

# MESSAGE TO ITINERANT STAFF

Saanich School District has a District wide phone system. That means, if you are logged into a phone at one of the schools, people can connect with you by calling your extension.

Itinerant staff move around the district during the work week and understanding how the phone system works will be important.

Documentation for phones can be found here. <https://hub.sd63.bc.ca/course/view.php?id=172>

There are three kinds of phones in rooms where Itinerant staff work.

1. Shared Phone
  - You cannot login to this type of phone
  - This phone is designated with a school and room number which will show on the phone screen
  - We choose to make the phone a Shared phone if the school staff are using the office space as well as Itinerant staff
  - See support documentation about ways to access Voice Mail
2. Hot Desk Phone
  - This is a phone that anyone can log into
  - The phone screen you will show a number like 99996 to 99999
  - We use this type of phone when the office shared between multiple Itinerant staff
  - Look at the documentation on Hot Desking
3. Dedicated Phone
  - This phone is a person's phone
  - The phone screen will show a person's name
  - Another person can log into the phone as a Hot Desk
  - We use this type of phone when one person uses the office most of the time

If there is a change to who works in an office with a Dedicated Phone, we will need a Helpdesk ticket.

The ticket needs to include...

1. Name currently on the phone
2. Name of the new person in the space
3. Room number
4. School