How do I find and or reset my Voice Mail password?

Q: How do I find and or reset my Voice Mail password?

Answer

First, make sure you have your MIT personal web certificate in the browser you're using. Get or test certificates if needed. Then:

2. Locate the appropriate number from the Account list and click on the text **Administer** (clicking on the number itself will take you to the wrong page). The correct page has a green background.
3. Wait for the resulting page to load completely. There may be a delay.
4. Scroll down to the setting for **Unity PIN**.
5. Please note that the Voicemail PIN may contain only numbers.

![Choose a secure PIN](danger)

Choose a secure PIN
Do not use a PIN that is easily guessable - eg. "0000", "1234", or the last several digits of the phone number.

6. Click **Update Settings**. After a delay for the updates to take place, you'll see a message **Update successful** and you can close the page.