

# Online Networking & Communications Statement Auditing

## User's Guide



UNIVERSITY *of*  
ROCHESTER

## Auditing your statement in an Online Forum

University IT/NC statements

Access via:

[www.rochester.edu/its/facultystaff/](http://www.rochester.edu/its/facultystaff/)  
click the [IT Online Services] link

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## **If you need help . . .**

**To provide input or suggestions for this guide and the University IT Online Services web interface:**

**University IT  
x52000  
[UnivITHelp@rochester.edu](mailto:UnivITHelp@rochester.edu)**

# Online Networking & Communications Statement Auditing Guide

## Online Networking & Communications Statements

The University IT Online Services web interface provides access to six months of department Networking & Communications statements for authorized staff. This information is used to help understand and monitor charges and provides backup detail for charges on for your ledgers.

Departmental Networking & Communication charges are maintained through the University IT Telemangement system. The telemangement system processes all one-time and recurring charges on a monthly basis and generates online statements after the first day of each month.

### What do I need to access my Online Networking & Communications statement?

Any computer running Internet Explorer v4.0 or Netscape Navigator v4.0 (or newer versions).

### How do I request changes to the Online Networking & Communications statement?

Fill out an Information Technology Service Request (ITSR) and submit it to University IT, send an email request to UnivITHelp@Rochester.edu or call 275-2000.

## Getting Started:

Start your web browser and go to <http://www.rochester.edu/it/>.

### University IT Home Page

UNIVERSITY of ROCHESTER

ABOUT US · ACADEMICS · ADMISSIONS · ARTS · ATHLETICS · LIBRARIES · MEDICINE · STUDENT LIFE · WORKING HERE

PARENTS · ALUMNI · VISITORS · COMMUNITY TEXT · CALENDAR · DIRECTORY · A TO Z · CONTACT · IT · GIVING · myROCHESTER SEARCH

Secure Support  
University IT  
Enable Collaborate

**Need Help?**  
Phone: 585-275-2000 (x52000)  
Email: [UnivITHelp@rochester.edu](mailto:UnivITHelp@rochester.edu)

**Get Connected**  
Quick links and helpful information about email, phones, enhanced wireless, remote access via VPN and other IT services.

**Stay Secure**  
What you need to know about computer security, online safety, copyright issues and University policy to protect yourself.

**Need Technology?**  
Reserve a classroom, request resources, loaner audio and video equipment. Shop online at University IT Computer Sales. Or purchase software site licenses.

Incoming Students  
Students  
Faculty/Staff  
Office of the CIO  
Other IT Resources  
Technology Training  
IT Notices/Outages  
About University IT

**Pardon Our Dust**  
We are redesigning the University IT website to be more user-friendly, functional and fresh just for you! If you cannot find what you are looking for during this transition, please [click here](#) to visit our old site.

Select [Faculty/Staff]  
This will take you to the University IT Faculty/Staff Resources Page

# Online Networking & Communications Statement Auditing Guide

## University IT Faculty/Staff Resources Page

University IT  
Faculty / Staff Resources

For Both Faculty and Staff

- HRMS (Human Resources Management System)
- Email
- Telephone
- Wireless Access
- Remote access (VPN)
- @rochester.edu
- Online Training
- IT Online Services
- Other school-specific resources (Eastman, School of Medicine & Dentistry, School of Nursing, Simon, Warner)

For Faculty

- Ed Tech Center
- Classroom Technology Services

Security

- Virus alerts
- Passwords

Select [IT Online Services] This will take you to the Online Services Sign-In page.

## Online Services Sign-In Page

University of Rochester  
Information Technology Services

ITS Center Computer Sales Administrative Computing Academic Technology Data Center Networking and Communications Information Security ITS Finance Office of the CIO

Login portal page

NET ID:

Password:

humor

Please enter word above in box.

Login

If you have questions or experience technical difficulties, please call our help line at: (585) 275-2000

SEND ITS FEEDBACK

Google Search UR Search ITS

TEXT | DIRECTORY | INDEX | CONTACT | CALENDAR | NEWS | GIVING

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Select [Favorites] on your web browser toolbar and [Add to Favorites]. Name the "Favorite." This will give you a shortcut for easier access each time you'd like to view your statements online.

Enter your NetID and password in the appropriate boxes. Please note that the login requires you to enter the displayed word in the box. This extra layer of protection provides additional security for this website. Once all three areas are filled in correctly, click [Login]. **Remember:** the password field is case sensitive. **This will bring you to the Online Services page.**

# Online Networking & Communications Statement Auditing Guide

## Online Services Page (with Monthly Statements Option)

### [Monthly Statements]

This will take you to the link for University IT/NC Statements.

The screenshot shows the University of Rochester Information Technology Services website. The address bar displays <https://its-online.its.rochester.edu/itsc-online.asp?reset=1&parent=19>. The page features a navigation menu with links to ITS Center, Computer Sales, Administrative Computing, Academic Technology, Data Center, Networking and Communications, Information Security, ITS Finance, and Office of the CIO. The left sidebar lists 'ITS Services' with sub-links: Directory Services, Monthly Statements (highlighted), Services Forms, Help, and Contact Us. The main content area is titled 'Online Services' and includes an 'ANNOUNCEMENTS' section with a 'UR Wireless' logo and a 'NEWS' section.

## Online Services Page (with University IT/NC Statements Option)

### [University IT/NC Statements]

This will take you to the Telecommunications Statements page for the ledgers you have requested access to and have been granted permission to view online.

The screenshot shows the University of Rochester Information Technology Services website. The address bar displays <https://its-online.its.rochester.edu/itsc-online.asp?reset=1&parent=7>. The page features a navigation menu with links to ITS Center, Computer Sales, Administrative Computing, Academic Technology, Data Center, Networking and Communications, Information Security, ITS Finance, and Office of the CIO. The left sidebar lists 'ITS Services' with sub-links: Directory Services, Monthly Statements, Services Forms, Help, Contact Us, Logout, and 'Monthly Statements' (highlighted), which includes sub-links for University IT/NC Statements. The main content area is titled 'Online Services' and includes an 'ANNOUNCEMENTS' section with a 'UR Wireless' logo and a 'NEWS' section.

# Online Networking & Communications Statement Auditing Guide

## Telecommunications Statements Page

These are your available ledgers; those which you have applied for and have been granted access to review via the Ledger Access Authorization Form.

Your ledgers can be viewed onscreen, generated as an Adobe PDF document or viewed as a Microsoft Excel document. The PDF and Excel documents may be downloaded and saved to your computer.

Your ledgers can be accessed for a three month period on the first screen (shown) or a six month period through a historical statements link.

Telecommunications Statements

[Click here to update your system preferences.](#)

Available March Ledgers: 1-11111 >> 2-22222 >> 3-33333 >>

Available Ledgers

Ledger	Post Date	View	PDF	Excel
1-11111 <a href="#">Click here for historical statements</a>	1/25/2009			
	2/25/2009			
	3/25/2009			
2-22222 <a href="#">Click here for historical statements</a>	1/25/2009			
	2/25/2009			
	3/25/2009			
3-33333 <a href="#">Click here for historical statements</a>	1/25/2009			
	2/25/2009			
	3/25/2009			

## Individual Statement Page

**Individual Statement Page** - You will see department information and the date of viewing.

**Document Save Option** - Here you may click to save the document in Excel or PDF form to your computer.

**Statement Information** - Individual charges listed for Extensions, Authorization Codes, Metered Business Lines, Fax Lines etc. are shown here. (Redactions are in place for sample picture only)

University of Rochester

Information Technology Services

ITS Center | Computer Sales | Administrative Computing | Academic Technology | Data Center | Networking and Communications | Information Security | ITS Finance | Office of the CIO

Available March Ledgers: [redacted] >> [redacted] >> [redacted] >>

Department: [redacted] Today's Date: 4/23/2009

(Statement Period: 12/26/2008 to 1/25/2009) Report ID: UTD-AD-HTML-1

Ledger ID: [redacted]

[Download to Excel](#) | [Download to PDF](#)

Page 1 of 1 Pages: 1

Subcode: 2300

Extension	Ext Description	Cost	Description	Date	Start	From	City, State	Duration	Dialed	City, State
	PHONE: [redacted]	\$4.88	VOICEMAIL W/10 MSG @90S							
		\$19.57	NEC 8 BUTTON							
		\$0.02		1/5/2009	8:57:09 AM			0.3		[redacted]
		\$0.20		1/5/2009	8:58:04 AM			3.6		[redacted]
		\$0.06		1/5/2009	9:02:31 AM			0.9		[redacted]
		\$0.75		1/7/2009	11:28:01 AM			13.6		[redacted]
		\$0.21		1/19/2009	10:04:53 AM			3.7		[redacted]
		\$0.06		1/22/2009	9:26:19 AM			1.1		[redacted]
	\$25.75 Total Charges For Extension									
		\$0.00	AUTHORIZATION CODE							

# Online Networking & Communications Statement Auditing Guide

## Adobe PDF File Example

**PDF File** - This is an example of the PDF file when opened in your web browser. You may choose to save a copy to your computer. (Redactions are in place for sample picture only)

**Service/Item with Charges** - This is the numeric description of your ledger item. Each item will have charges/detail associated with it (listed below the item).

**How to Identify the Service/Item Extension:** Five-digit number (ex: 52000)  
**Authorization Code:** Six-digit fictitious number beginning with "6" (ex: 677777)  
**Calling Card:** Six-digit fictitious number beginning with "7" (ex: 788888)  
**Cellular Telephone, Metered Business Line, Fax Line or Pager:** Each of these numbers will be the associated ten-digit number with description.

Please contact the IT Center at UnivITHelp@rochester.edu or call x52000 for any questions regarding this month's statement.

**ITS/Telecommunications**  
 727 Elmwood Ave Suite 102  
 4-HELP www.utd.rochester.edu  
 For 12/26/2008 - 1/25/2009

4/23/2009  
 UTD-AD-PDF-1

Bill Category: [REDACTED] Department: [REDACTED]  
 Ledger ID: [REDACTED] Mail To: [REDACTED]  
 Subcode: 2300 ROCHESTER, NY [REDACTED]

Cost	Description	Date	Start	From	City, State	Duration	Dialed	City, State
	PHONE: [REDACTED]							
\$4.88	VOICEMAIL W/10 MSG @90S							
\$19.57	NEC 8 BUTTON							
\$0.02		1/5/2009	8:57:09 AM			0.3	[REDACTED]	[REDACTED]
\$0.20		1/5/2009	8:58:04 AM			3.6	[REDACTED]	[REDACTED]
\$0.06		1/5/2009	9:02:31 AM			0.9	[REDACTED]	[REDACTED]
\$0.75		1/7/2009	11:28:01 AM			13.6	[REDACTED]	[REDACTED]
\$0.21		1/19/2009	10:04:53 AM			3.7	[REDACTED]	[REDACTED]
\$0.06		1/22/2009	9:26:19 AM			1.1	[REDACTED]	[REDACTED]
\$25.75	Total Charges For Extension							

\$0.00 AUTHORIZATION CODE  
 \$0.00 Total Charges For Extension

\$1.30 Long Distance Call Totals  
 \$0.00 University Backbone Network Cost Totals  
 \$24.45 Equipment Totals  
 \$0.00 Pager, Cellular and Calling Card Totals  
 \$0.00 Metered Business, Data T's and Special Circuit Totals  
 \$0.00 RFTS and Project Charge Totals

\$25.75 Total Charges for SubCode: 2300

## Microsoft Excel File Example

**Save Options** - Click [Open] to open the file in your web browser. Click [Save] to save this file to your desktop or another folder of your choosing.

File Download - Security Warning

Do you want to open or save this file?

Name: PresentBillExcel  
 Type: Microsoft Excel Worksheet, 959 bytes  
 From: its-online.its.rochester.edu

Open Save Cancel

While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not open or save this software. [What's the risk?](#)

**Excel File** - This is an example of the Excel file when opened in your web browser. (Redactions are in place for sample picture only)

Subcode	Billing Number	Description	Cost	Summary Category
2300	[REDACTED]	VOICEMAIL W/10 MSG @90S	4.88	Equipment
2300	[REDACTED]	NEC 8 BUTTON	19.57	Equipment
2300	[REDACTED]	LD	1.3	Long Distance Call
2300	[REDACTED]	AUTHORIZATION CODE	0	Long Distance Call

## What to Look For:

**Verify correct ledger access** - Make sure that all ledgers that you request to see are provided. If ledgers are missing or if you would like to request access to more ledgers, contact University IT at 275-2000 or via email at UnivITHelp@rochester.edu.

**Verify charge types and components of your ledgers** - Make sure that the individual elements which make up your Online Networking & Communications statement are correct and associated with the proper ledger. If you see that another ledger should be charged for this listing or service, contact University IT.

## Advantages of Online Statements:

**View statements as they are posted** - Statements will be available online after the 1<sup>st</sup> business day of each month. Departments will not have to wait for University IT to process and mail statements. This offers departments extra time to review and monitor statements.

**Monitor charges to your ledgers at any time** - The Online Networking & Communications statements can be accessed at any time to provide you and your department a snapshot of the latest statement without the hassle or excess of an intermittent printed report. Using this tool, you can review any aspect of your statement and keep the information current in your own databases, spreadsheets and budgetary forecasts.

**Store statements electronically** - You may build an electronic file of your statements to view at a later time or to share with multiple department representatives via email or computer-saved media (CD-Rom or DVD).

**Conserve Resources** - Utilize the University IT Online Services web interface to avoid unnecessary printing, mailing and labor resource allocation.