ERIE COMMUNITY COLLEGE
FAQ’s: EMAIL/VOICEMAIL/PHONE AND NETWORK

ECC Network /Email Account
Q: How do I get an ECC network account/email account?
A: You may request a network account and e-mail address submitting a help ticket at the following Intranet web page: http://helpdesk.ecc.edu, by contacting the CITS Help Desk at x1835, or by emailing helpdesk@ecc.edu.
If you do not have access to the Internet, the department secretary or your department head/chairperson may complete the form for you. You will receive a network account guidelines brochure.

On-line Phone Directory
Q: Where can I find someone’s phone extension online?
A: You may access the On-line Phone Directory under the Information tab from the CITS Help Desk at http://helpdesk.ecc.edu. You will need to log in to Help Desk using your Windows username and password.

Requesting Phone Extension and Voicemail
Q: How do I request a phone extension and voicemail account if I do not have one?
A: You may request this by submitting a help ticket at the following Intranet web page: http://helpdesk.ecc.edu, by contacting the CITS Help Desk at x1835, or by emailing helpdesk@ecc.edu.

Training and Reference Materials
Q: How do I receive training for ECC’s network sign-on, using e-mail, IP Phones and accessing voicemail?
A: You may request departmental IT training by emailing: learn@ecc.edu. You will be contacted for more information about your request.
Q: Is there information on the Intranet about network login, using email, using the IP Phones and accessing voicemail?
A: You will find online resources by visiting the CITS Help Desk at http://helpdesk.ecc.edu. Find the Documentation tab on the left with instructional topics listed below:

References on Using the CISCO IP Phones and Personalizing Unity Voicemail and the Topics Below are Available at: http://eLinks.ecc.edu/tutorials/ipphone

Unity Voicemail:
Using Viewmail in MS Outlook
Managing Voicemail from the Phone
Managing Voicemail from the MS Outlook Inbox
Active Assistant™
Complete User Guides

Cisco IP Phones: Models 7910, 7940 & 7960
Quick References
Interactive On-Line Tutorials
Getting Started Guides

Remote Access-Dialup/Email/Voicemail
Q: Is there remote access to ECC’s network and e-mail systems or to access the Internet from home?
A: Remote access is available to full time faculty and staff. You may request a remote access account by submitting a help ticket at the following Intranet web page: http://helpdesk.ecc.edu, by contacting the CITS Help Desk at x1835, or by emailing helpdesk@ecc.edu.
Q: How do I access my e-mail from home?
A: Open your web browser and go to http://webmail.ecc.edu and enter your user name and password in the login box.
Q: How do I access my voicemail from home (outside ECC)?
A: Dial 270-2800 to access the voice-mail message system. Press * Enter your extension as your personal identification number. Press # Enter your password. Follow the instructions to access your messages.

Unity Voicemail Options-Messages, Greetings & Settings
Press 1 to listen to new messages. Press 3 to access old messages (to listen to or delete them). Press 2 to send a messages. Press 4 to access setup options, such as greetings and call transfer, Message settings, and personal settings.
Refer to the document: Unity Voicemail / About Your Extension for a flowchart the option buttons in Unity Voicemail.

Getting Help
If you do not have access to the Internet or need additional assistance with your IP Phone, Voicemail, Network Account or Email, you may call the CITS Help Desk at 851-1835 and press the appropriate option or visit http://helpdesk.ecc.edu.