

CVM AGENCY QUICK GUIDE

FOR AGENCIES / PROGRAMS & CASE MANAGERS

CVM Agency ID Name: _____ «Ag_NameID»
 CVM Reset Number: _____ «Reset_Number»
 Agency Extension: _____ «Agency_Extension»
 Agency Password: _____ «Agency_Password»
 Default Client Password: _____ «Client_Password»
 Distribution List Extension: _____ «Distributation_list_Ext»

Step 1: Reset the CVM Number to be assigned: (Only do this once/day/number)

This process will clear all recordings and reset the box to your agencies default password. Make sure your Agency Extension and Agency Password are not revealed to clients. Follow these steps:

1. Call the RESET NUMBER _____
2. When prompted, Press 1.
3. Enter your AGENCY EXTENSION (“phone number”), _____ followed by #
4. Enter your AGENCY PASSWORD. _____
5. Enter the 10-digit client mailbox (“extension”) number to reset, followed by #. The system will verify the number for you.
6. Press 1 to confirm reset. Press 1 to reset another box or, * (star) to exit the system.

NOTE: If the system will not let you access the voicemail box five minutes after resetting, DO NOT reset again; this could lock the voicemail box. It may take seconds, minutes, or several hours for the number to completely reset. If the box has not completed the reset process, select a previously reset number to assign to your new client. Reset all numbers as soon as eligible for recycling from previous client. **CHANGED RECOMMENDATION: Reset the numbers several days or at least 24 hours in advance of assignment to a new client. If you have a problem or question, call CVM at 602.263.8845 extension 108.**

Step 2: Assist Client with CVM Enrollment:

1. Complete and have the client sign the “CVM Intake/Outcome” form
2. Log the client’s name in the Security Log sheet in the CVM binder
3. Fill out a Client Wallet Card with the CVM number and have the client choose a password.
4. Help the client prepare a short greeting to record.

Step 3: Set up the voicemail box: (It helps to be on a speaker-phone)

1. Have the client dial their CVM number. When the system answers, press * (star).
2. When prompted, enter the clients full **10-digit** CVM number a 2nd time and Press #,
3. Enter the **default client password**. The default client password is _____
4. Have client follow the prompts to finish the set-up process, including the selection of a new security code.

Step 4: Leave client a message and assist client with message retrieval

1. Call and leave client a message using their new CVM Number. Have client refer to wallet card or quick guide for retrieval instructions.
2. Help client retrieve message by following instructions on wallet card or client quick guide.

Step 5: Step 4: After your client has left your office: Fax the Agreement of Understanding to the CVM Manager at **602.263.0979**.

Remember, when the client exits CVM, please fill out the **Outcome portion** of the Agreement of Understanding and **FAX it to 602.263.0979**.