


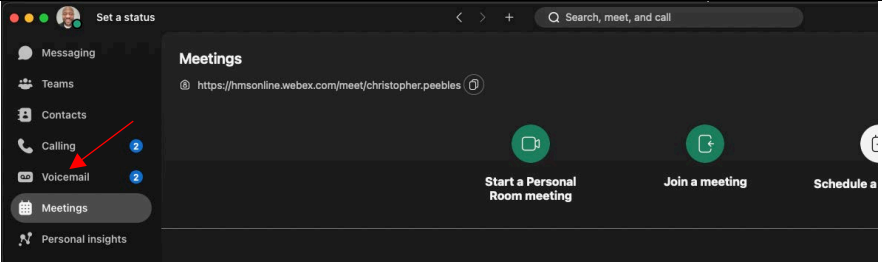
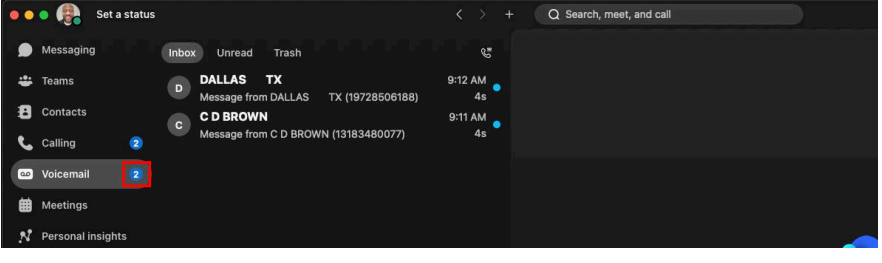
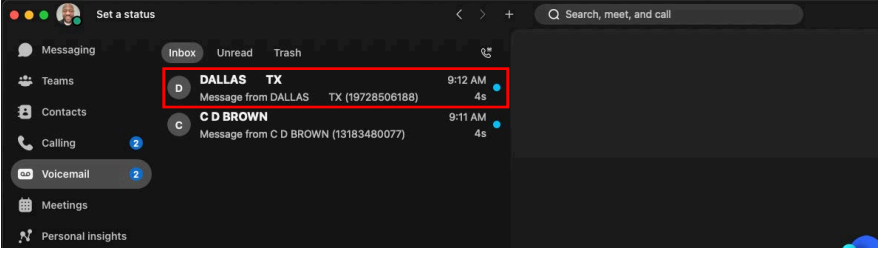
Overview


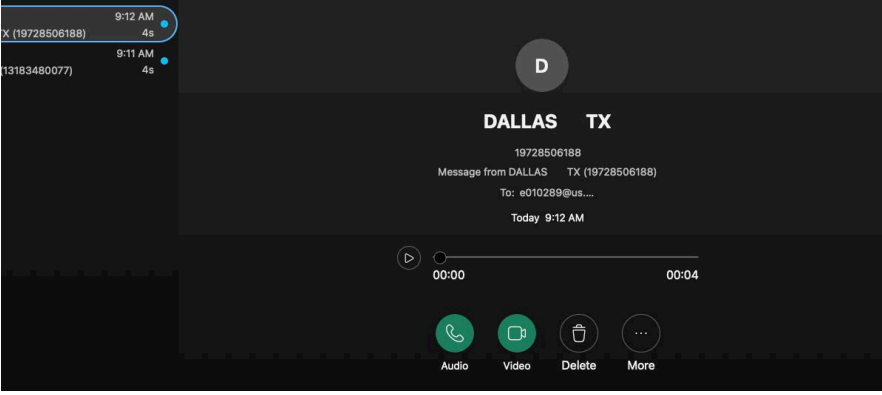
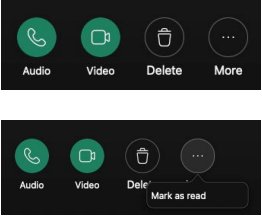
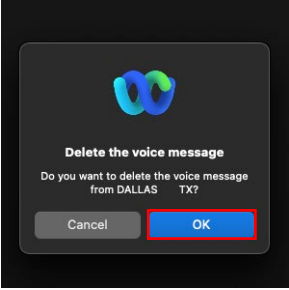

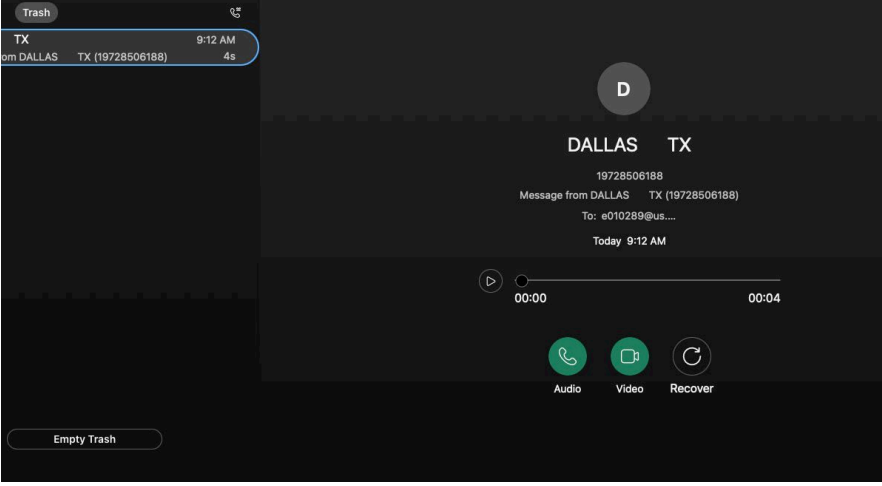
The goal of this set of instructions is to enable users access to their voicemail through both the Webex desktop application, WebEx mobile application, and the Cisco Personal Communications Assistant.

⚠ Voicemails containing PHI/PII should be viewed with caution by users who communicate with patients. Please guarantee that these voicemails are being listened to in a secure manner. A breach of PHI/PII may result in a contract violation. If you believe that patient information has been compromised, please contact your immediate supervisor or the Compliance Hotline.

Webex Desktop Application Instructions

Webex is the primary application for instant messaging, phone calls, voicemails, and meetings. This application can manage most of your voicemail access. If you are away from the office, you have the option of using the mobile application or the Cisco Personal Communications Assistant to access the services.

| Step | Instructions | Example or Screen Shot |
|------|--|--|
| 1 | Click on the Webex icon to open it. |  |
| 2 | Navigate to the Voicemail menu |  |
| 3 | The number in blue reflects the number of unread voicemails in your inbox. New voicemails can also be identified by the blue dot next to the message. |  |
| 4 | To listen to a voicemail, select it from the middle pane. |  |

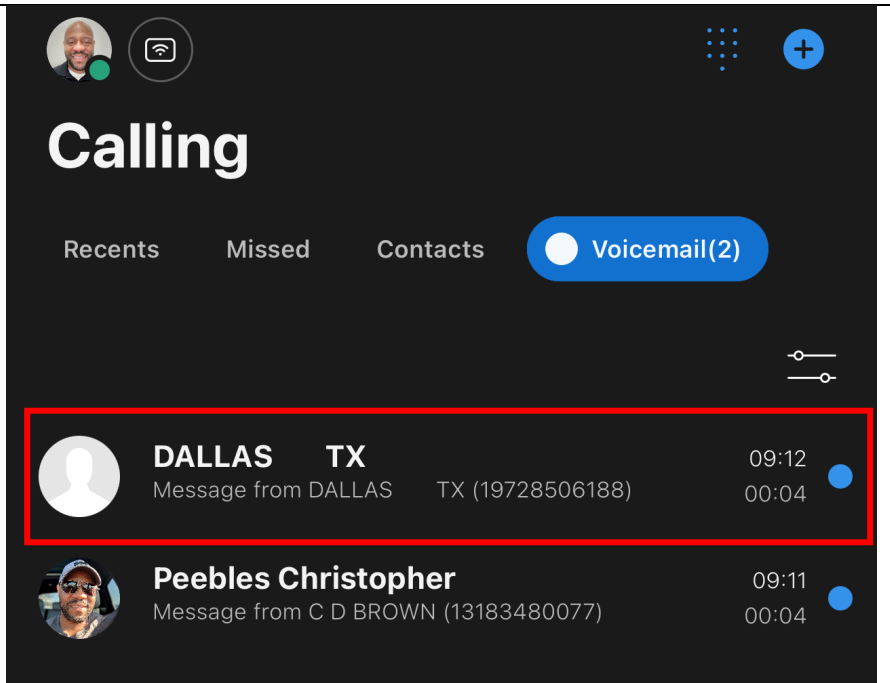
| | | |
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| <p>5</p> | <p>Once a voicemail is selected, the option to listen it becomes available. To begin playing the voicemail, select the play button .</p> |  |
| <p>6</p> | <p>You have the option to return call, if necessary, by choosing the audio icon. If a video call is desired, the video icon should be selected. Finally, you have the option to either delete the voicemail or mark it as read. Note that if a voicemail is played for few seconds, it will be automatically tagged as read.</p> |  |
| <p>7</p> | <p>When selecting to delete a voicemail, you will receive a confirmation from the system. Once confirmation to delete the voicemails has been received, the voicemails will be stored in the voicemail system's Trash folder.</p> |  |
| <p>8</p> | <p>If a voicemail has been moved to the trash folder, you have the option of listening to it for recall purposes. If the voicemail is still required, the recovery button  can be used. If the voicemails in the trash folder are no longer required, select Empty Trash.</p> |  |

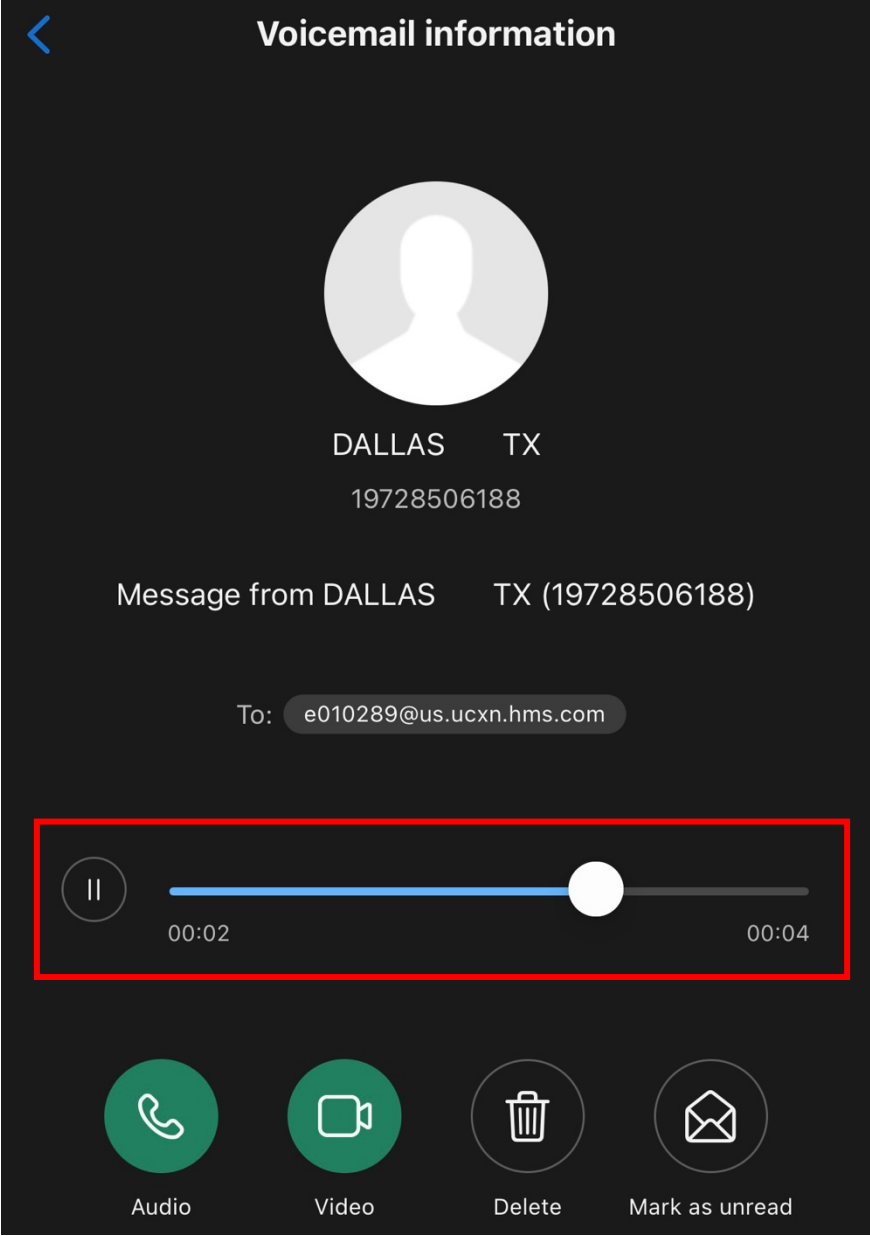
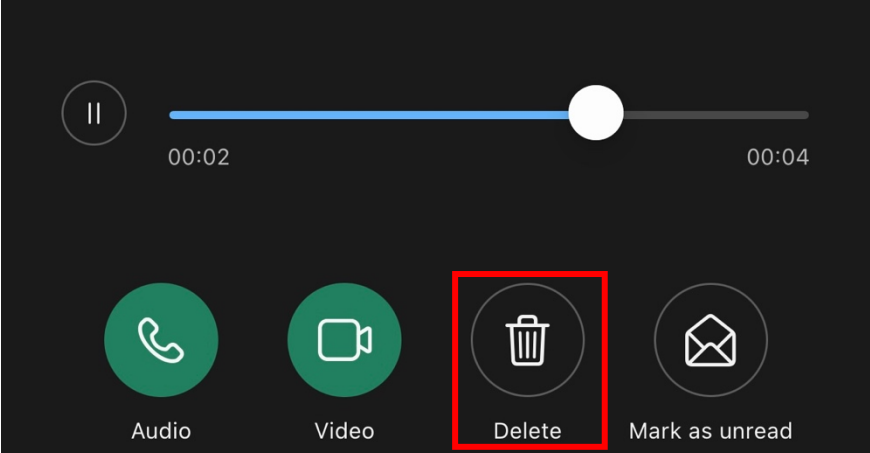
Webex Mobile Application Instructions

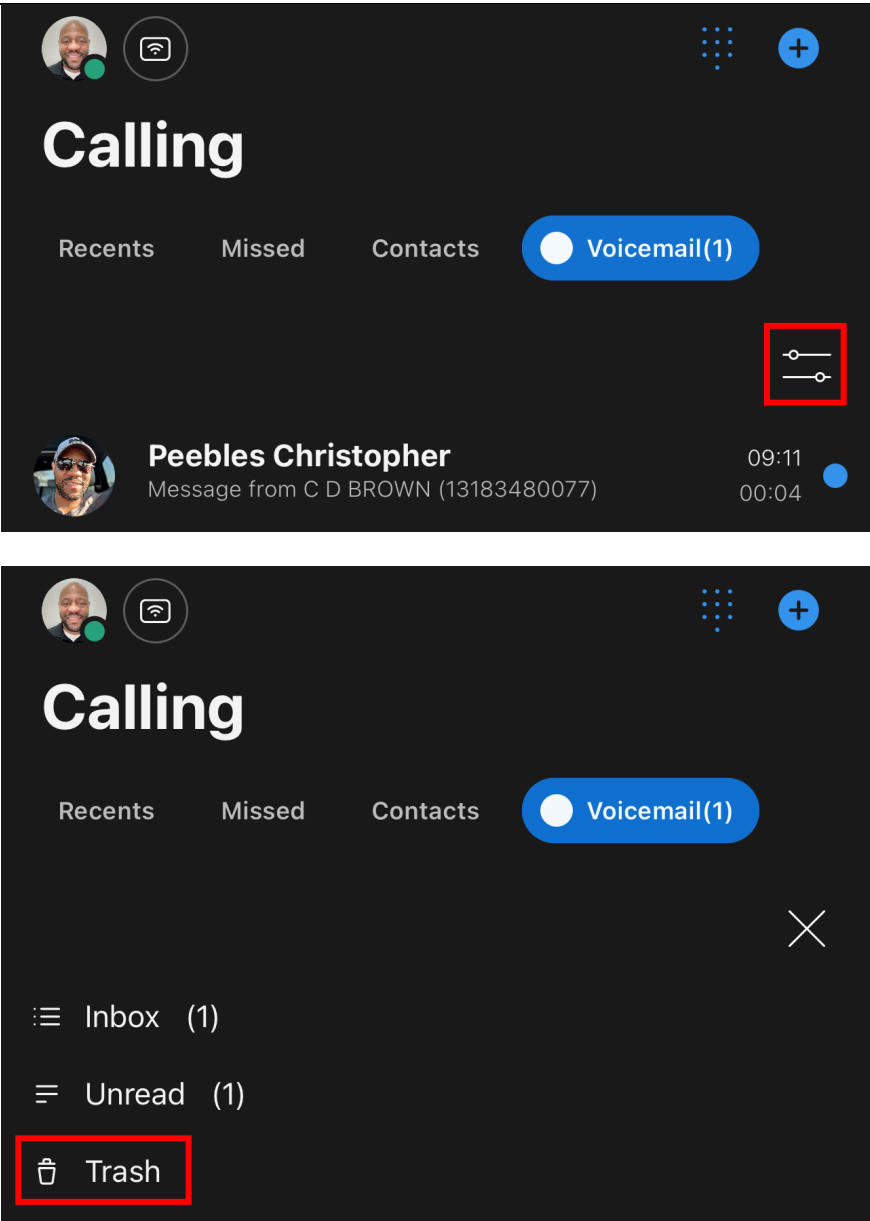
Webex Mobile is the ancillary application for instant messaging, phone calls, voicemails, and meetings. This application can manage most of your voicemail access when you are not on your desk

| Step | Instructions | Example or Screen Shot |
|------|---|------------------------|
| 1 | Locate the Webex application on your mobile device, as shown. Tap the icon to open. | |
| 2 | When the app is open, go to the bottom of the screen and tap the Calling option. This allows you to view your call history and voicemails. | |
| 3 | Voicemails will be visible at the top of the screen. A blue dot to the left of the tab indicates that new messages are in your inbox. Tap voicemail to open this tab. | |

4 Once on the voicemail tab, you can view the available voicemails. To listen to a voicemail, tap the message you want to hear.

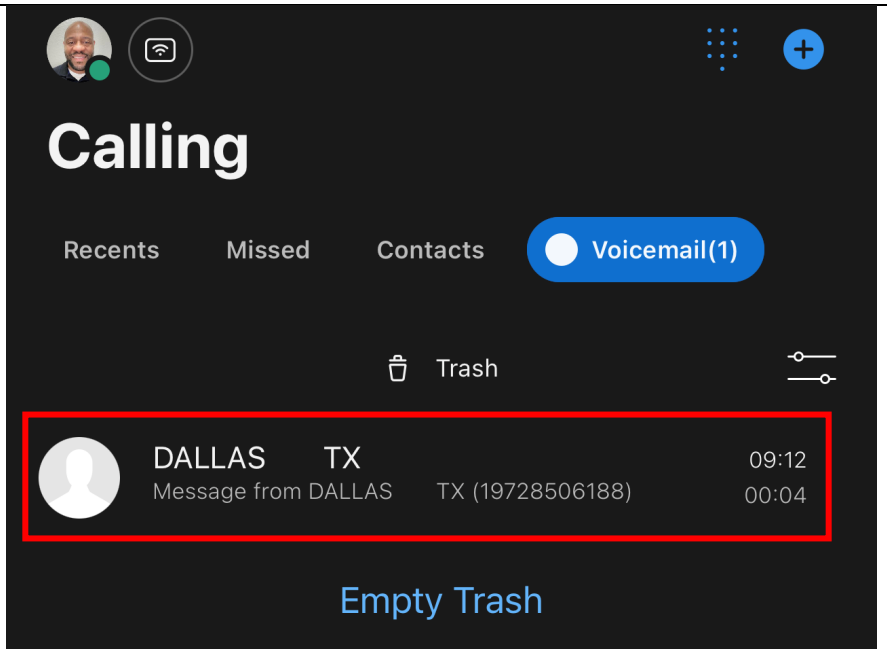


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|---|--|
| <p>5</p> <p>After selecting the desired voicemail, your screen will advance to the details of that voicemail, allowing you to play or delete the message as desired.</p> <p>The highlighted bar indicates the location of the voicemail during play. While playing, you can scrub the message to the desired position.</p> <p>If necessary, you can return the call by selecting the audio icon. If you want to make a video call, click the video icon. Finally, you can choose to delete or mark the voicemail as read. It should be noted that if a voicemail is played for a few seconds, it is automatically marked as read.</p> |  |
| <p>6</p> <p>When the voicemail is no longer required, tap delete to move it to the trash folder within the mobile application.</p> |  |

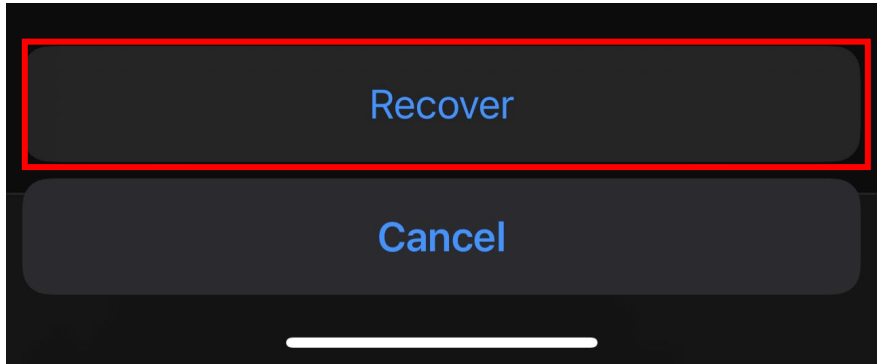
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| <p>7</p> <p>After you've deleted the voicemail, you can retrieve it by tapping the menu icon on the left side of the application, as shown.</p> <p>The Trash folder will then be accessible via menu options. Tap Trash as indicated to select it.</p> |  <p>The image contains two screenshots of a mobile application interface titled 'Calling'. The top screenshot shows a navigation bar with 'Recents', 'Missed', 'Contacts', and 'Voicemail(1)'. A settings icon (two sliders) is highlighted with a red box. Below this is a message from 'Peebles Christopher' with a duration of 00:04. The bottom screenshot shows a menu with 'Inbox (1)', 'Unread (1)', and 'Trash' options. The 'Trash' option is highlighted with a red box.</p> |
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8 Unlike the desktop application, messages in the Trash folder of the mobile application are not playable. To play, you must return the message to the inbox.

Tap the message to make it visible again. When you select a message, a pop-up will appear at the bottom of the screen with the option to Recover.




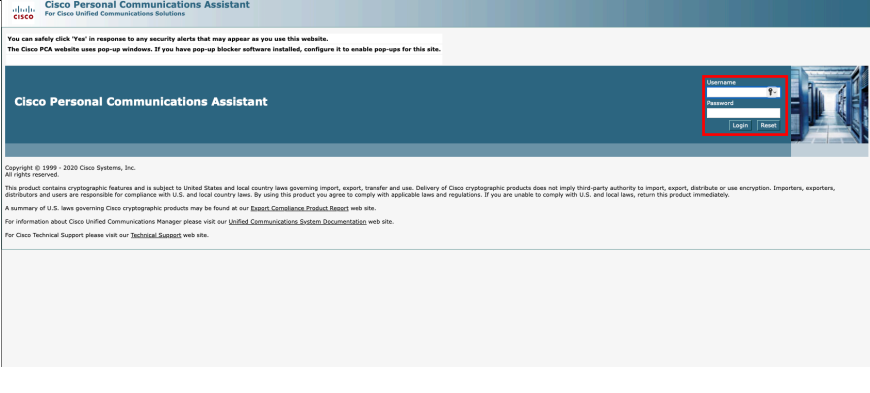
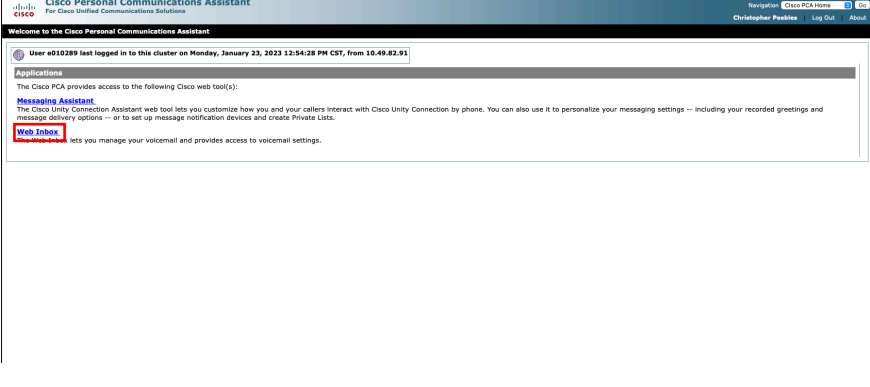

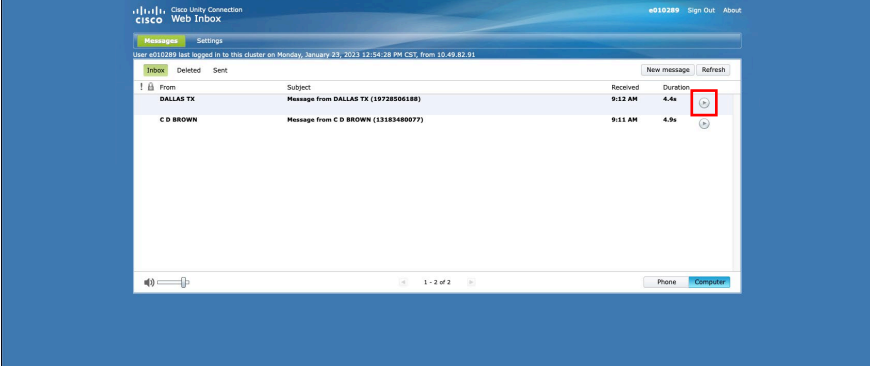
At the bottom of the screen.

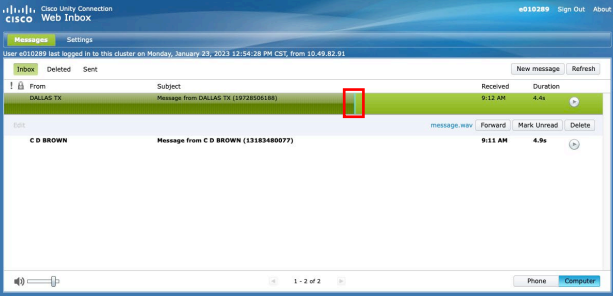
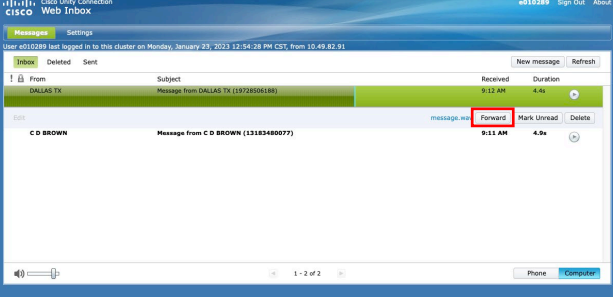
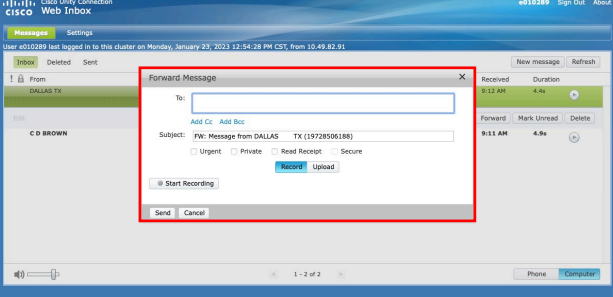
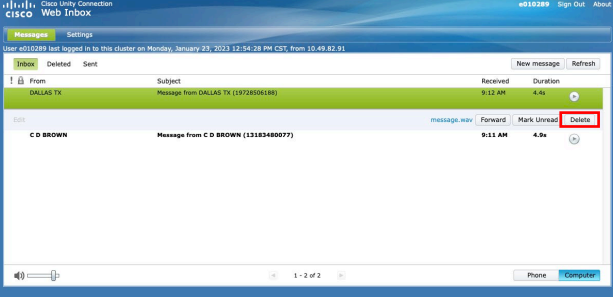


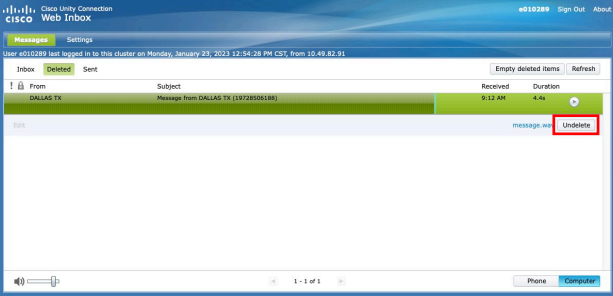
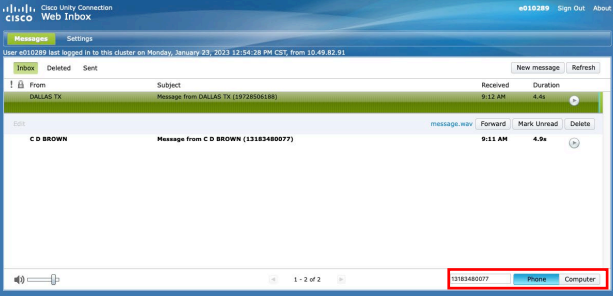
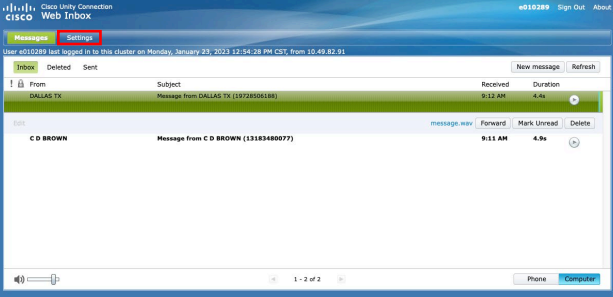
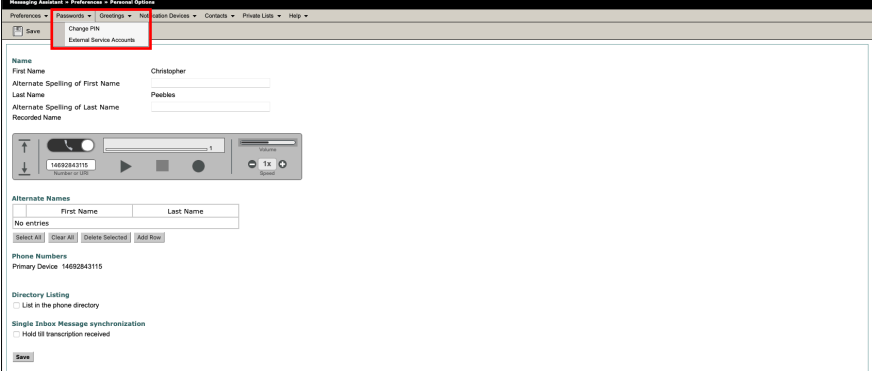
Cisco Personal Communications Assistant Instructions

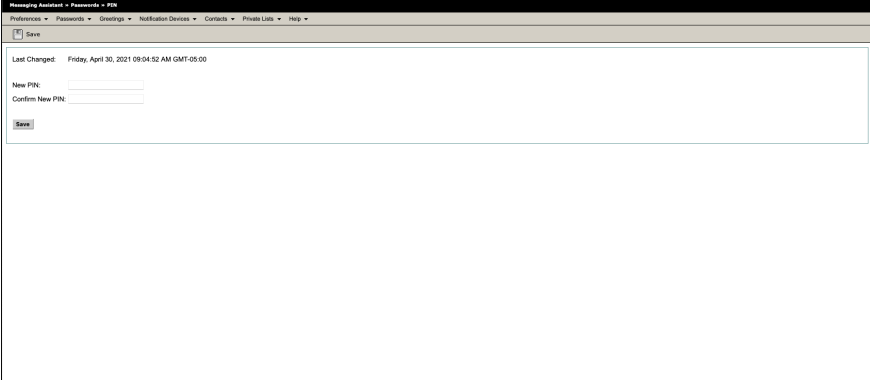
The Cisco Personal Communications Assistant provides an alternative method for accessing voicemail. To access this web-based service, you must connect your company laptop to the corporate VPN. To access your voicemail if you do not have access to this page or the mobile application, you must phone the voicemail system.

You must launch a web browser in order to access the site. This set of instructions was produced using an Apple device, so not all options may appear same.

| Step | Instructions | Example or Screen Shot |
|------|---|--|
| 1 | Open Safari (or any web browser). |  |
| 2 | Navigate to https://cpca.gainwelltechnologies.com . To access the site, enter your corporate credentials on the landing page. |  |
| 3. | After successfully logging in to the website, you can access your voicemails by selecting Web Inbox . |  |
| 4 | Your webpage will initiate the Cisco Unity Connection Web Inbox. Here, you can view the available voicemails. You can choose which voicemail to listen to by clicking the play button  . |  |

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| <p>5</p> | <p>A green bar will appear when the voicemail is being played to indicate that it is in play mode. You can scrub the voicemail by clicking and dragging the play position, as displayed.</p> |  |
| <p>6</p> | <p>If the message requires the attention of another employee, you have the option of forwarding the voicemail. To do so, choose the voicemail, followed by the forward option.</p> |  |
| <p>7</p> | <p>Once the Forward Message dialogue box displays, a message can be appended to the voicemail. This allows the recipient to understand why he or she has received a voicemail from you. In addition, you can indicate the message's level of sensitivity before sending it to the new recipient.</p> |  |
| <p>8</p> | <p>After determining that a voicemail is no longer required, you can select it and then press the delete button. This action takes the voicemail to the trash.</p> |  |

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| <p>9</p> <p>Once the message has been moved to the trash folder, you can still listen to it. Nevertheless, if you realize you still need the voicemail, you can restore it by clicking the Undelete button.</p> <p>** You cannot forward voicemails currently located in the trash folder.</p> | |  |
| <p>10</p> <p>If your computer lacks speakers or an active sound driver, you can toggle the option at the bottom of the screen to listen to voicemail at any available phone number.</p> <p>**Voicemails may contain PHI/PII, so utilize this option with extreme caution so as not to risk patient information.</p> | |  |
| <p>11</p> <p>To modify the user's settings, choose Settings as display. This tool will open a new tab and allow you to modify your password, greeting, directory listing options, and much more.</p> | |  |
| <p>12</p> <p>On the settings or personal options landing page, you should verify that your password is current. Consequently, if you need to access voicemail, you will have the correct voicemail PIN. To make this change, select Passwords > Change PIN.</p> | |  |

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| <p>13</p> | <p>Once on the page to change your PIN, you can choose a new PIN. Your PIN must contain at least six digits. In addition, your PIN cannot be one of your previous 10 selections.</p> |  |
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Help

If you do not find the knowledge base article useful, you can get help from the Service Desk. They are available to help you by calling 844-715-4357 Monday through Friday, 7 a.m. to 9 p.m. ET.