

Student Self-help Procedures

Please note: If we are unable to leave you a message on your voicemail when we return your call for assistance, an attempt will be made to leave you a message at your residence hall's front desk. Check with them before you call the Help Desk again, there may be a message for you from us. If there is no message for you at the front desk of your residence hall, you should then call the Help Desk again after a few hours of your initial request. Every effort is made to answer your calls within the same business day.

Having a password reset

If you have forgotten your password, contact the Help Desk at x2036 to have it reset.

Once your password has been reset by the Help Desk, you can reset the password to a different one by using these steps:

1. dial 6955
2. press the number 5 at voice prompt
3. press number 4 to change password

Remember your password has to be 6 digits in length (not repetitive numbers like 444444 or sequential like 123456). Try using something easy for you to remember like your birthday (example 020579).

Moving to a new room

If you move into another room the Residence Life staff needs to notify the Help Desk of your new location, including the jack # that you will be plugging your phone into and your new extension number. Your password will be reset for your new extension number (see topic above on how to change your password).

Please allow up to 24 hours for this change to take place once the Help Desk is notified.

You will need to change the recorded name for your new extension and also your personal greeting.

To change the recorded name on your new extension:

1. dial 6955
2. press the number 5 at voice prompt
3. press the number 5 to change recorded name

Simply state your first and last name as your recorded name. The dial by name directory relies on your name being stated clearly in order for callers from the outside world to locate you in the directory.

To change your personal greeting

1. dial 6955
2. press the number 3 at voice prompt
3. follow the voice prompts

Please have your greeting include a brief message, indicating that you are unable to take the call at the moment, however you will return the call if the caller would like to leave their name and number.

It is highly recommended that you keep your greetings free from very loud music in the background of your message because your caller isn't going to be able to hear you speaking.

Reporting a problem with a line or a jack

Before reporting a problem please make sure the problem is not your telephone set. Test it at another location, such as your neighbor's room (with their permission) before calling the Help Desk.

If you have a cordless phone, and it isn't working, be advised that cordless phones are not compatible with the Salem State College Telephone system.

If your telephone works in your neighbor's room, and it isn't cordless, proceed to giving the Help Desk a call at x2036 (on a phone that works)...

Activating "send all call" feature

If you wish to send all calls directly into your voicemail, do the following:

1. Pick up the receiver of your telephone
2. press the * key and then the number 3 key

Turning off "send all call" or "call forwarding" features

If you are unable to receive incoming calls because your caller is going directly into your voice mailbox, you have send all calls activated. This sends all your calls directly into your voicemail. You must turn it off by doing the following:

1. Pick up the receiver of your telephone
2. press the # key and then the number 3 key

The same process can be used by pressing the # key and the number 2 to cancel call forwarding when it is activated.