ACCESSING AND MANAGING VOICEMAIL
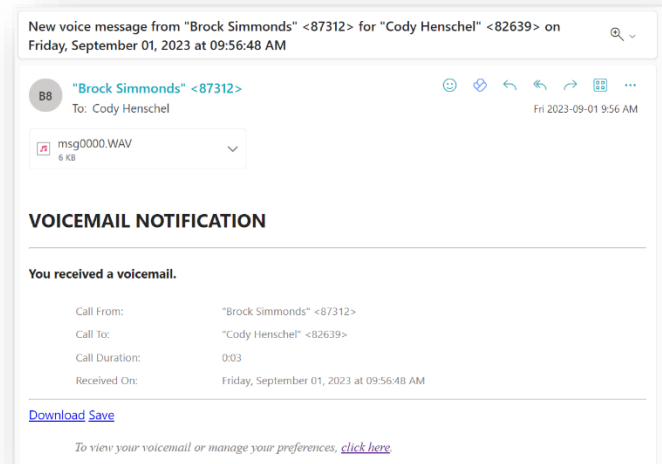
SAANICH SCHOOL'S NEW PHONE SYSTEM

IN YOUR EMAIL

Your voicemail will be sent as an attachment to your district email by default. You can listen to the audio file wherever you check your email.

You can turn voicemail-to-email on and off in the user portal. **Under Preference > Notification Options**
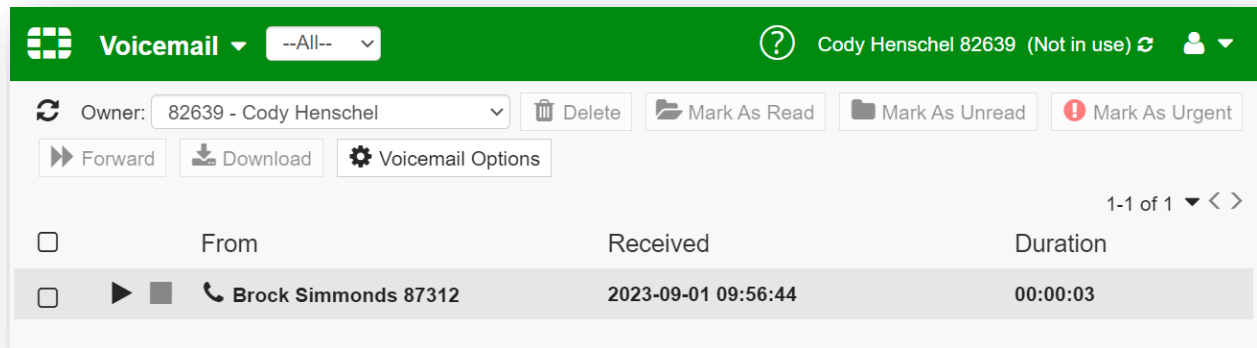
Sending a copy via email does not preclude you from listening to voicemail via the portal or via a school phone.

Voicemails are deleted automatically after 90 days.

IN THE PORTAL

You can easily manage your voicemail in the phone portal as well. Here you can play, delete and save messages.

IN THE PORTAL – MANAGE YOUR GREETING

You can personalize the recording of your name in the directory (what they hear when they search for you) and your voicemail greeting.
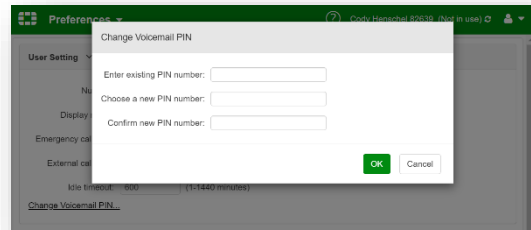
1. From the voicemail section of the portal, click **Voicemail Options**
2. For your **Name** in the directory click "Play" to hear how it sounds now. You can then choose **Upload** or **Call me** to replace the audio clip.
3. To change your voicemail greeting:

a. Ensure "Simple" is selected in the **Greeting** dropdown.
b. Click **Audio file...**
c. Click **Call me** or **Upload** a clip of your choosing for the greeting in "**Main:**" then click close.
d. Select **Main** in the **Greeting File:** dropdown.
e. Click **OK**

IN THE PORTAL – MANAGE YOUR VOICEMAIL PIN

By default, your voicemail pin is your employee ID (found on your pay stub) followed by 63. It is recommended you change it to a personal pin that is at least 6 digits long.

1. Log into the portal and go to the **Preferences** section.
2. Click **Change Voicemail PIN...**
3. Enter your current PIN and then your new PIN twice to confirm.
4. Click **OK**

ON A PHONE

CLASSROOM/SHARED PHONES

You can use any phone in the district to call in and listen to your voicemail as well. Classroom phones will have a button on the screen in the lower right corner that says **Voicemail**. Press the button next to it to dial in to the voicemail system.

It will ask you for your personal extension number, which starts with an 8, and then the # (pound) key. It will then ask for your pin. You can now use the audio menus to listen to and manage your voicemail.

DEDICATED PHONES

If the phone you are using has your name on the top left, you can use the phone's hardware button (**envelope**) to access your voicemail instead. Pressing this button will prompt for your **PIN** on the screen. Enter it and press the button below **OK** on the screen.

You can now browse, play and delete your voicemail messages using the on-screen interface.

BY DIALING ON A DISTRICT PHONE

From any phone in the district, you can **dial *98** to get the same experience as using a Classroom/Shared phone's on-screen **Voicemail** button.