City of Portland Voicemail Box Set-Up Information

Beginning October 2, 2013

In order to use your new voicemail box, you must first set-up the mailbox with your personalized information. (Name, greeting, and your personal password).

Following are instructions to set-up your mailbox. Once the mailbox has been initialized, you may change your greeting and password as often as you wish.

Note: Until your new mailbox has been set-up, you will NOT receive new messages after the October 2, 2013 go-live of the new City of Portland voicemail system.

Set up from <u>your</u> City phone set:

- 1. To access the new voicemail system, dial 3-3000. Listen to the tutorial; it will assist you in setting up your new mailbox.
- 2. Please enter your pre-assigned Security Code (temporary password) 123456.
- 3. When prompted, enter your new password. This password must be 6-15 digits long; 6-8 is recommended. This password must be unique and can not be consecutive numbers or your box number.
- 4. Record your name, first and last, when prompted.
- 5. Record your personal greeting. An example of a personal greeting may be something like this, "You have reached the voicemail box of Mary Smith. Please leave your name, phone number and a brief message and I will return your call a soon as possible."

Note** If you have Callout Notification programmed on your current voicemail box, you will need to follow the Callout Notification instructions found here: http://www.portlandoregon.gov/bts/article/464549, and enter your callout number (or numbers), and your schedule.

For customer assistance please contact BTS Communications through the BTS HelpDesk: btshelpdesk@portlandoregon.gov or 823-5199 menu option 4, then 1.