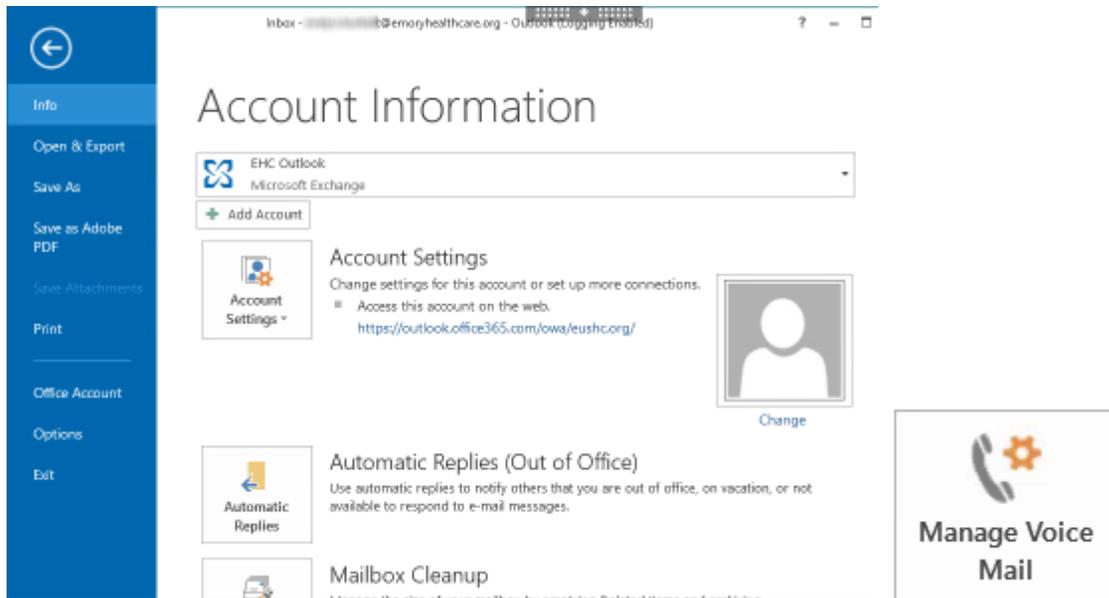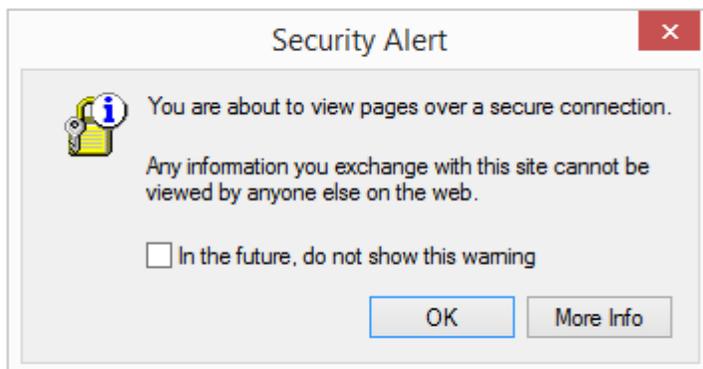# EMORY
HEALTHCARE

Voicemail Settings

- Voicemail settings are changed through the web interface.
    1. Open **Outlook 2013.**
    2. Click the **File** tab (you should see the Account Information screen).
    3. **Scroll all the way to the bottom** to find the **Voicemail** button.
    4. Click the "**Manage Voice Mail**" button.

- You'll be taken to Microsoft's main Office 365 web interface sign in screen. (If you see a security pop up window, click **OK**).

- If the next screen looks like the screen below, please follow <u>these</u> directions:

1. **Enter your ID** in the following format:
   o If your email address ends in @emoryhealthcare.org:
     Enter your Healthcare logon ID @eushc.org (e.g. n123456@eushc.org)
     OR
   o If your email address ends in @emory.edu:
     Enter your University NetID @emory.edu (e.g. jdoe@emory.edu)

2. Enter your Healthcare password <u>or</u> your University password depending on what ID you used above.

3. Click **Sign In.**

- If the next screen looks like the screen below, please follow <u>these</u> directions:
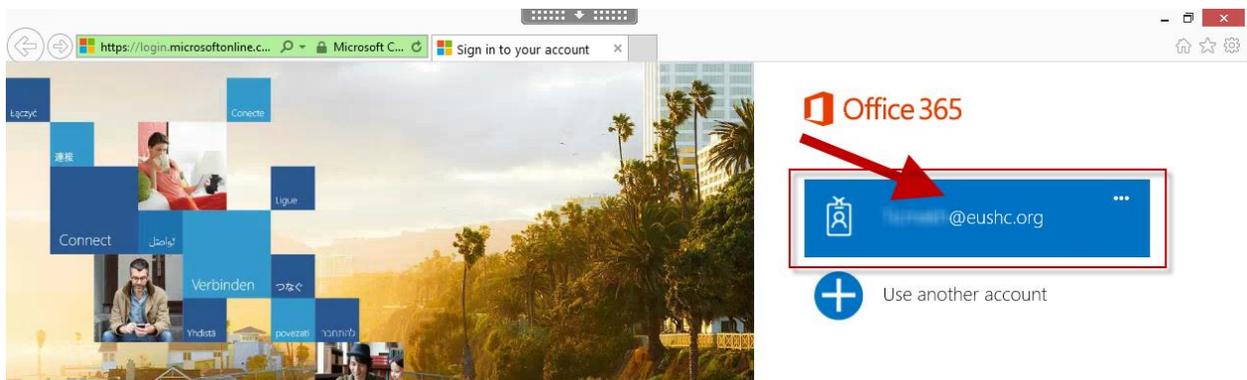
1. Click the **blue box** where your ID should already be entered
2. Next, you may see a screen indicating that you're being redirected to Emory's sign-in page for Office 365. This screen doesn't stay up for very long so you may not see it.

- On Emory's Office 365 web interface sign-in page, you'll need to enter your password.

  o **If your ID is listed with @eushc.org after it (Healthcare staff)**, you'll enter the same password you use to log in to the Emory Healthcare Virtual Desktop.
  o **If your ID is listed with @emory.edu after it (most physicians, University staff)**, you'll enter your University password, which may be different from what you use to login to the EHC Virtual Desktop.
  o Then click the **Sign In** button.
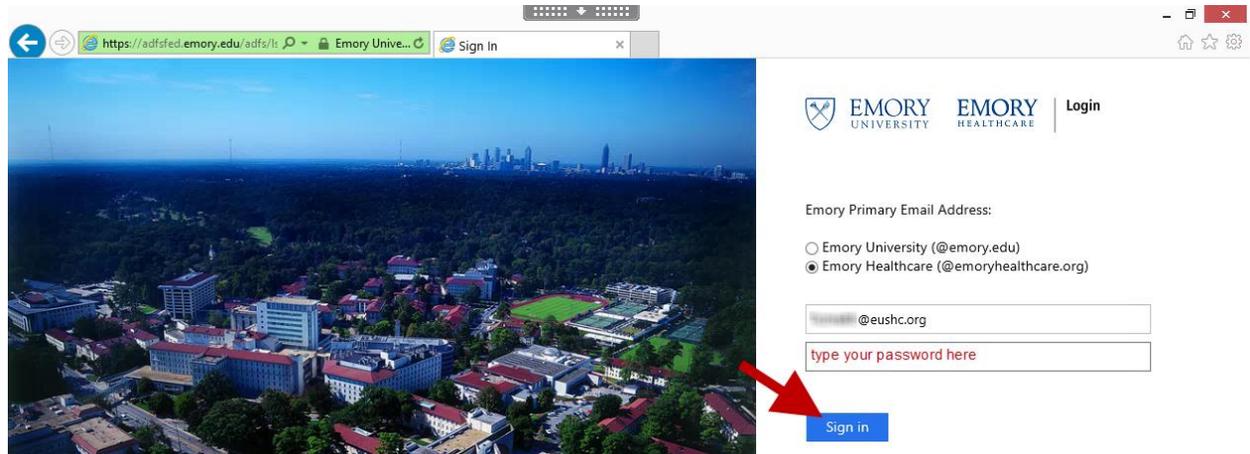
- Once you've successfully entered your password and signed in, you'll be taken to the **Voice mail** section. This section is where you can reset your PIN, change your greeting (e.g., let people now you're going to be away from the office), etc.

Updated: 02/15/2016
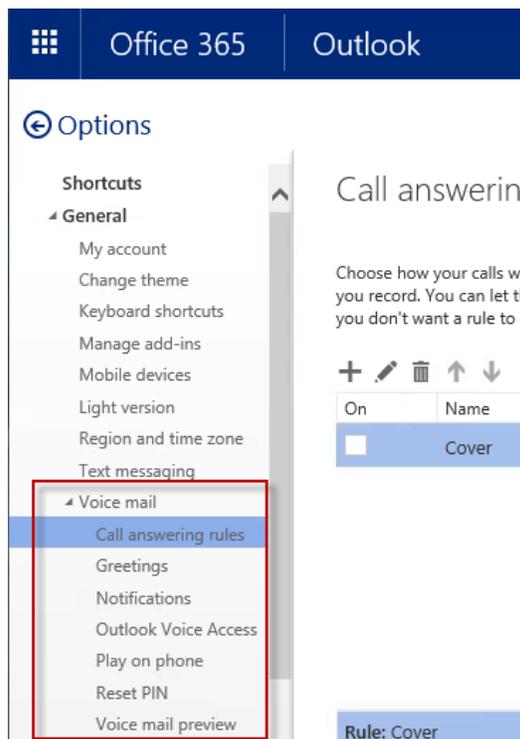
- To change your "away" greeting:

  1. Click **Greetings.**
  2. Click the **radio button** beside "Greeting that lets callers know… ."
  3. Click "**Call me to play or record the selected greeting.**"
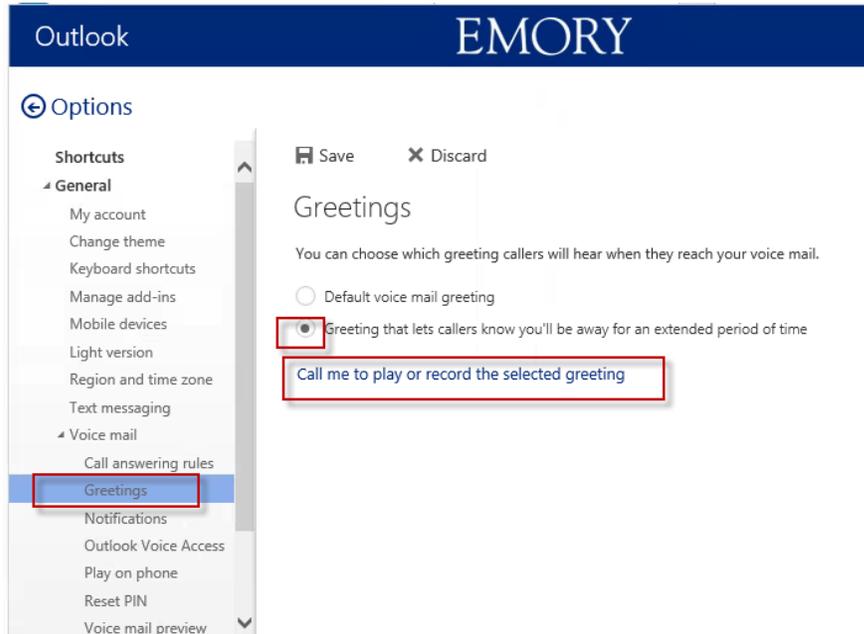

- By default, the system will dial the extension for which you are changing the greeting to let you hear the current greeting and let you change it. If you are not physically sitting in front of the phone with that extension, you can still change the greeting! You can type a different number (e.g. a cellphone number) for the system to call. Once the number is entered, click Dial.


- The screen will display "connected" while you perform the rest of the steps from the phone. On the phone, you'll hear the current greeting, be given instructions on how to change it and to accept the changes you made.

Play or record greeting

Dial this phone number to play or record your greeting.

7[REDACTED]

Connected

Disconnect
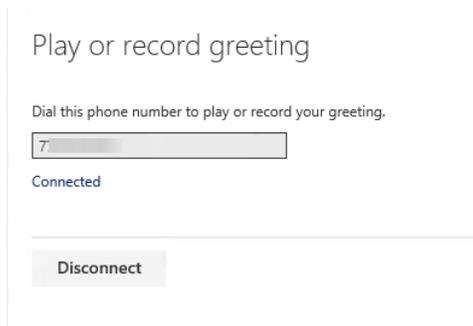
- Once you've finished with the steps on the phone, **Save** the changes to "activate" your new "away" greeting. HINT: If you are not ready to turn on the new greeting, don'tclick Save. You can pre-record your "away" message and activate it later…by clicking Save then.
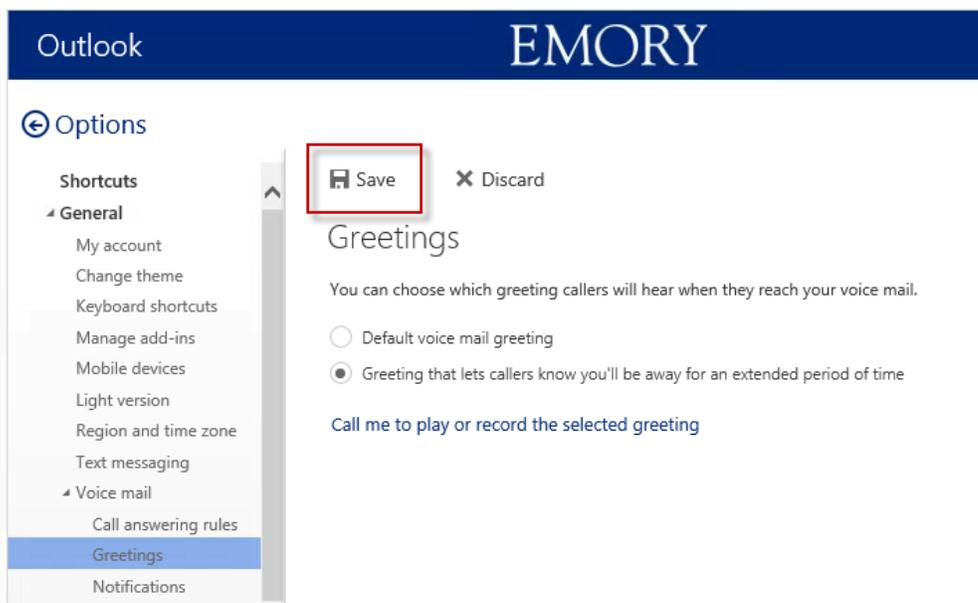
- **Log off** the Office 365 web interface when finished.

Updated: 02/15/2016