

To request voicemail be set up, please contact the IT Helpdesk, at 270-745-7000. Helpdesk hours are 7:00 AM – 10:00 PM Monday through Friday; 8:00 AM – 8:00 PM on Saturday; noon – 8:00 PM on Sunday. You may also contact the IT Helpdesk via live chat at <http://www.wku.edu/it/chat> or via online Service Catalog at any time at <https://td.wku.edu/TDClient>.

After your voicemail service has been activated you will be notified.

Once you have been notified that your voicemail account has been set up and you have created your PIN as instructed per the email then you can use these instructions to re-record your name and/or greeting.

To access your mail box:

From desk phone, dial 5-5555, enter PIN followed by #

From off campus, dial 270-745-5555, press *, enter your id (5 digit extension) followed by #, enter your PIN followed by #

Reset VM PIN

If you forgot your voicemail PIN, you can reset the PIN.

1. Browse to <https://cvp.wku.edu>
2. Enter your WKU NetID username ("abc12345") and password when prompted.
3. Click the "Voicemail PIN" tab on the left.
4. Enter your new PIN.

The system will automatically have your name pre-recorded to the best of its ability based on the spelling of your name. To record the name the voicemail system uses to identify you, please use the following steps

1. Log into your mailbox
2. Press 4 for Setup Options
3. Press 3 for Preferences
4. Press 2 for Recorded Name
5. At the tone, say your name
6. Press #

To change your recorded Greeting, the message callers hear before leaving a message:

1. Log into your mailbox.
2. Press **4** for Setup Options.
3. Press **1** to change Greetings.
4. Select an option:
 - o Press **1** to re-record the Active Greeting.
 - o Press **2** to activate the Alternate Greeting.
 - o Press **3** to edit other Greetings.
 - o Press **4** to hear all of your Greetings.

If you are going to be out of the office for any reason, you can record an Alternate Greeting. The Alternate Greeting lets callers know that you are out of the office and can offer them other options for assistance until you return, such as someone else's extension or e-mail address. You can set the Alternate Greeting to expire on a certain date and time, and it will automatically revert to your standard greeting. You also have the option to switch back to the standard greeting manually.

To record an Alternate Greeting:

1. Log into your mailbox.
2. Press **4** for Setup Options.
3. Press **1** to change Greetings.
4. Press **3** to edit other Greetings.
5. Press **3** to change your Alternate Greeting.