

Google Voice for Interviews

Last Updated: 05/18/2022

The following instructs you how to set up your cell phone/laptop with Google Voice for afterhours/weekend calls, and voicemail. Google Voice will connect your desk phone, cell phone, and any other phone you would like to use under one number that you can give out to cases. The only number cases will see is your Google Voice number.

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1. Create a Google account if you do not already have one at the following URL:

- a. <https://accounts.google.com/signup>

2. Set up your Google Voice number/profile at the following URL:

- a. <https://www.google.com/voice>
- b. Sign in to your Google account
- c. Select the full Google Voice with a Google number
- d. Search for an available Google number
 - i. Find an available number in the XXX area code
 - ii. Select the number you would like
- e. Enter a forwarding phone number and phone type:
 - i. This is the phone(s) that will ring when someone calls your Google number
 1. Enter your cell phone number first and you can add other phones later
- f. A numerical code will be given to you. Take note of it. Then click 'Call Me Now':
 - i. Google will call your cellphone and ask for the numerical code
- g. Enter the code when prompted
- h. For steps 3 and 4 navigate to Settings (click the button that has three vertical lines). The click "Legacy Google Voice"
- i. Add your desk phone or the XXXX general number (XXX-XXX-XXX) depending on whether you want calls from cases to go directly to you or through an office secretary
 - i. Add any additional numbers by clicking on the gear wheel in the upper right hand corner then Settings > Phones > Add another phone
 1. Your desk phone number is the number located in the phone screen (it is NOT the number in the upper right hand corner of the screen)
 2. If you decide to attach the XXXX general phone number instead of your desk phone let support staff answering that number know before selecting 'Call Me Now' so they are aware of the numerical code to enter
- j. Download the Google Voice app for your cellphone

3. Create a voicemail message:

- a. For steps 3 and 4 navigate to Settings (click the button that has three vertical lines). The click "Legacy Google Voice"
- b. Go to the gear wheel > Settings > Voicemail & Text > Record New Greeting > Select which phone you want Google to call for you to record your message
- c. Make sure to include your first name and a prompt for callers to leave a best time for you to call them back
- d. Sample Voicemail Greeting:
 - i. *"You have reached (your first name) at the XX State Department of Health. I am not available to take your call right now. If you leave your name, number, and the best time for me to reach you I will return your call as soon as possible. Thank you."*

4. Other settings options:

- a. Choose when certain phones are called:
 - i. Go to the gear wheel > Settings > Phones > Press edit under the phone you want to change settings for > Show advanced settings
 - 1. You can choose times/days you want each phone to be called
 - a. i.e. have your desk phone set to be called during work hours and your cell phone to be called afterhours/weekends
 - i. Even if you don't answer case can leave voicemails
- b. Ensure Call Screening is ON under Settings > Calls if you want voicemails to be left in Google Voice
 - i. If this is turned off, voicemails will be left directly on your phone's voicemail
- c. Block spam calls:
 - i. Gear wheel > Settings > Calls > Check the box next to 'Global Spam Filtering'
 - ii. All calls Google identifies as spam will be sent to you spam folder

5. Making calls:

- a. While at work use your desk phone as usual but give case your Google number when leaving voicemail messages (if keeping case until the next day) or scheduling a call back
- b. For after hours/weekend calls:
 - i. To call from phone: Use Google Voice app
 - ii. To call from computer: Connect to internet/wifi and call from Google Voice website
- c. If you would like a headset to use with your desk phone or cell phone, please consult with XXX

6. Sending text messages:

- a. A text should be sent on the second attempt for cases with a mobile phone number
 - i. If case does not respond to first voicemail, or you are unable to leave a message
 - 1. Log into Google Voice > Messages tab > Send a message > Enter mobile phone number > Enter text message > click Send

7. At end of internship log in to your Google Voice account:

- a. Gear wheel > Settings > Phones
 - i. Delete all phone numbers associated with XXX (i.e. your desk number or the XXX general number)