



Franklin County Public Health
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Set your Voice Mail Messages

November 2018

In Office Message

Ask your supervisor who they prefer your backup person to be. Get their name and phone number.

Follow the prompts to add your **Passcode**:

1. Access your voicemail box by dialing x6644
2. Select **8** for **User Options**.
3. Select **7** for **Passcode**.
4. They will ask you to enter a passcode. A temporary passcode has been set for you. It is the last 4 numbers of your phone number. Enter this number now.
5. They will ask you to enter a new passcode. Select 4-10 numbers and enter them when prompted.
6. Enter **#** when done.
7. When satisfied select **9** to **Save**. If incorrect, you may press **3** to **Discard**. It will automatically prompt you to input another number.

Follow the prompts to **Record Your Name**:

This will be used when you enter the system, call forwarding, etc.

1. Access your voicemail box by dialing x6644
2. Enter your Passcode
3. Select **8** for **User Options**.
4. Select **6** to **Record**. Pause when finished to let the system know you are done.
5. Select **7** for **Review** your message.
6. When satisfied select **9** to **Save**. If not, you may press **3** to **Discard**. It will automatically prompt you to begin again.
7. Select **9** to **Exit** the system.

Follow the prompts to add your **Voicemail message**:

1. Access your voicemail box by dialing x6644
2. Enter your Passcode
3. Select **8** for **User Options**.
4. Select **4** for **Greeting**.
5. Select **7** for **Record**. Please record the message below:

You have reached (Your Name and Your Title) at Franklin County Public Health. I am not currently available but if you leave your name, number and the reason for your call, I'll return your call at my earliest convenience. If you need immediate assistance, please call (insert name) at (614) (insert number). Thank you.

6. Enter **#** when you are **done recording**.
7. Select **7** to **Review** your message.
8. When satisfied select **9** to **Save**. If not, you may press **3** to **Discard**. It will automatically prompt you to begin again.
9. Select **9** to **Exit** the system.

Out of Office Message

Follow the prompts:

1. Access your voicemail box by dialing **x6644**
2. Select **8** for **User Options**.
3. Select **4** for **Greeting**.
4. Select **7** for **Record**. Please record the message below:

You have reached (Your Name) at Franklin County Public Health. I will be out of the office until (Date). If you need immediate assistance, please call (insert name) at (614) (insert number), otherwise leave a message and I will return your call when I am back in the office. Thank you.

5. Enter **#** when you are **done recording**.
6. Select **7** for **Review** your message.
7. When satisfied select **9** to **Save**. If not, you may press **3** to **Discard**. It will automatically prompt you to begin again.
8. Select **9** to **Exit** the system.

****Always remember to change back to the In Office message when you return.**

If you have questions about these Email and Voicemail Required Standards please contact Mitzi Kline.