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**.

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

‘mailbox number’ is your 7 digit extension

1 Mailbox Options
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

4 Record Greetings
6 Record Personal Greeting
8 Record Name
# Main

5 Messages
1 Forward
2 Replay
3 Delete
5 Skip
7 Save
8 Time & Date (envelope)
# Main

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.

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