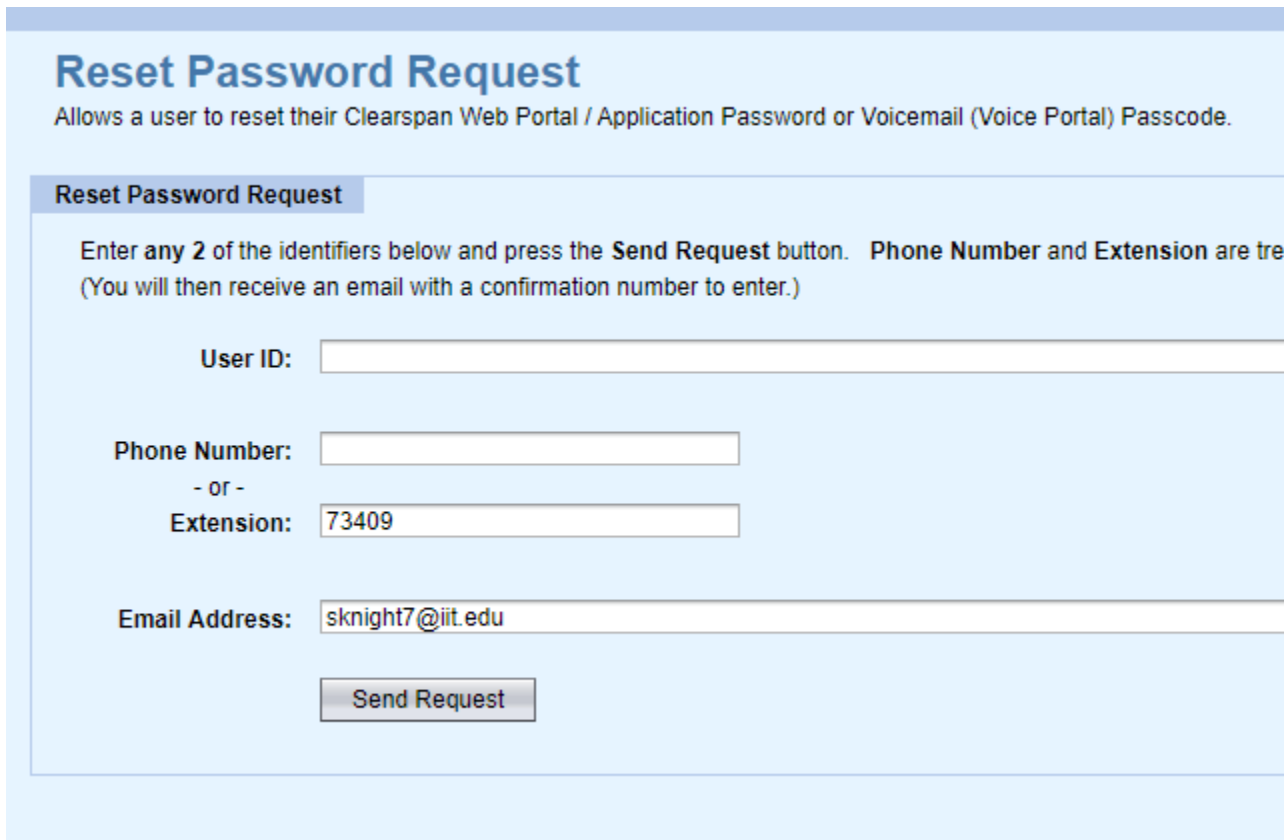


Voicemail Passcode Reset

1. In a web browser, go to <https://config.sip.net.internet2.edu/myaccount>
2. Leave the **User ID** field blank.



The screenshot shows a web form titled "Reset Password Request" with a subtitle "Allows a user to reset their Clearspan Web Portal / Application Password or Voicemail (Voice Portal) Passcode." The form includes a header "Reset Password Request" and instructions: "Enter any 2 of the identifiers below and press the Send Request button. Phone Number and Extension are treated as one identifier. (You will then receive an email with a confirmation number to enter.)" The form contains four input fields: "User ID" (empty), "Phone Number" (empty), "Extension" (containing "73409"), and "Email Address" (containing "sknight7@iit.edu"). A "Send Request" button is located below the "Email Address" field.

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. Put in your full Illinois Tech email address in the **Email Address** field.
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:



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



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



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



8. Click the second graphic labeled **RESET Voice Portal Passcode**, see red box above.

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

Voicemail (Voice Portal) Passcode Reset

Resets the voicemail (Voice Portal) passcode.

Voicemail (Voice Portal) Passcode Reset

Enter and confirm the new passcode, and then
Press the Reset Passcode button.

New Passcode:

Confirm New Passcode:

Passcode Rules:

- Must be numeric only.
- Must be at least 6 digits.
- Cannot be more than 30 digits.
- Cannot be the user's own extension or phone number.
- Cannot be the reverse of the user's own extension or phone number.
- Cannot contain 3 or more repeated digits.
- Cannot contain more than 3 sequentially ascending digits.
- Cannot contain more than 3 sequentially descending digits.
- Cannot contain repeating patterns.
- Cannot be any of the last 1 passcodes.
- Cannot be the reverse of the previous passcode.

10. Click the **Reset Passcode** 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.

NOTE: you will be prompted to change your passcode when you log into your voicemail after this reset.

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

Your voicemail (Voice Portal) passcode has been changed.

Reset Password Request

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

User ID:

Phone Number:

- or -

Extension:

Email Address:

If you need assistance, please contact:

OTS Support Desk

Phone: 312-567-3375 (x7DESK)

Email: supportdesk@iit.edu

In-person: Galvin Library, Upper Level