Voicemail Pass Code Reset

This article describes how to reset the voicemail passcode for deskphones. If you have been locked out of your voicemail it will reset in an hour and allow you access again.

Information

Voice Mail Pass Code Reset

To request voice mail pass code reset, submit a ticket to Yale Service Now https://yale.service-now.com/its?id=sc_cat_item&sys_id=89c6e47513584500577b7a66144b07a

- Submit a ticket to "Desk Phone On Campus" including the phone number and general information on the situation.
- Change the assignment group to Desk Phone on Campus

User Instructions to reset pass code for legacy voicemail

- Dial 2-8000. You will hear "Hello mailbox number____, please enter your pass code."
- Press 123456 (Generic temporary pass code)
- Follow the tutorial.

Yale Directory phone number listing is changed through Work Day: User or HR can change the phone extension that lists in the YALE directory. SOM directory is a manual change by Lisa Rathsack

Unity Voicemail Instruction to reset Pass code

- Dial 6-4477. You will hear "Enter your Pin followed by #"
- Press 123456# (Generic temporary pass code)
- Follow the tutorial.

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