

Accepting a Delegation Request

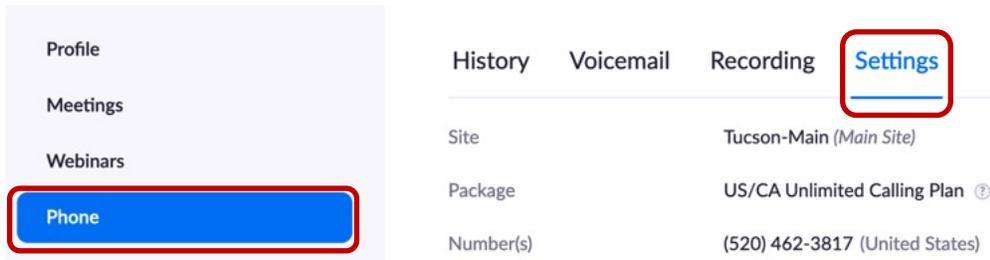
Step-By-Step Instructions

Call delegation, also known as shared line appearance, provides an easy way for phone users to assign others to handle calls on their behalf. **Shared lines** are direct phone numbers that belong to the delegator but can be used by their delegate. Both delegator and delegate must have a direct phone number or a calling plan.

The delegator will initiate the process by sending you a delegation request. This request does not initiate an email. You must log into the Zoom web portal to see the request.

Follow these steps to accept a delegation request.

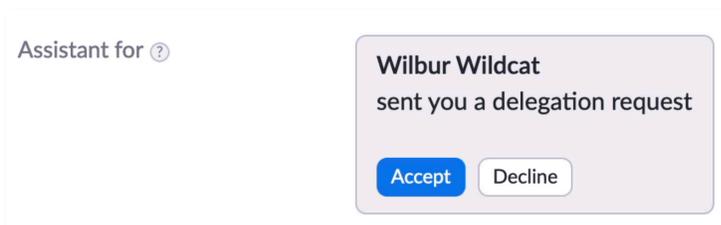
1. Sign into the Zoom web portal at arizona.zoom.us
2. Navigate to the **Phone Settings** tab.



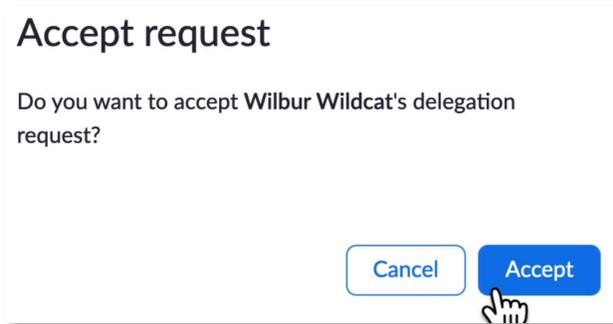
3. You may see a Delegate Request notification in the bottom right corner.
4. Click the **View** link in the notification or scroll down to the **Delegation & Assistant** section.



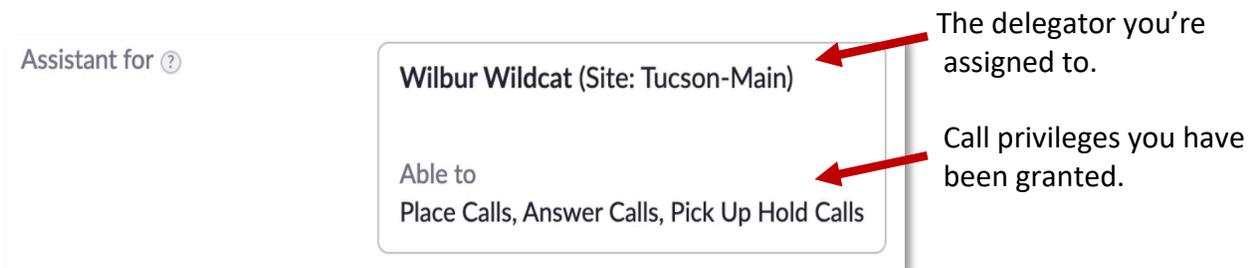
5. Any pending delegate requests will appear next to the **Assistant for** subheading
6. Click **Accept**.



7. Click **Accept** in the next dialogue box.



The web portal interface updates to show you are now an **Assistant for** the delegator.



The delegator you're assigned to.

Call privileges you have been granted.

Delegates can be granted the ability to **Place Calls or Answer Calls** on the Delegator's behalf. When you are granted the ability to **Answer Calls**, you will get the call notification for all incoming calls to the Delegates direct phone numbers.

You can also be granted the ability to **Pick Up Hold Calls** making it possible for you to transfer calls back and forth with the Delegator.

Note: Contact the delegator if you no longer want to be assigned as a delegate.

Contact UITS-Telco@arizona.edu to establish, change, or remove telephone services or features. Contact the 24/7 Support Center (<http://247.arizona.edu>) for Zoom app issues or service outage. Start an on-line chat at <https://support.arizona.edu> or call 520-626-TECH (8324) or toll-free at 887-522-7929.