

Duke Office of Information Technology

Cancelling services when employees leave

When an employee leaves your department, obtain their voice mail security code so that you can access their voice mailbox. Cancel any of the employee's authorization codes and calling cards. OIT must cancel these services in order to prevent the possibility of telephone fraud.

- ? [Voice mail](#)
- ? [Authorization codes](#)
- ? [Calling cards](#)

Voice mail

Obtain the employee's voice mailbox security code. This will allow you to retrieve messages, record a new name and greeting, and assign a new security code. [Click here](#) for instructions.

If you are unable to obtain the employee's security code, contact OIT. OIT will reset the security code to its default (123456).

Authorization codes

To cancel an authorization code, send an [email](#) or call 684-2200. Include the following information:

- ? User's name
- ? Authorization code and/or billing number
- ? Cost center

Calling cards

Obtain the employee's calling card and cancel it. Unless OIT cancels the card, the calling card number can still be used to place calls from anywhere in the world, since it could easily have been written down or memorized. To cancel a calling card, send an [email](#) or call 684-2200. Include the following information:

- ? User's name
- ? Calling card vendor (Verizon or AT&T)
- ? Calling card number
- ? Cost center

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