# Recording your greetings (Main Greeting and Individual Mailbox)

Only Voice Mail Admins and Site Admins can manage voicemail activities in your RescueGroups.org account. Learn more about **RescueGroups.org roles** in our Getting Started user guide.

There are two types of greetings for you to record:

- Main greeting message that greets callers who dial your organization's main phone number
- Individual voice mailbox greetings

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## Recording your main greeting

The main greeting will give basic information about your organization (be clear who you are so that callers know that they have reached the correct organization), as well as menu choices for the caller to select.

For example, your main greeting might say, "Thank you for calling We Love Animals, Inc. We rescue, rehabilitate and adopt cats and dogs in the Buffalo, NY area. We adopt our pets only to residents of NY state. If you need to give up an animal, press 1. For more information on adopting a pet from us, press 2. For information on our upcoming events, press 3.... etc."

Follow these instructions to record your main greeting:

1. Dial your voice mail phone number
2. At your main greeting (or the message about "test number"), press *****
3. Enter your Master Admin Password when prompted and press #
4. From the admin menu, press # to record your main greeting
5. Press **1** to start recording your new main greeting
6. Press # when you are done speaking your main greeting
7. Listen to your new greeting and press # to save it, or press **1** to re-record
8. Press **0** to exit the main greeting menu

## Recording your individual mailbox greetings

Each mailbox can have a greeting to provide additional information.  For example, you may have an adoptions mailbox, and the mailbox greeting would provide more information about your adoption process, cost, and other information.

To record a mailbox's greeting, do the following:

1. Dial your voice mail phone number
2. At your main greeting (or the message about "test number"), press *****
3. Enter your Master Admin Password when prompted and press #
4. From the admin menu, press the number for the mailbox greeting you would like to record (you must have already created the mailbox)
5. Press **1** to start recording the mailbox greeting
6. Press # when you are done speaking your mailbox greeting
7. Listen to your new greeting and press # to save it, or press **1** to re-record
8. Press **0** to exit the mailbox greeting menu

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