

**MASON VOICE MAIL:
SET UP INSTRUCTIONS FOR SINGLE USER MAILBOX**

🌐 voicemail.gmu.edu | 📞 703-993-3546



ACCESS YOUR VOICE MAIL FOR THE FIRST TIME

From on-campus:

1. Dial 3-7900 (or press your Message key)
You will hear, "CallPilot, mailbox"
2. Enter your five (5) digit extension (3-xxxx)
3. Press #
4. Enter your temporary password
(12 plus your 5-digit extension number)
5. Press #

From off-campus:

1. Dial 703-993-7900
You will hear, "CallPilot, mailbox"
2. Press #
3. Enter your 5-digit extension (3-xxxx)
4. Press #
5. Enter your temporary password
(12 plus your 5-digit extension number)
6. Press #

CHANGE YOUR TEMPORARY PASSWORD

After you login for the first time, you will be prompted to change your temporary password:

1. When prompted, enter a new 4-16 digit password
2. Press #
3. Repeat your new password
4. Press #

CHANGE YOUR PERSONAL OPTIONS

To change your password:

1. Press 8 for Mailbox Commands
2. Press 4 for Password Change
3. Enter your old password
4. Press #
5. Enter your new password
6. Press #
7. Enter your new password again
8. Press #

To change or record your personal verification or name:

1. Press 8 for Mailbox Commands
2. Press 2 for Greetings
3. Press 9 for Personal Verification (Your Name)
4. To re-record your name, Press 5
5. Press # to stop recording

To change or record your personal greetings:

1. Press 8 for Mailbox Commands
2. Press 2 for Greetings
3. Choose which greeting you would like to record:
 - Press 1 for your External Greeting
 - Press 2 for your Internal Greeting
 - Press 3 for your Temporary Greeting (Vacation Message)
4. Press 5 to record the greeting
5. Press # to stop recording
6. To Review the greeting, press 2
7. To Exit, press 4