

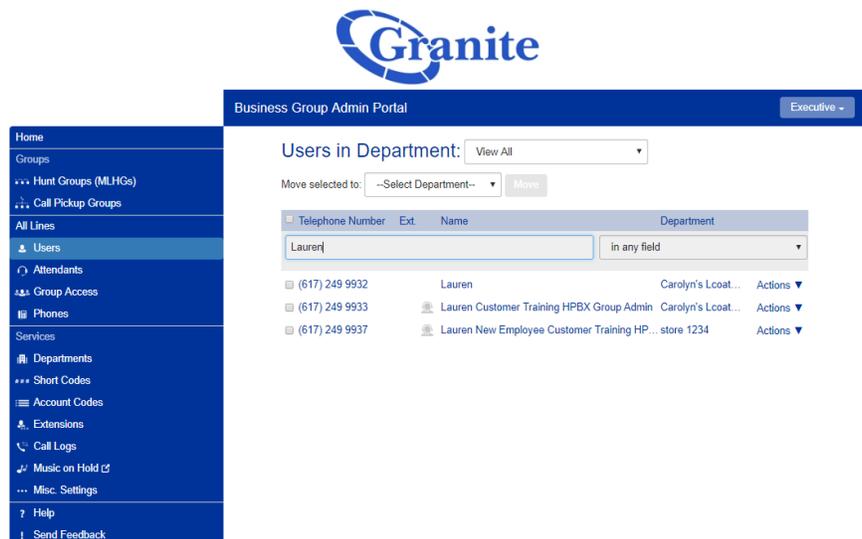


Resetting a User's Voicemail PIN from the Admin Portal

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):





Resetting a User's Voicemail PIN from the Admin Portal

Click **“Actions”**:

Business Group Admin Portal Executive

Users in Department: View All

Move selected to: --Select Department-- Move

Telephone Number	Ext.	Name	Department
(617) 249 9932		Lauren	Caroly
(617) 249 9933		Lauren Customer Training HPBX Group Admin	Caroly
(617) 249 9937		Lauren New Employee Customer Training HP...	store

- View individual settings
- Edit personal details
- Reset line
- Unlock account

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

Business Group Admin Portal Executive

Lauren

Home Messages and Calls Contacts Make Call Listen

Phone Status

Available for Calls

Incoming calls will: Ring your Account Phone Open Call Manager

Your Services

- Call Settings
- Message Settings
- Notifications
- Reminders
- Account Codes

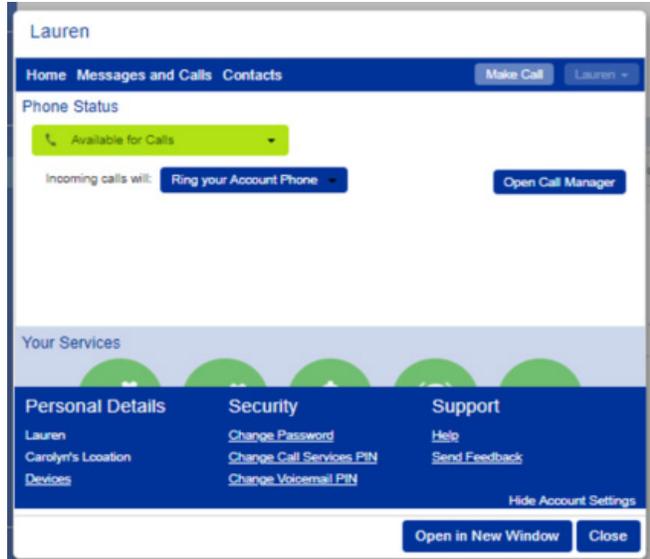
View Account Settings

Open in New Window Close



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”**

