
EMAIL/VOICEMAIL WHEN OUT OF THE OFFICE (PAY-W105)

Sacramento City Unified School District

1.0 SCOPE:

- 1.1 This work instruction is applied to set up your email and voice mail to notify when you are out of the office.

2.0 RESPONSIBILITY:

- 2.1 Lead Payroll Technician
- 2.2 Fiscal Services Technician I

3.0 APPROVAL AUTHORITY:

- 3.1 Supervisor IV, Payroll Services

Signature

Date

4.0 DEFINITIONS:

- 4.1 When employees in the department are scheduled to be out of the office, they are responsible for setting an automatic reply message for email and a temporary voicemail greeting notifying callers of their absence.

5.0 WORK INSTRUCTION:

5.1 EMAIL

- 5.1.1 In GroupWise, click on **Tools, Rules, New**.
- 5.1.2 In the Rule Name field, type a name for the rule.
- 5.1.3 Make sure **New Item** is selected and that **Received** is checked. This sets the rule to launch every time you receive an item.
- 5.1.4 Select **Mail, Appointment** and any other item types which you would like your vacation notice to apply to.
- 5.1.5 Click **Define Conditions**.
- 5.1.6 Click **Delivered**.
- 5.1.7 Click the =, a drop down list will display.
- 5.1.8 Click >= **On or After Date**. You know you have selected the correct selection if a calendar button appears next to the second text box.
- 5.1.9 Click on the calendar button.
- 5.1.10 Click on the first day you will be gone, and then click **OK**.
- 5.1.11 Click **OK** to return to the New Rule dialog box.
- 5.1.12 Click on **Add Action**, a drop down list will display.

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- 5.1.13 Click on **Reply**, and then select the appropriate option in the Reply box. Type your reply message stating you are out of the office and when you will be returning. Also, indicate your back up person, then click **OK**.
- 5.1.14 **Click Save**. The Rule box will display all of your **Rule Names**. The check in the box indicates which rule is activated.
- 5.1.15 Upon returning from vacation, click **Tools, Rules** and then click the check box to deactivate the rule.
- 5.1.16 Click **Close**.

5.2 VOICEMAIL

- 5.2.1 From your telephone, hit the "Message" button.
- 5.2.2 Enter extension number and password.
- 5.2.3 Hit <82>.
- 5.2.4 For your temporary greeting, press <3>.
- 5.2.5 To record greeting, press <5>.
- 5.2.6 Record your greeting. When finished, press the pound key (#).
- 5.2.7 To set the expiry day, press <9>.
- 5.2.8 Enter expiry month and the pound key (#).
- 5.2.9 Enter expiry day and the pound key (#).
- 5.2.10 Enter expiry time (in military time, i.e., 1400 hours is 2pm) and the pound key (#).
- 5.2.11 The prompt will tell you the date and time your temporary greeting will expire.
- 5.2.12 Hang up.

6.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
10/14/04	A	Initial Release

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