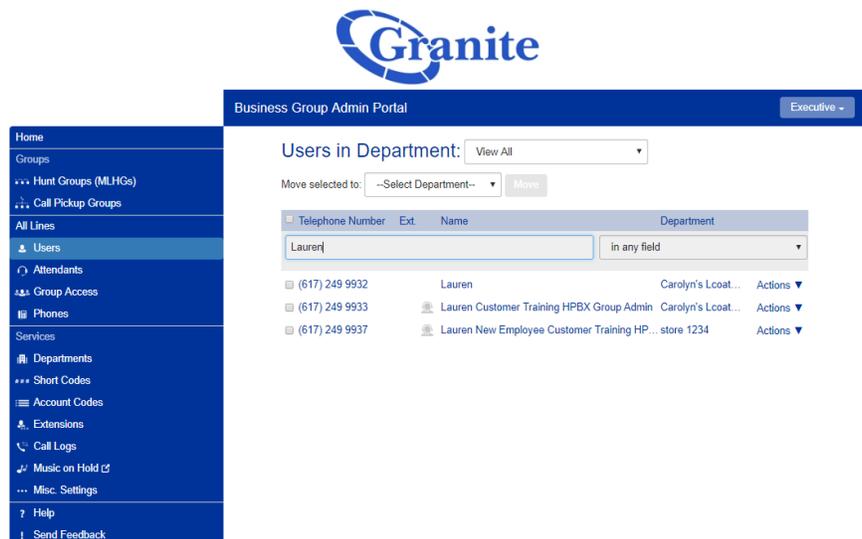# Resetting a User's Voicemail PIN from the Admin Portal

Log into the Admin portal

In the "**Users**" tab under the "**All Lines**" header. Locate the name of the person who's voicemail you would like to reset (you can search for the name/number/label in the "**Search for..**" field):

Click "**Actions**":

The click "**View Individual Settings**" A second window will pop up:

Resetting a User's Voicemail PIN from the Admin Portal

In the second window click "**View Account Settings**" in the bottom right hand corner and click "**Change Voicemail PIN**" under the "**Security**" header.
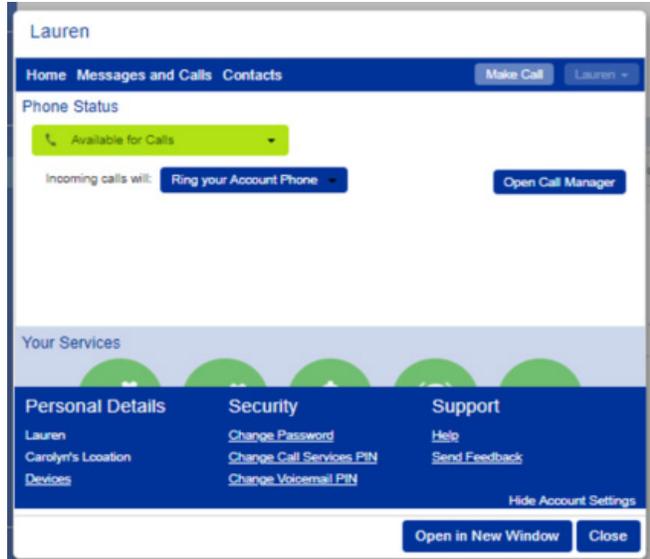
Type in the number you would like to make the PIN in the "**New PIN**" field and again in the "**Confirm new PIN**" field. Once satisfied, click "**Confirm**"

Your PIN has been updated successfully!

OK