

# CHECK-IN FOR CALL CENTER CUSTOMERS

## A. CHECK-IN FOR CALL CENTER CUSTOMERS WITH SECRETARIAL MESSAGES

CALL 514-359-6767 TOLL FREE: 1-855-351-6767

- ✓ Enter your client number followed by the # sign.
- ✓ Enter the passcode followed by the # sign.
- ✓ Press 8 for additional options.
- ✓ Press 9 to hang-up.
- ✓ Press 0 to go to the operator.

## B. CHECK-IN FOR CALL CENTER CUSTOMERS WITH VOICE MAIL MESSAGES (ONLY)

CALL 514-359-6767 TOLL FREE: 1-855-351-6767

- ✓ Enter your client number followed by the # sign.
- ✓ Enter the passcode followed by the # sign.
- ✓ The system will advise you if you have messages.
- ✓ Press 7 to listen to the message.
- ✓ Press 3 to delete the message.
- ✓ Press 5 to save the message.
- ✓ Press 6 to skip the message.
- ✓ Press 7 to replay the message.
- ✓ Press 8 for additional options.
- ✓ Press 9 to hang-up.

## C. CHECK-IN FOR CALL CENTER CUSTOMERS WITH SECRETARIAL & VOICE MAIL MESSAGES

CALL 514-359-6767 TOLL FREE: 1-855-351-6767

- ✓ Enter your client number followed by the # sign.
- ✓ Enter the passcode followed by the # sign.
- ✓ The system will advise you if you have messages.
- ✓ Press 7 to listen to the message.
- ✓ Press 3 to delete the message.
- ✓ Press 5 to save the message.
- ✓ Press 6 to skip the message.
- ✓ Press 7 to replay the message.
- ✓ Press 8 for additional options.
- ✓ Press 9 to hang-up.
- ✓ Press 0 to go to the operator.