

HELP LINE INSTRUCTIONS

New number: 972-655-8759 -- PIN: 1833 – Username: svdphfn@gmail.com Password for our gmail account is Ozanam1833#

STEP ONE




Retrieving voicemail via phone:

1. Call the helpline number: (972) 665-8759
2. During the greeting, press “*” (i.e. star). This will not interrupt the announcement. You must wait until the announcement ends and then you will be taken to the messages.
3. For the core group of six (JG, BG, LR, MK, NK and MM), the greeting will finish playing and you’ll be prompted for the PIN: 1833. NOTE: GV limits this core group of linked phone numbers to six.
4. If you are not among the ‘core’ group, you will be prompted for a “forwarding number”, enter 214-334-6079 (Bob’s cell number or any of the core cell numbers). Don’t worry, this won’t forward anything. After entering the forwarding number, you will be asked to enter the PIN.
5. The most recent new voicemail message will start playing automatically.
6. Menu Options - the actions you can take are:
 - o Press 1 ... listen again
 - o Press 2 ... return call / place a call – The Caller ID will be the GV helpline number: 972-665-8759 or a random GV number.
 - o Press 3 ... get message details (Caller ID, date/time, etc.)
 - o Press 7 ... mark message as read. See note A below.
 - o Press 9 ... keep message as new/unread
 - o Press # ... skip to the next message, keeping the current message as new/unread
 - o Press * ... return to main menu
7. NOTE: Retrieving messages via phone will only play new messages. Once a message is “read” (i.e. listened to), it will no longer be available to listen to again via a phone connection. But you will still be able to listen to it via the email or by going to the online voicemail inbox in Google Voice. Messages can be retained as ‘unread’ and accessible from your phone by entering ‘9’.

Retrieving voicemail via the email notification:

1. In the email you will find three main things:
 - a. The Caller ID of the caller in the subject line of the email.
 - b. An attempted transcription of the message (see note B below).
 - c. A button to “PLAY MESSAGE”.
2. Click “PLAY MESSAGE”. Note: this marks the message as “read”. See note A below.
3. If you are on an iPhone, you will be taken to a webpage in Safari and asked if you want to “view” or “download” the audio file (MP3) of the message. Select “View” and tap play button (i.e. >) to listen to the message. You can listen to the message as many times as want or pause and resume playing.
4. If you are viewing the email on your computer, click on the message to open it and you will be taken to the GV webpage or console where the transcription of the message will be displayed and you can select the ‘play’ button (i.e. “>”) to listen to the message through your computer’s speakers.
5. If the message is in Spanish, the email can be forwarded to a translator.
6. You can also copy the transcription of the Spanish message and paste this into a translator such as Google Translator so that you can read an English translation of the message. Note that this will be a rough translation.

Retrieving voicemail via the online GV voicemail inbox/console:

1. In a browser, go to <https://voice.google.com>. Click the blue SIGN IN button near the upper right corner.
2. Log in with username "svdphfn@gmail.com" and password "Ozanam1833#"
3. On the next screen, click the voicemail icon () near the top left of your screen to see the voicemail inbox.
4. From the list of voicemails, select the one you wish to listen to. Note: this marks the message as "read". See note A below.
5. In the center column of the screen, you'll find three main things:
 - o The Caller ID of the caller, near the top.
 - o An attempted transcription of the message, in the middle (see note B below).
 - o A button to play the message (), near the bottom.
6. Click the PLAY button () to listen to the message.
7. NOTE: Please never DELETE messages from the voicemail inbox. Messages can stay in the voicemail box for a period of time, and it may be helpful at times to go back and review past messages.

(A) Important "Read/Unread" Messages: As a general rule, ONLY the scheduled helpline person should check the messages. Why, you may ask? Checking a message will mark it as "read". From that time on, that message cannot be played via the phone, and the scheduled helpline person checking via phone might miss it if someone else has listened to it. We would risk missing a Friend's message.

(B) Important Transcription Note: The attempted message transcription should only be used to get the general idea of the message. It should not be trusted to be accurate. Always listen to the voicemail before creating a record or calling the Friend.