

VAPAHCS VOICE MAIL TIP SHEET

TO LOGIN TO VOICE MAIL:

Step 1:

◆ *At your desk*

- Lift the handset
- Press the message key
- When you are asked for your mailbox number, press the pound (#) key
- Log in with your password, and press the pound (#) key again

◆ *At a different VAPAHCS worksite*

- Dial into the voice mail system of your work location:

Work Location	Facility Code	Extension
Livermore	3	37400
Menlo Park	2	22000
Modesto	7	46600
Monterey	5	43700
Palo Alto	1	64000
San Jose	4	74000
Stockton	6	43500

- When you are asked for your mailbox number, enter your main line extension, followed by the pound (#) key.

◆ *Not at a VAPAHCS worksite?*

- Dial VA main line (650) 493-5000
- Dial 1 + voicemail extension of your site

Step 2:

- The next request is for your Password.

TO CHANGE YOUR PASSWORD:

◆ Now that you are logged into voice mail, press 8*.

- Listen carefully to the instructions given via the recording. This is your guide on how to change your password.
- Your new password **must** be between 6–16 digits, followed by the pound (#) key.
- You must change password every 90 days; you can't repeat the last 3 passwords.

RECORD GREETING:

◆ Login to your mailbox, Select 8*, Select "2"- Greetings:

Greeting Type	#	Message
External Greeting	1	Hello, you have reached (name). I am unable to come to the phone right now, please leave a message and a number where I may return your call. Thank you.
Internal Greeting	2	Hello, this is (name). I will be out of the office from (date) returning on (date). If you need immediate assistance, please contact (name). Thank you.
Temporary Greeting	3	Hello, this is (name). I will be out of the office from (date) returning on (date). If you need immediate assistance, please contact (name). Thank you.

Note: Whenever you need assistance, press the star (*) key on your phone.