

November 01, 2023

Hello DSHA Staff,

We have **5 days left** until IT Centralization on Monday, November 6th.

Find in today's communication updated laptop distribution information, phone tips for anyone needing to transfer or forward calls, and an attached updated DSHA Phone Directory.

Laptop Distribution Schedule with Start Times

Date	Start Time	Location
Wednesday, Nov. 1	11:00 AM	Hickory Tree Selbyville
	1:00 PM	Burton Village Rehoboth
	2:00 PM	Hulling Cove Lewes
	3:30 PM	Laverty Lane Bridgeville
Thursday, Nov. 2	8:30 AM	16 The Green Dover
		18 The Green Dover
		22 The Green Dover
		24 The Green Dover
		26 The Green Dover
		Bank Lane Dover
Friday, Nov. 3	8:30 AM	Duncan Center Dover
	9:00 AM	Liberty Court Dover
	11:00 AM	McLane Gardens Smyrna
	10:00 AM	Mifflin Meadows Camden
	10:00 AM	Clarks Corner Harrington
	1:00 PM	Carvel Building Wilmington

You must report to your primary work location to receive your assigned computer on the assigned date. The onsite team will support you to confirm that you can log on to the equipment and provide a brief overview at your desk. ***If you are out of the office during the appointed distribution time, the laptop will be placed at your primary desk location. Detailed instructions on how to log in and get help if you need additional assistance will be included.*** Your DSHA (old) computer equipment will remain unconnected and stored at your desk until further notice.

Phone Tips

Please use the tips below for call forwarding or call transfers.

Forwarding Your Phone to Personal or Work Cell Phones

- Select the **Call Forward All** button on the phone
- Dial *** and 7 digits** (e.g., *1234567) or Dial *1 area code and 7 digits (e.g., *1 (215) 1234567)

Transferring a Caller Directly to Voicemail

- Select the **Transfer** button (You may need to press the last soft key ... to get to the screen on the phone)
- Dial **** and 7 digits** (e.g.**1234567)

Continue to keep an eye out for daily updates and submit any questions or concerns to the feedback box: <https://www.surveymonkey.com/r/DSHAITSurvey>

Have a great day!