



# Telecommunications Bulletin

## Customer Service Center (CSC)

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### The State of Illinois Telephone Directory A Better and More Useful Tool

It's been almost a year since the new online SOI Directory was introduced. We have yet to talk to anyone who doesn't think it has been a great improvement over the previous system. As users ourselves, we have found it pretty darn easy to use. That's one of the reasons we have been offering you our help to publish all of the state's hotlines and important toll-free numbers. Through the SOI Directory's unique hands-on features, Telecom Coordinators throughout the state have updated records to make sure all of their agency's business units and people are correctly listed. Today we have a State Directory that is more useful to more people than ever before.

Just as a reminder, we are including some general information below that is basic to your utilization of the SOI Directory. If your agency has appointed new Coordinators, or if you need a refresher, we hope this will help.

- SOI Directory changes are the responsibility of each state agency/board/commission/university.
- You must be an authorized agency Telecommunications Coordinator to have administrative rights to the SOI Directory application.
- To function in the system, you must have a secured Digital ID.
- To apply for your Digital ID and to gain access to the custom SOI Directory application, users must have the following system requirements:
  - A computer with Internet connection.
  - Internet Explorer 6.0 installed (or most current version).
  - Java Virtual Machine (JVM) installed.
    - ❖ To install latest version, visit: <http://www.java.com/en/download/help/testvm.xml>.
    - ❖ Note 1: You may need to engage your IT Manager or contact your IT Help Desk.
  - Popup blocker must be disabled.
    - ❖ Note 1: You may need to engage your IT Manager or contact your IT Help Desk.
    - ❖ Note 2: For consolidated agencies, contact your IT Coordinator for completion of an Enterprise Service Request (ESR) to get system requirements in place.
- Instructions for obtaining a Digital ID and requesting application access are attached.
- Your digital ID can expire. If you are denied administrative access to the system, log on to the CMS Administrative site ([www.portal.cms.il.gov](http://www.portal.cms.il.gov)) and click on "Help me recover my Digital ID/Password."
- SOI Directory training is available.

If you are interested in attending an SOI Directory training class, please contact Mick Rothman at 312-814-2966. If 5 or more participants are interested in a half-day class hosted either in Springfield or Chicago, we will make arrangements to schedule additional formal classes. If interest in formal training is minimal, CSC staff will make arrangements to provide limited one-on-one assistance.