

# TORTE TRAINING

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TORTE is the on-line reporting and request tool for authorized users. Its reporting is designed to provide telecom inventory and billing data in a variety of formats for review, print, or download. The request module allows authorized users to submit service order requests, name changes, and billing code changes.

There are 2 *hands-on* training courses offered:

- Standard Training covers basics of navigation, reporting, and all forms except the Service Order Request Form.
- Service Order Request Form (SORF) focuses in detail on the Service Order Request Form.

Standard Training is available to authorized users from all parts of the University. SORF training is available to Service Contacts in all schools and departments except in the Medical Area and KSG – schools where it has not yet been fully deployed. The current version of SORF does not support orders on Merlin/Legend systems, so departments with those systems may wish to wait for training until those systems are supported. Although the standard functionality works reasonably well with Safari, the system was designed for use with Internet Explorer 6.0 and above. SORF does not work well with Safari, so Mac users who do not have access to a PC in their department may also wish to wait for a future release before attending training.

All authorized users receive invitations to training as it is scheduled. Any questions about upcoming training should be e-mailed to uis\_telecom@harvard.edu.