

CANCELING A CLASS DUE TO WEATHER

After you decide to cancel a class, notify:

- (1) Voice Mail Weather Line (see instructions below)
- (2) Training site: Call the site directly, and/or the listed point of contact for the site, and tell them the name and date(s) of the canceled class that was to be held at their facility so that they can pass on the information if they are contacted.
- (3) Project Lead for the training, and the PTT Registration Staff (920-424-1071) or regstaff@uwosh.edu.

VOICE MAIL WEATHER LINE INSTRUCTIONS

If you are canceling a training session(s), you are responsible for updating the weather line recording. It can be changed at any hour of the day or night. The normal, generic recorded greeting is:

You have reached the DFES/Partner Training Team Weather Line. There are no training cancellations at this time. If you are making this call during office hours and need to speak with someone immediately, please hang up and dial 920-424-1071. Thank you for calling.

These are step-by-step instructions for changing the Weather Line message:

1. Call **1-608-422-6322** for Voice Mail Access (NOTE: If you are at a phone which has a State AT&T Voicemail box you must immediately enter a * (**star**) so it does not substitute the calling phone ID).
2. Enter the Weather Line ID: **26322** followed by # (**pound**).
3. Enter the Weather Line PIN: **9204241071** followed by # (**pound**).
4. The system will state the name "Partner Training Team Weather Line".
5. **Press 4** for set up options. Then **press 1** to change the standard greeting.
6. The system will state "Your current greeting is the standard greeting", and then will play the existing standard greeting.

NOTE: If there is an existing cancellation message relating to a training class, then you need to write down that message. You will need to include this existing message as the first part of your greeting regarding your canceled class, and the office phone number 920-424-1071 (Registration Staff) at the end.

7. To re-record this greeting with any previous or new cancellations, **press 1**.
8. **Record your new greeting** including any previous cancellations and **press # (pound)**.

Sample Script: *You have reached the DFES Partner Training Team Weather Line. The Professionalism class, scheduled for Tuesday, November 18, 2017 at UMOS in Milwaukee, is canceled due to inclement weather. If you are making this call during office hours and need to speak with someone immediately, please hang up and dial 920-424-1071. Thank you for calling.*

9. The system will then play the new standard greeting. Listen and correct it if necessary.
If you need to re-record the greeting, **press 1** and you can re-record;
If it is okay, then **press *(star) five (5) times** or **end call** to exit from stated menus and system.
10. Ensure that the line is clear and **hang up**.