

# SBCEO Remote Work Resources

## Accessing SBCEO Voicemail from Home

### Logging into your mailbox

1. Call 805-964-4710
2. Enter 5000# for Meridian Mail (Cathedral Oaks & Hope Center)  
OR Enter 2000# for North County
3. Mailbox - Enter phone extension, then hit #
4. Password - Enter phone voicemail password, then hit #
5. Once you are in remotely, all commands work the same as when you are at your desk phone.

You are now in your mailbox and can use all the messaging commands.

When you have finished your Meridian Mail Voice Messaging session, press **83** to disconnect, or simply hang-up

### Playing your messages

When you log in to your mailbox, your message summary tells you the number of new messages in your message list and if any of them are urgent.

- Login to Meridian Mail and Listen to Message Summary
- Press **2** to play the current message
- Press **6** to play the next message, to go to the previous message, press **4**
- Press **76** to delete the current message playing

While you are playing a message, you can use these message commands:

- To skip back 5 seconds, in the message, press **1**; to skip forward, press **3**
- To increase the playback speed, press **23**; to decrease it, press **21**
- To increase the message volume, press **26**; to decrease it, press **24**
- To pause, press **#**; to continue, press **2**

Before, during, or after playing a message, you can use these message commands:

- To hear sender, recipient, date, and time details, press **72** for message envelope
- To delete the message and move to the next, press **76**.  
To restore the deleted message (before disconnecting), return to the message and press **76**.
- Press **7\*** for help with message commands.

- Empty your mailbox by deleting messages as often as possible.
- Your messages may be automatically deleted on a schedule set by your administrator.
- Meridian Mail is a message retrieval system, **not** a message archive system.
- Failure to delete old messages will result in reduced system performance.

### Forwarding a message

You can forward a message to another mailbox, to a distribution list, or to a person with no mailbox. You can also record an introduction to the original message.

- After hearing the message, press **73** to forward.
- Enter the mailbox number, phone number, or distribution list to which you want to forward the message, then press **#**. Repeat this step for any other mailbox numbers, phone numbers, or distribution lists. End by pressing **#**.
- To record an introduction, press **5**, wait for the tone, then speak. End the recording by pressing **#**.
- To send the message, press **79**.

### Changing your password

- While logged into your mailbox, press **84**
- Enter New Password (4 to 16 numbers) and **#**
- Enter New Password again and **#**
- Enter OLD Password and **#**

Your default password is your Mailbox number  
Meridian Mail requires that you change your password on a regular schedule, set by your system administrator.

### Recording Greetings

You can record external, internal, and temporary greetings. If you don't record (or delete) your internal greeting, all callers will hear your external greeting.

- While logged into your mailbox, press **82**
  - Press **1** to select your "EXTERNAL" greeting. (*this is the message that callers will hear – at minimum, please make sure your EXTERNAL greeting is updated with the information you want to be communicated to callers.*)
- or —

Press **2** to select your "INTERNAL" greeting.

— or —

Press **3** to select your "TEMPORARY" greeting.

- Press **5** to begin recording, wait for the tone, then record your greeting.
- Press **#** to end recording

While at your greeting, you can play, delete, or record it.

- To play your greeting, press **2**
- To delete your greeting, press **76**

When you have finished recording your greetings, press **4** to exit.

**Note:** If your INTERNAL greeting is deleted, Internal callers hear the external greeting

### **Recording your name (personal verification)**

- While logged into your mailbox, press **89**  
You hear your current 'personal verification' if there is one.
- Press **5** to record. Wait for the tone, then record your name. (simply state your first and last name only)
- Press **#** to end recording

You can play, delete, or re-record your personal verification the same way as your greetings.

When you have finished recording your personal verification, press **4**.

### **Composing a message**

To compose a message, you first address it, then record your message, then send it. You can address a message to one or more people or distribution lists.

- While logged in to your mailbox, press **75**
- Enter the first address, and press **#**  
(Enter as many mailbox numbers as required, or a distribution list)
- Enter **#** when the mailbox list is complete
- Press **5** to begin recording
- After the tone, start your message
- Press **#** to end message recording
- Enter **79** send your message

### **Delivery options**

After recording your message, the following options are available before sending:

- Press **70**, then **1** for to mark message URGENT
- Press **70**, then **2** to cancel urgent delivery - STANDARD

- Press **70**, then **4** to for PRIVACY (the message cannot be forwarded to another mailbox.)
- Press **70**, then **5** for message ACKNOWLEDGEMENT
- Press **70**, then **6** for TIMED DELIVERY.  
Enter message delivery time and date (MMDDTTTT), pressing **#** after each entry.

Once you have made a selection, you must enter code **70** again to make another selection from this list. This option can be used anytime you record a message for delivery.

### **Distribution lists**

A distribution list saves you time when you send messages to the same group of addresses. You can create up to 9 personal distribution lists, and each may contain up to 99 entries. You can also use shared distribution lists supplied by your system administrator.

- While logged in to your mailbox, press "85" to enter Distribution Lists
- Enter a list number from 1 to 9 and press "**#**"
- Press **5** to start entering addresses into the list
- Enter the first address, then press **#**
- Continue to enter address, pressing **#** after each one  
To cancel the last number you entered in the list, press **0#**
- When the list is complete, press **#**
- When you are finished, press **4** to return to your messages.

### **Express Messaging**

Express Messaging is a fast method of leaving a message in another Voice mailbox without logging in to your own mailbox or ringing the other person's phone. Express Messaging must be enabled on your system by an administrator. Ask your system administrator for the Express Messaging number.

- Dial the Express Messaging number
- Enter the mailbox number of the person for whom you are leaving the message, then press **#**.
- At the tone record your message
- Hang up.

## **Accessing SBCEO Email From Home**

If you are an employee who has already been converted to Office 365 email using Outlook on your computer, you can open a browser and go to <https://outlook.com>. Click on the **Sign In** button in the upper right corner. Type in your SBCEO email address and click the **Next** button. Type in your email password and click the **Sign In** button. You will be able to send and receive email.

If you are an employee who has not yet been converted to Office 365 email, you can open a browser and go to <https://webmail.sbceo.org/>. In the **Login** box, type in the first part of your email address before the @ sign. Type in your email password and then click on the **Sign In** button. You will be able to send and receive email.

## **Setting up an Email Autoresponder when you are using leave (sick, vacation, other)**

**Note:** If you have been converted to Office 365 email and already know how to set up an autoresponder message using Outlook, you can do that instead of the instructions below. If you have not yet been converted to Office 365 email:

Go to <http://www.sbceo.org/userdir> and enter your username (the first part of your email address before the @ sign) and password.

1. Click on the **Click to Login** button.
2. Click on the **Email Setup** link.
3. Insert your information into the template (overriding the brackets and the words within them if you are a first-time user).
4. Review the changes you made, as this email will be sent to all the people that send you an email while you are away, as well as any mailing list that you are subscribed to.
6. Click the box to the right of Activate Autoresponder, you will see a checkmark appear.
7. Click on the Submit Autoresponder Configuration button and this will save your changes and enable your autoresponder.
8. Click on the Logout link at the top of the page.
9. To ensure you have created the autoresponder you want people to see while you are away, simply send yourself an email and you will get your autoresponder message back so you can review it.
10. If you discover that you need to make changes, you must login again, click the box to the right of Activate Autoresponder to remove the checkmark and then click on Submit Autoresponder Configuration.
11. Now you can make the desired changes and follow steps 4 - 7 above until you are satisfied with your message.
12. Make a note on your calendar on the day you are scheduled to be back at work, reminding yourself to turn off the Autoresponder message.

## **Setting up a Zoom Account**

1. Go to [www.zoom.com](http://www.zoom.com).
2. Click on the “SIGN UP, IT’S FREE” button.
  - a. Enter your SBCEO email address.
  - b. Follow the prompts and be sure to write your password in a secure location .

### **Tips**

- You may want to check the “keep me logged on” box
- Under “resources”(top right) the dropdown shows tutorial, webinars and more including downloading the Zoom Client
  - The Microsoft Add-in feature (which enables a user to schedule a meeting from within Outlook) is not available to SBCEO users; however, it is recommended that you download the “Zoom Extension for Browser,” which will allow you to schedule or start a meeting from your browser or Google Calendar.
- Zoom video tutorials: [https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials?flash\\_digest=2a6bf8fd9a288357dbb57516136e242d8157c13b](https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials?flash_digest=2a6bf8fd9a288357dbb57516136e242d8157c13b)
- LinkedIn Learning: <https://www.linkedin.com/learning/learning-zoom/stay-connected-with-zoom-meetings?u=68165730>

## **LinkedIn Learning**

LinkedIn Learning offers video courses taught by industry experts in software, creative, and business skills. The opportunities available through LinkedIn Learning are broad and include courses to refine business and office skills or to improve your use of technology. The opportunities also provide learning paths, guided use of LinkedIn Learning courses to gain a particular set of skills in areas such as business, leadership, or time management. If you identify LinkedIn Learning courses you wish to take, please review them with your supervisor so the two of you can work collaboratively on an appropriate professional development plan for you.

LinkedIn is a separate employment-oriented service and professional networking site. If you have a LinkedIn account, it can be connected to LinkedIn Learning, or you can access LinkedIn Learning separately. Those without a LinkedIn account should log in at <https://www.linkedin.com/learning/login-ent?u=68165730>.

For support, please contact the Information Technology Services (ITS) department at 964-4710 ext. 5250.