



RETRIEVING AURA VOICEMAIL ON THE GO

Voicemail can be retrieved from the Aura messaging system by dialing the access phone number (360) 407-1111 from any phone, then enter an asterisk (*) and follow the prompts to access your voicemail account. When asked for the voicemail account to be accessed, enter the entire 10 digits of your work phone number. If this access phone number is long-distance from your location, here are some alternate numbers that may help you avoid long-distance fees:

- (360) 407-1111 – When calling from Olympia and the immediate surrounding areas
- (206) 906-5599 – When calling from the Seattle area
- (253) 983-6310 – When calling from the Tacoma area
- (509) 255-6499 – When calling from the Yakima area
- (509) 568-3879 – When calling from the Spokane area

Alternatively, you may want to receive your voicemails by setting up your AURA account to email an audio copy of the message to your DNR Outlook email.

Email Notifications – This setting is available to Aura voicemail users that have been granted Premium service level, and will send a duplicate of each voicemail to your Outlook Inbox as a .wav electronic attachment. **To receive this service, contact your Region or Division Telecommunications Contact to discuss the costs associated with this service level.**

To activate:

- Through a web browser, go to <https://myaura.cts.wa.gov/user>
- Enter your 10-digit phone number (don't include punctuation or spaces)
- Enter the same password you use to retrieve messages from a phone
- Navigate to the Notify Me tab
- Click "Email me a notification for each voice mail message." (Screen available on page 2)
- Enter an individual email address or Resource mailbox address. For multiple addresses, include a semi-colon between each address.
Note: This feature is unable to send mail to DNR email Distribution Lists
- Click "Include the recording"
- Save your changes

Note: If receiving these messages on a Windows smartphone, the device must have at least Windows 8 OS version 8.0.10327.77.



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Note: Deleting an email notice of a voicemail won't automatically delete it from your voicemail inbox unless you add IMAP settings to your Outlook account. To do this, follow the directions below to add additional IMAP settings to your work PC or laptop.

A screenshot of a web browser showing the AVAYA aura user preferences page. The page is titled "User Preferences" and "Notify Me". The user is identified as PAULETT MATESKI (3609021543). The "Notify Me" section is active, showing options for "Phone Notifications" and "Email Notifications". Under "Phone Notifications", the user has selected "With a text message or page to: 3607015425" and "Mobile provider: Verizon Wireless". Under "Email Notifications", the user has checked "Email me a notification for each voice message" and "Include the recording". The email address is set to paulett.mateski@dnr.wa.gov. A "Save" button is visible at the bottom of the form.

Configuring IMAP Settings in Outlook 2016 for proper delivery of Aura Voicemail to email

(Contact ITD if you need instructions to set this up for a different Outlook version)

After setting up the Voicemail-to-Email feature available in Aura to Users that have Premium Level Service, Users need to add an IMAP folder to their Outlook email account. Voice mail will be delivered into this folder as well as to the User's regular Outlook in box. **NOTE: When using this feature, be aware that if you delete messages from either location (from a phone or from email) the message is deleted from BOTH locations.**

As a user of the Premium Voice Mail service, this is a reminder that voice mail messages stored within your Outlook mailbox are subject to the same retention rules as any other email or email attachment. This means that voice mail messages stored in Outlook must be retained based on the content of the voice mail. For more information,



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please refer to [DNR's Public Disclosure and Records Management site in Sharepoint](#) or [contact DNR's Records office](#).

Note: If you change your voice mail password it must also be changed in the IMAP account.

Configuring Outlook 2016 – perform the following steps:

1. Start Outlook.
2. From the **File** tab:
 - a. Click **Account Settings**, then **Account Settings again...**
3. On the **Account Settings E-Mail** tab:
 - a. Click **New**
4. On the **Auto Account Setup** screen:
 - a. Click **Manual setup or additional server types**
 - b. Click **Next**.
5. On the **Choose Service** screen:
 - a. Click on **POP or IMAP**
 - b. Click **Next**
6. On the **POP and IMAP Account Settings** screen, fill in the following details:
 - a. **Your Name** box: type your **10 digit desktop phone number**
 - b. **E-mail Address** box: type your **10 digit desktop phone number** followed by **@mss1-nrb.dis.wa.gov** (Example: 3609021500@mss1-nrb.dis.wa.gov)
 - c. **Account Type**: Select **IMAP**
 - d. **Incoming mail server** box: Type **IncomingAuraEmail.dnr.wa.lcl**
 - e. **Outgoing mail server** box: Type: **OutgoingAuraEmail.dnr.wa.lcl**
 - f. **User Name** box: Type your **10 digit desktop phone number**.
 - g. **Password** box: Type your **voicemail password**.

Make sure the **Remember password** box is checked.

7. Click the **More Settings** button
8. On the **Internet E-mail Settings** screen (on the General tab), enter the name you want this IMAP account to appear as in your Outlook, or leave the default name as it is
9. Click **OK**
10. Click **Next**. A test account opens and two tests are auto-run. If all settings were entered properly, both tests will complete successfully
11. Close the Test Account Settings pop-up box
12. Click **Finish**



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13. Click **Close**

You will now see on your normal Outlook home page that the IMAP folder you created is listed as an additional email account, and is named either the default name or the name you gave it. If you open the **Inbox** of this new account, you may see a message from Mail Delivery System, which is harmless and can be deleted.

Note: This IMAP folder is specific to a User's local outlook profile, and won't be visible to other staff that have been delegated rights to access a User's Outlook account. Delegates will, however, be able to see all Voicemail-to-Email messages that are delivered to the User's regular email Inbox.

1. From your home outlook page Click on your **IMAP Inbox**
2. At the top of your Outlook page click on **FOLDER**, In the Clean Up section, click on Purge
3. From the drop down window choose **Purge Options....**
4. **Internet e-mail Settings** opens. Click on the **Advanced** Tab. At the bottom under Deleted Items, click on 'Mark items for deletion but do not move them automatically' ('Purge items when switching folder while online' should already be checked)
5. Click **OK**