Voicemail Passcode Reset

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

2. Leave the User ID field blank.

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.

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.

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.

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**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 two separate fields, you will then receive an email with a confirmation number to enter.

- **User ID:**
- **Phone Number:**
  - or -
  - **Extension:**
- **Email Address:**

[Send Request]

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If you need assistance, please contact:

**OTS Support Desk**

Phone: 312-567-3375 (x7DESK)

Email: supportdesk@iit.edu

In-person: Galvin Library, Upper Level