

Helpline: 972-665-8759
 PIN: 1833 Username:
 svdphfn@gmail.com

| | Phone | Email | Online / Browser (voice.google.com) |
|---|--|--|---|
| Retrieve NEW / UNREAD Messages | • Follow Helpline Instructions. | • Follow Helpline Instructions. | • Follow Helpline Instructions. |
| Retrieve OLD / READ Messages | Can't be done | 1. Find email. 2. Click PLAY MESSAGE | • Follow Helpline Instructions to log in and see the voicemail list. • Select the old (not bolded) message you wish to hear. • Click the PLAY button (▶) to listen to the message. |
| Mark Messages as READ | • Press 7 when listening to the message you wish to mark as "READ" | • Clicking PLAY MESSAGE marks it as READ | • Follow Helpline Instructions to log in and see the voicemail list. • Select the old (not bolded) message you wish to hear. This will mark it as READ, even if you do not listen to it. |
| Mark Message as UNREAD after it was already marked as READ | Can't be done | Can't be done | Can't be done |
| Delete a message | Can't be done | Can't be done | Can be done, but please <u>don't</u> |

NOTE - If you are not on duty:

- If you are not on duty, don't do anything with the voicemail. Reading the emails is harmless, but do not press "PLAY MESSAGE" in the email.

NOTE - end of "shift" cleanup:

- Double-check for missed messages
 - Phone: call and play through all the messages
 - Email and Online: play all the messages received today.
- Confirm all message marked as "READ"
 - Phone: call and mark all available messages as "READ" (press 7)
 - Email: can't do it.
 - Online: Play **bolded** messages to assure you've dealt with that client. This marks it as READ.