HUMBER

Voicemail Portal (myVoicemail.humber.ca)

Quick Reference Guide

Introduction

Use the myVoicemail.humber.ca self-care portal to manage your voicemail and configure select aspects of your voicemail service.

Please Note: The self-care portal may not be accessed off campus and it cannot be used to manage communal mailboxes. Your computer will need speakers to play messages and a microphone or WebCam to compose messages.

Logging In

To access the self-care portal:

1) Launch a Web browser.
2) Navigate to myVoicemail.humber.ca
3) Key in your Humber username and password and click Sign In.

IMPORTANT: Chrome is the portal's recommended Browser.

Changing Your Password

To change your voicemail (not you telephone) password (PIN):

1) Select the Settings tab.
2) Click on Passwords and select the Change PIN option.
3) Key in your new password.
4) Confirm your new password.
5) Click the Save button.
6) Close the browser tab.

IMPORTANT: Your password must be at least eight, non-repeating digits. Also, you may not reuse any of your previous three passwords.

Playing a Voice Message

Select the Messages tab. Then, select the Inbox folder. A list of all your new voice messages will appear.

Play a Message: To listen to a message, first select the message in the list and then click the Play button that appears next to it.

Pause Playback: Click the playing message's Pause button to temporarily suspend playback. Click the selected message's Play button again to resume playback.

Managing Voice Messages

You can process your voice messages from within the Inbox of the self-care portal.

View New Messages

1) Select the Messages tab.

2) Click the Inbox folder.

Reply to a Caller
1) Select an Inbox message.
2) Click the Reply button.
3) Set desired options (urgent, read receipt, etc.).
4) Ensure the Record option is selected.
5) Click the Start Recording button.
6) Record your message.
7) Click the Stop Recording button.
8) Click the Send button.

Delete a Message
1) Select an Inbox message.
2) Click the Delete button.

Save a Message
1) Select an Inbox message.
2) Right-click the message's link.
3) Select the Save Link As option.
4) Select a storage location.
5) Key in a logical filename.
6) Click the Save button.

Forward a Message
1) Select an Inbox message.
2) Click the Forward button.
3) Enter one or more e-mail address.
4) Set desired options (urgent, read receipt, etc.).
5) Ensure the Record option is selected.
6) Click the Start Recording button.
7) Record your message.
8) Click the Stop Recording button.
9) Click the Send button.

Re-flag a Message as Being Unread
1) Select an Inbox message.
2) Click the Mark Unread button.

Re-flag a Message as Being Unread
1) Click the Refresh button.

Compose a Message
You can also record a message within the self-care portal and e-mail it to another person.

1) Click the New Message button.
2) Key in the recipient e-mail addresses.
3) Set desired options (urgent, read receipt, etc.).
4) Ensure the Record option is selected.
5) Click the Start Recording button.
6) Record your message.
7) Click the Stop Recording button.
8) Click the Send button.

Please Note: Alternatively, you can select the Upload option and Browse to attach a WAV file.

Undeleting and Purging Messages

Deleted voice messages are held in your Deleted folder until purged.

Viewing Your Deleted Messages

1) Select the Messages tab.
2) Click the Deleted folder.

Undelete a Message

1) Select a deleted message.
2) Click the Undelete button.

Please Note: Look for the message in your Inbox folder.

Save a Deleted Message

1) Select a deleted message.
2) Right-click the message's link.
3) Select the Save Link As option.
4) Select a storage location.
5) Key in a logical filename.
6) Click the Save button.

Purge Your Deleted Messages

1) Click the Empty Deleted Items button.
2) Confirm your intent by clicking the Yes button.

Helpful Tip: Consider purging your deleted messages once a semester to free up space for future messages and to keep your mailbox tidy.

Playback/Record Method

You can play and record messages using either your computer (assuming you have speakers for output and either a microphone or a WebCam for sound input) or your workplace telephone. Should you opt to go the telephone route, the self-care portal will leverage (call) your workplace telephone as you ask it to play/record messages.

Please Note: Controls to set your playback/record method can be found in the lower-right corner of the self-care portal as well as the Reply, Compose, and Forward dialogue boxes.

Help & Support

Please contact the I.T. Support Centre if you experience any issues.
Phone: 1 (416) 675-6622 ext. 8888
Web Chat: https://humber.ca/techtalk
Campus Location: A212 (Lakeshore) or Tech Zone – H109 (North) or IGS – 5th floor