

## Procedure for Establishing Voice Mail or other Telecommunications Services for New Employees/ Policy Regarding Telephone Display Names

### VOICE MAIL

1. Make sure the new employee has an Outlook *email account*. This will be set up as part of the processing completed through HR.
2. Once the employee has an email account, a *Voice Mail Change Form* <http://www.umkc.edu/is/nt/voicemailchange.asp> should be submitted by an *authorized signer* on the MOCODE that is billed monthly for the extension assigned to the new employee. (i.e. the new employee is assigned x1234, which is billed monthly to MOCODE K4321. Authorized signers on that MOCODE are John Doe, Jane Doe, Mary Doe and Bill Doe and one of them should submit the form.)
3. After the voice mail account is set up for the individual, he will receive an email stating that his mail box is ready for him to record his greeting, etc. He will receive the initial password in this email and a link to Unity <http://www.umkc.edu/is/nt/unity/>.
4. If an individual is assigned to answer the main number for a School or department, we recommend that the voice mail box NOT be tied to the individual but rather be associated to a Departmental email account or a Generic (accessible by phone only) voice mail account. That way, others in the School or department also have access to the departmental messages. Additionally, if the individual leaves the University, the School's or department's voice mail box is not deleted when the employee is terminated.
5. If an individual is assigned to answer the *main number* for a School or department, he should not record a personal greeting for that extension. Instead, he should record a greeting telling the caller what School or department he has reached.

### DISPLAY NAME

1. The requested display name (field on the voice mail change form) appears only on the Caller-ID of other *on-campus extensions*. When the user dials off-campus, the Caller-ID shows "UNIV MO" and the number.
2. If an individual (such as an Administrative Assistant) is assigned to the *main number for a School or department*, the individual will be listed in the directory (for operator lookup purposes) at that extension but *the display will not be changed*. The campus standard for the display on the main number of any School or department will reflect the department's name, not the individual's name.
3. The information that appears in the Faculty/Staff lookup on the UMKC homepage is not related to a person's voice mail. That information is what the employee gave HR when he was hired, and can be changed at any time by contacting HR.

### CHANGE OF SERVICE

1. If you need a new service (i.e. a new extension, new data jack, etc.) or need to activate, alter or move existing services, you should complete and submit the service order form found at <http://www.umkc.edu/is/nt/service-order-forms.asp>. *Please note the policy highlighted in red on the Service Order web site, particularly for the start of the fall semester.*