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

Log into the Admin portal

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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):

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Send Feedback

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Click "Actions":

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

Resetting a User's Voicemail Granite 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"



Open in New Window Close



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