## HUIT Phone Offerings

All HUIT staff will be provided with a Harvard phone number during their onboarding. Staff members are provisioned with a Jabber Softphone account that can be used to make calls from a Harvard phone number on their mobile or desktop device. In rare instances, staff may need access to additional telephony options to support their unique role. For details about the standard and non-standard phone options, please see the chart below.

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Overview of Service</th>
<th>Recommended Use</th>
<th>Featured Highlights</th>
<th>Provisioning Process</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Standard Phone Offerings</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Jabber Softphone             | Jabber softphone application allows you to make and receive calls from your Harvard telephone number using a mobile or desktop device of your choice | Staff with flexible schedules who do not have a dedicated campus desk            | • Make and receive calls with your Harvard phone number no matter where you are located  
  • Ability to share your status with others  
  • Chat feature integration with Microsoft Teams | Assigned to all new HUIT employees during onboarding                              |
| Harvard Phone Desk Set       | Harvard phone physical desk sets allow you to make calls using your individual and shared department Harvard phone line(s) | Staff with a dedicated campus desk who routinely need to take calls from their desk phone (call center support, receptionist, etc.) | • Dedicated Harvard phone number  
  • Can connect to Jabber to support remote work                                           | Assigned to qualified employees during the onboarding process                         |
| In-App Phone Services:       | Chat and collaboration tools offer in-app calling features to support VOIP calls     | Staff looking to make in-app calls from a collaboration tool that has been agreed upon for use by both parties | • Continuity of conversation: helpful for continuing a chat conversation that started in an application but needs to move to a voice and/or video call | Assigned to all new HUIT employees during onboarding                              |
  - Teams                      |                                                                                        |                                                                                  |                                                                                      |                                                          |
  - Slack                      |                                                                                        |                                                                                  |                                                                                      |                                                          |
| **Non-Standard Phone Offerings (requires service area director and Administration & Finance approval)** |                                                                                      |                                                                                  |                                                                                      |                                                          |
| Harvard-owned Mobile Phone   | Based on your role, you may be approved to receive a Harvard-owned mobile device or to receive a monthly stipend to support an authorized business need | Staff with specialized roles that may require access to a Harvard paid for mobile device (on-call coverage, field support work, property assistance, etc.) | • Staff may choose to maintain their own personal cell phone number when utilizing the stipend program | Assigned as needed with approval from Managing Director, Finance, and HR |
  or Phone Stipend             |                                                                                        |                                                                                  |                                                                                      |                                                          |

### Updating & Communicating Your Contact Information:
- PeopleSoft – Review the "My Self Service" tab in PeopleSoft to make sure your preferred contact information is listed.
- Outlook Directory – To make changes to the contact information listed in the Outlook directory, contact HUIT_AdminOps@harvard.edu.
- Email Signature – Make sure to list your preferred contact information in your email signature.

### Additional Resources:
- Harvard Phone Page
- Harvard Phone User Account Portal (VPN required)