



## Instructions for setting up an automatic "Away Message" in Envision Email and Phone

- 1) Log into our webmail system: <https://ecc.mdofficemail.com/>
  - 2) In the upper right part of the screen it will say "Options" - click on that and choose "Preferences" from the drop down menu.
  - 3) By default it will show you "General" options, but you should click on the "Filtering" tab.
  - 4) The first option is "Holiday Auto-responder" and normally it will say "INACTIVE". Click on "configure".
  - 5) Check the box next to "Enable responder". Make sure the option next to "Only send to a particular user" says "Once a day".
  - 6) For the message subject type in something like "Out of office until \_\_\_\_\_" - but put in the final day of your vacation in the blank.
  - 7) In the message body put something like this:  
I'm out of the office until \_\_\_\_\_. If this is an emergency please call 911. If you'd like to schedule an appointment please call 720-935-2663 x2.
- FirstName LastName  
Envision Counseling Clinic
- 8) Press the "Save" button at the bottom of the screen.
  - 9) If you'd like to test it then send a message to your Envision email address from your personal email address and you should get back the above auto-response. Remember that if you try to do a second test you might not get another one since it will only send once auto-response per day.
  - 10) Make a reminder for when you return from vacation - you'll need to log back into webmail, access the holiday auto-responder page using the above instructions, and then uncheck the box next to "Enable responder" and hit the "Save" button. Now when you go to the holiday auto-responder page it should once again say that it's INACTIVE.

### Away Message for Voicemail

To set your voicemail to "Vacation Mode" please contact All Call Technologies at [support@allcalltechnologies.com](mailto:support@allcalltechnologies.com)