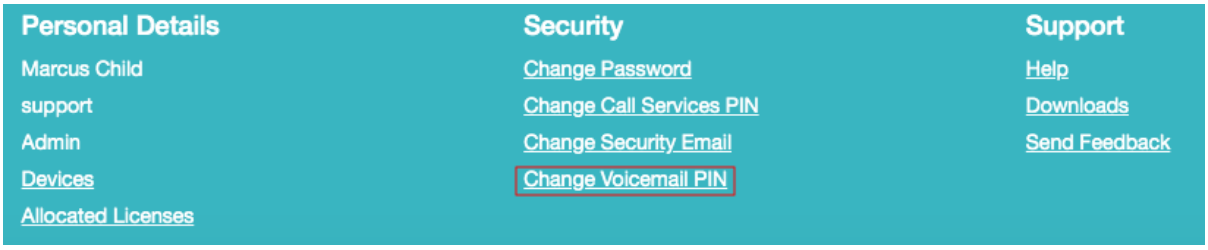
How Do I Change Or Reset My Voicemail PIN?

If you know your voicemail PIN this can be change from the CommPortal by following the below:

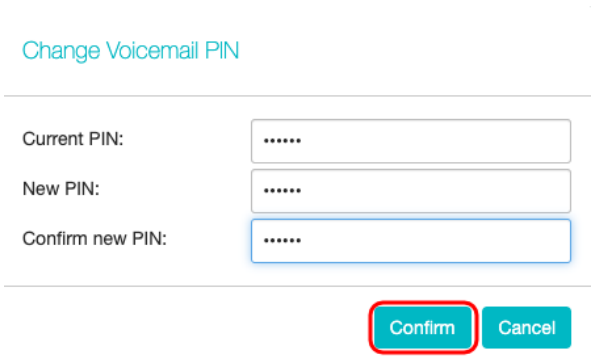


TIP: If you do not know your CommPortal password, instructions on how to reset this can be found here.

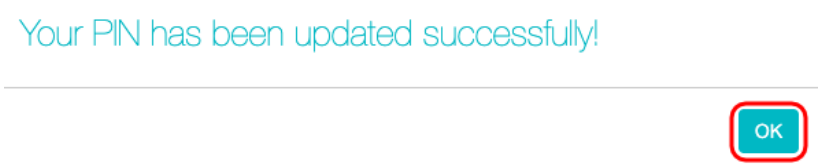
- Login to the CommPortal with your username (phone number) and password.
- At the bottom of page click on **Change Voicemail PIN** under **Security**.



- A window will appear requesting your current PIN and then enter your new PIN then confirm your new PIN. Click on



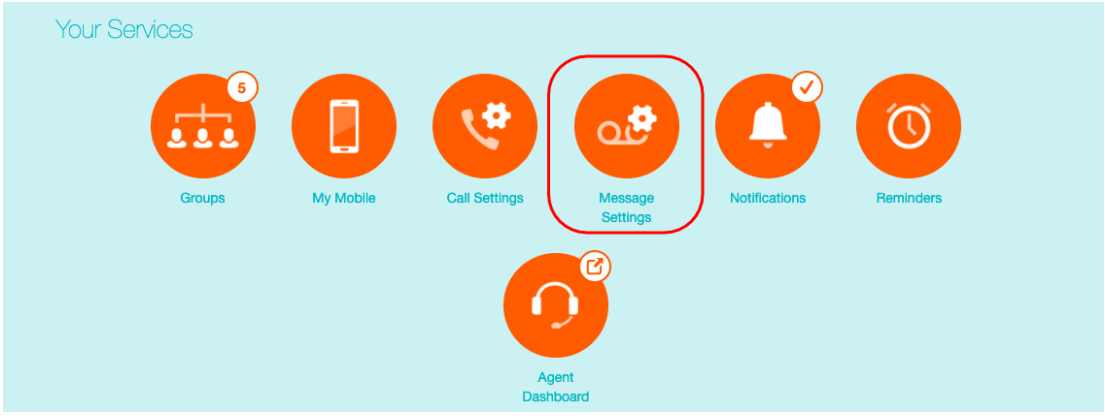
- You will now receive an email confirming your Voicemail PIN has changed.



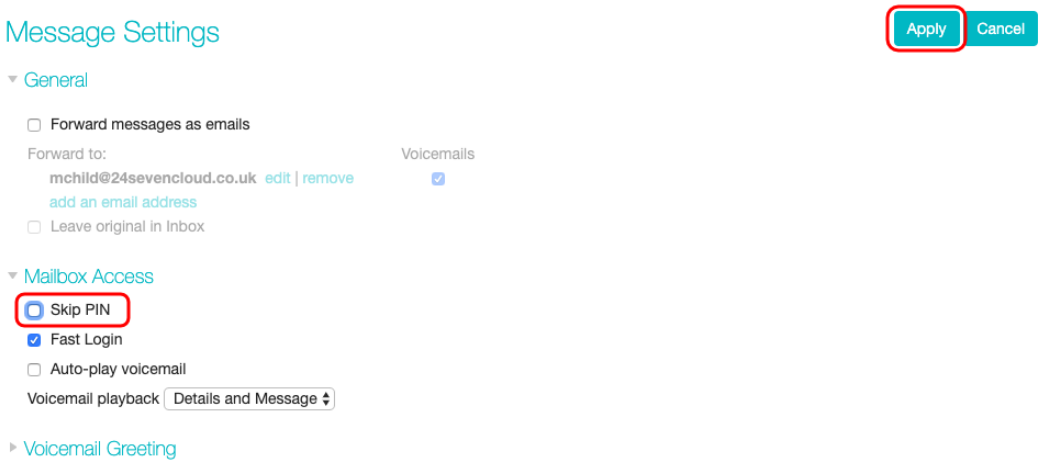
- Click **OK**

If you do not know your current Voicemail PIN you will need to follow the below:

- Login to the CommPortal with your username (phone number) and password.
- Under **Your Services**, click on **Message Settings**



- In **Message Settings** go to **Mailbox Access** and ensure **Skip PIN** is unticked. If it is not, untick this and then click on **Apply**.



- From your Pod Connect client (desktop or mobile) or your desk phone call **121** to access your voicemail.
- In the Voicemail menu press options **4 > 3 > 1**
- Enter a new PIN between 6 - 20 characters and then press **#**
- Repeat your new PIN and press **#**
- Your Voicemail PIN has now been changed, you will also receive an email confirming this change.

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