Dr. Gerald Niznick College of Dentistry
University of Manitoba | Rady Faculty of Health Sciences

INSTRUCTIONS FOR USE OF STUDENT MESSAGING SYSTEM

It is mandatory that all dental hygiene and dental students use the Call Pilot student phone messaging system and encourage their patients to use the system. ***The system is in place to protect student confidentiality and for ease of patient communication.***

Your voice mailbox number should be given to your assigned patients at initial point of contact. Your voice mailbox number will remain assigned to you until you graduate. Clinical Support Services staff DO NOT take messages for students or page students to take phone calls. ***Therefore, it is vital that students provide their patients with information regarding how to use the phone messaging system.***

Please note Oral Surgery patients seen should be given your voice mailbox number at the time of post-operative instructions or in case of emergencies.

Your voice mailbox number will be assigned to you by Clinic Administration.

Once you obtain your **4-digit MAILBOX NUMBER**, you will need to call **204-474-6555** and **press** the *** key**. You will be asked to enter your **ID** (**4-digit MAILBOX NUMBER)** followed by the **# sign**. You will then be asked to enter your **PIN**. For first time users, enter **"789123"**. You will then be prompted to change your **PIN**. The new **PIN** you enter must be at least **6-digits**. You need to remember this **PIN** as you will need to enter it every time you have a message waiting.

Once logged in, **press "4"** to access your setup options. Follow the prompts to record your personal greeting. Please be sure to include your name in your greeting. Once you have completed the above steps, your mailbox is ready to use.

To confirm that you have set up your student mailbox, please submit the last page of this package to Nipa Thanki in D126, Clinic Administration. *If you would like Clinic Administration to keep your PIN in a confidential file, please enter your **6-digit PIN** on the last page of this package.*

HOW TO USE THE SYSTEM

Patients are to leave you a message by:

> **Call 204-480-1339.** This is a direct line to the student messaging system. Callers will be asked to enter the student's **ID** (4-digit MAILBOX NUMBER) followed by the **# sign**. Callers will hear your personal greeting and be able to leave you a voice message.

After a patient leaves you a message on your voicemail box, the Cisco Unity Connection system sends an email to your UofM Student email address with an attached recording of the voicemail message that was left by the patient.

For assistance with the messaging system, please contact: Nipa Thanki

- D126 - CSS Office Assistant
- Send email: Nipaben.Thanki@umanitoba.ca

PATIENT INSTRUCTIONS FOR USE OF STUDENT MESSAGING SYSTEM

Patients of the **Dr. Gerald Niznick College of Dentistry** must use our student voice messaging system in order to contact their assigned students.

Front desk staff **do not** take messages for students or page students to take phone calls.

Patients can call and leave a message for their student at: (**204) 480-1339.** This is a direct line to the student messaging system. You will be asked to enter your student's ID (4-digit MAILBOX NUMBER) followed by the **# sign**. *For example – if your student's mailbox number were 1234, you would enter "**1234 #**".* You will hear a personal greeting from your student and be able to leave your student a voice message.

Your student's name _____ (please print)

Your student's mailbox number _____

Notes:

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VOICEMAIL SETUP

Use of the student mailbox messaging system is mandatory for all students at the Dr. Gerald Niznick College of Dentistry. This is the system that patients are to use when contacting students.

After setting up your personal mailbox, please complete this form and return it to Clinic Administration, D126 as soon as possible.

This is to confirm that I have completed the setup of my personal student messaging system mailbox.

Student Name _____

Student Signature_____

Date _____ Mailbox Number _____

Please make a note of your personal **PIN**, as you will be the only one who knows what it is.

If you would like Clinic Administration to have a record of your PIN, you may enter it below. It will be kept confidential but will be made available to you should you forget it.

PIN (minimum 6 digits) _____ (Optional)

PLEASE COMPLETE AND RETURN TO:

Nipa Thanki, D126, Clinic Support Services or email: Nipaben.Thanki@umanitoba.ca