Voicemail Retrieval Guide for Remote Workers

For further assistance, please contact the RSCCD ITS Help Desk.

714-564-4357 | Ext 44357 | helpdesk@rsccd.edu | webhelpdesk.rsccd.edu | Mon-Fri, 7:30am-4:30pm

Accessing Voicemail from Another Phone or off-campus

Change Voicemail Greeting while off-campus

Voicemail Retrieval from Microsoft Outlook Web Access (OWA)

Voicemail Retrieval – Microsoft Outlook (desktop software)

Voicemail Email Retrieval for General Phone Lines

Cisco Jabber – Check Voice Mail (for Computer)

Cisco Jabber - Check Voice Mail (for Mobile Device)

Accessing Voicemail from Another Phone or off-campus

Dial 1-714-564-5501

1. When prompted for an ID, enter your extension number and press #.
2. Enter your PIN and press #
3. Follow the voice instructions.

If you have forgotten or need to reset your PIN, please contact the ITS Help Desk.

Accessing Voicemail from Another Phone or off-campus

Dial 1-714-564-5501

1. When prompted for an ID, enter your extension number and press #
2. Enter your PIN and press #
3. Follow the voice instructions

Change Voicemail Greeting while off-campus

Dial 1-714-564-5501

1. When prompted for an ID, enter your extension number and press #.
2. Enter your PIN and press #
3. Follow the voice instructions and say "personal options"
4. Under voicemail personal options:
   a. To record your personal greeting, press 1
   b. To record your greeting for when you're away, press 2
   c. To record your name press 3

If you have forgotten or need to reset your PIN, please contact the ITS Help Desk.

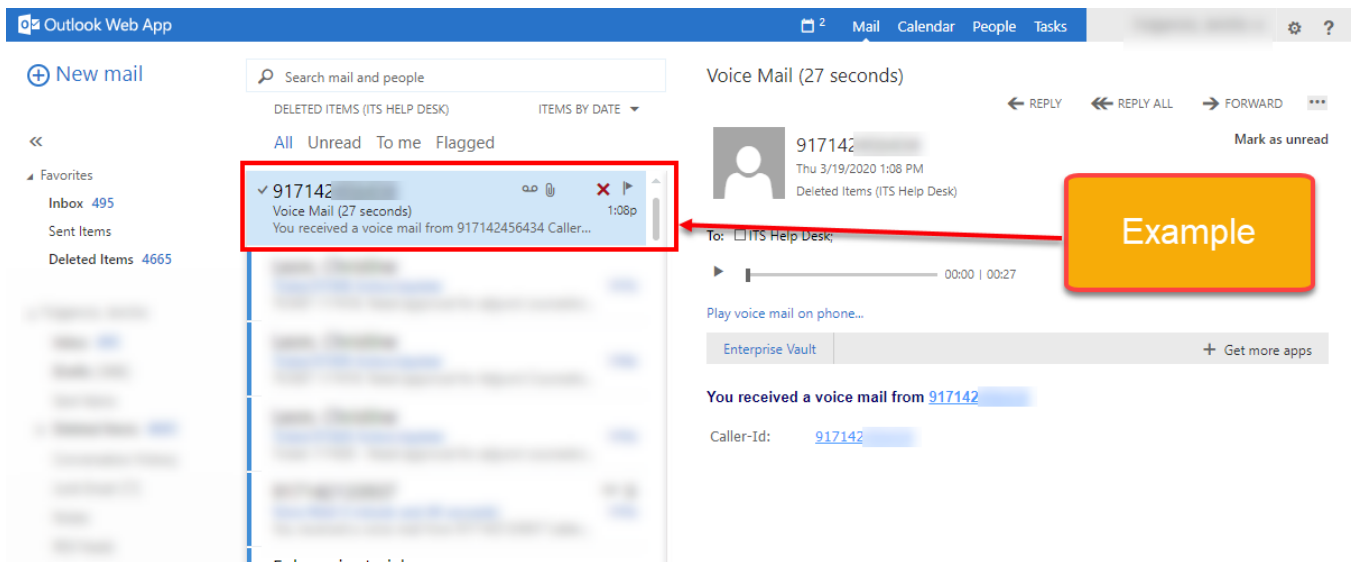**Voicemail Retrieval from Microsoft Outlook Web Access (OWA)**

1. Open Internet Explorer, Firefox, Chrome or Safari.

Go to **https://mail.rsccd.edu**

2. Log on using the following credentials:
   a. Login ID: network username
   b. Password: network password
3. <u>Your Voice Mail Messages will have the subject</u>
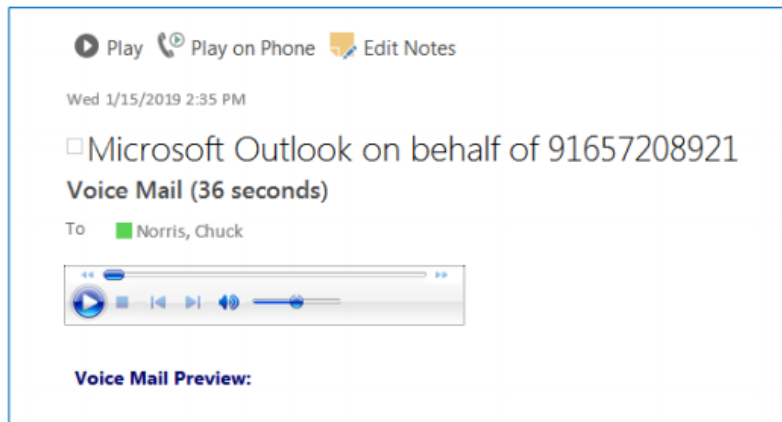   a. Subject: Voice Mail

Voicemail Retrieval – Microsoft Outlook (desktop software)

1. Your Voice Mail Messages will have the subject:
   a. Subject: Voice Mail, Message on behalf of XXXXX (based on the availability of caller ID).
2. Click on the Play button or Play on Phone to listen to your mail message.

Voicemail Retrieval - Microsoft Outlook

- Your Voice Mail Messages will have the subject:
    Subject: Voice Mail, Message on behalf of XXXXX (based on the availability of caller ID).

- Click on the *Play* button or *Play on Phone* to listen to your mail message.

> ▶ Play   📞 Play on Phone   ✏️ Edit Notes
>
> Wed 1/15/2019 2:35 PM
>
> ☐ Microsoft Outlook on behalf of 91657208921
> **Voice Mail (36 seconds)**
> To   ■ Norris, Chuck
>
> ▶ ■ ◀ ▶ 🔊 ———●———
>
> **Voice Mail Preview:**

Voicemail Email Retrieval for General Phone Lines

NOTE: To access voicemail emails to a general phone line, you will need to access the shared email mailbox for that general phone line phone line.

Instructions for how to access a shared mailbox in OWA can be found in the "Outlook Web Access Usage Guide" located here: **https://rsccd.edu/Departments/Information-Technology-Services/Documents/End%20User%20Training/Outlook-Web-Access-Usage-Guide.pdf**

If you need to be granted permissions to access the shared mailbox, please submit a ticket to the ITS Helpdesk with your supervisor's written approval (e.g., email with approval).

Cisco Jabber – Check Voice Mail (for Computer)

NOTE: **Cisco Jabber** is a software client that allows you to use your District phone line(s) to send/receive calls, check voicemail, and access other phone related features from your desktop or mobile device.

Please reference the **Cisco Jabber Usage Guide** for how to install and use Cisco Jabber.

Check your Voice Mail using Cisco Jabber.

1. Toggle to the desired phone line.
2. Type in "Voicemail" in the search bar
3. Double click the "Voice Mail" contact to dial the Voice Mail line.

Cisco Jabber - Check Voice Mail (for Mobile Device)

NOTE: **Cisco Jabber** is a software client that allows you to use your District phone line(s) to send/receive calls, check voicemail, and access other phone related features from your desktop or mobile device.

Please reference the **Cisco Jabber Usage Guide** for how to install and use Cisco Jabber.

NOTE: You can only use *Cisco Jabber for Computer* to check voicemails on a secondary or department line. You CANNOT use *Cisco Jabber for Mobile Device* app for this.

1. Go to Calls
2. Type in "Voice Mail" in the search bar
3. Click the Send Call button
4. Choose a Number (18997 or 18997@rsccd.edu) to dial the Voice Mail line.