



MANAGEMyVMail MOBILE APP

AND WEB USER GUIDE

Manage Your Home Voicemail From Anywhere!

For Mobile Use

Load the ManageMyVMail App from the Play Store or App Store

When prompted enter **myphone.citizens.coop** for the address on your app and click Save

Then click Continue

For Web Use

To manage voice mail from your PC, enter the following web address into your web browser and click on the link for voice mail.

<https://citizens.coop/myphone>

≡ ManageMyVMail

Please enter your username and password to login to your ManageMyVMail account.

Enter Username

Password

Sign In

For Mobile or Web Access

Enter your unique Username and Password to Sign In to your ManageMyVMail account. If you did not receive your Sign In information please contact our office.

← Please enter your PIN to continue

PIN



PIN Number

When you Sign In you will be prompted for a PIN Number. If you did not receive your PIN number please contact our office.

≡ ManageMyVMail



Messages



Greetings



Account

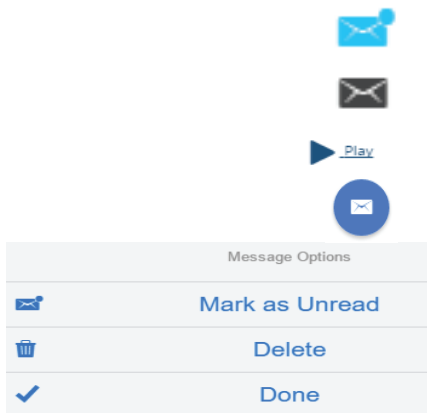
Main Menu

Click on the Menu Icon circled in Red and select one of the three options that you wish to manage in your ManageMyVMail service.

Messages - Displays new and saved messages.

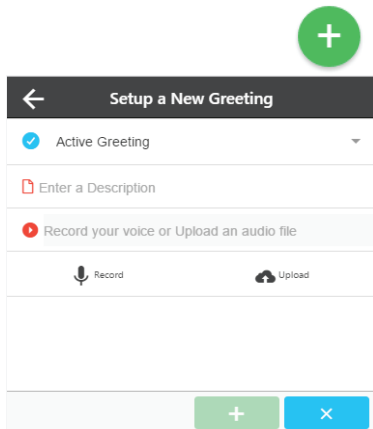
Greetings - Displays greetings callers will hear and allows you to change your Active Greeting that callers will hear.

Account - Allows you to change your Password, PIN and to log out of your account.



Messages

New Voice Mail messages will have a Blue Envelope icon .
 Voice Mail messages previously marked as read will have a Black envelope icon.
 Click on a specific message to listen to the message by clicking the Play button.
 Click the Blue Envelope icon to mark a message as Read or Unread.
 Click on Delete to remove the message from your service.
 Click Done when you have finished .



Greetings

Add multiple greetings to your service by recording them with a built in microphone or by uploading an audio file.
 You can also change your active greeting from your greeting list.

Recording a New Greeting

From Main Menu choose Greetings and click the Green + icon to open the New Greeting box.

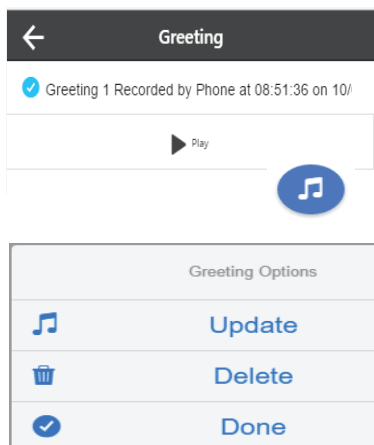
If you do not want this to be your Active greeting, click the drop down menu and select Default to keep your current greeting Active.

Enter a description for your greeting,

Click Record * to record your greeting using your built-in microphone or choose Upload to retrieve a saved file to use as your greeting.

When finished recording or adding your new greeting click on the Add button.

**If your Web Browser does not display the Record option, try a different browser.*



Managing Your Greetings

Click on the Greeting that you want to manage.

Listen to the Greeting by clicking on the Play button.

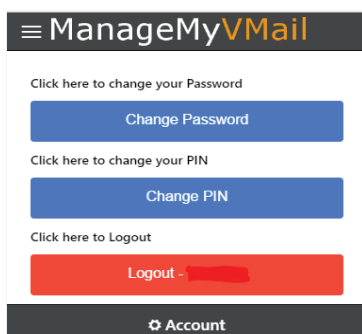
Click on the Blue Note icon to further manage your Greeting.

Make Active will cause this greeting to be the one callers will hear.

Use Update to change the selected Greeting Description.

Remove the greeting from your account by clicking on Delete.

Click Done when you are finished making your changes.



Account

Click on Account to Change your Password, and your PIN .

Click Logout to logout of the service.