


# 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**.

Personal Details	Security	Support
Marcus Child	<a href="#">Change Password</a>	<a href="#">Help</a>
<a href="#">support</a>	<a href="#">Change Call Services PIN</a>	<a href="#">Downloads</a>
Admin	<a href="#">Change Security Email</a>	<a href="#">Send Feedback</a>
<a href="#">Devices</a>	<a href="#">Change Voicemail PIN</a>	
<a href="#">Allocated Licenses</a>		

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

## Change Voicemail PIN

Current PIN:	<input type="password"/>
New PIN:	<input type="password"/>
Confirm new PIN:	<input type="password"/>

Confirm

Cancel

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

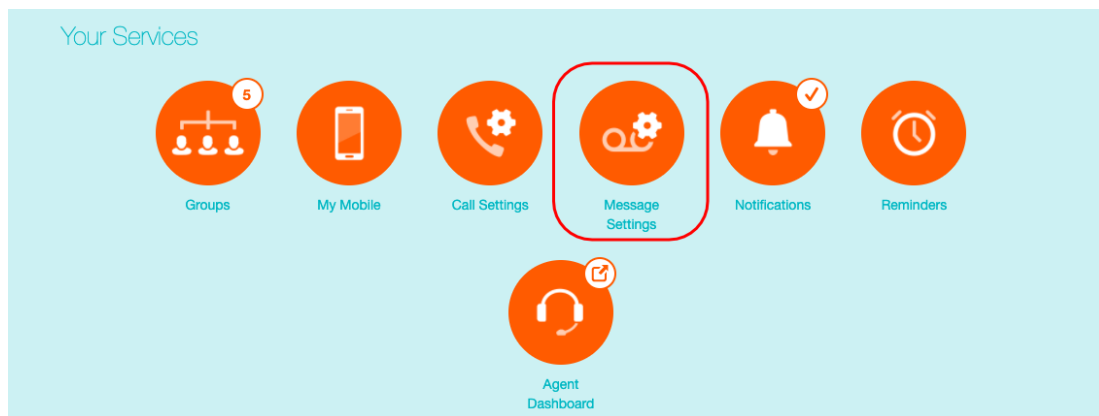
Your PIN has been updated successfully!

OK

- 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**.

Message Settings Apply Cancel

▼ General

☐ Forward messages as emails

Forward to: mchild@24sevencloud.co.uk [edit](#) | [remove](#) Voicemails ☒

[add an email address](#)

☐ Leave original in Inbox

▼ Mailbox Access

☐ Skip PIN

☒ Fast Login

☐ Auto-play voicemail

Voicemail playback Details and Message ▾

▶ Voicemail Greeting

- 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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