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.

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.

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**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:** 300460

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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.

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**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**

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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.

If you need assistance, please contact:

**OTS Support Desk**

**Phone:** 312-567-3375 (x7DESK)

**Email:** supportdesk@iit.edu

**In-person:** Galvin Library, Upper Level