

# Step-by-Step Instructions for Modifying Your Agency's Telephone Directory Pages

In order to ensure the integrity of the telephone directory, each agency has designated a Telephone Directory Coordinator to provide the Bureau of Publications with updates to its information. **It is the responsibility of the Coordinator to provide the Editor with quarterly updates.**

## STEP #1 – Download and Save Your Agency's Directory Pages

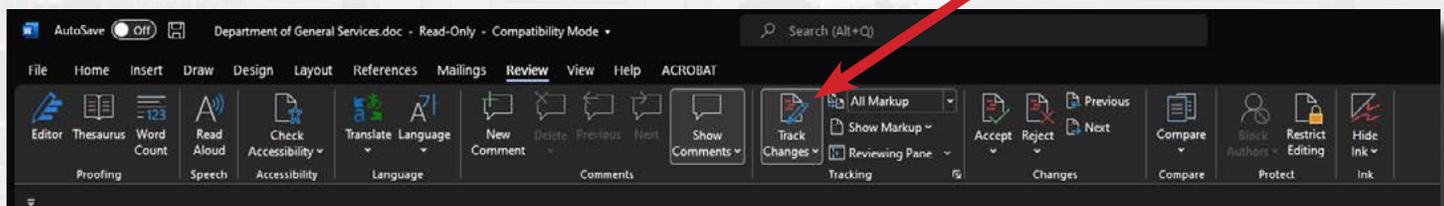
To begin, save your agency's directory listing from our website to your computer, found here:

<https://www.dgs.pa.gov/About/Pages/Directory.aspx>

**Please do not rename the file when saving it to your computer.** Your file name is important to us once we begin the update process.

## STEP #2 – Update the Agency and Alphabetical Listing

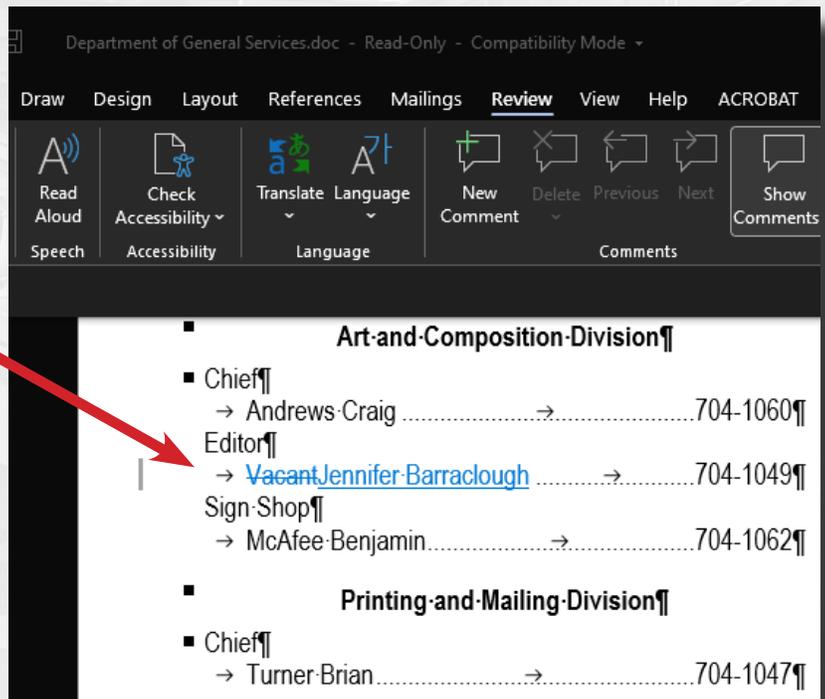
Once you have saved the document to your computer, you can begin making your updates. Microsoft Word's "Track Changes" feature has been turned on. **This feature must be left on when updating the document so that we can see where your changes have been made.** As your agency's telephone directory coordinator, we need you to combine all changes into one file before sending us your changes.



To delete information in your listing, highlight the text to be deleted and hit your "Delete" key. The item you are deleting will appear with a strikethrough or as "deleted", depending on the version of Microsoft Word installed on your computer.

**NOTE: Do not change the formatting (manually changing the text color, underlined, etc.) All changes must be made via the "Track Changes" feature.**

To add information, place the cursor where you want the new information inserted and begin typing.



If you need to add an entirely new line of information, place your cursor at the end of the row above the line where you want the new information to appear.

**NOTE: Please ensure listings are “Last Name First Name”, do not use commas between last name first name, and do not use spaces to indent (please use the “Tab” key).**

Hit the “Enter” key and your cursor will be moved to the following row. You can begin inserting the new information.

Once the name has been entered, hit the “Tab” key and the dot leaders will appear (**please do not use periods to fill this space**). You can then begin typing the phone number. You do not need to enter an area code if it is 717.

If adding a new location for your agency, please be sure to include the city and zip with your address. If you’re entering a PO Box for your address, please do not use periods.

When adding information, do not be concerned if the new information runs to the next line. This is acceptable and does not need fixed. Also, if something needs adjusted, we’ll make the adjustment before publishing your changes to the internet.

In the alphabetical listing, **please make sure you are adhering to Management Directive – 240.7 Submission of Changes to the Commonwealth Telephone Directory**, listing only employees as described below and remove any employees who are no longer with your agency.

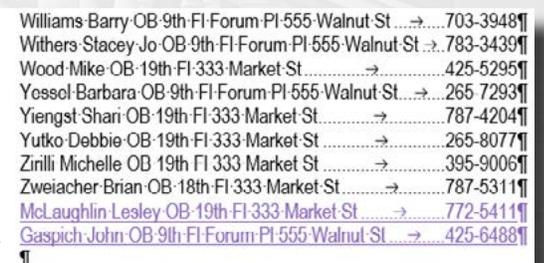
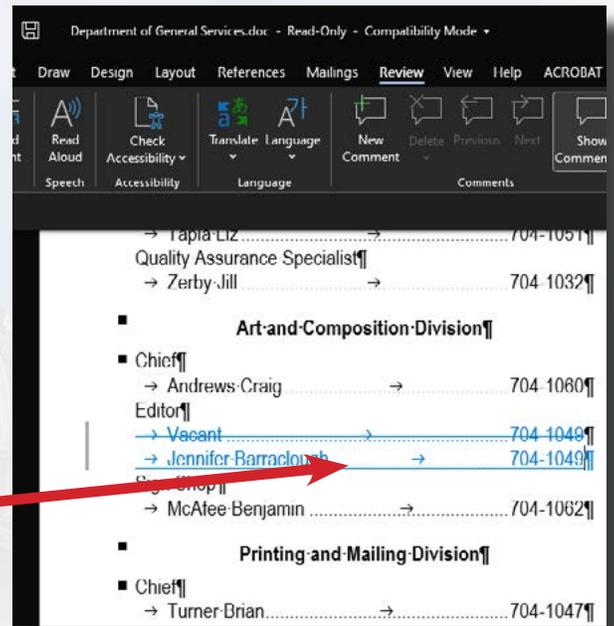
Under 7. PROCEDURES.

“b. The following criteria shall apply to the preparation of the Alphabetical Listing section of the Directory:

(1) Names of Division Chiefs and above are to be listed in the Alphabetical Listing. Agency Telephone Directory Coordinators may include additional names if the employees are deemed to be an integral part of agency operations and should appear in the Directory to facilitate telephone communication.”

Complete the following three steps when updating the Alphabetical Listing, which can be found at the end of your Agency’s directory pages:

- A. Review the list and make any necessary changes to existing names
- B. Delete all employees that are no longer employed with your agency
- C. Add all new employees to the end of your listing. (Last name then first name – no commas needed) Please be sure to add agency abbreviation, location and phone number.



### STEP #3 – UPDATE THE GENERAL REFERENCE NUMBERS AND NUMBERS FOR TELETYPEWRITERS PAGES

If your agency has information contained in the General Reference Section or the page on Numbers for Teletypewriters, please notify us of these changes as well. You will find these pages at the end of the document listing. Following the same steps as listed in Step 1 and Step 2 above when making your changes.

If you have no updates to these pages, please move to Step #4.

## VI TELETYPEWRITER NUMBERS

### NUMBERS FOR TELETYPEWRITERS (VOICE/TTY)\*

Arts, Council on the	
Toll Free .....	(TTY) 1-800-654-5984
Banking, Department of – Harrisburg	
Toll Free .....	(V/TTY) 1-800-679-5070
Conservation & Natural Resources, Department of	
Toll Free .....	(TTY) 1-800-654-5984
Court of Judicial Discipline .....	(V) 772-3771
Education, Department of	
Secretary of Education.....	(TTY) 783-8445

### STEP #4 – SUBMIT YOUR UPDATES TO THE BUREAU OF PUBLICATIONS

Please refer to the DGS website for a listing of the deadlines for submitting modifications to your agency listing. When viewing these deadlines, please note that approximately two weeks after the submittal deadlines, we will have your updates published on the Telephone Directory web page.

Please note that all updates for the printed version must be to us by the May deadline. We cannot ensure you that modifications submitted after this deadline will appear in the printed edition.

Email the modified word documents to “GS, Commonwealth Telephone Directory” email account found in the CWOPA’s Global Address List in Outlook or to [RA-comteldir@state.pa.us](mailto:RA-comteldir@state.pa.us).

When composing your email, please include the following:

1. The Microsoft Word file containing updates that were made to the Agency and Alphabetical Listing with **Track Changes showing**.
2. The Microsoft Word file containing updates that were made to the General Reference Numbers and/or Numbers for Teletypewriter pages. If you do not have any updates to these pages, you do not have to attach them. However, please indicate in the email that you reviewed the pages and no changes are necessary.

### STEP #5 – PROOFING YOUR AGENCY’S INFORMATION AND SUBMITTING ADDITIONAL UPDATES

Within two weeks after the submittal deadline, we will publish your updates to the Telephone Directory web page. Please download your agency’s information and verify that all updates were made correctly to your directory listing. Please let us know if an error occurs, which we will promptly correct.

Contact the Editor within the Bureau of Publications for any questions or additional information.

# THANK YOU!