Access Web User Portal

- From web browser navigate to ndsu.edu/voicemail

Password Reset
Password Reset. For Password reset follow on screen instructions to reset your voicemail password (the numeric password you use to log in via the phone) or the UC Application Password (used by users who do not have an @ndsu.edu email address to access the web portal). If you have locked your mailbox from too many failed login attempts you will not be able to reset the password, and will need to contact the NDSU IT Helpdesk for assistance.

- Web Access

Send a Message
Allows an email message to be sent to other users of the voicemail system. This would not be commonly used as most would use outlook to send email.

Send a Fax / Fax Jobs
If configured, the voicemail system can be used to send and receive Fax messages. You will need to request this feature be activated in order to have access to this functionality. Enabling the Fax feature will require a separate Fax phone number to be configured. This will be the number that others will use to send you a Fax. Any Fax message you receive will be delivered to the email address associated with your main phone number’s voicemail box. As separate document covering Fax functionality will be provided to those utilizing this feature.

UC users will be required to change the default password at 1st login. Passwords must be 10-20 alphanumeric characters. Any combination of upper/lower case letters, numbers, and these special characters: ~!@#$%^&*()<>? are acceptable.
• **Greeting**

From here you can manage your greetings. Greetings can be recorded via your computer microphone. Greetings can also be played and deleted. There are several types of greetings that can be setup to play based on where the call is coming from (Internal or External), or your location (Office, At Lunch, Extended Absence...)

• **Message Forwarding**

Message Forwarding allows voice messages to be sent to additional recipients. When configured all new messages will also be sent to the forwarding addresses.

Clicking “Add new forwarding address” brings up the following dialog box. Messages can be set to forward to another voicemail box within the system or sent to any email address using Relay as the “Forward Type.” Message Forwarding can be turned off using the Disable check box. Below is an example of the configuration to forward voicemail messages to an email address.
The settings for each location include

**General:**

- **Location Options:**
  - **Locations**
    - This is the list of available locations. Clicking on a particular location will bring up the options for that greeting and allow them to be edited. Clicking “Add Location” allows for the creation of a new location.
  - **Availability Filters**
    - Control your availability for this location based on where the call is coming from:

- **Location Greeting**—which greeting to play when I am at this location:

- **Assign a number to be called when at this location. Numbers can be chosen from a list of previously saved. Numbers can be edited, or a new number can be added by clicking the add button. Enter on campus numbers in the 5 digit format. Off campus numbers should be entered in the following format: 91 followed by the complete 10 digit phone number, ex: 91701xxxxxxx**

- **Change Current Location**
  - Set your current location. Based on this setting the system will call you at the number assigned to that location. This is the functionality used in place of the Reach Me feature in the previous voicemail system.

- **Locales**
  - **Location Greeting**—which greeting to play when I am at this location:
• Location Options continued

Assign Calls—assign calls received while you are at this particular location to another user in the voicemail system:

• Calendar

Define a calendar to automatically change your location based on date and time, which will in turn switch your greeting to the one associated to your new location.

The following calendar will set your location to “Temporary Location” from 11:00 to 11:30 on 10/26/20 and to “Vacation” all day on 20/27/20—10/30/20:

Clicking the “Schedule a location” button will create a new calendar entry and clicking on a current calendar entry will allow you to edit that entry:

• Addresses

Defines the addresses associated with your voicemail box. Normally users will have only their phone extension associated with their mailbox, but there are a number of other addresses that can be added. These addresses (phone numbers) are the numbers assigned to locations as previously described in the Locations section of this document.

Click the add button to add a new address or click on an existing number to edit. Internal numbers in 5 digit format, external numbers in 91xxxxxxxxxx format. Check the box next to “Trusted”

• People Options

People options allow for the creation of a list of contacts. These contacts can be grouped into lists to allow the sending of messages to a subset of your contacts. A contact may be assigned a particular greeting that will play each time they call.

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• Notification

Notifications can be scheduled to call a phone number from your address list to let you know that a voice message has been left for you.

• Schedule

Notification settings are configured and edited in the Schedule tab.

• Options

Configure which of voice message will trigger a notification to be sent.

• Wake Up Call

Schedule a call to a specific address at a specific date and time.

The phone number to be called is selected from the numbers that have been configured in the address tab found in the Location section. Notification schedules can be set to recur on given dates, times and days of the week.

Select the number to be called from the list of previously stored addresses. If a different number is needed use the address tile to add it as previously described.
• Settings

Web Tutorial

The Web Tutorial steps through some basic configuration

• Web Tutorial

Video Tutorials of the most commonly used features are available here:

kb.ndsu.edu/voicemail

For further assistance contact the NDSU IT Helpdesk at (701) 231-8685 (option 1) or email to:

ndsu.helpdesk@ndsu.edu

• Account

These settings will have already been configured by the VCS team. Please do not change these settings.

• Call

These settings will have already been configured by the VCS team. Please do not change these settings.

• Help

A complete user guide that goes into further detail than this Quick Reference Guide.