

1.2 Personal Voice Messaging

- Services:**
- Voice mail creations, moves, changes and deletions, for DFAIT employees within the NCR.
 - Personal password resets.
 - Resolution of personal voice mail problems or complaints.

Service	Advance Notice
Voice mail	1 working day
Personal password resets	None

How to request: Creations, moves, changes and deletions

- Submit SXTV service request form 1 which can be found at: <http://sxtvweb/hqtel-e.htm> and displayed under service request form.

Authorization: Deletion of a dormant accounts

- Director or designate.
- All other actions approved by Bureau Administrator or designate

Password resets

- Only the mailbox owner can request a password reset and requires a visit to SXTV with building pass to verify identity.

Problems or complaints

- Call the Information Technology Help Line at 944-1776 (1-2-2).

General points:

- SXTV forwards training requirements to CFSP.
- Distance learning for Octel and voice messaging is available from the CFSP intranet site:
<http://corpapps/campus/mail1.asp?href=cfsp&options=view>. Select IMT 3001

