Standard Operating Procedure (SOP) for teachers to initialize and access their voice mailboxes.

A - Steps for initializing your mailbox for the first time –

1. Dial the no. 500001 from any classroom phone.
2. Press #.
3. Enter your mailbox no. which is the same as your personal extension no. which is 5 + your employee ID.
	1. For example if a teacher’s employee ID is 12345, their extension / mailbox no. would be 5 + 12345 which is **512345**.
4. After keying the mailbox no., the phone will ask for the initial PIN no. Please enter ‘0000’ as the initial PIN no. This initial PIN (0000) is only used once.
5. Please follow the prompts to set your own PIN no., to record your name and your personal greetings. Remember and record your own PIN no. in a safe place.

B - Steps for accessing voice mails from one of the school phones.

1. Dial the no. 500001 from any classroom phone.
2. Press #.
3. Enter your mailbox no. which is the same as your personal extension no. which is 5 + your employee ID.
	1. For example if a teacher’s employee ID is 12345, their extension / mailbox no. would be 5 + 12345 which is **512345**.
4. After keying the mailbox no., the phone will ask for your PIN no. Please enter your PIN no. now.
5. If the PIN is correct, you can now listen to your messages and access other mailbox options.

C - Steps for accessing voice mails from your mobile phone or from other phones outside of the school.

1. Dial the school’s main no. which is 604-296-6850.
2. Press the pound / number sign (# ) during the playing of the menu prompt.
3. Enter your own mailbox no. which is the same as your personal extension no. which is 5 + your employee ID.
	1. For example if a teacher’s employee ID is 12345, their extension no. would be 5 + 12345 which is **512345**.
4. After keying the mailbox no., the phone will ask for your PIN no. Please enter your PIN no. now.
5. If the PIN is correct, you can now listen to your messages and access other mailbox options.