# VoIP Communicator Password Reset

1. In a web browser, go to https://config.sip.net.internet2.edu/myaccount

2. Enter your full Illinois Tech email address in the **User ID** field.
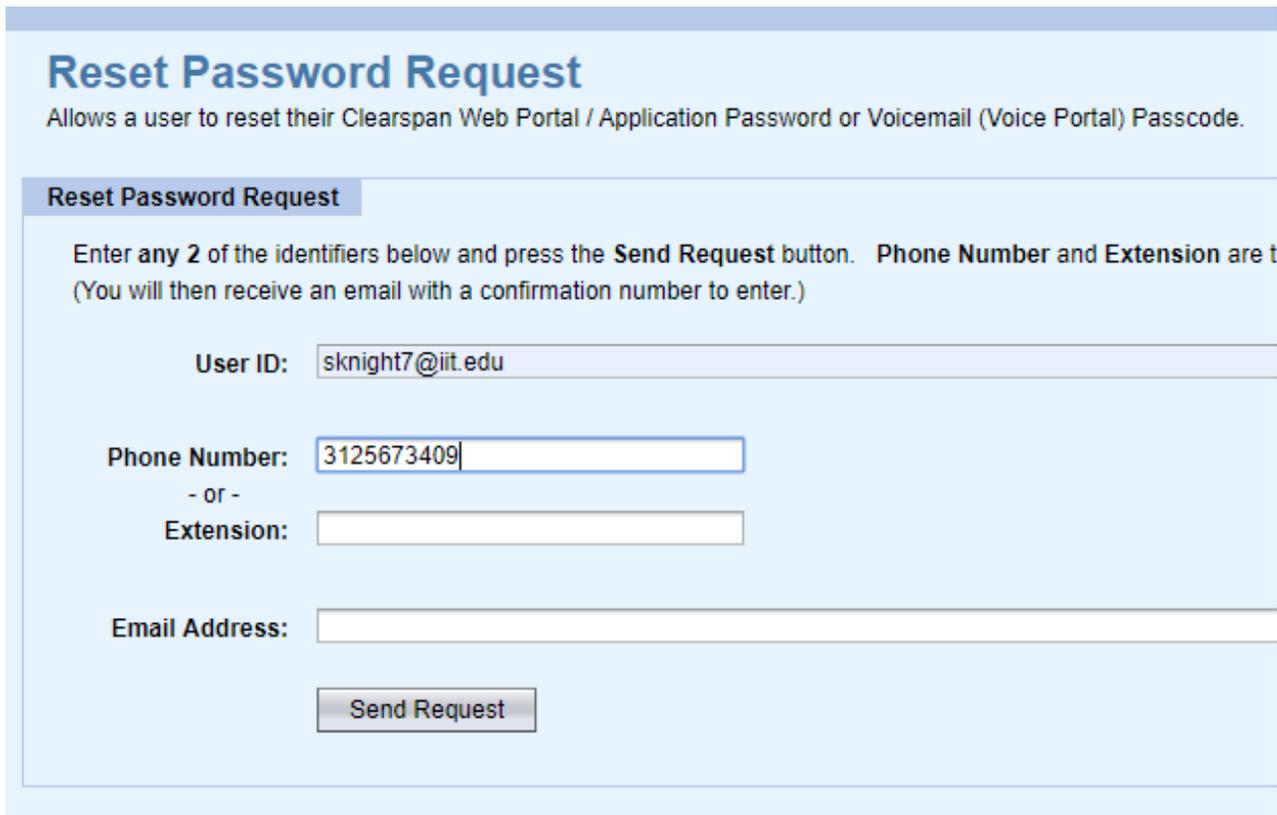
## Reset Password Request
Allows a user to reset their Clearspan Web Portal / Application Password or Voicemail (Voice Portal) Passcode.

### Reset Password Request

Enter **any 2** of the identifiers below and press the **Send Request** button.   Phone Number and Extension are t
(You will then receive an email with a confirmation number to enter.)

| User ID: | sknight7@iit.edu |
| --- | --- |
| Phone Number: | 3125673409 |
| - or - Extension: | |
| Email Address: | |

Send Request

3. Put in your full 10-digit phone number (e.g., 3125673375) in the **Phone Number** field

   -**OR**-

   Put your 5-digit extension (e.g., 73375) in the **Extension** field.

4. Leave the **Email Address** field blank.

5. Click the **Send Request** button.

6. Check your email for a 6-digit confirmation number.

7. Enter the 6-digit number in the **Confirmation Number** field.

**Reset Confirmation**
Verifies the confirmation code and provides the reset options.

Confirmation email message has been sent.

Confirm Password Reset

Enter the confirmation number you received in the email message and press the desired reset to perform.
IMPORTANT: If you exit this page the confirmation code will be invalid.

Confirmation Number: 309460

**RESET**
Clearspan Applications
Password
(Web Portal, Call Center, Assistant, etc.)
GO

**RESET**
Voice Portal
Passcode
(Voicemail, CommPortal Features, etc.)
GO

**RESET**
Voice Portal Passcode
AND Clearspan
Applications Password
(Portal, Apps, CommPortal Features.)
GO

8. Click the first graphic labeled **RESET Clearspan Applications Password**, see red box above.

9. Enter in a new password twice following the rules on the right-hand side.

**Clearspan Web Portal / Application Password Reset**
Resets the Clearspan web portal / application password.

Clearspan Web Portal / Application Password Reset

Enter and confirm the new password, and then
Press the Reset Password button.
(After changing the password, you can change the Voicemail Passcode.)

New Password: ···········

Confirm New Password: ···········

Reset Password

**Password Rules:**

Must be at least 8 characters in length.
Must contain at least 1 digits.
Must contain at least 1 upper case characters.
Must contain at least 1 lower case characters.
Must contain at least 1 non-alphanumeric characters.
Cannot contain the User ID.
Cannot contain the previous password.
Cannot contain the reverse of the previous password.
Cannot be any of the past passwords.

**Important:**

If you use any of the following applications,
make sure to change your password for them as well:

Clearspan Assistant
Clearspan Communicator
Clearspan Call Center Agent/Supervisor
Clearspan Receptionist
Clearspan Meet-Me Conference Outlook Plug-In
Personal Web Portal

10. Click the **Reset Password** button.

11. If successful, you will be returned to the Request Password Request page with a message that your password has been changed.  You will also get email confirmation.

## Reset Password Request

Allows a user to reset their Clearspan Web Portal / Application Password or Voicemail (Voice Portal) Passcode.

Your password has been changed. ⟵

### Reset Password Request

Enter **any 2** of the identifiers below and press the **Send Request** button.  **Phone Number** and **Extension** are
(You will then receive an email with a confirmation number to enter.)

User ID:

Phone Number:
- or -
Extension:

Email Address:

Send Request

**If you need assistance, please contact:**
**OTS** **Support Desk**
**Phone:  312-567-3375 (x7DESK)**
**Email:** supportdesk@iit.edu
**In-person: Galvin Library, Upper Level**