

# Voicemail Password/PIN Change

## **IMPORTANT!!!**

**You are required to change your Voicemail PIN from the default setting. It is very important for security reasons.**

**To do this directly from your office phone:**

- **Press the messages button (“envelope button on your phone”),**
- **Enter a password/PIN followed by the # key,**
- **Then choose option 5, followed by option 1.**
- **Follow prompts for password/PIN change.**

**You can also change your Voicemail password in the user web phone portal.**

1. Open a browser and log in to your user phone portal. For steps on how to do it, follow: “How to log in to your web phone portal extension” guide.
2. In the top right corner, click on your name/extension to reveal dropdown menu. Then click on “Profile”

Click on your name/extension then select "Profile"

Home

Messages

Contacts

Answering Rules

Time Frames

Music on Hold

Call History

Home

NEW VOICEMAIL MESSAGES »

From	Date	Duration
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ACTIVE ANSWERING RULE »

Default

Simultaneously ring:

3. In the profile window, scroll all the way to the bottom. You will see a section labels as “Change Voicemail PIN.” In the “New PIN” enter your new voicemail PIN then click “Save”

The screenshot shows a web browser window with the URL `voip.sussex.edu/portal/voicemails`. The background is the Sussex County Community College portal, featuring the college's logo and a 'Messages' section with buttons for 'Voicemail', 'Chat', and 'Settings'. A 'New' dropdown menu is also visible. Overlaid on the right is a 'Profile' window. The 'Profile' window has a close button (X) in the top right corner. It contains the following sections:

- Emergency Address:** A text field with the message "You cannot edit your Emergency Caller ID" below it. Below that is a dropdown menu for "Emergency Address" and a link "Add location description".
- Change Account Security:** This section includes:
  - "Email Address(es)" with a text field and a plus icon.
  - "Single Sign-On" with a Microsoft icon and a red X icon.
  - "Multi-Factor Authentication" with a Google icon and a red X icon.
  - "New Password" and "Confirm New Password" text fields.
  - "Current Password" text field with a note: "Your current password is required to update your email address or security information."
- Change Voicemail PIN:** This section includes:
  - "New PIN" text field with a red arrow pointing to it and the text "Enter your new Voicemail PIN" below it.
  - A note: "Minimum length of 4 characters, your extension cannot be part of your password."
  - "Cancel" and "Save" buttons at the bottom right.

4. You are all set! Your PIN has been updated. You can test the new PIN number using your office phone by pressing a voicemail button (envelope icon) and entering your new PIN followed by a # key.