Reset Voicemail PIN

Overview

- Users reset their own PIN using the Outlook Web App (OWA).
- Refer to the ITS OS/Browser support matrix to determine if you are using a supported browser.
- If you are unable to use OWA, contact ITCom at (76) 3-2000, option 4 to reset the user’s PIN manually.


2. In the upper-right corner of the screen, click Options and click See All Options.
3. At the bottom of the screen, click **Reset my voicemail PIN**.

![Outlook Web App screenshot](image)

4. Click **OK**.

![Reset Voice Mail PIN](image)

**Note**: A message with the new PIN is sent to the mailbox inbox.

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