

Slippery Rock University Voicemail System

For inquiries or concerns regarding the voicemail system, please open a work order.

Open the [IATS Support Portal](#) and log in.

Click “Submit a Service Request.”

Select “Telephone/Fax” as the category.

Complete the remaining fields of the form.

Click “Submit.”

OR

Call IATS Support Services at (724) 738-HELP.

Index

Set Up a New Voicemail Box.....	3
Accessing Your Voicemail From Another User’s Campus Phone.....	3
Accessing Your Voicemail From Off Campus.....	3
Leaving a Voicemail Message For Facilities or Custodial Staff From a Campus Phone.....	4
Leaving a Voicemail Message For Facilities or Custodial Staff From an Off-Campus Phone.....	4

Set Up a New Voicemail Box

1. Press the voicemail button (☒) on your phone OR dial the internal voicemail number (3000) from your campus phone.
2. Enter the security code (password), then press the # key.
NOTE: the default security code for initial setup is 0000.
3. Follow the prompts to change your security code (password), record your name, and record your greeting.

Accessing Your Voicemail From Another User's Campus Phone

1. Press the voicemail button (☒) on the phone OR dial the internal voicemail number (3000) from the phone.
2. Press the * key.
3. Press the # key.
4. Say your name OR enter your mailbox number (your 4-digit extension).
5. Enter your security code (password), then press the # key.

Accessing Your Voicemail From Off Campus

1. Call the voicemail number, (724) 738-3000.
2. Press the # key.
3. Say your name OR enter your mailbox number (your 4-digit extension).
4. Enter your security code (password), then press the # key.

Leaving a Voicemail Message for Facilities or Custodial Staff From a Campus Phone

1. Dial the extension number directly (i.e. 1XXX).
2. Leave your message and hang up.

Leaving a Voicemail Message for Facilities or Custodial Staff From an Off-Campus Phone

1. Call the voicemail number, (724) 738-3000.
2. At the main greeting, press **9**.
3. Enter the mailbox number you are calling (i.e. 1XXX), then press the **#** key.
4. Leave your message and hang up.