

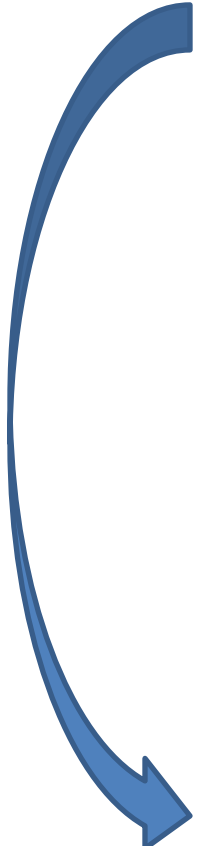
## Welcome to

# New York-Presbyterian's **NEW** Unified Messaging Platform called ESNA!

This new platform is currently being rolled out throughout the NYP Enterprise, and will replace the existing Voice Mail system. Once converted, **the Voice Mail Access Number will change to 646-317-8800**.

Access within the NYP 7 Digit Dial plan from YOUR phone...	317-8800, <b>password</b>
From ANY phone on the 7 Digit Dial plan, If you are immediately asked for a password press <b>zero and then pound... (0#)</b>	317-8800 <b>0, #, mailbox number, password</b>
From OFF the NYP Campus (cell/home), any Hospital phone NOT on 7 Digit Dialing...	646-317-8800 <b>#, mailbox number, password</b>
From an NYP House or Guest phone...	317-8800, <b>mailbox number, password</b>

*'mailbox number' is your 7 digit extension*



<b>1</b>	<b>Mailbox Options</b>	
2	Browse Sent	
5	Skip Previous	
6	Options	
2	Change Password	
#	Main	
9	Listen/Messages	
1	Listen to Inbox	
2	Listen to Sent Messages	
3	Listen to Deleted Messages	
#	Main	
<b>4</b>	<b>Record Greetings</b>	
6	Record Personal Greeting	
8	Record Name	
#	Main	
<b>5</b>	<b>Messages</b>	
1	Forward	
2	Replay	
3	Delete	
5	Skip	
7	Save	
8	Time & Date (envelope)	
#	Main	

**If you are logging in for the FIRST TIME, review PAGE 2 of this document.**

**To END YOUR SESSION, HANG UP.**

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## PAGE 2- Logging in for the first time?

1. Call the new Access Number from your phone: 317-8800
  - a. (from off campus: 646-317-8800).
  - b. System responds with: "Please enter your mailbox number."
  - c. Enter your 7 digit mailbox number. (your 7 digit extension)
2. System responds with: "Please enter your password."
  - a. Enter your 7 to 15 digit password. \_\_\_\_\_
3. FIRST TIME USERS ONLY:
  - a. Enter the default password associated with your campus:
    - i. NYP/WC 8353266 'TELECOM'
    - ii. NYP/AH 1111
    - iii. NYP/CU 1111
  - b. System responds with: "Please enter your 7 to 15 digit password".
  - c. You **MUST** change your password to a new number. Enter it.
  - d. System responds with: "To confirm, please re-enter your new password."
  - e. Enter your new password again.
4. If you take longer than 4 seconds to start re-entering your password OR if you don't enter the same password twice, the system responds with: "I'm sorry but your entries don't match, please try again."
5. The prompts now repeat from step 3a.
6. When successful, the system responds with: "Your new password will be active for the next time you call."
7. You are now logged in to your mailbox for this session.

NYP/WC AND WCMC  
\*\*\* if after 2 attempts  
8353266 does not  
work, please try 1111  
as the DEFAULT.