VoIP: PIN Reset

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OBJECTIVES

Penn State Unity Connection Voicemail users will be able to:

- Reset their Unity Voicemail PIN
- Contact Network Operations Center as needed

PENN STATE UNITY CONNECTION VOICEMAIL USER REQUIREMENTS

- User is a valid Penn State Unity Connection Voicemail user
- Requisite Change of Ownership form(s) have been submitted if the voice mailbox is being transferred between users.
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SELF-SERVICE USER PROCEDURE
1. From a web browser, navigate to https://voip.psu.edu
2. If you are not logged into WebAccess you will be redirected to that page for login.
3. Log into WebAccess with your Penn State Access ID credentials.
   You will be redirected to the Self-Service VoIP Phone and Voicemail user page will appear.
4. Select the Voicemail Info link to view information about the voicemail user voicemail store, extension, and limits.
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SELF-SERVICE USER PROCEDURE . . . continued.

5. Select the Change Voicemail PIN link to reset the Voicemail PIN without having to place a call to the ITS Service Desk or the TNS Network Operations Center.

6. Enter the new PIN in the New Pin and Re-enter fields.

7. Click the Set PIN button to confirm.

A confirmation message stating the PIN has been updated will appear on the screen.

A confirmation e-mail stating the PIN has been updated will be sent.

If you experience any troubles accessing and using this web interface, contact TNS Network Operations Center at 814-865-4662, or via e-mail at noc@psu.edu
Resources

ITS Training Services VoIP handouts
http://its.psu.edu/training/handouts/

TNS Voice Systems Website
http://www.tns.its.psu.edu/ServiceCatalog/VoiceServices

ITS Consulting and Support Services Call Center
http://css.its.psu.edu/callcenter/

TNS Network Operations Center (NOC)
http://www.tns.its.psu.edu/noc/