Voicemail PIN Problems

If you cannot remember your PIN or your PIN no longer works, please contact the Help Desk and request a voicemail PIN reset.

Important instructions on setting a new PIN after a reset

After the Help Desk has reset your PIN and you sign into voicemail you will hear a message stating that your PIN has expired. That means you need to set a new PIN. Stay on the line and follow the prompts to set a new one. PINs must be at least six digits long and cannot contain any obvious patterns or be a previously used PIN. It may take several attempts with different PINs before the voicemail system sees one it will accept.

If you are having problems setting a new PIN, you will need to observe the following rules.

- PINs must be at least six digits in length
- PINs may not have been used previously
- PINs cannot have obvious patterns, such as strings of consecutive numbers like 123, or, repeating numbers, such as 222