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Foreword

Purpose Statement

The State Phone Directory Operations Manual provides an overview on how to update and view contact information using the Mainframe PHONE System, also referred to as the Online Capitol Telephone Directory.

All phone directory changes or entry is extracted nightly and is shown in the State Phone Directory (http://www.wv.gov/Pages/state-phone-directory.aspx) the following day.

Important Reminder

It is imperative that all employee contact information remain current and accurate. Each individual agency is responsible for maintaining accurate contact information for their employees. The West Virginia Office of Technology (WVOT) is offering Agencies an agreement to fulfill this responsibility on their behalf. The WVOT will update and maintain the employee records for any Agency that signs the agreement (Appendix A) on either an as needed basis, or as an electronic update. If the agency requests an electronic update, a WVOT resource will contact the agency to communicate the requirements.
STATE PHONE DIRECTORY MAINTENANCE AGREEMENT

This Maintenance Agreement between the West Virginia Office of Technology (WVOT) and _______________ will be effective beginning ________________, __________ through the fiscal year-end, June 30, 2018.

(Month) (Day) (Year)

The Agency requests that the West Virginia Office of Technology make changes to employee contact information listed on the State Phone Directory accessible on the WWW.WV.GOV web portal. The WVOT will make changes to contact information for employees of the Agency, as follows:

☐ Manual Update of INDIVIDUAL LISTINGS
  (WVOT will make manual updates with agency supplied information)

(AND/OR)

☐ Automated Electronic Update of INDIVIDUAL LISTINGS
  (WVOT will work with you to programmatically update your employee contact information - a WVOT staff member will contact you to communicate requirements)

The Agency will be billed at the current WVOT Programmer/Analyst hourly rate in fifteen (15) minute increments. Fifteen (15) minutes is the minimum amount of time that will be billed.

PAS# to be billed: ____________________________  (to obtain a billable PAS#, please email othbilling@wv.gov)

Agency Contact: ____________________________  Phone: ______________________

Email Address: ______________________________

(Agency Authorized Signature)  (Date)

(Telephone Number)

Please email this completed form to: OTPhoneDirectory@wv.gov
Getting Started

Accessing and updating information in the State Phone Directory requires essential prerequisites for accessing the Mainframe PHONE System.

Requesting a Mainframe User ID

A request for a Mainframe User ID needs to be completed prior to accessing the system. The required form is located on the NAF portal listed as “Mainframe Access Request”. PHONE System must be requested in the required TPX Menu Application section of the NAF form. Contact the Service Desk if assistance is needed in completing the form.

Required Software

A Service Desk ticket will need to be opened to install BlueZone, or other terminal emulation software, on the computer used to access the Mainframe. A WVOT Technician will receive the ticket and download the needed software to the PC within 5 business days.

Requesting a USER PROFILE

A USER PROFILE request will need to be completed for the user to have the correct permission to the PHONE system. To request a USER PROFILE, send an email to OTPhoneDirectory@wv.gov with the following information:

- Name, Agency and Mainframe User ID for the individual
- Email address and telephone number for the individual
- Permissions requested (Add, Modify, and Delete)

Logging In with Bluezone

To log in to the Mainframe, begin by double-clicking on the OT Enterprise Server icon (shown below) on the Desktop.
A web page will open that establishes and maintains a connection to the Mainframe (shown below).

A security warning dialogue may appear (shown below) when the web page opens. **Check the box and click Run.**
The Mainframe page will open to the screen shown below. Enter the Userid, P.A.S. Number, and Password. This will open the personal TPX Menu.
Accessing and Navigating the PHONE System

Operating the State Phone Directory from the TPX Menu in the Mainframe program.

Accessing the PHONE System

Upon logging in to the Mainframe, the TPX Menu will be displayed (shown below). Each unique user has a customized TPX Menu designed specifically to accommodate their needs. To access the State Phone Directory, PHONE must be one of the options listed on the TPX Menu.

Upon logging in, the active field should automatically be the Command field located at the bottom of the screen. Type phone and press the Enter key to move to the PHONE Menu.

Using the arrow keys to navigate to the blank field to the left of PHONE on the TPX Menu, and typing S (the S is short for “Select”) in the field will also open the PHONE menu.
PHONE System Main Menu

After selecting the PHONE option from the TPX Menu, the PHONE System’s Main Menu screen will appear. The Main Menu will have five options from which to choose, but the most frequently accessed categories are AGENCY, USER PROFILE, and INDIVIDUAL LISTINGS.

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<th>STATE OF WEST VIRGINIA</th>
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<tr>
<td>FA80000</td>
<td>ON-LINE CAPITOL TELEPHONE DIRECTORY</td>
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**MAIN MENU**

1. AGENCY
2. SENATOR/Congressman
3. DEPARTMENTAL LISTINGS
4. USER PROFILE
5. INDIVIDUAL LISTINGS

**SELECTION:**

**ORG ID:** 0000

PF3/15 = EXIT
PF5/17 = INQUIRE INDIVIDUAL LISTINGS

**ENTER = PROCESS DATA**

To exit from this menu back to the TPX Menu, press F3. To use the PHONE System’s Main Menu to delve into one of the five categories, type the number of the desired category in the green space to the right of SELECTION. To move to the next screen, press Enter.

For example, a user needs to find the contact information for an individual working in DHHR, but only the name is known. To access the information, select INDIVIDUAL LISTINGS, number 5 in the green space beside SELECTION. This will bring up the search engine for all state employees.
Individual Listings

The **INDIVIDUAL LISTINGS** section is one of the most useful features of the State Phone Directory on the Mainframe. **This is essentially a search engine** for finding contact information for different employees by searching via first and last names. The **INDIVIDUAL LISTINGS** section can also be used for creating new individuals. Instructions for each function that can be performed are posted on the main screen.

![Individual Listing Menu](image)

Adding an Individual

Pressing the Enter key without adding any information on the INDIVIDUAL LISTING MENU will bring up the screen to add a new individual. **Fill in all the fields with accurate information** (with exception of CONTACT) when creating a new record for an individual.

![Individual Listing Add](image)
Browsing an Individual

From the first INDIVIDUAL LISTING MENU, type a person’s last and first name in the appropriate blanks and press the Enter key to perform a search.

The search results will then be displayed with the closest result matching your search criteria appearing in the top left. To return to the INDIVIDUAL LISTING MENU, press F3. To navigate back and forth through the search results, use F7 (backwards) and F8 (forwards).
Inquiring and Modifying an Individual

After performing a search and moving to the results screen, (if needed) use the Tab or arrow keys to move the cursor to beside the name of the desired person.

To view all information attached to this individual (place of work, address, phone number, etc.), make an Inquiry. The cursor must be to the left of the name, type an I ("inquiry"). Hit Enter to move to the Inquiry screen. The information displayed on the Inquiry screen cannot be edited.

To exit from this screen, press F3. Pressing F3 will return to the browsing results screen.
To edit the information, from the browse results screen, the cursor must be to the left of the name, type an m ("modify"). Press the Enter key to be taken to a screen where the information for that individual can be changed. The majority of text that was blue is now green. Green text can be changed, while blue cannot be edited.

NOTE: Only Mainframe users who have a USER PROFILE have access to making changes in the Mainframe.

After making the necessary changes, save the modifications by hitting the Enter key. To disregard any changes made, press F3 to be returned to the browsing results screen.

Deleting an Individual

Sometimes it is necessary to completely remove an individual from the Mainframe’s State Phone Directory. If an employee transfers to another state agency or experiences any other form of termination, their information needs to be removed from the system.
To delete an individual, browse for the individual by name from the INDIVIDUAL LISTING MENU, and go into the modify mode. After accessing the individual's file in modify mode, press F11 to delete. Press F11 a second time to confirm the action and permanently delete the individual.

PHONE: (304) 333 - 7278   EXT: __________

E-MAIL ADDR: ISAAC.M.MILLER@WV.GOV

EXIT  PF11/23 = DELETE  ENTER
Viewing and Verifying the Web Portal

The Web Portal State Phone Directory is accessible by the public online. The information found on this version of the State Phone Directory is only a reflection of the information found in the Mainframe, and cannot be edited.

How to View

The State Phone Directory is not limited to just the Mainframe program, but is also posted online, where it is accessible to the public. The Web Portal is located on the www.wv.gov webpage, and the link is found in the upper-left corner of the page.

Clicking on the Phone Directory link will bring up the State Phone Directory search engine. This search engine requests a first and last name to be entered to look for an individual’s contact information. The search can be narrowed by including a specific agency.
After entering the search criteria and clicking the Search button, all results will be displayed underneath. The information displayed consists of the individual’s name, phone number, extension (if applicable), and the name of the agency for which they work.

Clicking on the name of the individual will display additional information such as work address and email address. The employee’s email address is also a hyperlink that when clicked will open a draft email to send to that individual.
Timeline for Changes

All the information that is contained within the Web Portal version of the State Phone Directory cannot be directly modified or deleted. All the information found on the Web Portal is automatically pulled from the Mainframe. Information added, modified, or deleted from the Mainframe PHONE System is not updated on the www.wv.gov Web Portal until the following day.

State Phone Directory Flowchart

Information is added, modified, and/or deleted in Mainframe

At night, data is pulled from the Mainframe

West Virginia Interactive downloads the extracted information

West Virginia Interactive converts the information into the State Phone Directory that is found at www.wv.org
Automated Updates

Global Change Types

Address Change – due to relocation of an Agency

Email Address Change – change to all employee email addresses

Mass Update for an Agency

For information regarding automated mass updates for an agency, contact the West Virginia Office of Technology OTPhoneDirectory@wv.gov
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Agency Contact: ____________________________ Phone: ________________

Email Address: ______________________________

________________________________________________________________________

(Agency Authorized Signature) (Date)

________________________________________________________________________

(Telephone Number)

Please email this completed form to: OTPhoneDirectory@wv.gov