To reset your voicemail PIN, please use a web browser to navigate to https://vmpassreset.tri-c.edu. You must be on a Tri-C computer on a campus, or remotely connected via VDI or VPN to access this link. Login with your network username and password, the same that you use to login to a Tri-C computer.
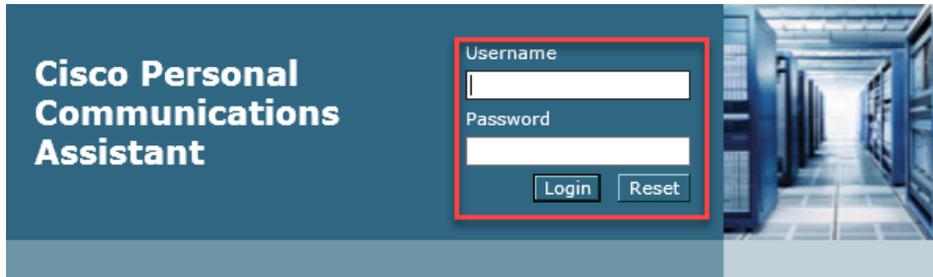
Select **Messaging Assistant**
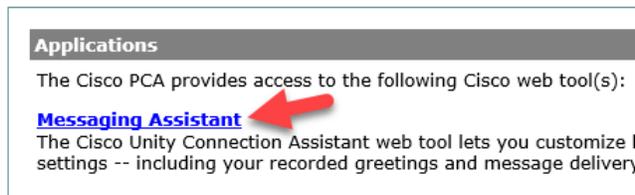
Click **Passwords>Change PIN** From the top left of the webpage.
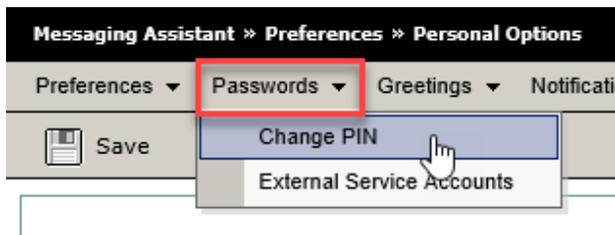
Here you will be able to set a new PIN. The PIN must be at least five digits long, cannot be a repeat of the last five PINs, it cannot be sequential (12345 or 54321), and cannot contain duplicate numbers (223344 or 443322). Confirm the new PIN and click "Save" to complete the change.
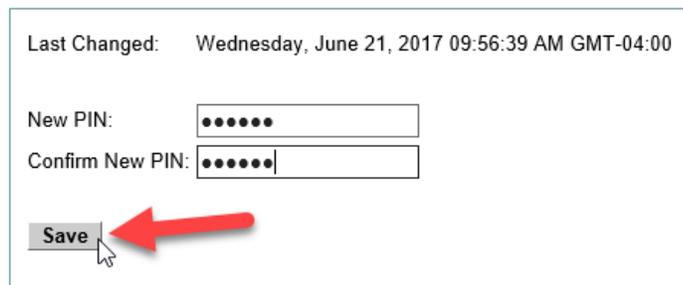
Please note you can do this anytime you forget your voicemail password. Once reset you will have to wait 24 hours to reset it again. These instructions are only valid for individual user voicemail accounts. For departmental voicemail accounts, please submit a Helpdesk ticket.