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Old Phones

Physically from the phone: Voicemail - Listening to Voicemail and Playback Controls

Remotely from a computer:

- 1. Log into the VPN as described in Article 8: VPN Login and File Access for Faculty and Staff
- 2. Click on Voicemail Services

| Welcome to the Pulse Connect Secure, easternct\shawkar. | HTHL5 Access |
|--|--|
| Web Bookmarks | = + + |
| ISE Is COOLER than you are or will ever be! | O You dor |
| Testing - Not working yet - Enclave | 0 |
| Voice Mail Services | 0 |
| Phone Self Care Portal Cisco Unified Communications | 0 |
| Computer Names Browse to your own name to identify your computer name | Ø |
| Files | i= * _H * _X ▼ |
| B Data Center | Windows files 1 Unix files |
| | |
| Launch Remote Desktop Session to Hostname o | or IP (eg: test.device.net or 192.168.2.3) |
| My.PC | i= 0 |

3. Log into the Voice Mail Services site using your username (not the full email address) and your password. Your voicemails will be available.

Voicemail - Sending and Replying to Voicemail

• Voicemail - Changing Passwords, Greetings, and Tips

Voicemail - Options Flowchart

After installing Office 365 apps on a personally owned Mac some users get an error that says:

View Only. Your account doesn't allow editing on a Mac. To learn more, contact your admin about your Office plan

This article lists possible solutions to the issue.

First verify that you are using the proper account:

- 1. Click Use Another Account and sign in with Eastern email address and password
- 2. Alternately, click the Activate button in Word and sign in with credentials.

If that does not work, you can attempt to clear credential caches and reactivate office 2016 for the Mac:

You can attempt to clear credential caches and reactivate office 2016 for mac to see if there is any improvement.

- 1. Open finder > applications > utilities > keychain access and remove the following application passwords.
 - Unknown
 - Microsoft office identities cache 2
 - Microsoft office identities settings 2
 - · search for all occurrences of adal in the keychain and remove all those entries if present.
- 2. Open finder > click go on the top menu bar> go to folder> input the following path: ~/library/containers/
- 3. Right-click each of the folders below if present, and then click move to trash.
 - ubf8t346g9.ms
 - ubf8t346g9.office
 - ubf8t346g9.officeosfwebhost

If that doesn't work the last option is to try uninstalling office 2016 for mac completely then re-install and re-activating office 2016.