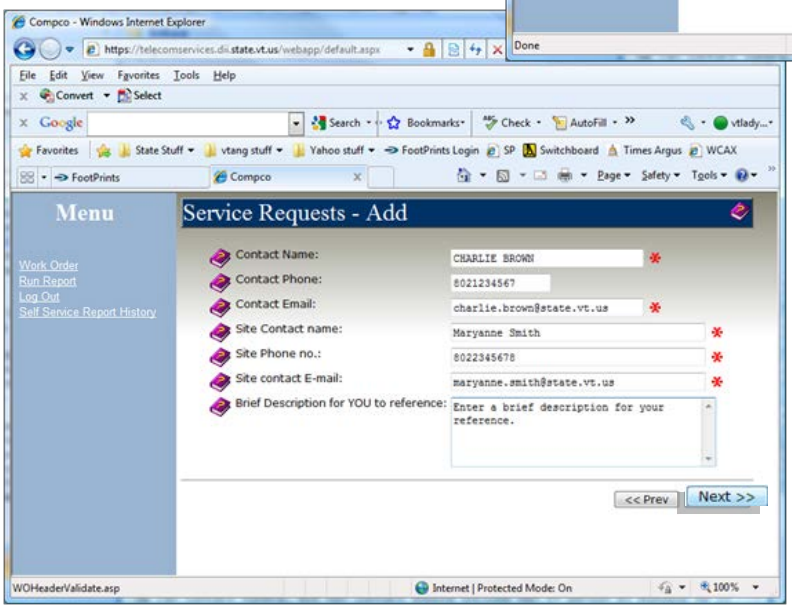


1. Click on the **Add New Request** button.



2. Choose *Service Request* from the drop down list.

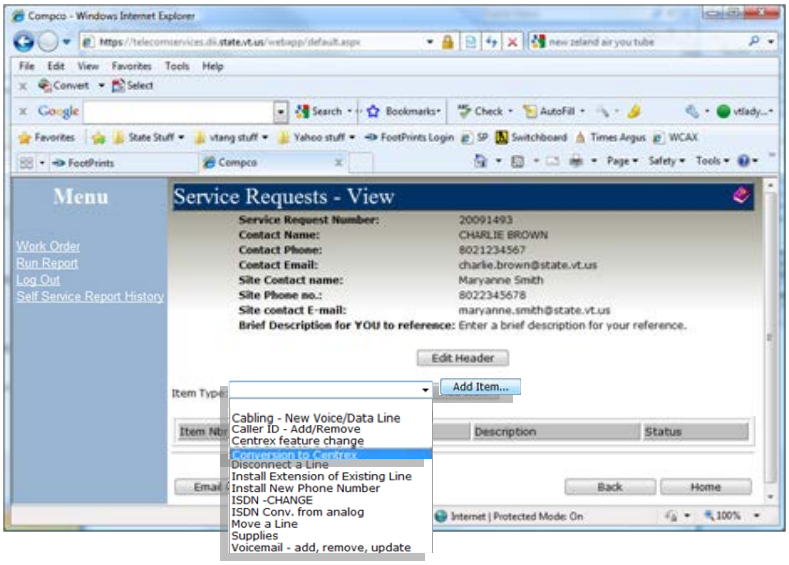
3. Click on the **Next** button.

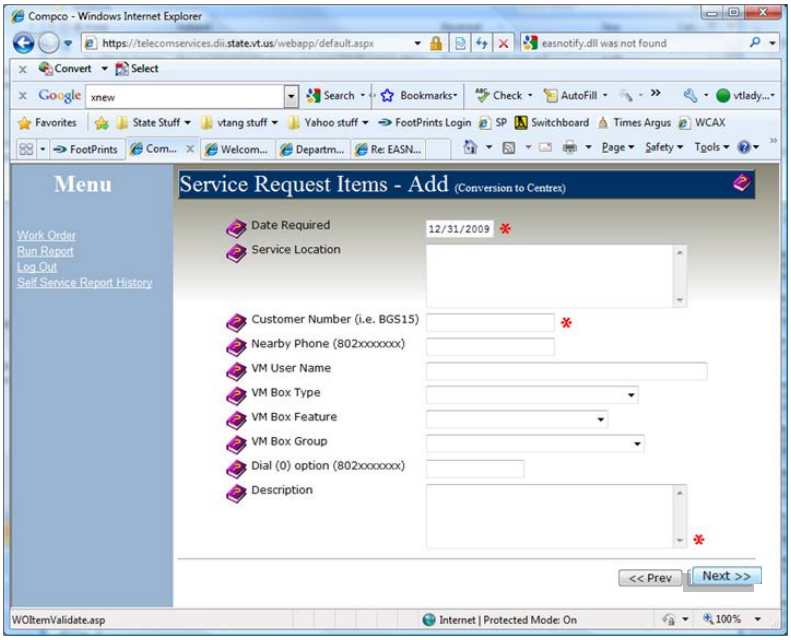


4. Complete the *Service Request – Add* form.

5. Click the **Next** button to display the *Service Requests – View* screen.

6. Choose *Conversion to Centrex* from the drop-down list then click on the **Add Item** button.



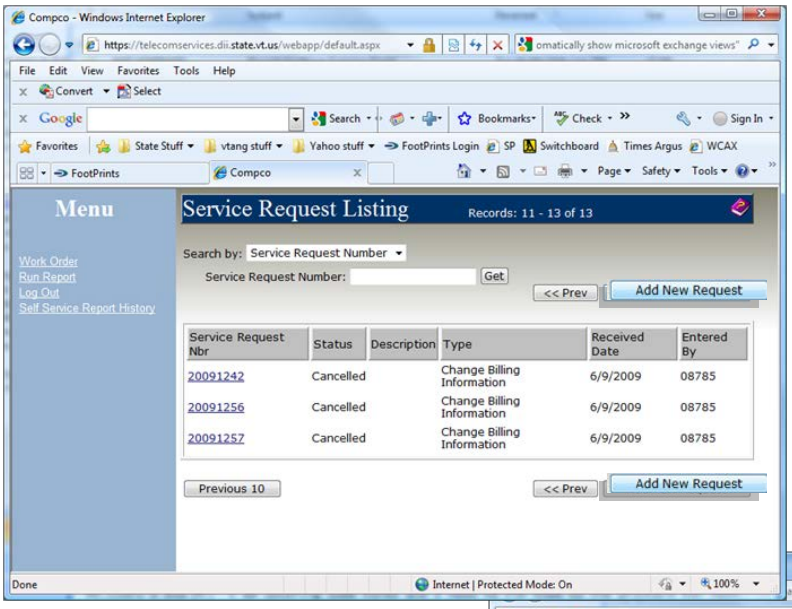


7. Complete the *Service Request Items – Add* form.

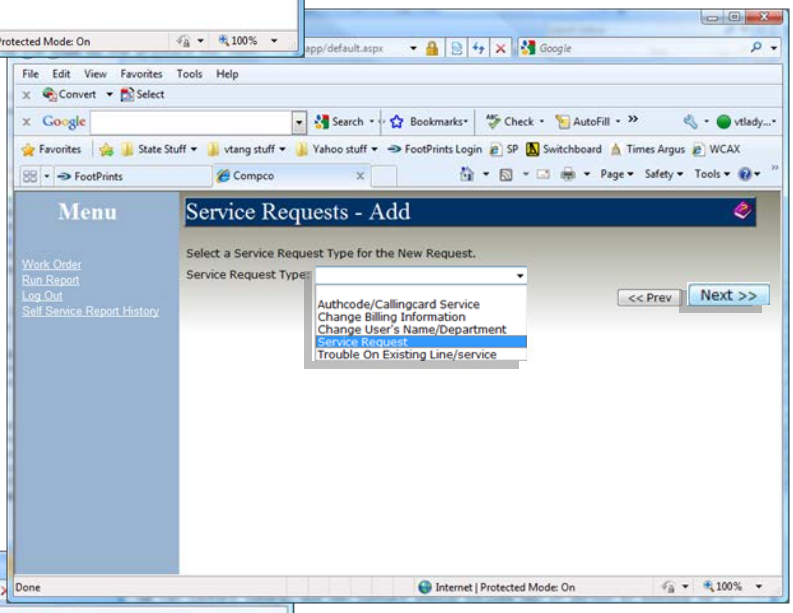
Date Required – must be in **MM/DD/YYYY** format.
Service Location – list the 911 address, including room and floor.
Nearby Phone – List a number close to where the work is to be done.

8. Click the **Next** button to submit.

Disconnect a Line

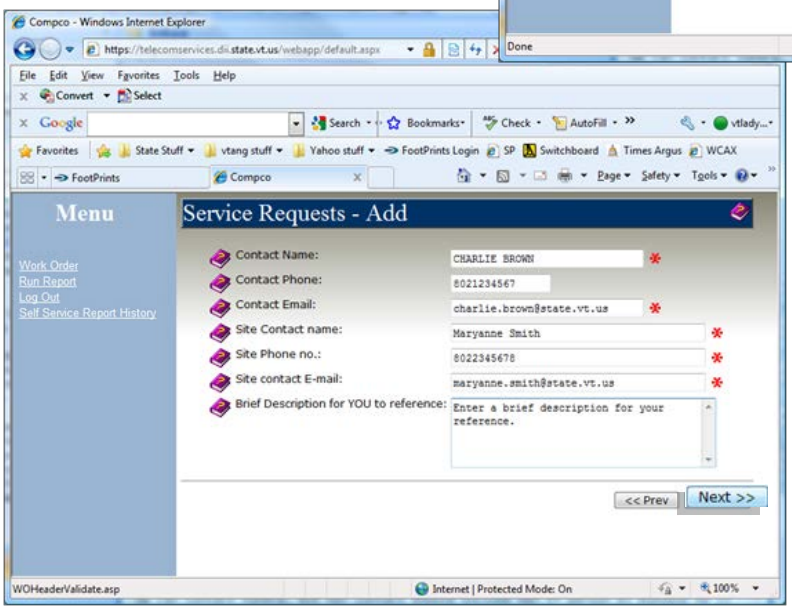


1. Click on the **Add New Request** button.



2. Choose *Service Request* from the drop down list.

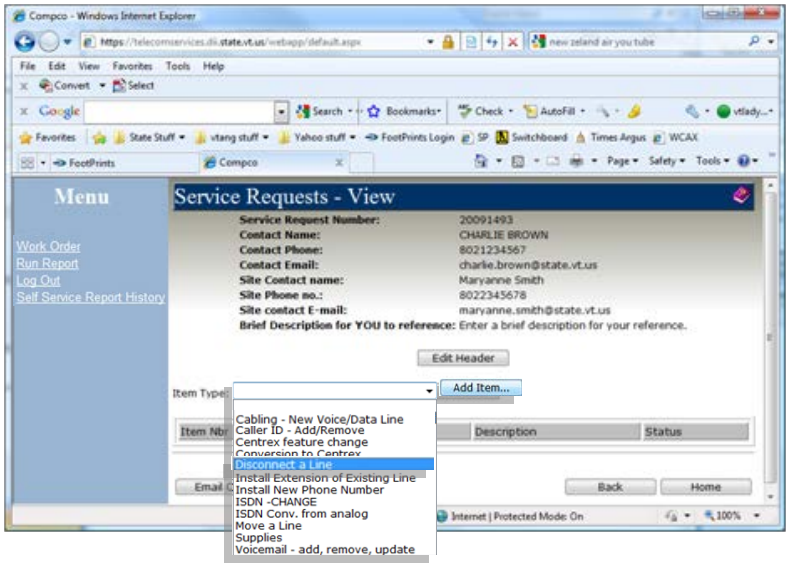
3. Click on the **Next** button.

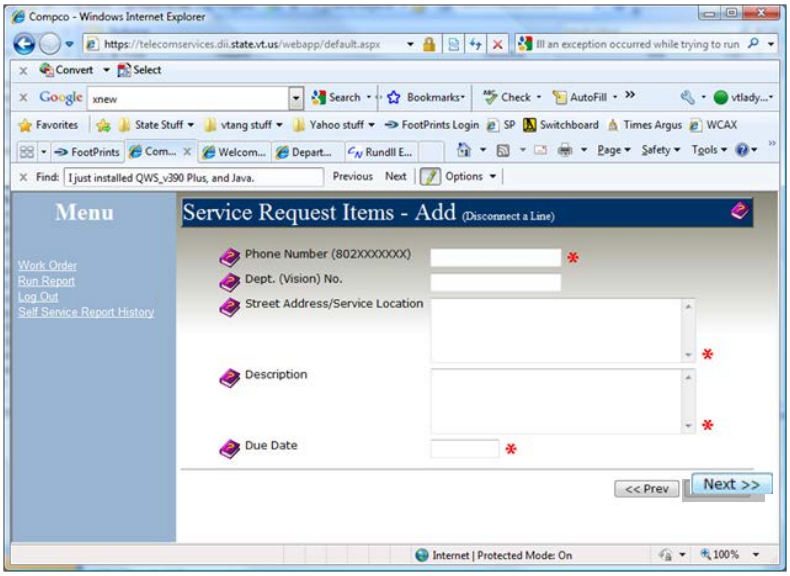


4. Complete the *Service Request – Add* form.

5. Click the **Next** button to display the *Service Requests – View* screen.

6. Choose *Disconnect a Line* from the drop-down list then click on the **Add Item** button.



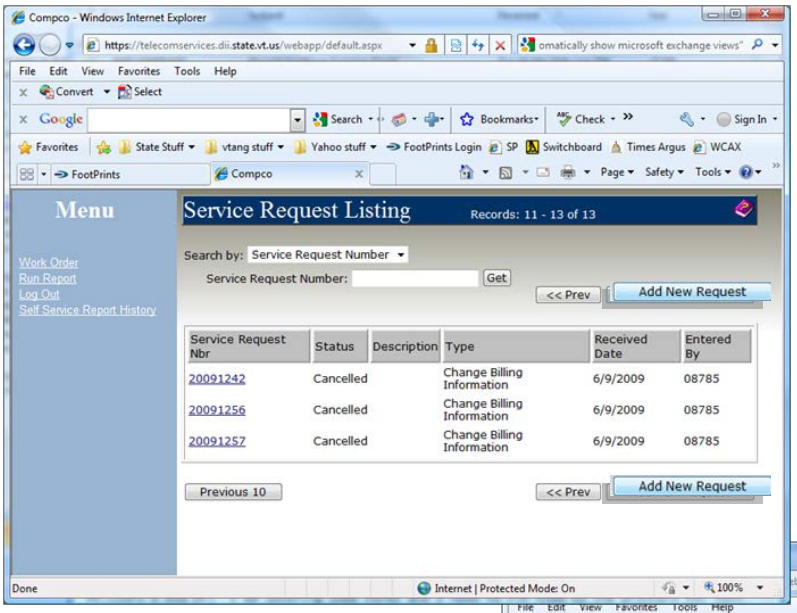


7. Complete the *Service Request Items – Add* form.

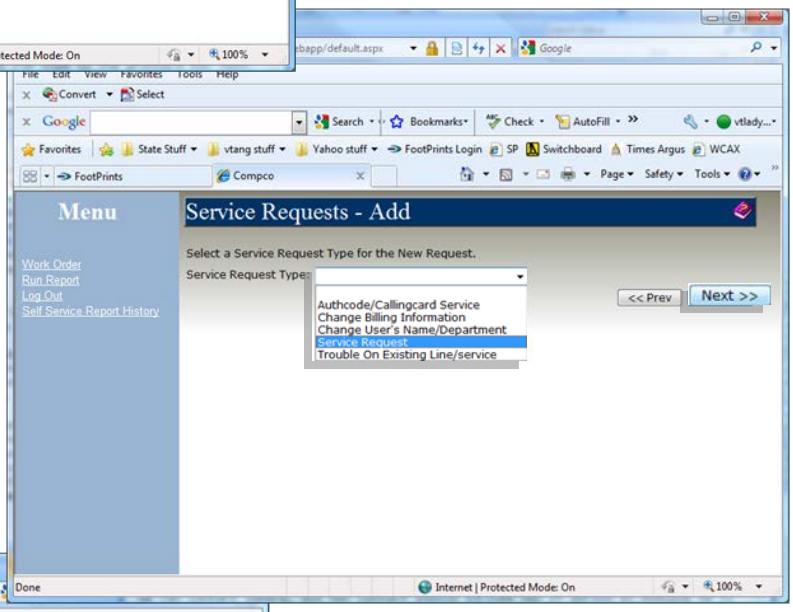
Street Address/Service Location – list the 911 address, including room and floor.
Due Date – must be in **MM/DD/YYYY** format.

8. Click the **Next** button to submit.

Install Extension of Existing Line

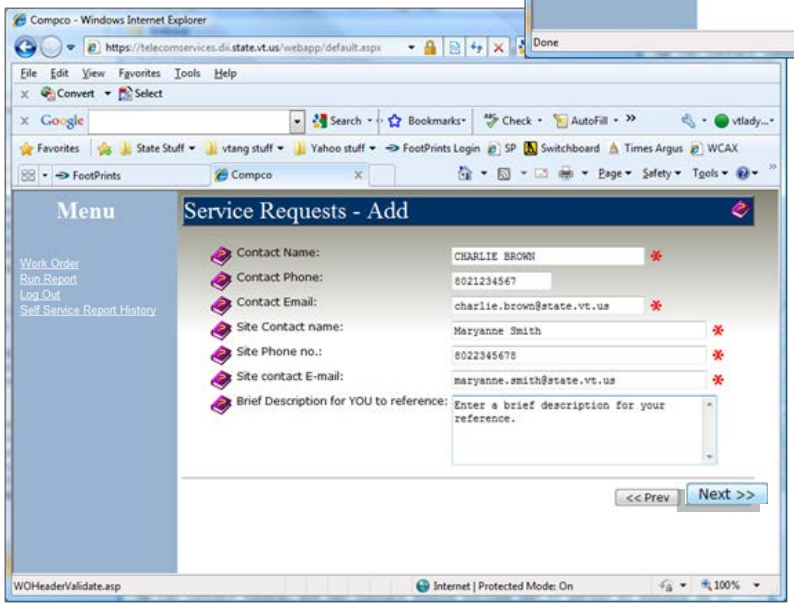


1. Click on the **Add New Request** button.



2. Choose *Service Request* from the drop down list.

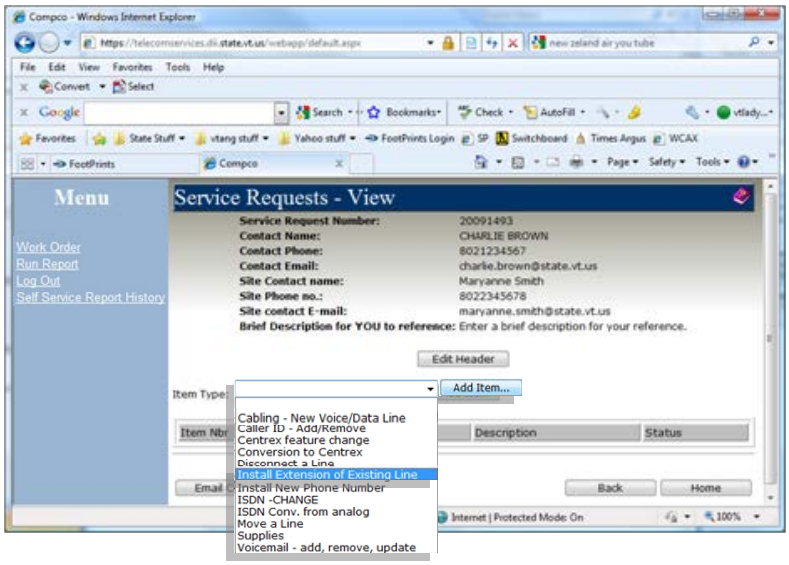
3. Click on the **Next** button.

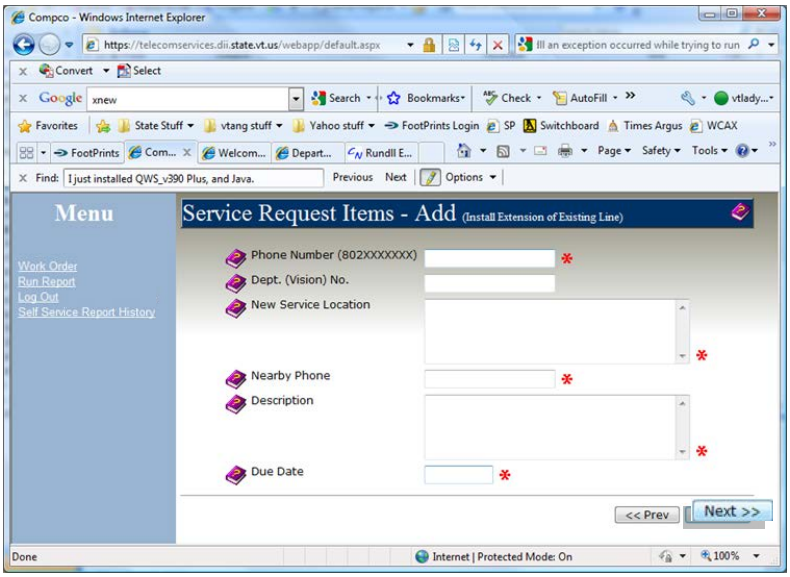


4. Complete the *Service Request – Add* form.

5. Click the **Next** button to display the *Service Requests – View* screen.

6. Choose *Install Extension of Existing Line* from the drop-down list then click on the **Add Item** button.



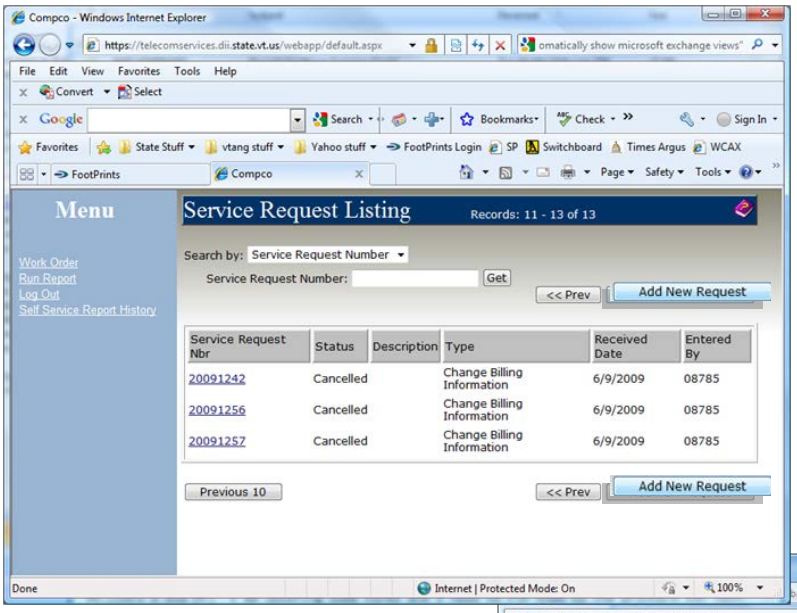


7. Complete the *Service Request Items – Add* form.

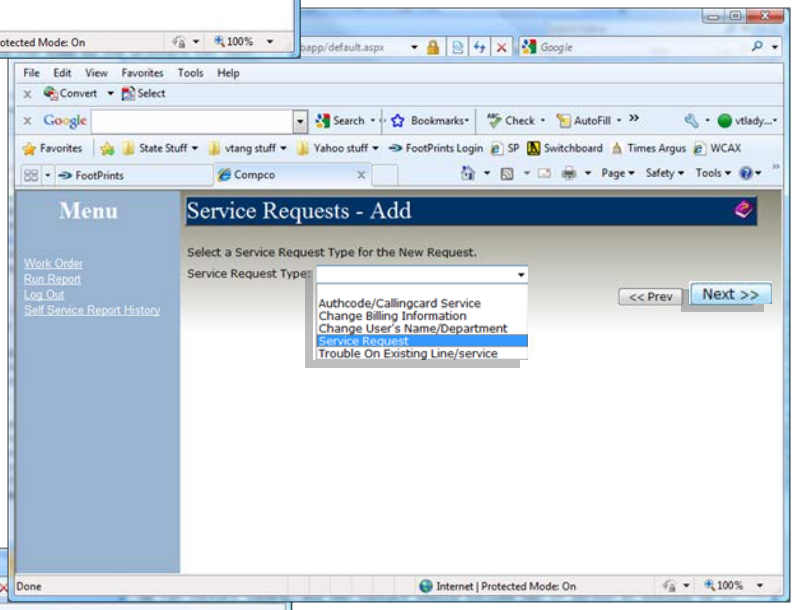
New Service Location – list the 911 address, including room and floor.
Nearby Phone – List a number close to where the work is to be done.
Due Date – must be in **MM/DD/YYYY** format.

8. Click the **Next** button to submit

Install New Phone Number

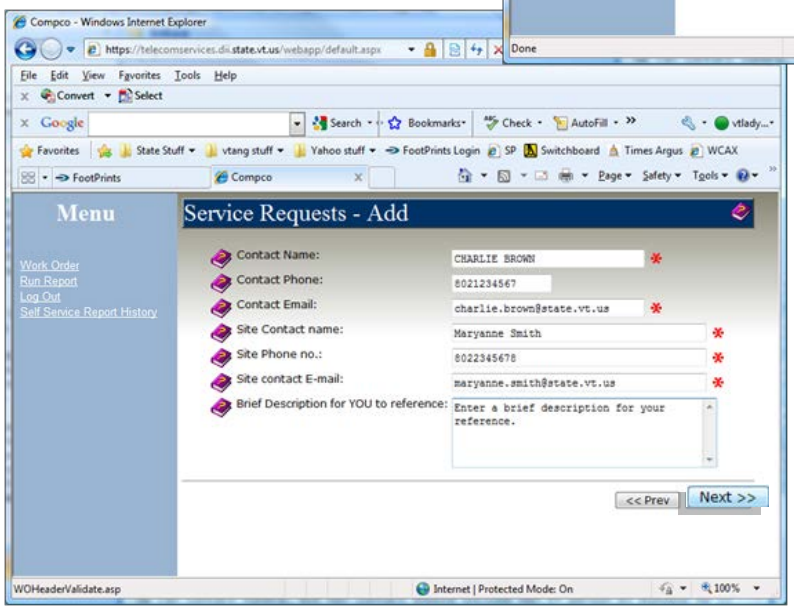


1. Click on the **Add New Request** button.



2. Choose *Service Request* from the drop down list.

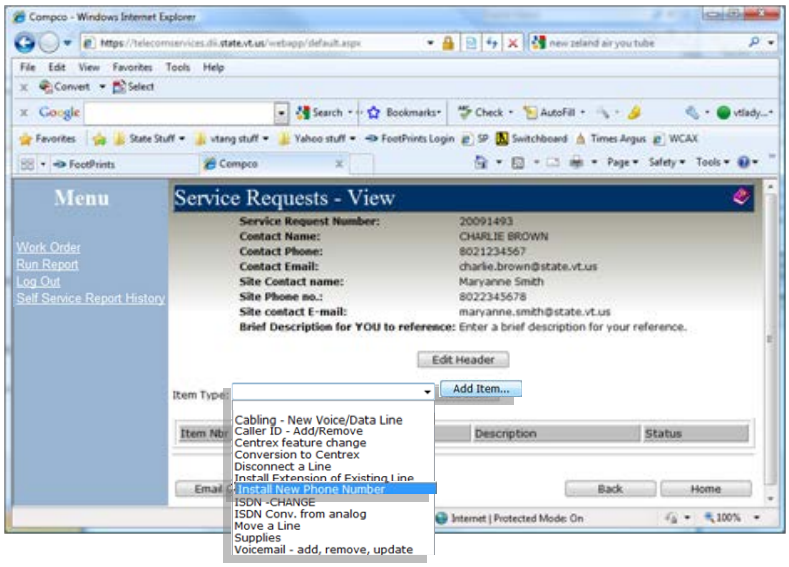
3. Click on the **Next** button.

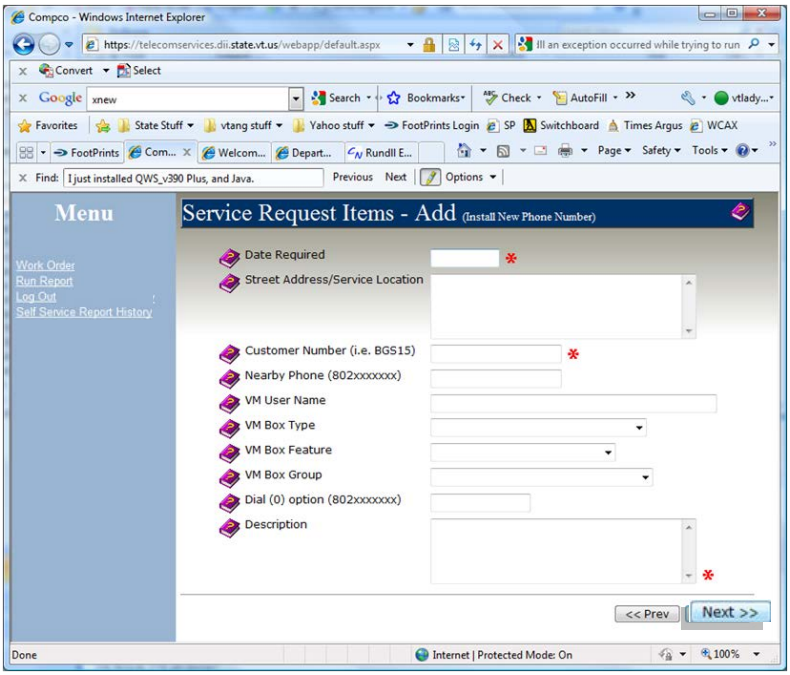


4. Complete the *Service Request – Add* form.

5. Click the **Next** button to display the *Service Requests – View* screen.

6. Choose *Install New Phone Number* from the drop-down list then click on the **Add Item** button.



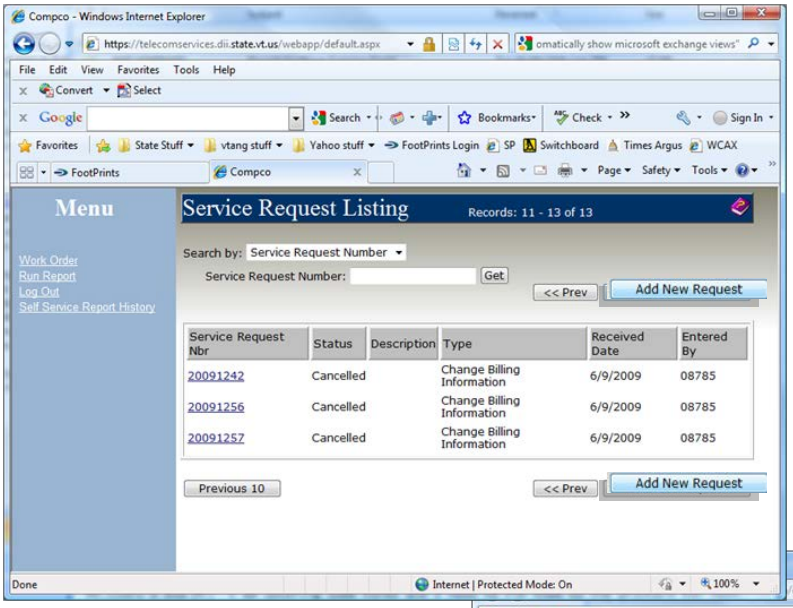


7. Complete the *Service Request Items – Add* form.

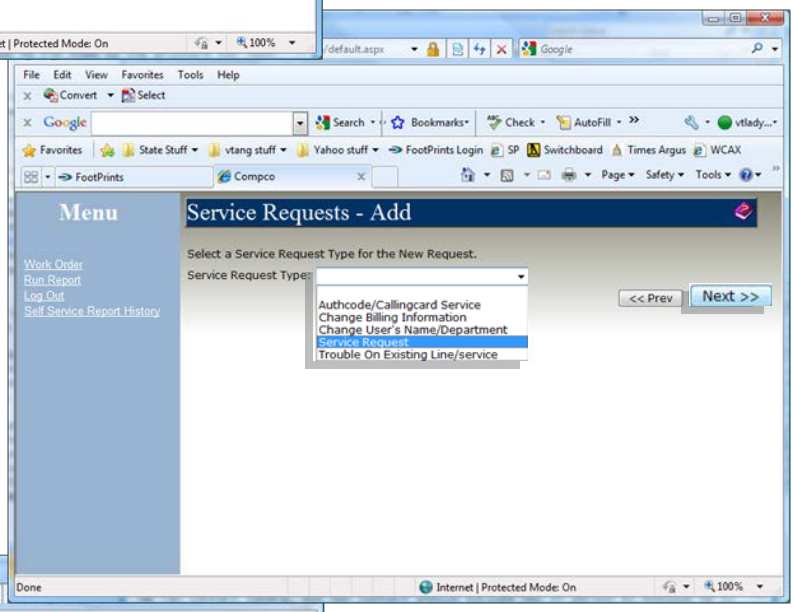
Date Required – must be in **MM/DD/YYYY** format.
Street Address/Service Location – list the 911 address, including room and floor.
Nearby Phone – List a number close to where the work is to be done.

8. Click the **Next** button to submit.

ISDN – Change

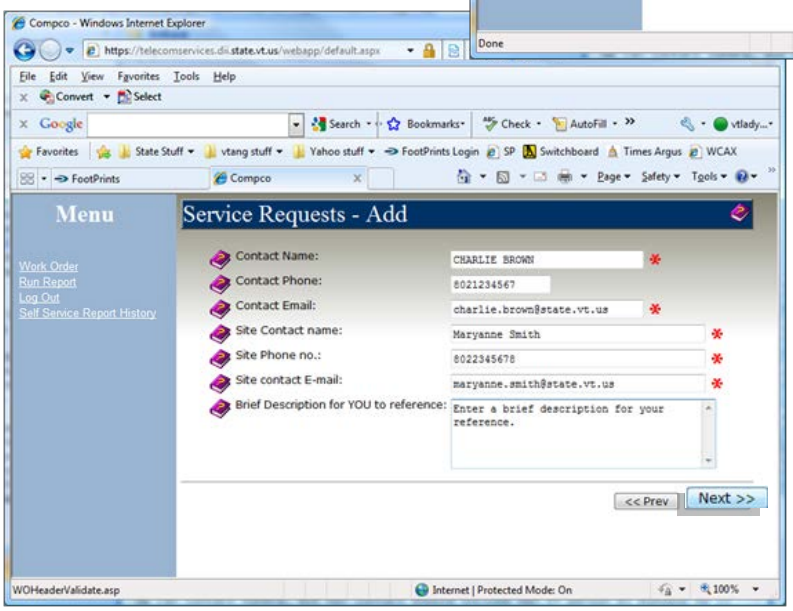


1. Click on the **Add New Request** button.



2. Choose *Service Request* from the drop down list.

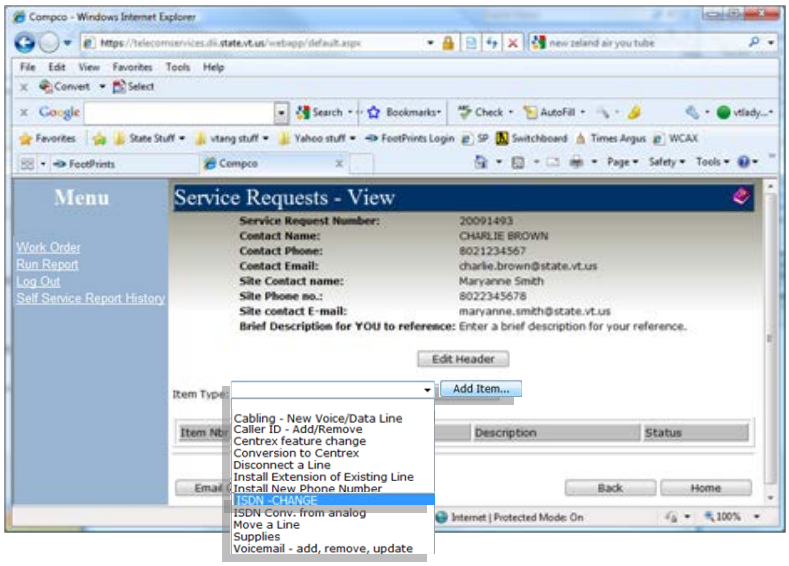
3. Click on the **Next** button.

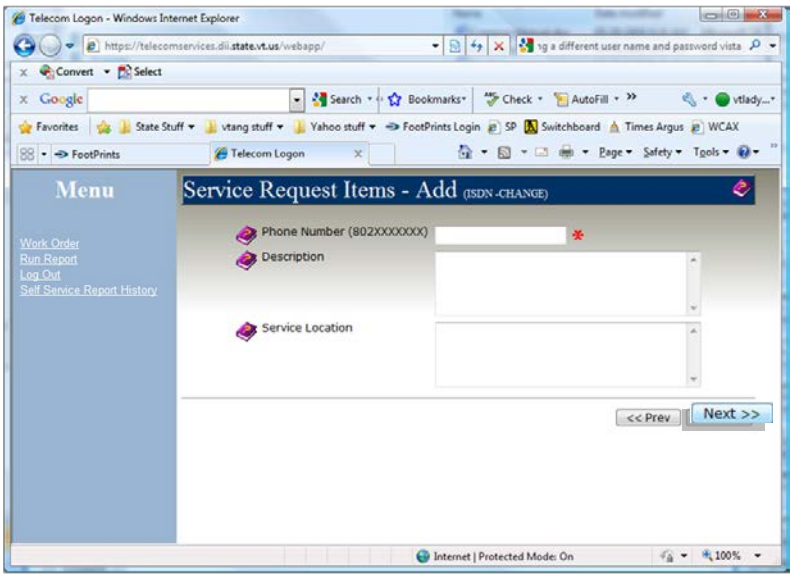


4. Complete the *Service Request – Add* form.

5. Click the **Next** button to display the *Service Requests – View* screen.

6. Choose *ISDN - Change* from the drop-down list then click on the **Add Item** button.

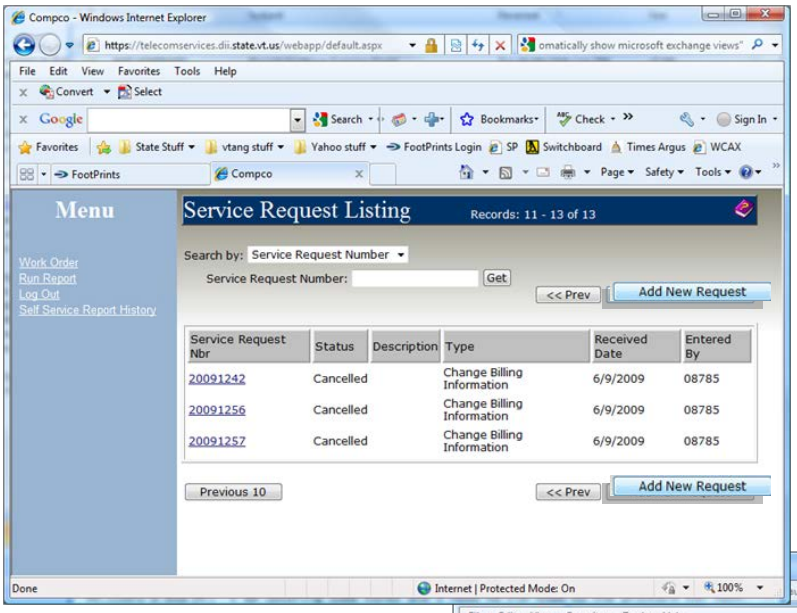




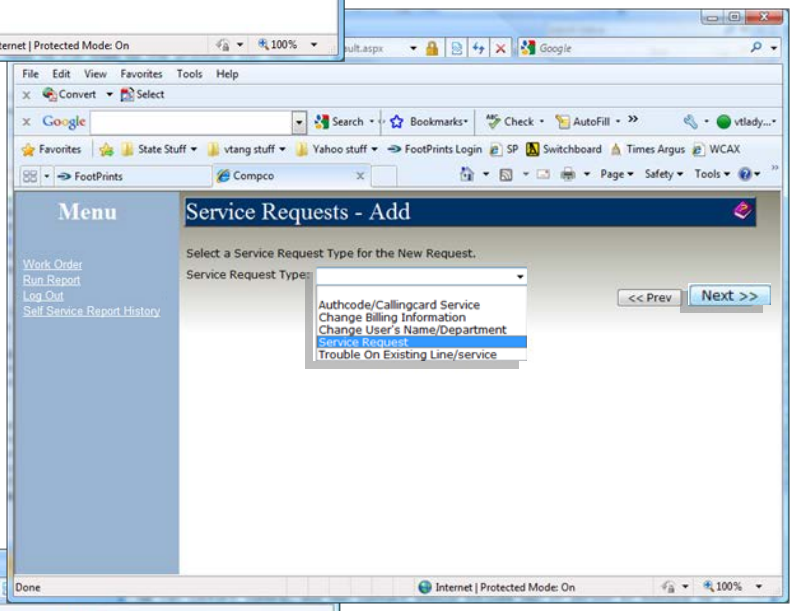
7. Complete the *Service Request Items – Add* form.
Service Location – list the 911 address, including room and floor.

8. Click the **Next** button to submit.

ISDN Conversion from Analog

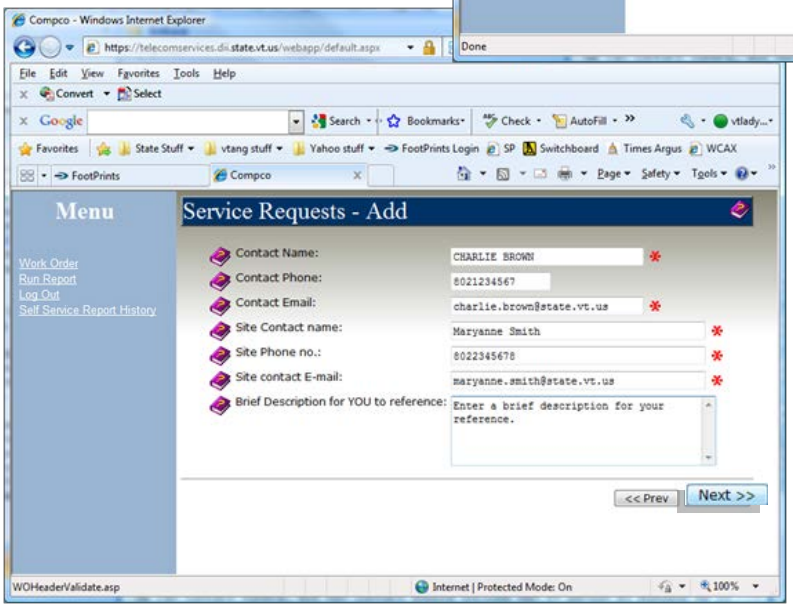


1. Click on the **Add New Request** button.



2. Choose *Service Request* from the drop down list.

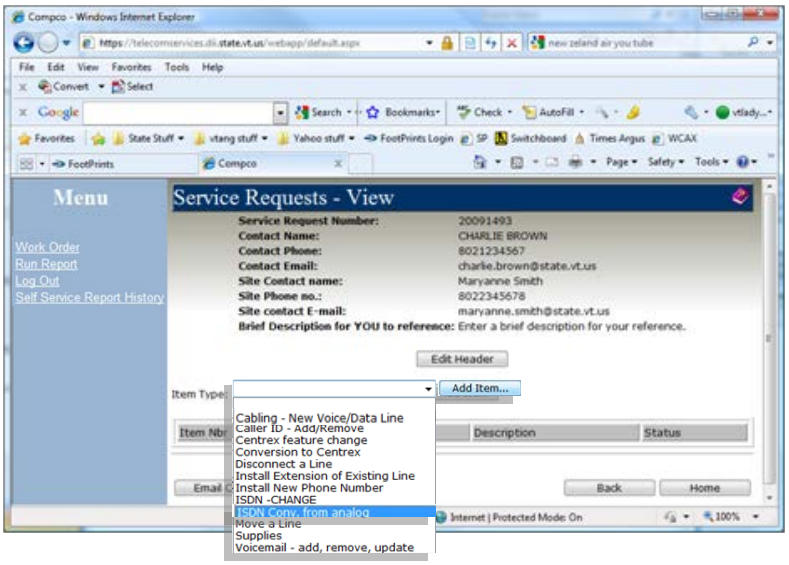
3. Click on the **Next** button.

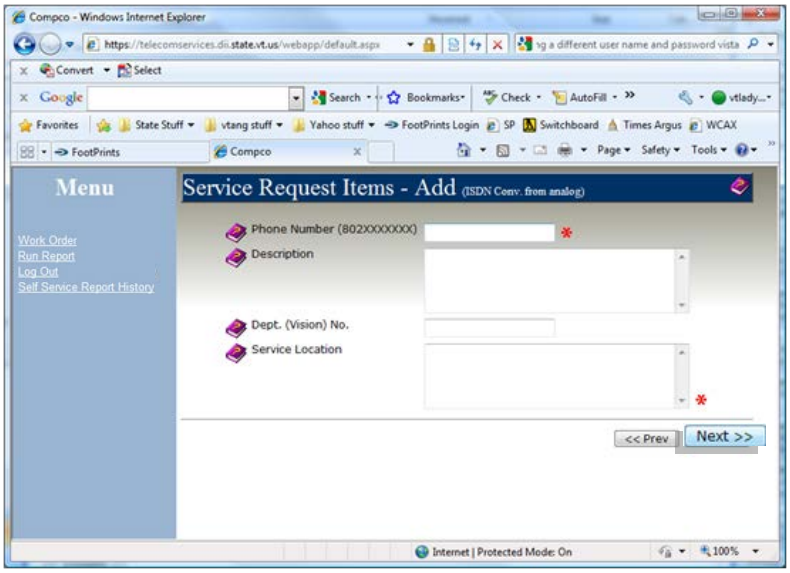


4. Complete the *Service Request – Add* form.

5. Click the **Next** button to display the *Service Requests – View* screen.

6. Choose *ISDN Conv. from analog* from the drop-down list then click on the **Add Item** button.



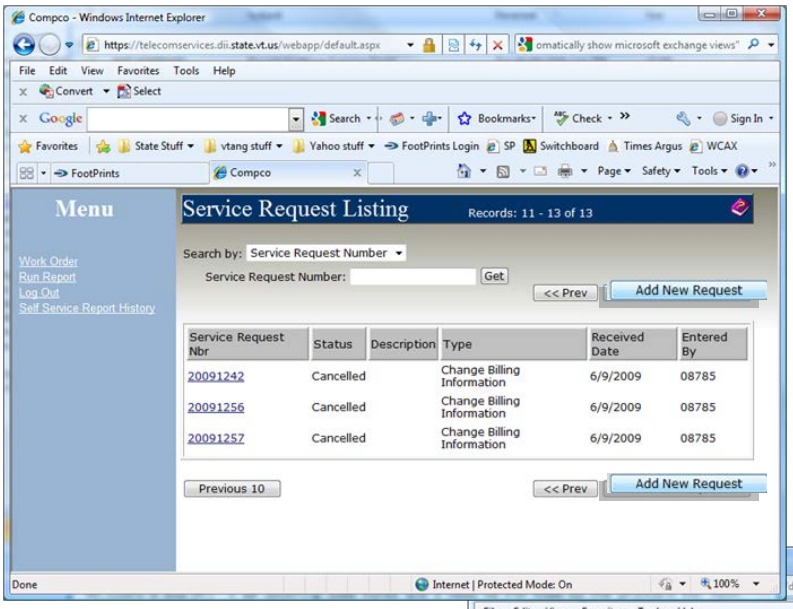


7. Complete the *Service Request Items – Add* form.

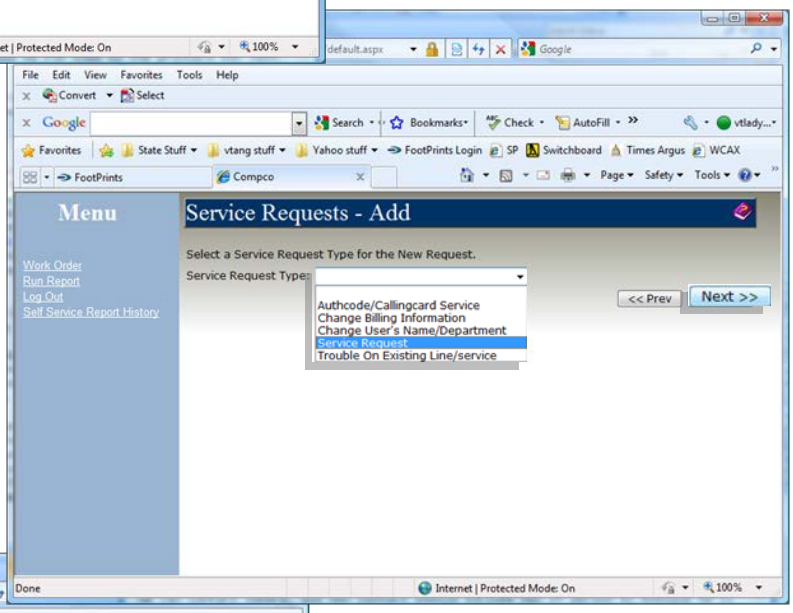
Service Location – list the 911 address, including room and floor.

8. Click the **Next** button to submit.

Move a Line

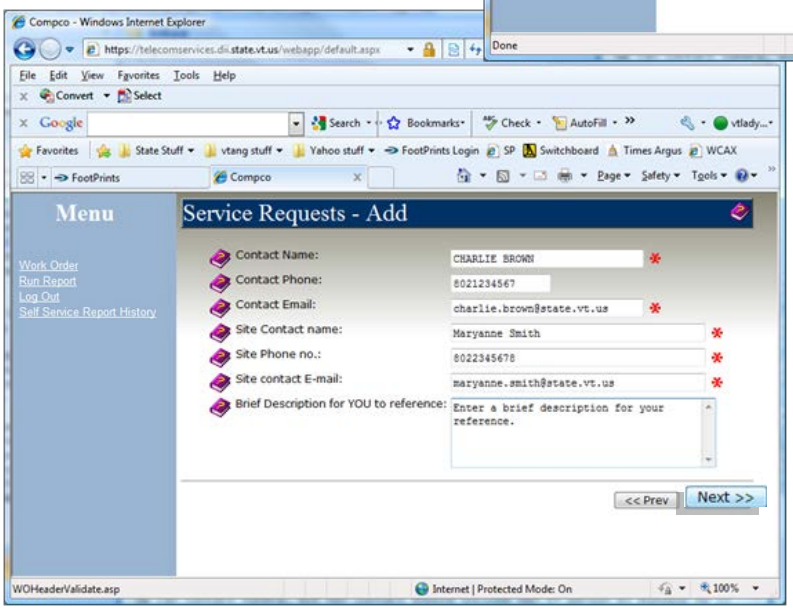


1. Click on the **Add New Request** button.



2. Choose *Service Request* from the drop down list.

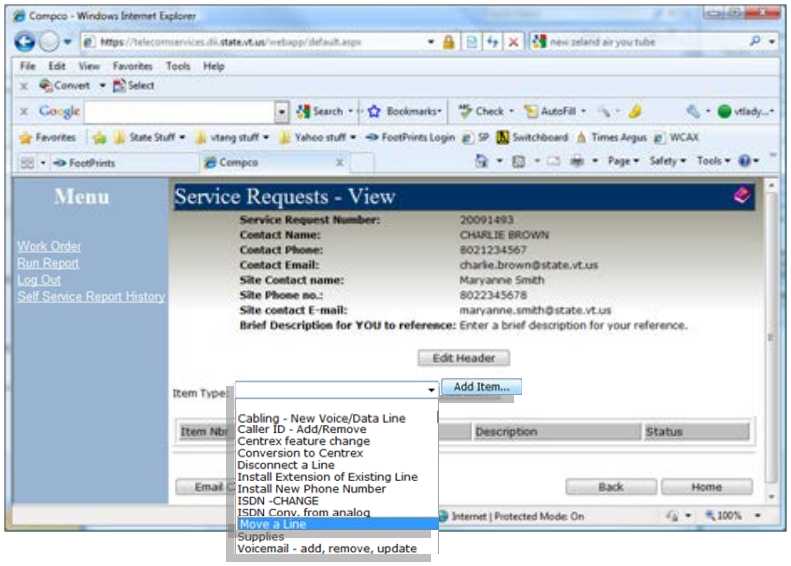
3. Click on the **Next** button.

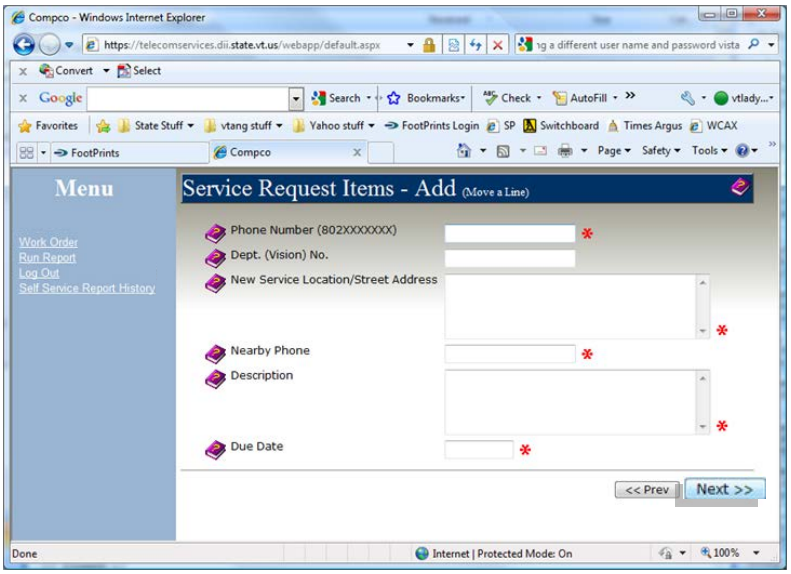


4. Complete the *Service Request – Add* form.

5. Click the **Next** button to display the *Service Requests – View* screen.

6. Choose *Move a Line* from the drop-down list then click on the **Add Item** button.



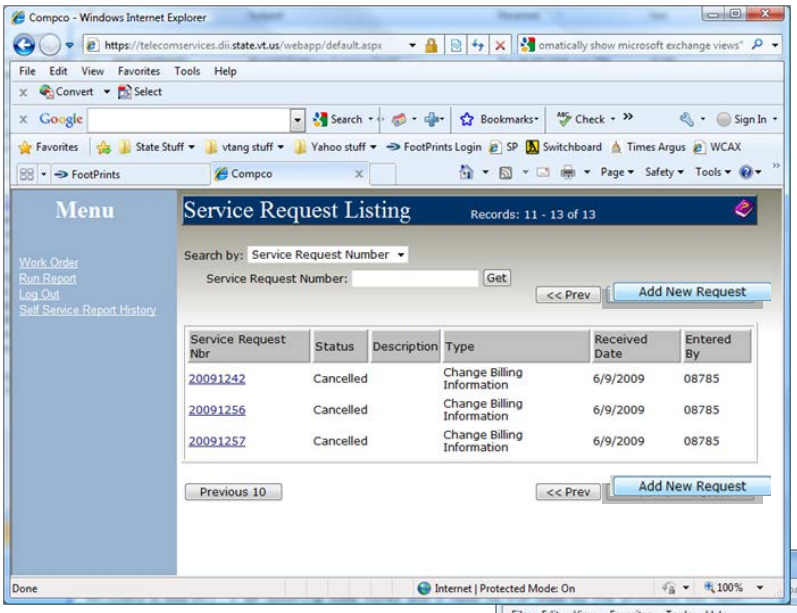


7. Complete the *Service Request Items – Add* form.

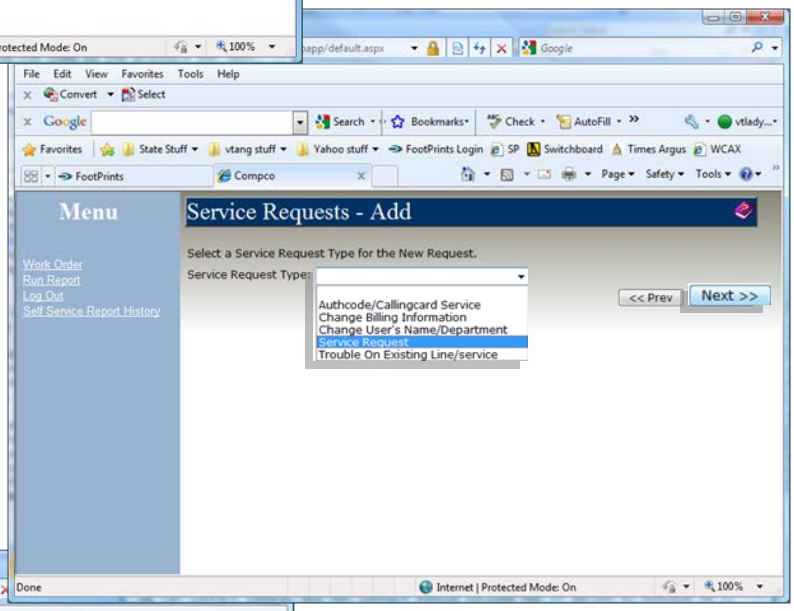
New Service Location/Street Address – list the 911 address, including room and floor.
Nearby Phone – List a number close to where the work is to be done.
Due Date – must be in **MM/DD/YYYY** format.

8. Click the **Next** button to submit.

Supplies

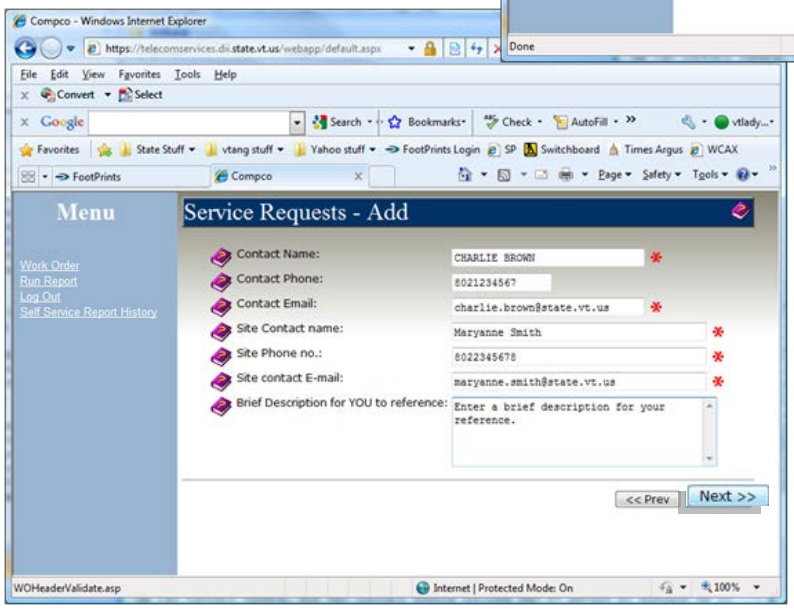


1. Click on the **Add New Request** button.



2. Choose *Service Request* from the drop down list.

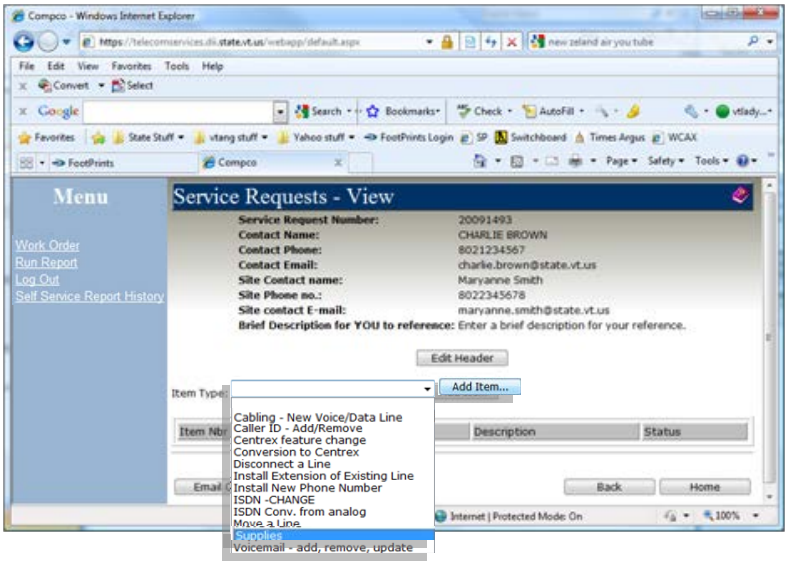
3. Click on the **Next** button.

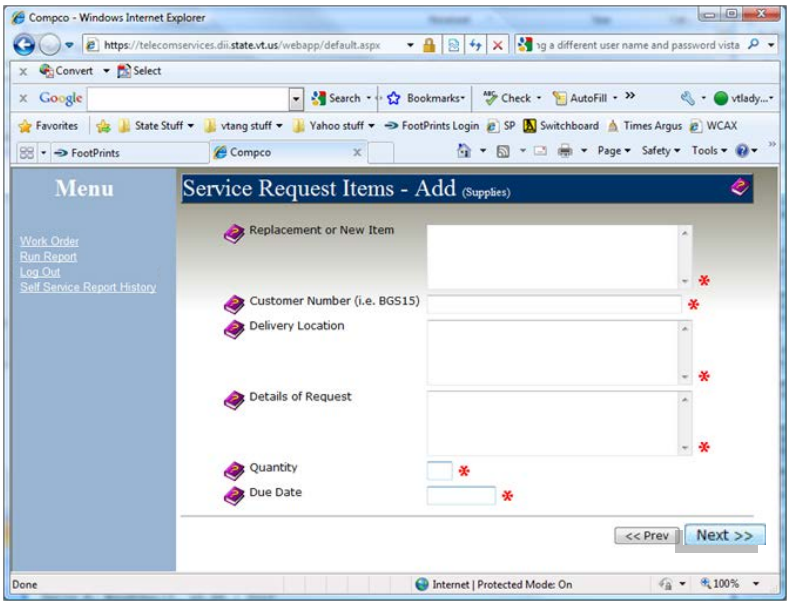


4. Complete the *Service Request – Add* form.

5. Click the **Next** button to display the *Service Requests – View* screen.

6. Choose *Supplies* from the drop-down list then click on the **Add Item** button.



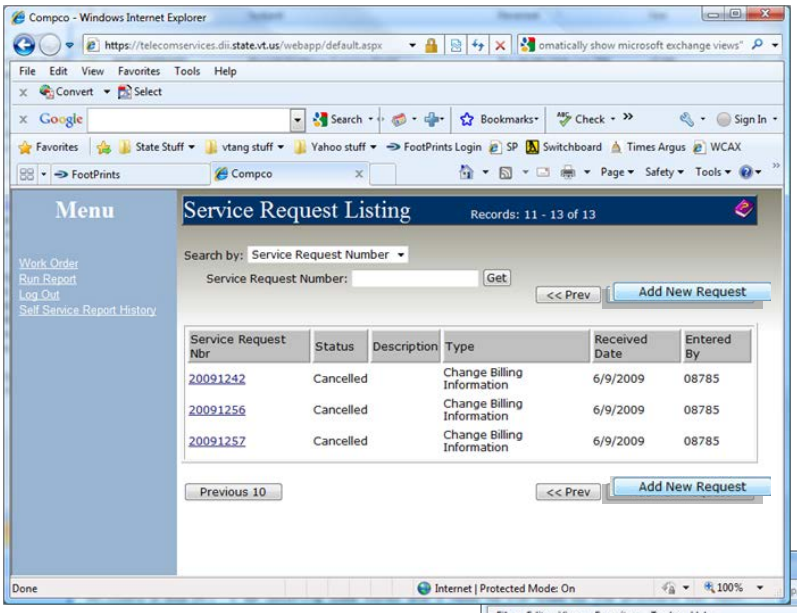


7. Complete the *Service Request Items – Add* form.

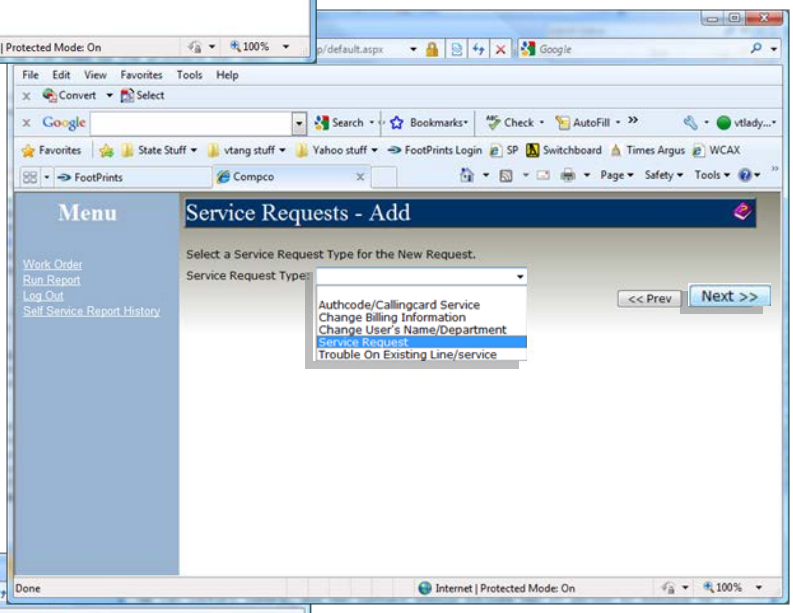
Delivery Location – list the 911 address, including room and floor.
Due Date – must be in **MM/DD/YYYY** format.

8. Click the **Next** button to submit.

Voicemail – add, remove, update

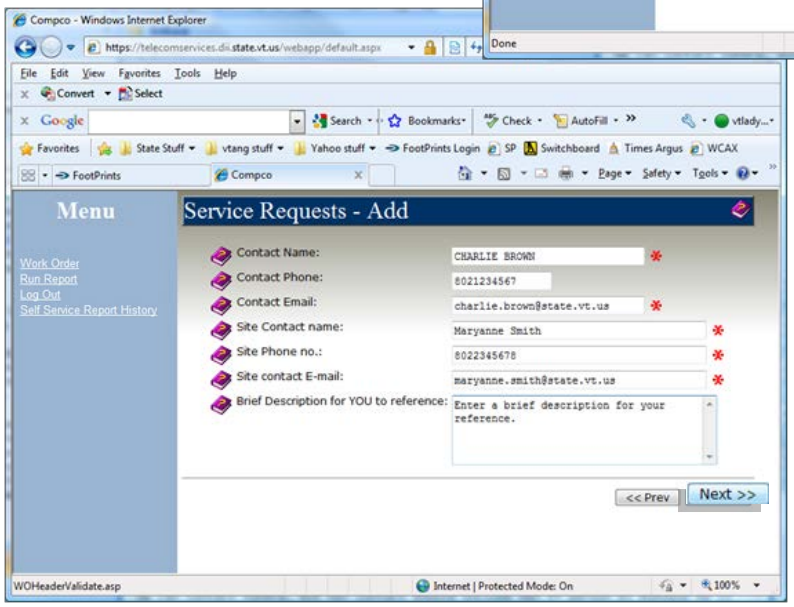


1. Click on the **Add New Request** button.



2. Choose *Service Request* from the drop down list.

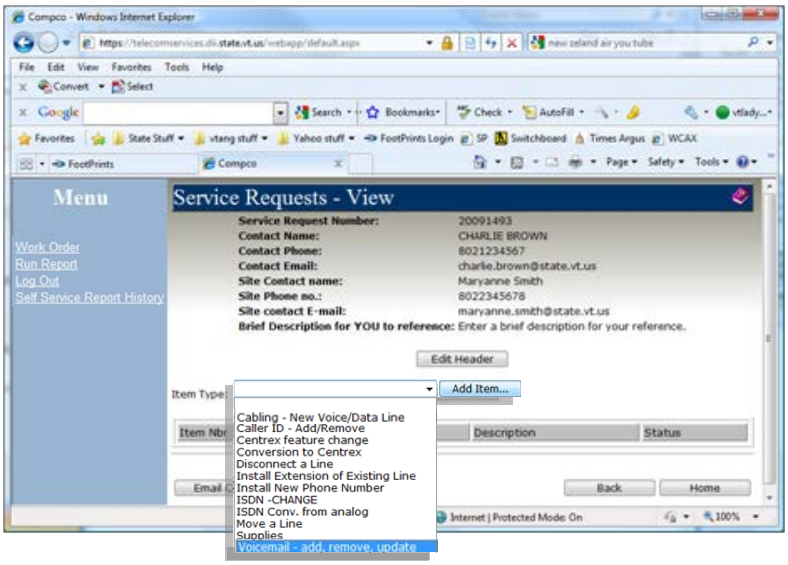
3. Click on the **Next** button.

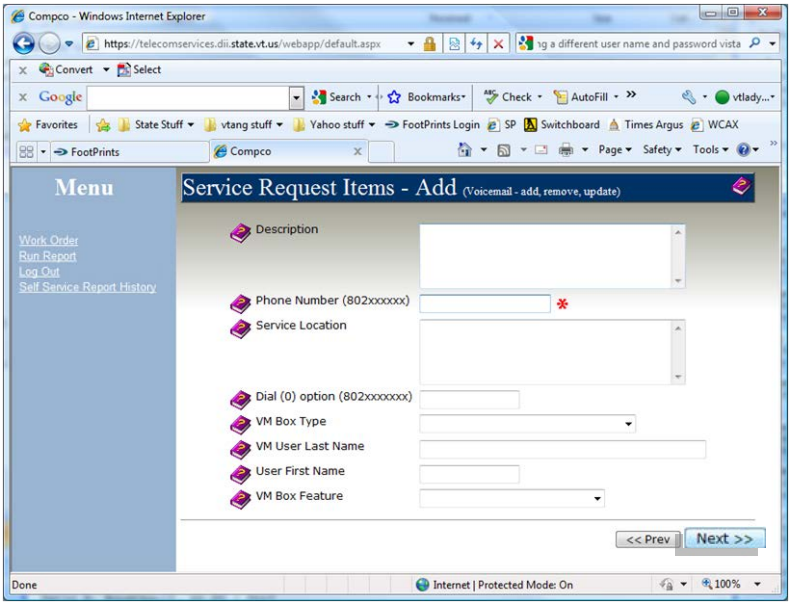


4. Complete the *Service Request – Add* form.

5. Click the **Next** button to display the *Service Requests – View* screen.

6. Choose *Voicemail – add, remove, update* from the drop-down list then click on the **Add Item** button.





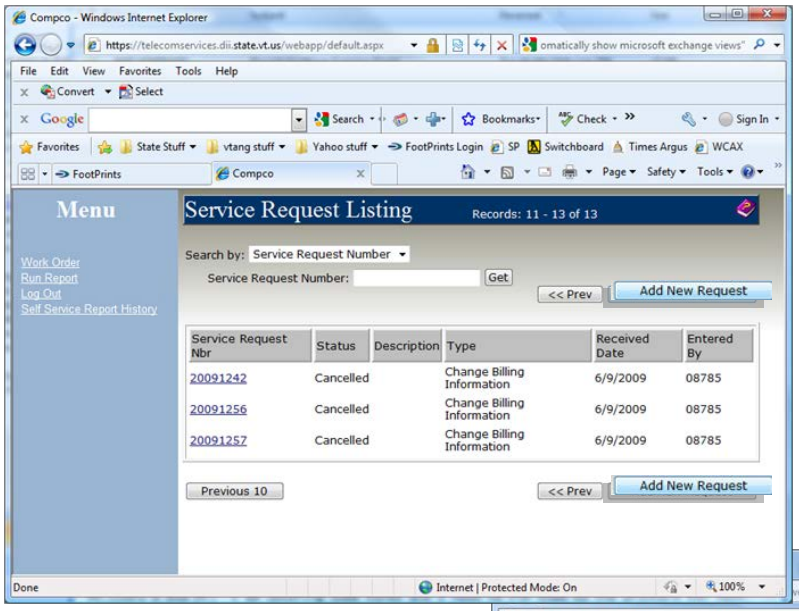
7. Complete the *Service Request Items – Add* form.

Service Location – list the 911 address, including room and floor.
Dial (0) option – list the telephone number for callers when they "Press 0" for a live person. The number must be in the same exchange.

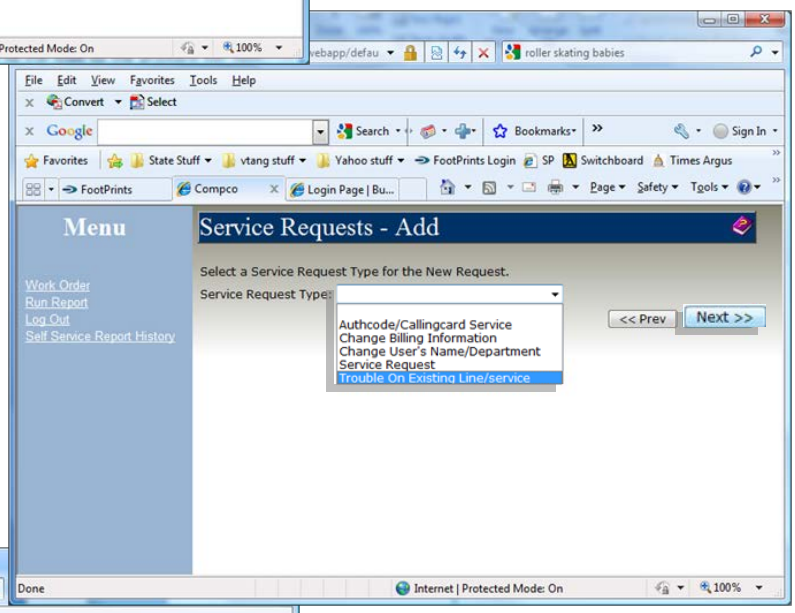
8. Click the **Next** button to submit.

Trouble On Existing Line/Service

(Something that was working but is now broken)

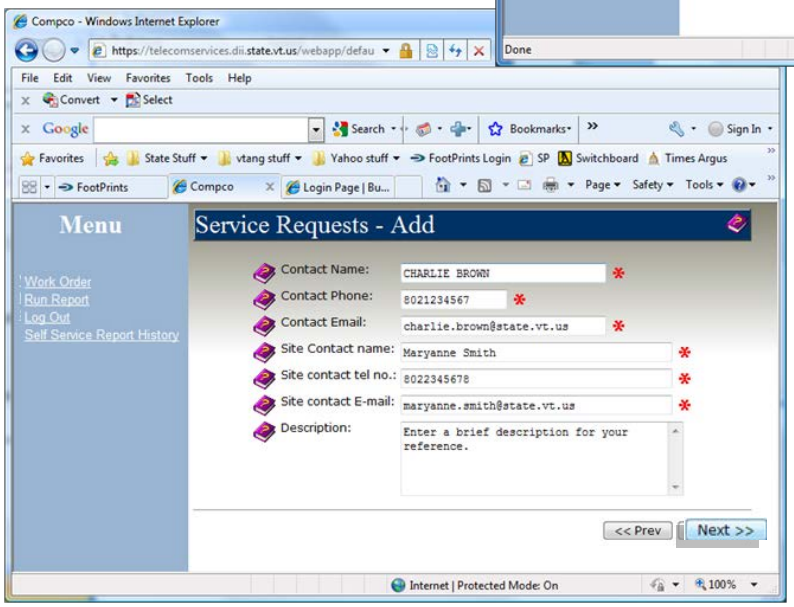


1. Click on the **Add New Request** button.



2. Choose *Trouble on Existing Line/Service* from the drop down list.

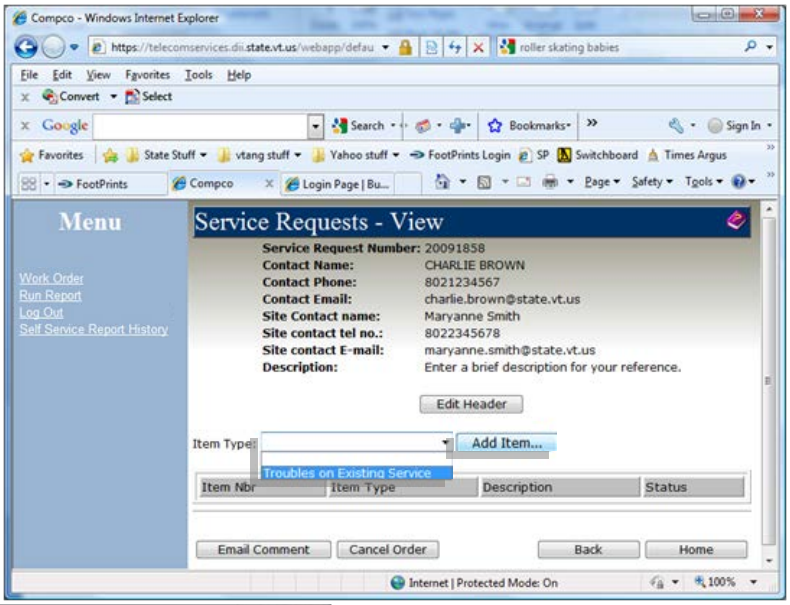
3. Click on the **Next** button.

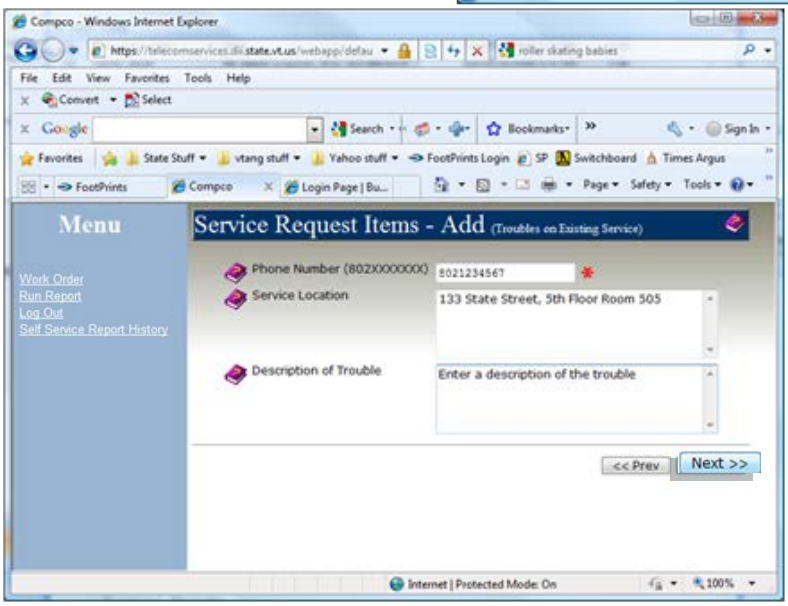


4. Complete the *Service Request – Add* form.

5. Click the **Next** button to display the *Service Requests – View* screen.

6. Choose *Troubles on Existing Service* from the drop-down list then click on the **Add Item** button.





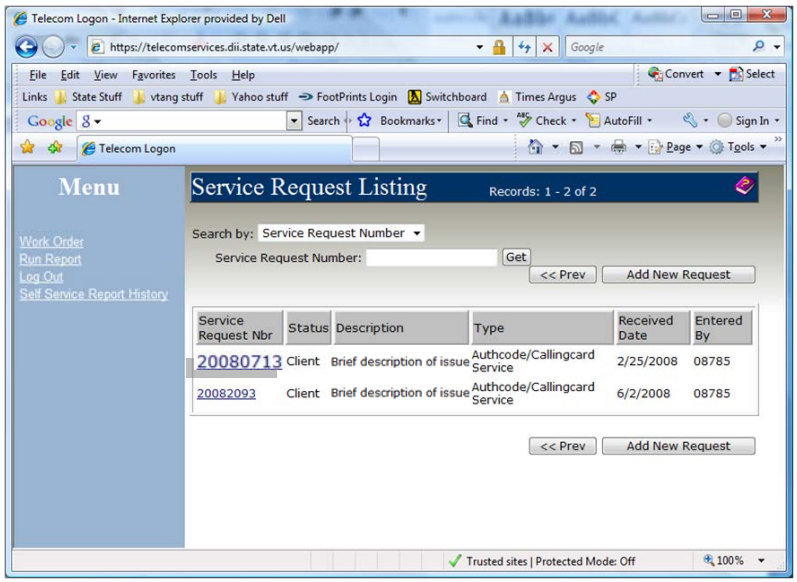
7. Complete the *Service Request Items – Add* form.

Service Location – list the 911 address, including room and floor.

8. Click the **Next** button to submit.

Other

View the Status of a Previous Work Order

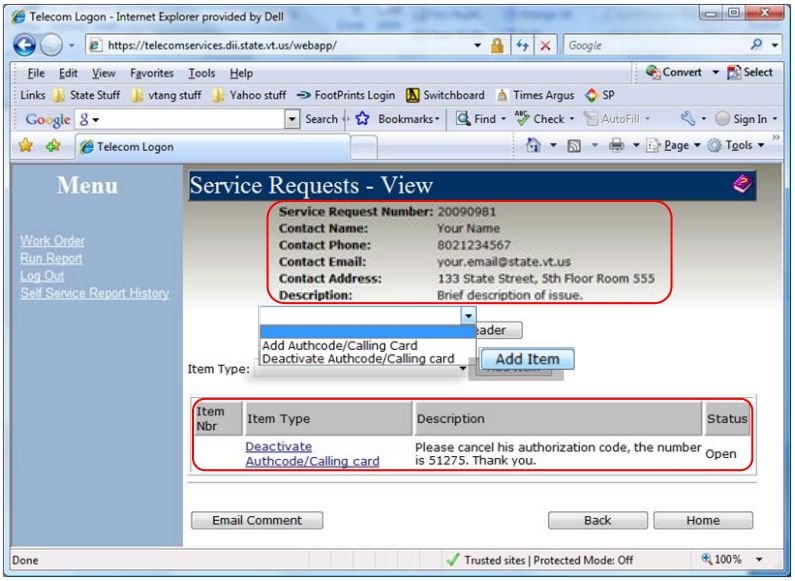


From the *Service Request Listing* screen, click on the number of the request you want to view under *Service Request Nbr* and the *Service Requests-View* screen will appear showing the Work Order detail. All outstanding work orders may be reviewed in this manner.

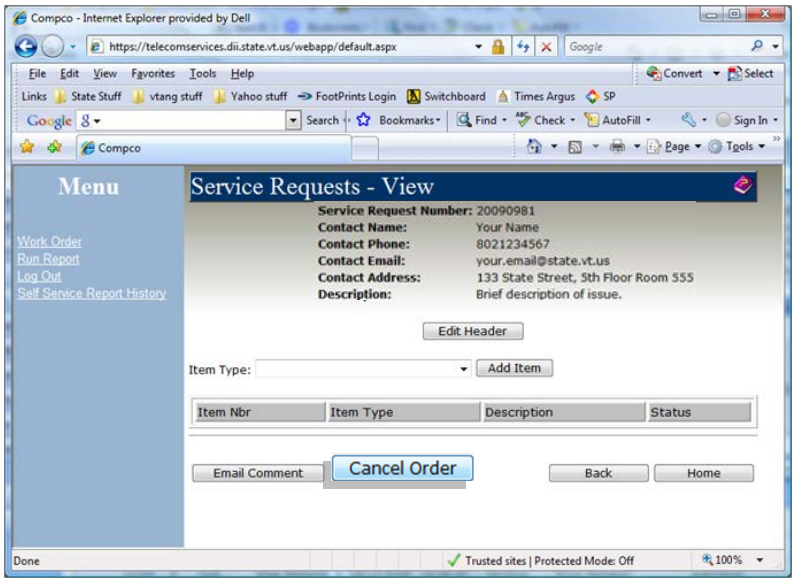
Change "search by" to *Received date* and the listing will be in order of latest first.

To add another item to this request, using the drop-down arrow, choose the item you want to add and click on the **Add Item** button.

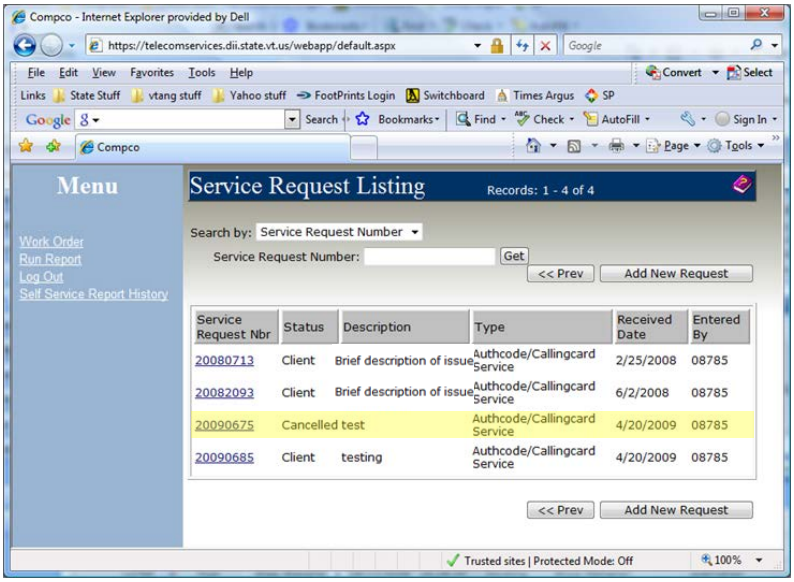
Note: You can only add items to work orders with the status of "Client".



Cancel a Request



To cancel the item, click on the link provided under "Item Type" and click on the **Cancel Order** button.

Click the **OK** button to confirm cancellation.

The *Status* of the item now appears as "Cancelled".