# How to reset office voicemail while telecommuting

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The purpose of this tip sheet is to assist staff with resetting their office voicemail while working from home.

**Resetting Office Voicemail**

**Steps include:**

**Step 1:**Call your 10 digit office telephone number.

**Step 2:**When the greeting comes on Press \* (star) and Press \* (star) again.

**Step 3:**At the prompt, enter your voicemail password

**Step 4:**Follow the prompts and selections to change/update your current away message

**Step 5:**Save

**Note:**

**Agency and District voicemail standards**

When recording a voice mail make sure to include the following information:

Your First and Last Name, Title, Agency and the Name and Number of a person who can provide immediate assistance.

If you need a voicemail password reset call (202) 715-3733 for assistance.

*Click the link to view the formal out of office voicemail and email script (****VII. Procedures****)*

[District of Columbia Department of Health Customer Service- Out of Office Voice Mail and Email Script](https://dchr.dc.gov/sites/default/files/dc/sites/doh/page_content/attachments/240.20%20Customer%20Service%2C%20Out%20of%20Office%20Voice%20Mail%20and%20Email%20Script.pdf)