



VOICEMAIL SYSTEM QUICK GUIDE FOR AGENCIES / CASE MANAGERS

Agency: _____

CVM Reset Number: _____

Agency Extension: _____

Agency Password: _____

Default Client Password: _____

Distribution List Extension: _____

Step 1: Reset the CVM Number to be assigned:

This process will clear all recordings and reset the box to your agencies default password. Make sure your Agency Extension and Agency Password are not revealed to clients. Follow these steps:

1. Call the **RESET NUMBER** _____
2. When prompted, Press 1.
3. Enter your AGENCY EXTENSION (“phone number”), which is _____ followed by #.
4. Enter your AGENCY PASSWORD. Your agency password is- _____
5. Enter the 10-digit client mailbox (“extension”) number to reset, followed by #. The system will verify the number for you.
6. Press 1 to confirm reset. Press 1 to reset another box or, * to exit the system.

*** If the system will not let you access the voicemail box after resetting, DO NOT reset the box again. This will break the voicemail box. Potentially it could take up to several hours for the box to complete the reset process. If the box has not completed the reset process, find another unused number to give to your client.**

Step 2: Assist Client with CVM Enrollment:

1. Complete and have the client sign the CVM Intake/Exit form
2. Log the client’s name in the Security Log sheet in the CVM binder
3. Fill out a Client Wallet Card with the CVM number and have the client choose a password.
4. Help the client prepare a short greeting to record.

Step 3: Set up the voicemail box: (It helps to be on a speaker phone)

1. Have the client dial their CVM number, when the system answers, press *.
2. Enter the default client password _____ Press #.
3. Have client follow the prompts to finish the set-up process, including the selection of a new security code.

Step 4: Leave client a message and assist client with message retrieval

1. Call and leave client a message using their new CVM Number. Have client refer to wallet card or quick guide for retrieval instructions.
2. Help client retrieve message by following instructions on wallet card.

Step 5: After your client has left your office: Fax or Email the Client Intake/Outcome Form to the CVM Manager at: cgolden@mhsa.net or 617-367-5709.