Army OneSource

Getting Started User Guide

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Notice

This document was prepared on behalf of:

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Welcome to Google Voice

Google Voice gives you one number for all your phones. It is a phone number that is tied to you, not to a device or a location. You can use Google Voice to simplify the way you use phones, make using voicemail as easy as email, customize your callers' experience, and more. Make note that is not a phone service, but lets you manage all of your phones. Google Voice works with mobile phones, desk phones, work phones, and VoIP lines (Google, 2011). At this time Google Voice is only available in the U.S.

As **a Community Support Coordinator** (CSC) you will need to create **a Google Voice** account. Some of the benefits of Google Voice are:

- The ability to **link multiple phones** into one convenient source with many personalized options

- To help **maintain your privacy** while interacting with your communities

One of the *most important rolls Google Voice plays* is its ability to have a **live call link** from your **CSC Landing Page**. This way your community members can contact you at any time and you choose how you are notified.

After you create a Google Voice account you will need to **email the "Widget Call Link" to your Point of Contact (POC), Kevin Cartlidge**. You will learn how to create a "**Widget Call Link**" later on in the document. Please see Section "**Adding a Call Widget**" for directions and information.

If you have any questions please contact either the training department at training@myarmyonesource.com or Kevin Cartlidge, your Content POC, at Kevin.Cartlidge@defenseweb.com.
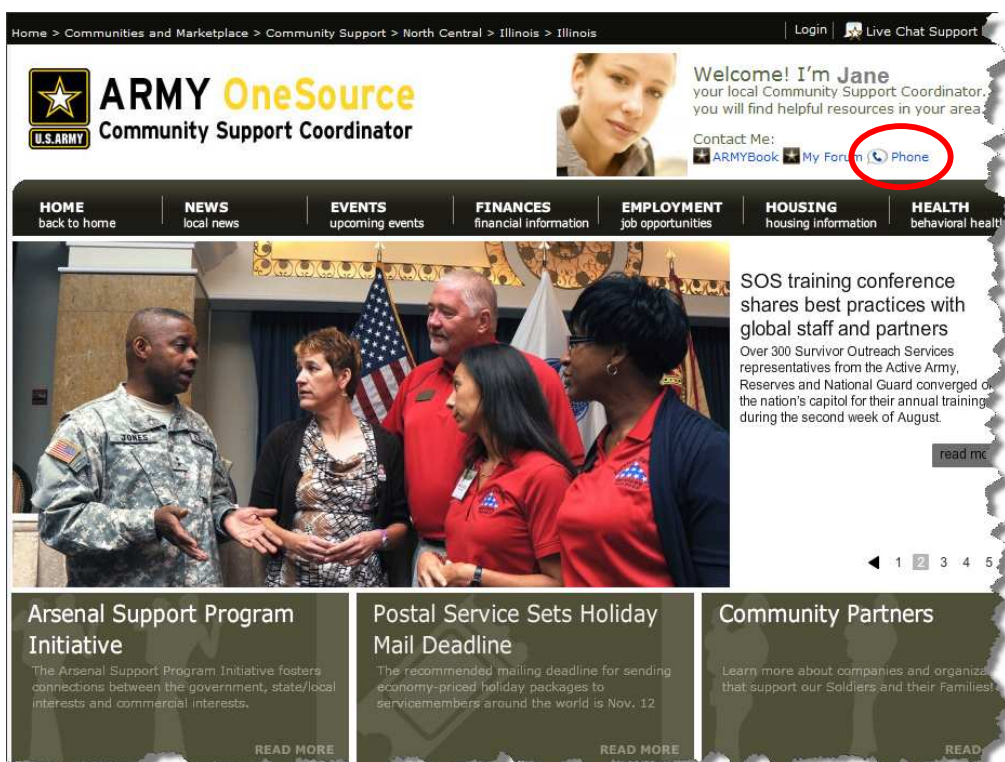

Figure 1: CSC Landing Page with Google Voice Link

Register for Google Voice

Create a Gmail Account

Frist, you will need to have a **Google Gmail** account to access Google Voice.

Your Gmail account will reflect your Community Support Region and/or State. For example, if your state is New York your Gmail address *may* be "CSC_NewYork@gmail.com"

Please **contact your Regional Community Support Coordinator** (CSC) for specific criteria and directions on how to create your CSC Gmail account name. Once you have this information you are ready to create a Gmail account.

Go to www.Google.com/Gmail to create a Gmail CSC account.

Figure 2: Gmail Account Registration

Create a Google Voice Account

Once you have created a Gmail account you are now ready to create a Google Voice account. To create a Google Voice account, complete the following steps.

1. Go to www.Google.com/Voice.
2. Type in your Gmail address and password then click the '**Sign in**' button.
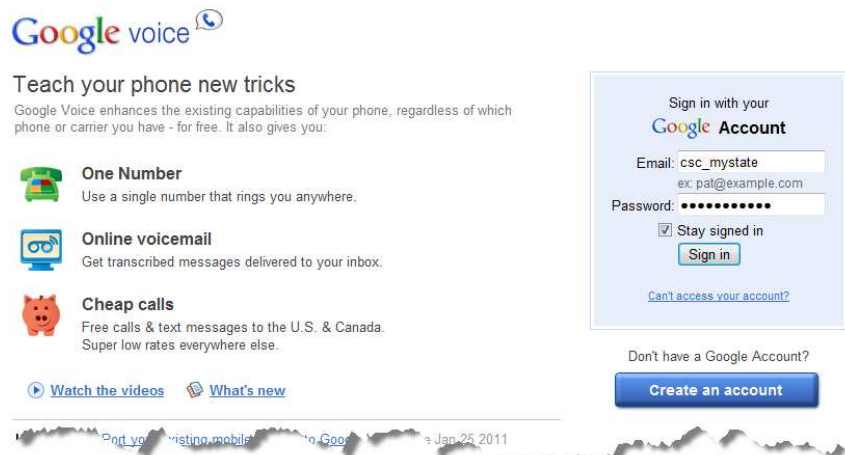

Figure 3: Google Voice sign in page

3. Once signed in click "**Choose a number**" under '**Get a Google Number.'** This will begin a wizard for you to choose your new Google Voice number.
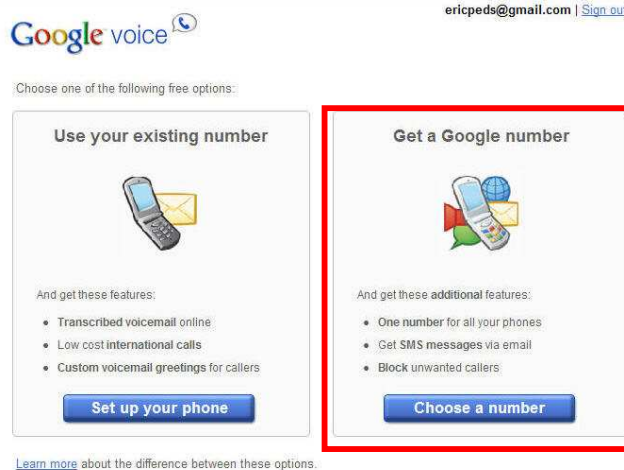

Figure 4: "Choose a number", Google Voice Wizard

4. Next, you will need to search for available numbers. You can choose a number in a specific area based on zip code or one that has a specific word or phrase in it. In the appropriate field below type in an **Area Code**, **Zip Code**, **Word** or **Phrase** then click "**Search**".

Figure 5: Search Criteria

Based on the criteria you set, Google will display the numbers that are available. Make sure you pick the number you want. Your first phone number is free, but if you wish to change it later, there will be a number change fee of $10.

Note: Searching by zip code can be more restrictive and you may want to use an area code search as the primary means of finding a phone number.

5. From the search results screen select the **radio button** next to number you want as your new Google Voice number and click "**Continue**". Otherwise, you can also "**Search Again**" or click the "**Next 5**" link to see more numbers.

Figure 6: Pick a Google Voice number

6. The next step in the wizard is to choose a 4-digit PIN code to access your Google Voice voicemail. Enter in a **4-digit PIN** code and **Accept Google Voice's Terms and Privacy Policy** then click the "**Continue**" button.

Figure 7: 4-digit PIN Code Access

7. Google will now ask you to add a **forwarding phone number** to your Google Voice account. Enter in a **Phone Number** that you will be using as your primary work number (example: cell phone). This number can be changed in the future under account settings. Then select **Phone Type** from the dropdown box and click the "**Continue**" button.

Figure 8: A Forwarding Phone Number

8. Next you will need to **Verify Your Phone** number you have added to Google Voice. Click the "**Call Me Now**" button. Follow the prompts and enter in the **verification code** Google provides you. In the example below the verification code is 42.
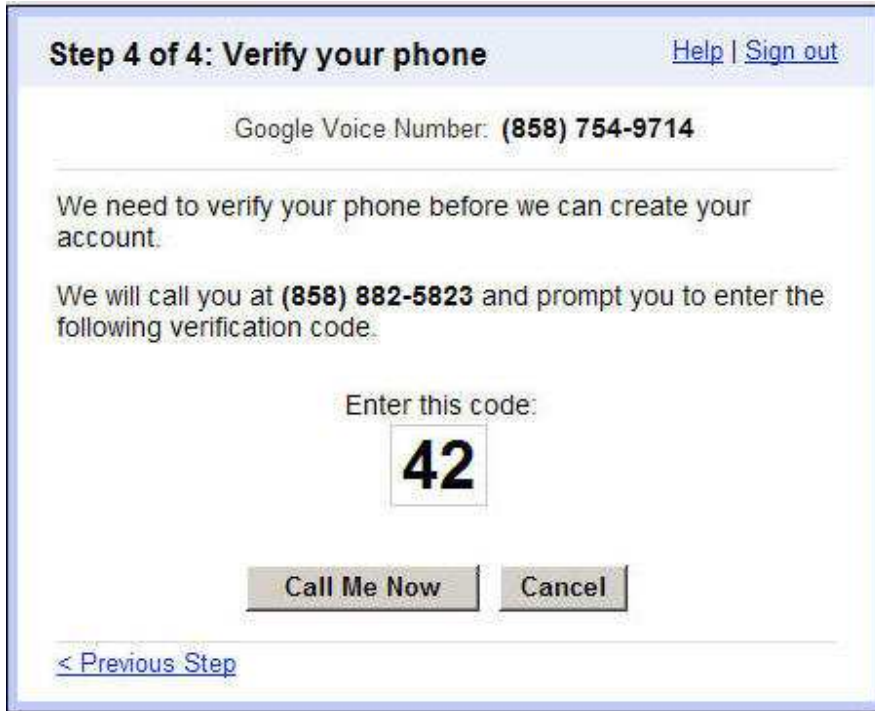

Figure 9: Verification Code Example

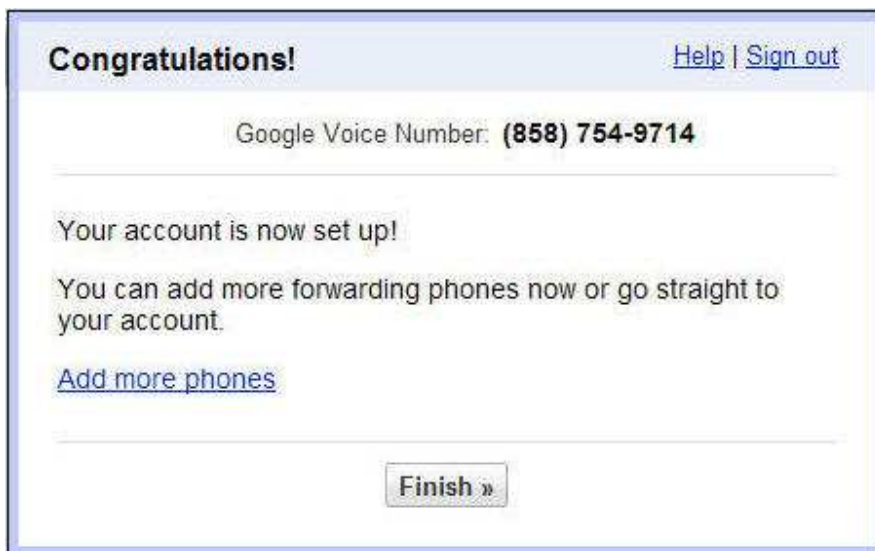9. Once verified click the "**Finish**" button to complete the setup process.

Figure 10: Finish

Using Google Voice

How to Access Google Voice

Once you verify the phone number, your account is set up and ready to be used. You will receive a **Welcome email** in your **Google Account**. The Welcome email will provide you with some easy tips for working with your Google Voice account.

You can click the link in the Welcome email to access your Google Voice account or you can type www.Google.com/voice in your Internet browser.

Note: Save the **Google Voice** home page link in your **Favorites** for easy access in the future.

From the **Google Voice** home page **Sign in** using your **Gmail account**. After you Sign in you will be brought to the Google Voice main page.

How to Edit Your Settings

The **Settings** link will allow you to change and/or edit your Google Voice options. Click the **Settings** link in the upper right hand corner of the Google Voice main page.
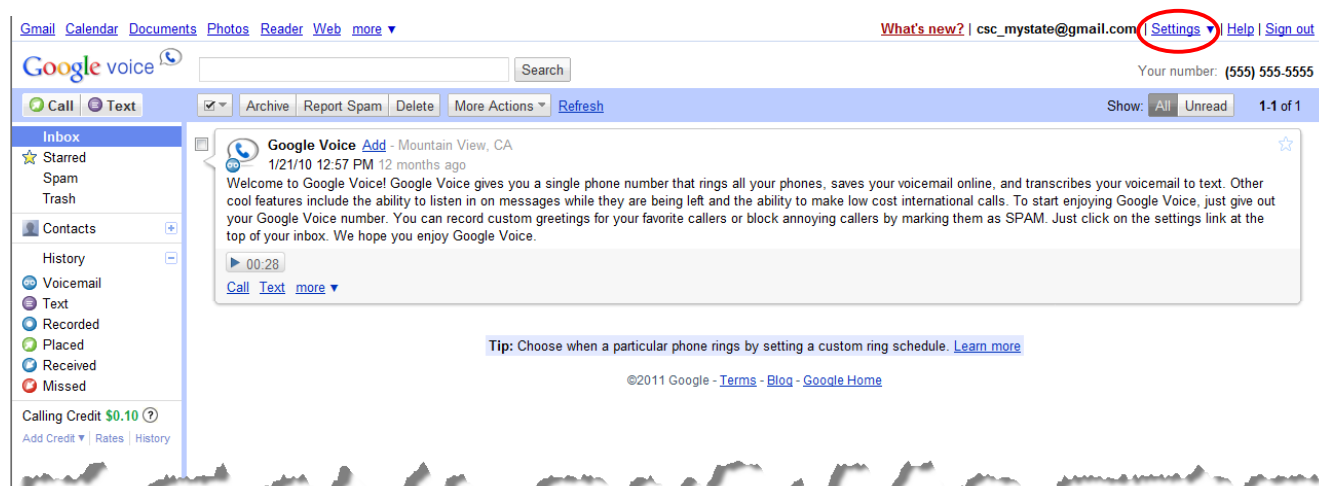

Figure 11: Google Voice Main Page

Phone Settings

Change you basic phone settings by using the **Phones** tab.

Option	Description
Your Google Voice Number	You can change your Google Voice number for a $10 fee or change the existing Google Voice number to a mobile number as the primary phone.
Forwards to	Use the **Forwards to** option for switching your phone's voicemail to Google voicemail for the phone listed. **To activate** Google voicemail on your mobile phone, click "**Activate Google voicemail for this phone**". You will be prompted with a Voicemail directions to activate. **To deactivate** Google voicemail, click the "**Deactivate Google voicemail**" link. You will be prompted with Voicemail directions to deactivate. Removing your phone from the Google Voice Settings will not prevent your voicemails from going to Google voicemail.
Google Chat	Set your Voicemail Access and Ring Schedule to be notified only when you want to be.
Add Another Phone	Add multiple phones to your Google Voice account. Click the "**Add another phone**" link to add any additional phone numbers you would like to link to your account.

Figure 12: Phone Settings

Voicemail & Text Settings

Change you basic voicemail settings by using the **Voicemail & Text** tab.

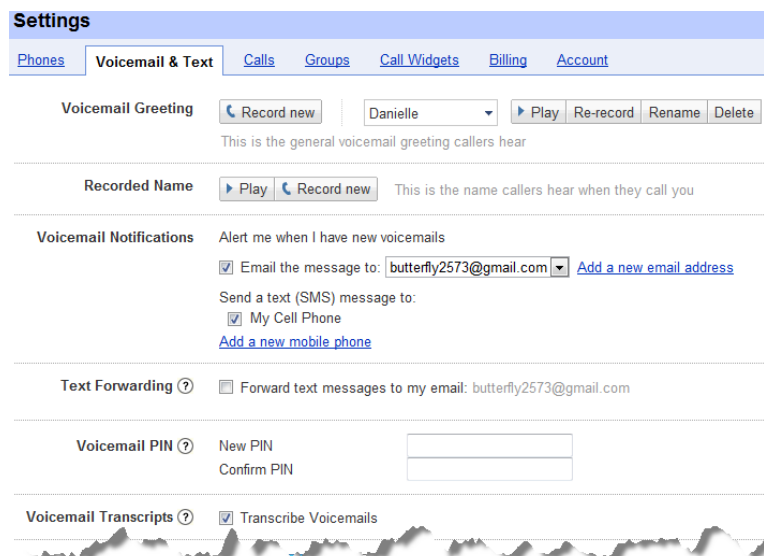| Option	Description
Voicemail Greeting	This is the general voicemail message people will hear when they call your Google Voice number. You can record several options. When you choose to **Record New, Google Voice** will call your mobile phone and ask you to record a message. You can listen and re-record your messages.
Recorded Name	This option allows you to record a name to your voicemail. It is the name the caller hears with they call you.
Voicemail Notification	This allows you to choose how you would like to be **notified when you receive a new voicemail message**. Your options are to receive notification by **email and/or SMS (text message)** to your mobile phone.
Text Forwarding	Enable this option to have text messages sent to your email address associated with your Google Account.
Voicemail PIN	Your **PIN** allows you to check your new voicemail messages from multiple phones. You can change your **PIN** number at any time.
Voicemail Transcripts	Google Voice can automatically **transcribe your new voicemail messages** and **send** you the transcript to the **email address and the SMS (text message)** number you added in the 'Notifications' section above.

Figure 13: Voicemail & Text Settings

Call Settings

Change you basic call settings by using the **Calls** tab.

Option	Description
Call Screening	Enable this option to know who is calling and to handle incoming calls in different ways, like sending calls to voicemail, recording calls, or to ListenIn™.
Caller ID (Incoming)	By default, Google Voice displays the caller ID of your caller. You can also choose to display your Google number as the caller ID, so you know you received the call on your Google number
Caller ID (Outgoing)	When you send other people text messages using Google Voice, we can display your Google Voice number as the caller ID. This way, they will reply to you on your Google Voice number. **Note:** this only works from your verified phones that are not shared across account
Do Not Disturb	Enable this to send all calls to your Google number straight to voicemail. Please note that SMS won't be forwarded to your mobile phone(s) while this feature is enabled.
Missed Calls	Allows you to choose how you would like to be notified of a **Missed Call**. You can have **Missed Calls** stored in your **inbox** and/or your **email**.

Figure 14: Call Settings

Group Settings

You can customize how different groups are treated when they call your Google Voice number. Have a special greeting for Co-Workers, General Public, Family, etc. You can also have particular phones ring for particular groups of people.

Click the **Manage Groups** link at the bottom of the page to create and edit Groups for your phones.
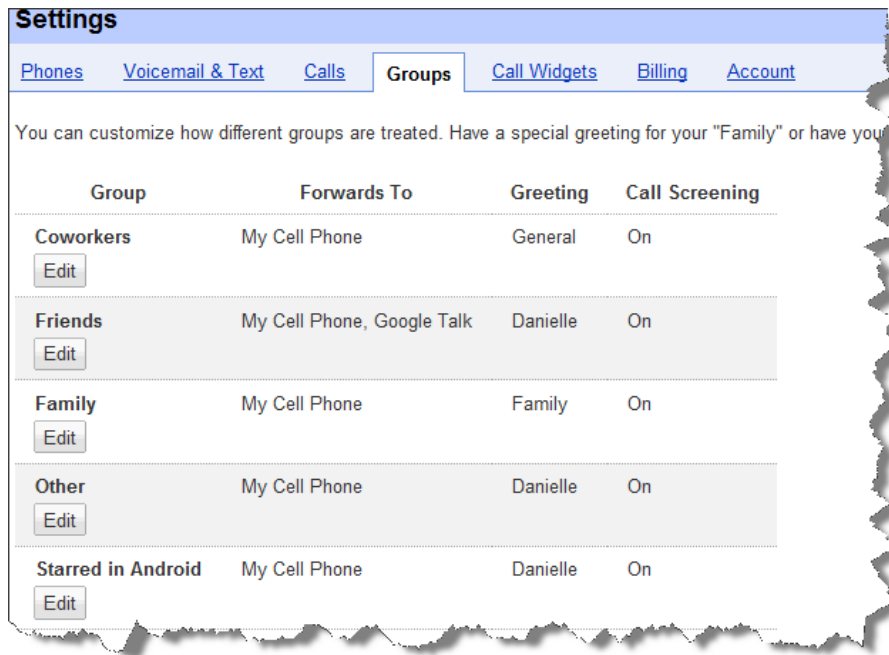

Figure 15: Group Settings

Call Widget Settings (Adding a Call Link to your CSC Landing Page)

The **Call Widgets** tab allows you to put a link to your Google Voice on any web page, and allow people to call you from that web page. When somebody clicks on the widget link, Google Voice calls them and connects them to you.
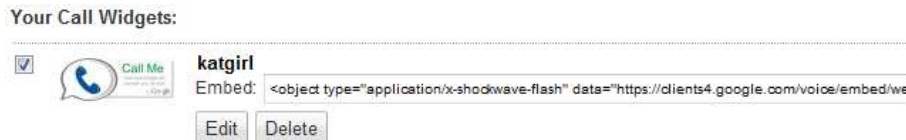

Figure 16: Call Widget Web Link for CSC Landing Page

Your phone number is always kept private by Google Voice and you can create multiple **Call Widgets** and have different settings for each **Call Widget** link. To add a **Call Widget** to your **CSC Landing Page** do the following:

1. From the **Call Widget** window, click the "**Add a new Call Widget**" link.
2. Name the Call Widget "**CSC Support**".
3. Check on all numbers that will apply to the **CSC Support Call Widget** link.
4. Click the "**Save Changes**" button.
5. Once you save changes you will receive the code for your **Call Widget** link. Copy and paste the code in to a new email.
6. Email the code to your **CSC POC, Kevin Cartlidge** at <u>Kevin.Cartlidge@defenseweb.com</u> along with the following information:
    a. Your Google Voice phone number
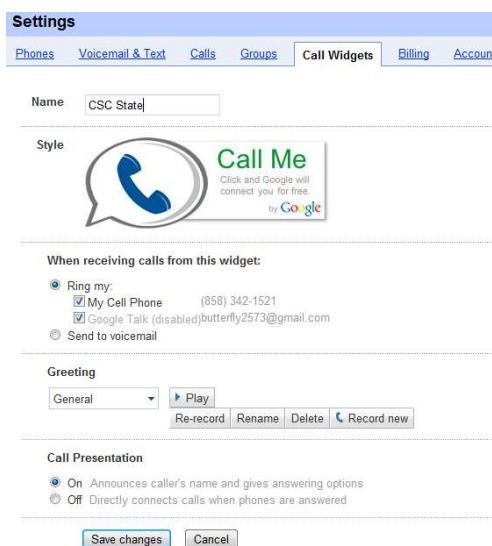   b. User Name on the Army OneSource portal

Figure 17: Adding a Call Widget

Billing Settings

The **Bill Settings** allows you to manage your **call settings** and **call rates** outside the United States along with your **Billing History**. All calls outside of the United States are not free and of a certain rate charge. You are financially responsible for any calls made outside of the United States.

Figure 18: Billing Settings

Account Settings

The **Account Settings** tab allows you to change language and time zone. You can also use the Account Settings tab to change your password, security questions, and other profile options. Please change/edit the **Time Zone** to reflect your area.

Figure 19: Account Settings