Washington University in St. Louis
SCHOOL OF MEDICINE
Facilities Management

Install/Activate Phones, Data lines
(network connections) and
Secure Wireless

Applies to: The WUSM Campus

GUIDELINES:

Issued: Updated September 2023

PURPOSE:

To describe the process and provide the contact information for running new or activating existing phone and data lines (network connections.) To describe the process and provide the contact information for setting up secure wireless accounts and activating secure wireless.

Please Note: There are fees associated with the installation, activation and use, and the fees can be preplanned and built into the project or absorbed by the department upon their request. The process may vary building to building. The contacts listed below will be able to provide more specific information, and the planner and project manager must include this in their project planning efforts, or they can be managed by the FMD Move Planner if assigned as a subproject.

DEFINITIONS:

N/A

PHONE:

New Phone Lines
Two weeks before required use (Note: There are varying fees for installation based on the amount of time given for installation.) You may log onto BJCs ServiceNow https://bjcprod.service-now.com/navpage.do or call 314-362-2888.

WUSM employees will need to logon with their domain name\username to get in, i.e "medpriv\sykesr"

Once in select "Requests", "Phone", "Phones and Devices" and then select the service required.

You will be asked for
- Department Approval
- Funding Source
- Date Required
- Location
- Number of Lines Needed

DATA:

New Data Ports (network connections)
Two weeks before required use contact Information Technology at 314-933-3333 or
ithelp@wustl.edu with the following information

- Department Account Information
- Department Contact Information
- Number of lines needed
- Location of lines needed – a technician can walk the space with you if desired.

Existing Data Ports (network connections)
One week before required use contact Information Technology at 314-933-3333 or
ithelp@wustl.edu with the following information

- Department Account Information
- Department Contact Information
- Number of lines needed
- Line ID numbers – a technician can walk the space with you if desired.

SECURE WIRELESS:

Setting up the Account
You may use the link below to set up a new Secure Wireless Account

https://it.wustl.edu/items/wireless-networks/

Activating the Secure Wireless
Two weeks before required use contact Central Information Technologies Information
Technology at 314-933-3333 or ithelp@wustl.edu with the following information with the
following information to activate the account.

- Department Account Information
- Department Contact Information