



1331 Euclid Avenue, Cleveland, Ohio 44115 ♦ Phone (216) 436-2082 ♦ Fax (216) 436-2252  
Email: [clevelandcvm@gmail.com](mailto:clevelandcvm@gmail.com) ♦ [clevelandcvm.org](http://clevelandcvm.org)

## QUICK GUIDE FOR CASE MANAGERS CUYAHOGA COUNTY

### STEP 1: RESET THE CVM NUMBER TO BE ASSIGNED

Reset the mail box number you will be assigning to the new client. This will temporarily reset the password to the default password. Follow these steps:

1. Call the *CVM main number 216-635-0500*.
2. Press **1**.
3. Enter your Agency ID, which is- \_\_\_\_\_ followed by **#**.
4. Enter your agency password. Your agency password is- \_\_\_\_\_
5. Enter the **10-digit** client mailbox number to reset, followed by **#**. The system will verify the number for you.
6. Press **1** to confirm reset.
7. Press **1** to reset another box or, \* to exit the system.

### STEP 2: IF ASSISTING YOUR CLIENT WITH FIRST-TIME ENROLLMENT

Make sure that your agency ID and passwords are not disclosed to your CVM clients as these things will allow them access to your program.

1. Ask your client to read and sign the Agreement of Understanding, determine his/her goals, and fill out the necessary demographic information.
2. Log the client's name (and password-if necessary) in your agency's CVM binder (SECURITY LOG).
3. Fill out a **MESSAGE RETRIEVAL FORM** with CVM number and client's new password.
4. Help client prepare a short greeting to record, e.g., "This is (name of client). I can't get to the phone right now. Please leave a message and I will call you back as soon as possible."
5. Call the *10 Digit client phone number*.
6. When you hear the initial greeting, press **\***.
7. Enter the **10-digit** mailbox number (DID) to be assigned to the new client.
8. Enter the Agency Security Code: Your Security Code is \_\_\_\_\_.
9. Have your clients follow the recorded prompts to finish the set up process.

***Your client can also set up their own mailbox by calling their assigned phone number and following the system prompts.***

### STEP 3: ASSIST YOUR CLIENT WITH MESSAGE RETRIEVAL

1. Call the client's CVM number and leave your client a message.
2. Have the client dial his/her CVM number. Use a speaker phone, if possible.
3. Press \* when the system answers and you hear the Client's outgoing message.
4. When prompted, enter the **10-digit** CVM number again.
5. Press #, and enter the client **password**.
6. Press **1** to hear new messages (or **3** to hear saved messages).
7. Press **1** to repeat, **2** to save or **3** to delete.
8. Remind your client to refer to the **Client Wallet Card** for help.

### STEP 4: AFTER YOUR CLIENT HAS LEFT YOUR OFFICE

1. Fax the Agreement of Understanding to the Community Voice Mail Specialist at **216-436-2252**.

Remember, when the client completes his/her use of CVM, or you remove a client due to lack of use or no contact, please fill out the Outcome portion of the Agreement of Understanding and fax it to the Community Voice Mail Specialist at 216-436-2252.

It is very important that you reset *ALL* voicemail boxes once a client is removed from a number. When resetting a mailbox that is no longer in use, each agency should **RESET** that box and apply the **AGENCY SECURITY CODE** to said box. This will keep unassigned mailboxes from being used by non-CVM clients.