



Setting Up Your Student Voicemail Account (Single Voicemail box or Bulletin Board message)

Note: Before you use these instructions, you need to contact the Technology Support Center in person at Hayes Hall 110, by phone at 419-372-0999, or by e-mail using their Voicemail Assistance for Students online form at <http://www.bgsu.edu/its/tsc/page9500.html> to request a voicemail setup and receive a confirmation that the setup you requested is completed.

These are the initial login instructions for students who want to get voicemail messages and have their own room or want to share one voicemail box. These are also the initial login instructions for students who just want to use their voicemail to record a bulletin board message about how they can be contacted. During the initial login process, you will be asked to choose a password, record your name(s) and the greeting callers will hear when they are connected to your voicemail.

1. To enter the Student Voicemail system from on-campus, dial **2-0822**.
2. Once you have dialed into the system, she will ask you to “**enter extension** and # (pound) sign”. If you are dialing into the system from the phone in your room, you can simply press the # (pound) sign. If you are using another phone, enter your 5-digit extension followed by the # (pound) sign (e.g. 4-8408#).
3. Then she will prompt you to “**enter password** and # (pound) sign”. You have no initial password so simply press the # (pound) sign.
4. Because the system uses your name in announcements you and others will hear, she will ask you to **voice your name**. Press 1 and at the tone, speak the name(s) of students using this voicemail box. When finished speaking your name(s), press 1 again. If you are satisfied with the sound of your name(s), you can approve it by pressing the # (pound) sign. If you are not satisfied, you can re-record it by pressing 1.
5. Next she will ask you to “**choose a new password** of 6 or more digits. Please enter password and # (pound) sign”. She will reject some passwords deemed as too obvious. When you have entered a password the system accepts, she will ask you to re-enter password and # (pound) sign for verification. When verified, she will say “changed”. You have now set your personal password.
6. We encourage you to record a personal greeting for your voice mail. You should now be back at the Activity Menu – the same menu you will hear each time you login in to the system. Press 3 to administer your greeting and then press 1 to **record personal greeting**. This greeting is the message the caller will hear when you are not available. After recording, press the # (pound) sign to save your greeting and Y to use this greeting.
7. **IMPORTANT!** Press the * (star) sign twice followed by the X key (* * X) to **logout**. You have now completed the initialization of your voice mail.

Instructions for using your voicemail account are available outside the Technology Support Center in 110 Hayes Hall or on the web at URL:

<http://www.bgsu.edu/downloads/cio/file9316.pdf>

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