

COVID-19 Guide for CSB Staff

April 2020



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COVID-19 Preparedness and Response

Preparedness and response planning for managing the COVID-19 state of emergency includes implementing telework options for team members not in front line positions.

CSB has not historically promoted telework, and has moved quickly to mobilize this option and began deploying staff on Monday, March 16th.

The first wave of telework has helped to prepare us and refine the process to ensure staff are equipped to work-from-home.

We have a strong commitment to ensuring Hoosier families and children who rely on our services continue to receive assistance as we work to mitigate community spread. In order to do so, some staff will need to remain in the office to support core functions.

This guide is intended to provide clarity and guidance to all staff as we begin this new way of conducting business during this state of emergency.

If questions or issues arise at any time, please do not hesitate to reach out to your supervisor.

COVID-19 Remote Work Expectations

From IV-D Director Adam Norman:

The following are expectations for COVID-19 Remote Working:

- Work hours remain the same as when in-office as given by your direct supervisor.
- Continue to follow instructions and guidance given by your supervisors. There is a lot of information, so make sure to read all emails and documents carefully.
- Existing policies and procedures for leave requests and usage apply.
- Attend all scheduled conference calls/meetings.
- Complete assignments according to your normal work plan and prioritization.
- Immediately notify your supervisor of any technical or work process issues.
- Continue to observe confidentiality and security protocol (i.e. preventing unauthorized access to confidential information at your remote location, locking your computer, protecting FTI and PII).
- Providing a daily summary of work activities (via email) to your direct supervisor.
- Be available and responsive to emails, phone calls and other communications from your direct supervisor, co-workers and other managers during your work hours. Communicate, communicate, communicate!
- If you need to return to the office for any reason, you must not be under the self-isolation requirements, not had any potential exposure and must not be experiencing any symptoms of COVID-19. You are required to contact your supervisor before coming into the office.
- You must report the following to your supervisor:
 - Out of state travel plans
 - Potential exposure
- You may be required to report to the office and serve as an essential staff member upon the direction of your supervisor.

CSB Administrative Enforcement Actions

Administrative Enforcement Action	Priority Ranking	Telework	Core Support	Dependencies	Comments
Administrative Offset	High	Y	Y		Automated process with the exception of a request for administrative review that is handled by the county office.
Casino/Gaming Intercepts	High	Y	Y	Casinos being open	Automated process with the exception of a request for administrative review that is handled by the county office.
Central Printing of NOWs and IWOs for Closed Counties	High	N		Postmasters must be open to process the file and a CSB employee needs to be able to get into the building to do the printing.	As of 04/01/2020 there are 38 counties that Postmasters is printing the NOW and IWO. "Other" documents for the 38 counties are being printed and mailed by CSB staff.
Credit Bureau Reporting	High	Y			Decision was to stop sending new NCP Credit Bureau submissions starting in April. However, updated arrears balance information and closure records will continue to be sent to Experian. Counties with remote access to ISETS should be able to complete reviews as needed. Any disputes would be handled by CEU if the county is closed and/or not able to respond. If any disputes are received, CEU will reach out to the county if they are

CSB Administrative Enforcement Actions

Administrative Enforcement Action	Priority Ranking	Telework	Core Support	Dependencies	Comments
CSLN - Child Support Lien Network	Medium	Y		CSLN remains open and continues to issue insurance match NOWs and IWOs for Indiana.	Automated process with the exception of appeals. Hearing request would be forwarded to Hearings and Appeals Department. If any appeals are received, CEU will reach out to the county if they are open. If county is not open, we would request a continuance of the appeal hearing.
Driver's License/DNR Suspension (LS)	High	Y	Y	County access remotely to License Suspension program	License Suspension application was changed on 3/27/20 to prevent new NCP LS submissions and stop all submissions for NCPs already in-process from moving to the next step in the LS application. Reinstatement will still be able to done through the LS application by a county
Employer IW Non Compliance	High	Y		Receiving approval to issue an IWO to the employer if the employer indicates that the NCP is employed but has no record of receiving the IWO.	automated process - stopped on 3/24/20.

CSB Administrative Enforcement Actions

Administrative Enforcement Action	Priority Ranking	Telework	Core Support	Dependencies	Comments
Federal Tax Offset	High	Y	Y		Automated process with the exception of appeals. There is also a delay in deadline for filing taxes this year extended to July 15, 2020 changing the time of year when these funds potentially come in and possibly hurt collections for fiscal year.
FIDM (Financial Institution Data Match)	High	N	Y		FIDM IWO documents were temporarily hidden in ISETS to prevent county and CEU workers from generating a FIDM on 3/29/20. What about existing FIDM's that were filed and pending to go out. Who will handle those appeals or are we releasing these funds? This is purely a policy decision. We can dismiss any appeal and release any funds if that is the decision of
Indiana Department of Insurance License	Low	N	N	County access to files and ISETS	Decision to not request or process this file at this time. Last run was done earlier this year and next run is schedule in July but CEU could notify DOI that we are delaying until further notice.
Lottery Intercept	High	Y	Y	That the Lottery Commission remains open	Automated process for submission and CEU works with the Lottery office upon notification of a lottery intercept.

CSB Administrative Enforcement Actions

Administrative Enforcement Action	Priority Ranking	Telework	Core Support	Dependencies	Comments
OCSE Insurance Match	Medium	Y			Automated process with the exception of appeals. Hearing request would be forwarded to Hearings and Appeals Department. If any appeals are received, CEU will reach out to the county if they are open. If county is not open, we would request a continuance
Passport Denial	Low	Y		travel is currently restricted	There is no appeal process. If a reinstatement request is received, this would require CEU to contact the county for approval to remove the NCP from the passport denial process.
Potential Payor Refund	Medium	Y	Y		CEU can release funds earlier than the 29 days if monies need to be refunded to the NCP. If a balance is owed, CEU can request that the AAD Unit apply the funds to the case(s). Or funds will release in 29 days to the NCP on their own.

CSB Administrative Enforcement Actions

Administrative Enforcement Action	Priority Ranking	Telework	Core Support	Dependencies	Comments
Professional License	Low			County access to files and ISETS	Manual process usually initiated by the county notifying CEU of a NCP with a professional license that they want suspended. Hearing request would be forwarded to Hearings and Appeals Department. If any appeals are received, CEU will reach out to the county if they are open. If county is not open, we would request a continuance of the appeal hearing.
State Tax Offset	High	Y	Y		Automated process with the exception of appeals. There is also a delay in deadline for filing taxes this year extended to July 15, 2020 changing the time of year when these funds potentially come in and could possibly hurt collections for fiscal year. Hearing request would be forwarded to Hearings and Appeals Department. If any appeals are received, CEU will reach out to the county if they are open. If county is not open, we would request a continuance of the appeal hearing.

CSB Administrative Enforcement Actions

Administrative Enforcement Action	Priority Ranking	Telework	Core Support	Dependencies	Comments
Unclaimed Property Intercept (Attorney General's Office)	Medium	Y	Y	County access to files and ISETS	File comes twice a year, if this comes during the shut down, we can choose not to submit anything. IWOs to the Attorney General's office can still be uploaded through their website, along with the claim form when potential funds are found on the AG's website.
Unemployment Compensation (UC) Intercept	High	Y	Y		Automated process that will continue without any changes to the current process. Research was completed to see the complexity of making changes and decision was made to not make any changes due to time and complexity of making the change. Hearing request would be forwarded to Hearings and Appeals Department. If any appeals are received, CEU will reach out to the county if they are open. If county is not open, we would request a continuance of the appeal hearing.

CSB Administrative Enforcement Actions

Administrative Enforcement Action	Priority Ranking	Telework	Core Support	Dependencies	Comments
Vehicle Liens	Low	Y	Y	If county is closed, all liens will be automatically accepted in ISETS.	Automated process with the only change to the letter sent out to the NCP or other lienholder when a lien is released. The title will not be sent by CSB and the letter mentions that if they need to obtain a title, they will need to go to

Teleworking Tips

As many of us try to get comfortable with working from home, there are several things you can do to keep your work-life balance in check and maintain healthy and efficient teleworking habits.



Have the right technology in place.

The proper equipment and technological setup are the first step to effectively teleworking. Make sure that you have access to a private Wi-Fi connection and that the applications you need to complete your tasks are accessible outside of the office.



Set up a separate office area.

It can be tempting to work from your bed or couch while you are at home. However, bringing work materials into your bedroom or comfort spaces can interfere with your ability to relax later. Designate an area, outside of your bedroom, that is solely for work.



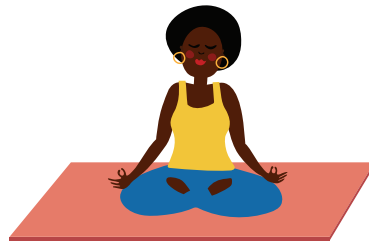
Create a soothing environment.

Once you've designated a special work area, make it your own. Teleworking during this time can be stressful, so keep your stress level under control by incorporating items that make you feel calm. Try setting up your desk in front of a window or lighting candles you enjoy.



Set a schedule.

It is important to maintain a level of structure when teleworking. Set a schedule to help you stay focused on tasks and avoid working odd hours as best as you can.



Take regular breaks.

Be sure to work breaks into your schedule. It is easy to stay sedentary when you are teleworking but taking a break and moving around will help you stay healthy. Get up and walk around every hour to encourage healthy blood flow or take your conference calls standing up.



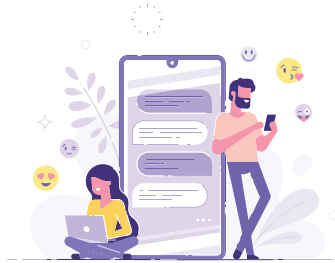
Set limits.

It is important to work as hard remotely as you would in the office, but don't let work bleed into your personal time, or vice versa. Track your hours to keep yourself accountable and aware of how much time you are working each day.



Manage expectations.

Not everything can be accomplished through teleworking. Discuss with your manager what tasks are expected and be honest about what you can reasonably complete during this time.



Stay connected.

Stay connected with supervisors and coworkers to ensure that everyone is on the same page. Use online tools like email and Microsoft Teams to regularly touch base on assignments. Services like SharePoint or OneDrive can keep everyone on the same page.



Eat healthy snacks.

Prepare healthy snacks of fruits and vegetables to help boost your energy throughout the day. This will keep you focused on the day's tasks and prevent you from feeling sluggish and tired.

Resources for Working from Home

Remotely Accessing State Resources:

Below you'll find information outlining how to access the State Employee Resources portal on in.gov (https://www.in.gov/core/info_employees.html) using ANY computer or device.

In the event that you or your teams would not be able to come to the office, most state information systems and resources to enable you still complete your work are available by accessing the State Employee Resources portal on in.gov (https://www.in.gov/core/info_employees.html) using ANY computer or device.

Down the left-hand side, this site will have links to Webmail and PeopleSoft as well as links to connect via VPN or Citrix, depending on what you need. You can check your email, log and approve time, pay invoices, and more right from here. Additionally, IOT has developed a new [FAQ page](#) with solutions to common issues – make sure to click Sign in with Microsoft on the left.

***Note: You do not need VPN or Citrix to access Webmail, SharePoint or PeopleSoft, or reset your own password.**

You can now access your State email on your personal phone or iPad. You can access Webmail via the IN.gov portal without needing to install the Mobile Iron client app: <https://outlook.office365.com>.

Before you can do this, you will need to take the following two actions if you haven't previously:

-Sign up for self-service password management. Go to [this link](#) and start the process. It takes two minutes, and is a lifesaver. This will enable you to reset your own password versus calling IOT for assistance. Here's a step-by-step guide on how to walk through this process:

<https://www.in.gov/password/assets/docs/sspr-training-guide.pdf>

-Sign up for [multi-factor authentication](#), which helps identify your cell or home phone so you can use it to access Webmail. This also makes resetting passwords and signing into tools while working remotely much easier, and in most instances is required. When you log in, you'll also receive a text or a call with a code that you can submit to verify your identity. Here are step-by-step guides on how to walk through this process: <https://www.in.gov/iot/2770.htm>.

Also, all employees now have been granted VPN access. Depending on what you need to access, you might need to activate your virtual private network. If you have a state laptop, the Cisco AnyConnect software client is most-likely already installed. There's both a link on your desktop and an icon in the menu tray on bottom right hand side of the laptop's screen. You simply open it and logon using your ID and password like normal. Here is a step-by-step guide on how to walk through the VPN connection process: <https://www.in.gov/iot/nts/Shared%20Documents/VPN/iot-vpn-user-guide.pdf#page=14>

-Your username format will be: *FSSA\username*

○ If you don't know your username, then simply go to your Start menu and type "Your Account Info" to view it.

*Noteworthy: All Employees are now able to log into Office 365 WITHOUT THE NEED TO VPN to access standard Office Suite applications such as Word, Excel, OneNote, PowerPoint, and Teams.

-Office 365: <https://www.office.com>

- Login with State Credentials – **multi-factor authentication is required**. Once logged in the user can use the web versions or decide to download Office applications

Timesheets:

You can fill out your time sheet from anywhere. Click on this link

<https://hr.gmis.in.gov/psp/hrprd/EMPLOYEE/HRMS/?cmd=logout> to get started.

Office 365:

To sign into Office 365 please use this link – <https://outlook.office365.com/owa/>. There is also useful information on using Office 365 on LinkedIn Learning at [Microsoft Teams Essential Training](#).

Working Remotely:

There is a great session on LinkedIn Learning about working remotely. You can access it here –

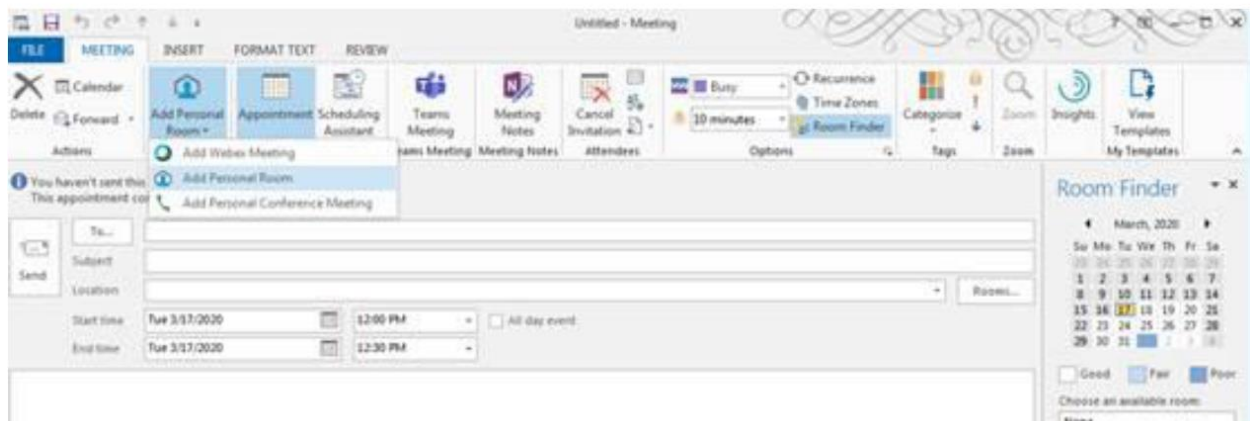
<https://www.linkedin.com/learning/time-management-working-from-home/welcome?u=2188380>.

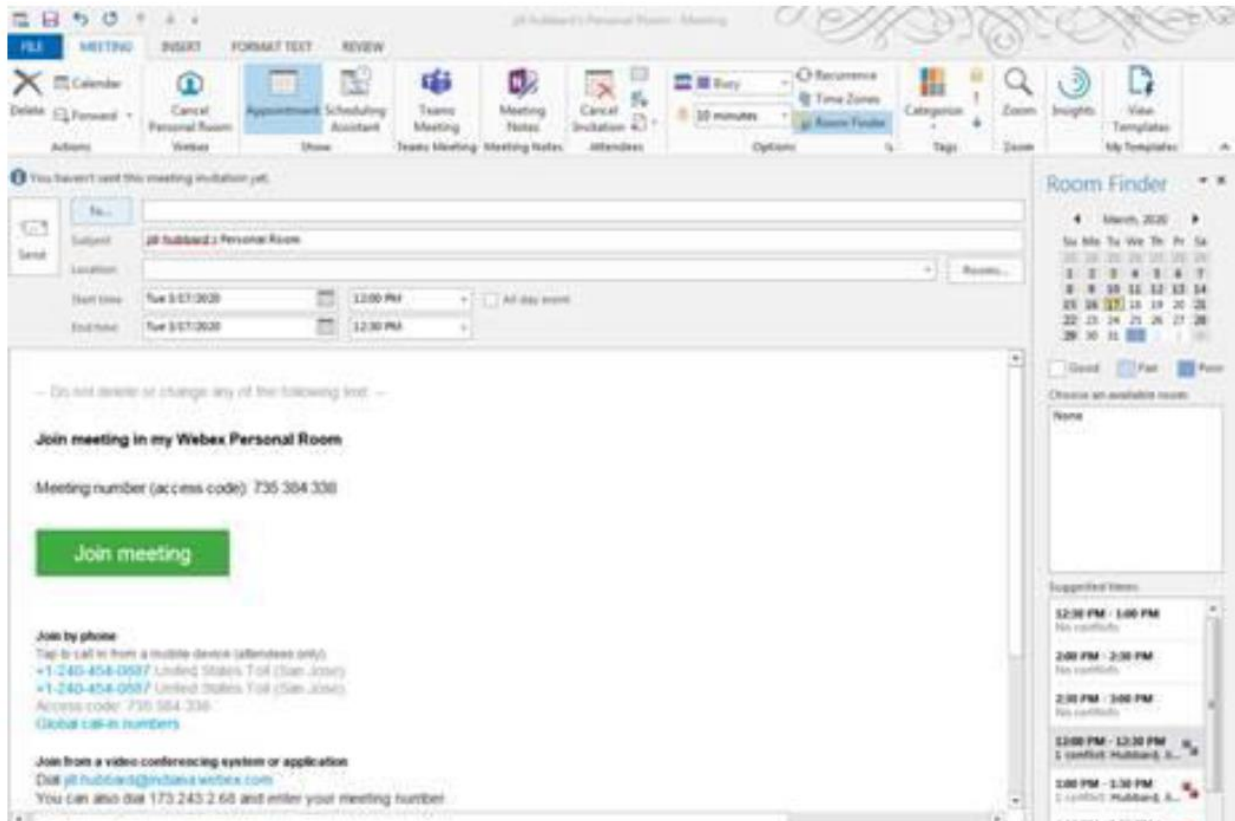
Webinars:

If you have a WebEx account and are needing to set up a meeting remotely, please see WebEx instructions below. Click on this link to join a test meeting – <http://webex.com/test-meeting.html>.

Setting up a WebEx meeting:

In Outlook, create a meeting invite → click the dropdown for **Add Personal Room** → **Add Personal Room** and the WebEx info will populate into the body of the meeting invite. Then include those you wish to attend.





Jabber:

You can communicate with your coworkers by using Jabber. For instructions on how to install and use Jabber, click on this link: <https://help.webex.com/ld-n1uv5wq-CiscoJabber/Jabber#Meetings-and-Conferencing>.

Password Reset:

If you need to reset your password, you can do it through Office 365. Just click on this link <https://www.in.gov/password/>.

Scanning a Document Remotely:

If you are needing to scan and email signed documents, the Notes app on our iPhones will do that for you! Click on this link for step-by-step instructions: <https://www.computerworld.com/article/3208846/scan-documents-android-phone.html>

INclass:

There are several useful trainings available to you through INclass at <http://inclass.dcs.in.gov>. Click [here](#) for instructions on how to navigate INclass.

Computer Skills:

If you feel you need to brush up on your computer skills, logon to INclass. The course is named *Computer Skills* and can be found under the CSB Online Training button.

Stolen State Equipment:

If your laptop or other state equipment is stolen, there are a number of steps you can take:

-Immediately contact your supervisor so they can do an IOT ticket so IOT Security can disable the device. Provide them with the information below so that they can then email DCS IT Support and Services with details and the ticket number. Once you get a copy of the police report email it to DCS IT Support and Services. Police report might take a few days to get.

-A police report is required in order to get a replacement device.

-The following information is what is needed for IOT:

Name of victim

Make/model of device

Serial number

Date of theft

Time of theft

Address of theft

Brief details of theft

Police department name

Case number:

Assigned officer

Police Department Phone number

Please remember: If you are having technical issues, please note that all IOT requests, Helpdesk tickets and requests for our Operations team, must be submitted to your supervisor and they will pass it on to the appropriate people.

Phone and Computer Basics

Getting Started

1. Make sure computer and monitor are plugged into a surge protector.



2. Turn on computer



Picture of Power Button

3. Turn on monitor.



Logging into your computer

1. Starting from the locked screen, see below. Press CTRL + Alt + DELETE.



2. In the password field, enter your user password.



3. Press enter to log in.

Connect to VPN

Launching and Connecting to Cisco VPN

From all Programs, launch Cisco AnyConnect Secure Mobility Client or double click the shortcut and enter the following in the address field. **vpn.iot.in.gov** (see diagram)

1 double click on this icon or launch from all programs

2 type in the following address. **vpn.iot.in.gov**

3 enter username and network password
FSSA
username

Email

Email Signatures

Below is a template and an example of what the signatures on your emails should look like. Please do not add any character/artwork such as flowers, etc. to the signature on your email. Also, do not change the background color in your email. The listing of your work cell phone is optional.

As shown below, the font used should be Calibri set in 10 point (except your name in 12 point and the disclaimer in 9 point).

John Smith

JOB TITLE

CSB Unit

Indiana Department of Child Services

Child Support Bureau

Office: 317-333-3333

Mobile: 317-444-4444

(CSB Logo...CTU will email you this logo)

The information in this email, and any attachments, may contain confidential information and is intended solely for the attention and use of the named addressee(s). It must not be disclosed to any person(s) without authorization. If you are not the intended recipient, or a person responsible for delivering it to the intended recipient, you are not authorized to, and must not, disclose, copy, distribute, or retain this message or any part of it. If you have received this communication in error, please notify the sender immediately.



How to Set up Email Signatures

Email signatures will automatically be attached to every email you send. The signatures can be set up by:

■ From Outlook, open a new email and click on Message. Go to "Signature" You'll find "Signature" on the ribbon at the top of the page:



- Under Signature, click Signatures, and then click New.
- In the Enter a name for your new signature box, enter a name.
- In the Signature text box, type the text you want to include in the signature. (See detailed instructions in the left hand column of this guide.) The Communications and Training Unit will email you a CSB logo to place under your signature with instructions.
- You can also paste text to this box from another document.
- Under the Signature text box, select the font and sizes for your signature. (See detailed instructions in the left hand column of this guide.)
- When you are finished, press OK.

Voicemail

Edit the voicemail line to say that whatever phone you're using (desk phone, Jabber, or state-issued iPhone), please take time to record a new voicemail message daily.

Voicemail

Please take the time today to record a new message on your voicemail. Your voicemail should match the following:

Hello (Good day). You have reached (YOUR NAME) with the Child Support Bureau. I am either on the other line or away from my desk at this time. If you leave your name, number, and a brief message, I will return your call as soon as possible. If you are calling to report a child abuse or neglect, please hang up immediately and call 1-800-800-5556. Thank you and have a great day.

You'll find instructions on setting up your phone on the following page.

Voice Mail Functions

First Time Enrollment:

- Press the **Messages** button on your phone.
- If prompted for password, enter **135246** and press #.
- Following the prompts, you will:
 - Record your name
 - Record a personal greeting
 - Change your password
- Wait for confirmation before hanging up

Check Messages *from your phone*:

- Press the **Messages** button.
- Enter your password.

Check Messages *from another phone on your company's network*:

- Press the **Messages** button
- Press the * (asterisk) button
- Enter your ID (extension)
- Enter your password

Check Messages *remotely*:

- Dial your Voice Mail number or building number
- Press * when the recorded message begins
- Enter your ID (extension)
- Enter your password.

Voice Mail Options and Shortcuts

While listening to the Main menu, press...

- 1 to hear new messages
- 3 to review old messages (31-saved, 32-deleted)
- 4 to change set-up options
- 411 to change your Standard Greeting
- 412 to turn on/off Alternate Greeting
- 431 to change your password
- 432 to change your recorded name

During message playback, press...

- 1 to restart message
- 2 to save message
- 3 to delete message
- 4 for slow playback
- 6 for fast playback
- 7 to rewind 5 seconds
- 8 to pause/resume
- 9 to fast-forward 5 seconds # to skip to next message

After Message Playback, press...

- 1 to restart message
- 2 to save message
- 3 to delete message
- 4 to reply
- 5 to forward to another user (“##” + extension)
- 7 to rewind 5 seconds

Anytime...

- 0 for Help
- * Cancel, Exit, or Back-up
- # Skip, Confirm, Accept, Start-Stop

netech

User Reference Guide



Cisco 7942/62 IP Telephones



Soft-Keys:

- These are the four keys located directly below the LCD screen.
- These keys will change depending on the status of your line (idle, off-hook, connected, etc.)
- Watch these soft-keys for options as you utilize different features on your phone.

To Place, Answer and End Calls:

- Pick up or hang up the handset. -OR
- Activate/Deactivate the headset or speaker phone. -OR
- Use soft-keys: **Redial**, **New Call**, **Dial**, **Answer** or **EndCall**, where appropriate.
- Dial 9 for an outside line; for emergency services dial either 9-911 or simply 911.

Using Call Hold:

- While on a call, press the **Hold** softkey.
- To return to the call, press **Resume** or the blinking green line button.

Switch from a connected call to answer a ringing call (Call Waiting):

- Press the **Answer** soft-key.
- Doing so answers the new call and automatically places the first call on hold.
- To switch between calls on the same line, use the scroll key to select the desired call and press the **Resume** softkey
- To switch between calls on different lines, press the appropriate green blinking line button

Transferring Calls:

- 1 Press the **Trnsfr** soft-key. Your phone will put your original call on hold and open a new line.
- 2 Dial the extension to which you want to transfer your caller. You will now connect to this phone.
- 3 Press the **Trnsfr** soft-key again. This will disconnect you from the call and connect the caller.

- To cancel a transfer, hang up or press **EndCall** rather than the second **Trnsfr**, leaving the call on hold. Use **Resume** to get the original caller back.
- You cannot **Trnsfr** a call on hold. Press **Resume** to remove the call from hold before transferring.
 - *Blind Transfer*
 - Press **Trnsfr**, dial number, **Trnsfr**, hang up.
 - *Announced or Consultive Transfer*
 - Press **Trnsfr**, dial number, wait on the line, announce call, press **Trnsfr**, hang up.
 - *Transfer Direct to Voicemail*
 - Press **Trnsfr**, press the star (“*”) key, dial extension, press **Trnsfr**, hang up. Enter your extension to send caller to your own voice mail.
 - *Press * + EXT to leave voicemail for co-worker*

Forwarding Calls:

- Press the **CfwdAll** soft-key. You will hear two beeps.
- Dial the extension to which you would like to forward the calls.
- To cancel, press the **CfwdAll** soft-key once.

Forward to Voice Mail:

- Press the **CfwdAll** soft-key. You will hear two beeps.
- Press the **Messages** button.
- To cancel, press the **CfwdAll** soft-key once.

Conference Calls

- During a call press the **More** soft-key, followed by the **Confrn** soft-key. Your phone will automatically put your original call on hold and open a new line.
- Dial the extension or outside phone number that you would like to add to the conference.
- When you have your new caller on the line, press the **Confrn** soft-key again to connect all parties.
- Repeat to add additional callers, up to six total participants, including yourself.

Call Park

- During a call press the **More** soft-key, followed by the **Park** soft-key.
- Your phone will automatically select a park number. Note the call park number displayed on your phone screen (5-digit number from **88000-88999**).
- You are now disconnected, and you may hang up.
- Dial the park number on any Cisco phone to retrieve the call.
- You have a limited time to retrieve a parked call before it rings back on the original phone.
- Use **Paging** to announce parked call on speakers.

Features Menu/ User Options:

- During a call press the **More** soft-key, followed by the **Park** soft-key.
- Press the Settings button. If you do not see the “Contrast” or “Ring Type” options, select “User Preferences”:
- **Select** “Contrast” Use the **Up**, **Down**, and **Save** soft-keys to change the contrast on your screen.
- **Select** “Ring Type” and then **Select** “Default Ring”, to display list of ring tones: Use **Play** soft-key to listen to a ring tone, then use **Select** and **Save** to set the highlighted ring tone for your phone.
- Press the Directories button
- **Missed Calls Log**
- **Received Calls Log**
- **Placed Calls Log**
- **Corporate Directory**
- Use scroll key to select search field
- Enter first 2-3 letters of first and last name, or extension number, and press **Search**.

Over for Voicemail Instructions





Your Phone

Cisco IP Phone 7841 shown.

- ① Incoming call or voicemail indicator
- ② Line and feature buttons
- ③ Softkeys
- ④ Navigation
- ⑤ Hold, Transfer, and Conference
- ⑥ Speakerphone, Headset, and Mute
- ⑦ Voicemail, Applications, and Directory
- ⑧ Volume

Line and Feature Buttons

Use line and feature buttons to view calls on a line, or access features such as Speed Dial.

Buttons illuminate to indicate status:

- Green, steady: Active call
- Green, flashing: Held call
- Amber, steady: Private line in use
- Amber, flashing: Incoming call
- Red, steady: Remote line in use
- Red, flashing: Remote line on hold

Place a Call

Enter a number and pick up the handset.

Answer a Call

Press the flashing amber line button.

Put a Call on Hold

1. Press **Hold** .
2. To resume a call from hold, press **Hold** again.

View Your Recent Calls

1. Press **Applications** .
2. Scroll and select **Recents**.
3. Select a line to view.


Add Another Person to a Call (7811)

1. From an active call, press **Conference** .
2. Press **Calls**, select a held call, and press **Yes**.


Add Another Person to a Call (7821, 7841, 7861)

1. From an active call, press **Conference** .
2. Select a held call and press **Yes**.

Transfer a Call to Another Person

1. From a call that is not on hold, press **Transfer** .
2. Enter the other person's phone number.
3. Press **Transfer** again.

Make a Call with a Headset

1. Plug in a headset.
2. Enter a number using the keypad.
3. Press **Headset** .

Make a Call with the Speakerphone

1. Enter a number using the keypad.
2. Press **Speakerphone** .

Mute Your Audio

1. Press **Mute** .
2. Press **Mute** again to turn mute off.

Listen to Voice Messages

Press **Messages**  and follow the voice prompts. To check messages for a specific line, press the line button first.

Forward All Calls

1. Select a line and press **Fwd all**.
2. Dial the number that you want to forward to, or press **VoiceMail**.
3. When you return, press **Forward off**.


Adjust the Volume in a Call

Press **Volume**  up or down to adjust the handset, headset, or speakerphone volume when the phone is in use.


Adjust the Ringtone Volume

Press **Volume**  up or down to adjust the ringer volume when the phone is not in use.

Change Ringtone

1. Press **Applications** .
2. Select **Preferences > Ringtone**.
3. Select a line.
4. Scroll through the list of ringtones and press **Play** to hear a sample.
5. Press **Set** and **Apply** to save a selection.

Adjust the Screen Contrast

1. Press **Applications** .
2. Select **Preferences > Contrast**.
3. Press up to increase, or down to decrease, the contrast.
4. Press **Save**.

Adjust the Screen Backlight

1. Press **Applications** .
2. Select **Preferences > Backlight**.
3. Press On to set the backlight on or press Off to set backlight off.

User Guide

View the full User Guide at <http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-7800-series/products-user-guide-list.html>.



CSB Modified Administrative Procedures

Due to COVID-19, the following administrative functions are being temporarily modified or suspended:

FIDM IWOs

CSB will suspend the FIDM process and we will prevent FIDM IWOs from being generated by either a county worker or a CSB CEU worker. This is implemented as of March 30, 2020.

Thus, the FIDM IWO documents (INTA002F – FIDM IWO – County; INTA0024 – FIDM IWO – CEU) will no longer be displayed on ISETS.

Credit Bureau

CSB has altered the credit bureau reporting program so that there will be no new NCPs submitted to Experian in April. This means that there will be no credit bureau notices generated at the beginning of April. However, those NCPs that have previously been submitted to Experian will continue to have any updated arrears balance information and closure records sent to Experian on the monthly file starting in April. This should be implemented by the end of March.

This solution satisfies Experian's requirements and preserves our relationship with Experian while at the same time allows Indiana's child support program to not generate new credit reporting letters.

Employer Non-Compliance Letter

Each Saturday, the Income Withholding Non-compliance program picks up all cases for each individual employer where an IWO was sent and there has not been any income withholding payments posted to the case in the last 45 days. The employer non-compliance letter requests the employer to complete some information and to provide information on the individual employees and send it to CEU.

CSB is suspending sending out these non-compliance letters to employers. Due to the Governor's recent stay-at-home order, a large number of employers have been forced to close down and will not be cutting paychecks to their employees through no fault of their own. These letters will cause undue stress during an already stressful time.

License Suspension Application

For NCPs not yet submitted to the LS Application: CSB will take action to prevent those NCPs from being submitted to the application by updating the Monthly Case load value to zero. Please note that LS application monitors the suspensions at case level (i.e. no new cases will be added).

For NCPs already in-process in the LS Application: CSB will take action to prevent those NCPs from moving to the next step by updating the Monthly Case load value as Zero.

*For both of the above CSB will update the values to zero ("0") using SPUFI for all counties.

Reinstatement of NCPs in the LS Application: With the above two changes, the LS application will stay active so a county can continue to reinstate a DL if they so choose.

If you have any questions about any of these changes, please contact your regional Field Consultant.