



Department of Health and Human Services
 Program Support Center
 Information & Systems Management Service
 Division of Telecommunications Management and Services

**VOICE MAIL SYSTEM
 QUICK CHANGE REQUEST**

Voice Mail Administrator Hotline: 301-402-2556

This request form is to be used by authorized Telecommunications Specialists or Administrative Officer (AO).

DATE SUBMITTED *(Your request will be processed within 2 working days.)*

CONTACT NAME	CONTACT TELEPHONE NUMBER	CONTACT EMAIL ADDRESS
CONTACT FAX NUMBER	ORGANIZATION*	BAC <i>(Billing Account Code)</i>

Six (6) types of transactions are allowed with this request. You may change or modify up to 5 mailboxes per request form. Enter the type of change and the data required for each transaction.

No Menu changes will be considered on this form! Menu changes must go through your Administrative Officer (AO) or the Telecommunications Office. When the form is completed, fax it to the Voicemail Administrator at (301) 435-9907. Please be sure to fill in the contact fax number, so that we can fax information back if necessary.

- Type 1: **Reset pass code:** Enter change type 1, mailbox number and name. We will notify you of the new temporary pass code assigned.
- Type 2: **Add mailbox to line:** Enter change type 2, mailbox number (**10 digits of telephone number**), name, attendant number (if applicable), and organization.
- Type 3: **Delete Mailbox:** Enter change type 3, mailbox number and name.
- Type 4: **Change or add attendant number ("0" out number):** Enter change type 4, mailbox number, name, and new attendant number.
- Type 5: **Move mailbox:** Enter change type 5, mailbox number, name, new mailbox number, and attendant number (if applicable).
- Type 6: **Change number of rings before transfer to voice mail:** Enter change type 6, mailbox number, name, and ring cycle between 1 and 6.

Change Type	Ring Cycle	Mailbox Number	Name	New Mailbox Number	Attendant Number

*Organization = enter Agency, Institute, Center or Bureau *(i.e., FDA/CBER, NIH/NIAID, HRSA/BHPR)*

Comments:

Voice Mail Administrator Use Only			
DATE RECEIVED	DATE COMPLETED	USER NOTIFIED	COMPLETED BY