



Southeastern VoIP Phone System – Powered by Jive Communications

Setting up Your Jive/GoToConnect Portal

You are able to edit your voicemail and see a full list of the current call directory by logging into your online account at: <https://www.onjive.com/register>

The image shows a screenshot of the GoTo registration page. At the top is the GoTo logo, which consists of a colorful starburst icon followed by the word "GoTo" in blue. Below the logo is the heading "Register". A paragraph of text explains that if an admin has added you to the organization's GoTo account, registering gives you access to GoTo's products. The form has four input fields: "First Name", "Last Name", "Business Email Address", and "Choose a password". There is also a "Confirm password" field. A note states that the password must be 8-32 characters long and case-sensitive. A blue "Register" button is at the bottom. Below the button is a link to the "Privacy Policy" and the LogMeIn logo.

Enter your information on the user registration page. Make sure to use your **school email address**.

- You will then be able to log into your jive/GoToConnect account

Voicemail Password & Access

- Login to your Jive Account: <https://goto.com/connect>
- Click the "Settings" button in the bottom left corner of the page
- Click on "Voicemail"
- Click the "Change Password" link
- Enter a numerical password that is at least 4 numbers long
- Change Password & then click Save

- You have now setup your voicemail password. You are now able to access your voicemail from your phone as well as setting up a voicemail welcome message.
- To access your voicemail on your phone press the envelope button located to the right of key “3”.
 - If two lines are assigned to your phone, please enter your three digit extension
- Enter your newly created numerical password.
- The auto attendant will direct you on how to create a voicemail welcome message.

Sending/Receiving a Fax

Your direct phone line is also your Fax line. A Fax that is sent to your number will be received via your school email.

You are also able to send a fax using your an email account. Below you will find the instructions on how to do so (*note, the fax that you send will be from the main district phone line: 508-230-1200*).

***Note** – Subject Line must contain the 9 digit access code in order to send a fax via email, any additional title is optional.

Instructions for Sending Email to Fax

To send an email to fax on your Jive system follow the instructions outlined in this section.

To Field

[FaxNumber]@srsd.fax.onjive.com

FaxNumber is the destination fax number.

Subject Line

345373280 [Optional Fax Title]

Start with this Virtual Fax Machine's 9-digit access code. Any additional text is used in the fax header. The access code can be reset below.

Attachments

The attached file is sent as the fax.

Currently supported formats include: .pdf, .jpg, .tiff, .png, .bmp, .gif, .rtf, .txt, .doc, .docx, .xls, .xlsx, .ppt, .pptx

Body

Text in the email body is not included in the fax. Signatures that are added as attachments should be removed.

Softphone / Mobile App

The softphone app for your computer (<https://my.jive.com>) and smartphone allow you to make and receive calls from these devices under your school phone number. You are able to download the GoToConnect app for your phone by going to either the Apple Store or Google Play.