


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	Change Password	Help
support	Change Call Services PIN	Downloads
Admin	Change Security Email	Send Feedback
Devices	Change Voicemail PIN	
Allocated Licenses		

- 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"/>

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

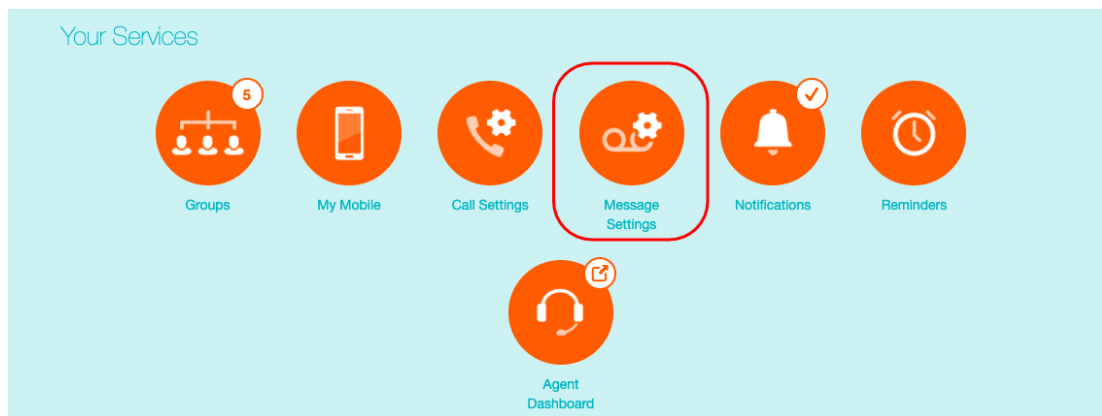
Your PIN has been updated successfully!

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](#) [add an email address](#)

☐ Leave original in Inbox

Voicemails ☒

▼ 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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