



## TROUBLESHOOTING GUIDE - CUYAHOGA COUNTY

### ERRORS WHILE ENROLLING A CLIENT

#### **The voice prompt asks you to leave a message.**

You have to press \* during the initial greeting in order to access the client enrollment system.

#### **After entering the password, the voice prompt replies, "Invalid entry."**

You should enter your default password. Do not enter your agency password. The default password can be found on your "Quick Guide for Case Managers" sheet under Step 1 Number 8. If the default password is not working, make sure the number is reset. Once the number is reset, the password should reset to the default password. If you are still having trouble with the default password or do not know what the password is, please contact CCVM.

#### **"You have been forwarded to an automatic voice messaging system. The voice mail box you have been forwarded to is temporarily unavailable...."**

This error message could mean several things. It seems to pop up as the miscellaneous "something is wrong" message. If you get this message, all you have to do is press \* and you will be taken back to the client enrollment system (Step 1 Number 5 on your "Quick Guide for Case Managers" sheet). The most popular reasons you will get this message are as follows:

- You pressed \* or # or some other button when you weren't supposed to. This confuses the computer, so it panics and gives you the above message.
- You entered the wrong password too many times.

#### **After entering the password and reaching the client enrollment system, the voice prompt says "Welcome to Community Voice Mail. Please take a moment to update your personal settings. To exit, press \*."**

If you press \*, you will get the above message. If you are trying to enroll a client, do not press \*. You want to stay in the system.

## **ERRORS WHILE RESETTING A CVM NUMBER**

### **“The password you have entered is not valid.”**

When the voice prompt tells you this, one of two things could have gone wrong:

- You entered the wrong password. Make sure you entered the Agency Password. The Default Security Code is not your Agency Password. Your Agency Password should be written on your “Quick Guide for Case Managers” sheet under Step 4 Number 4. If it’s not there, it should be on the first page of your binder next to “Agency Security Code.”
- You entered the wrong Agency ID. When the voice prompt asks you for your “phone number,” you should ignore what she says and enter your five digit Agency ID instead. Your five digit Agency ID is listed on your “Quick Guide for Case Managers” sheet under Step 4 Number 3. If it’s not there, it should be on the first page of your binder next to “Agency I.D.”

### **“You are not authorized to reset the mailbox with the extension...”**

When you hear the voice prompt say this, it means the voice mail number that you entered is not one of the voice mail numbers given to your agency. Either you incorrectly inputted the number, or our CVM database of voice mail numbers is incorrect. If you are certain that the voice mail number you inputted is a voice mail number that was given to your agency, contact CCVM.