

Instructions to Change your Voicemail Password

1. If Telecommunications resets your password OR if this is your 1st time accessing your voicemail, the default password to use is:
77 plus your extension --- if you extension is four digits and begin with 995-xxxx
77 plus your extension --- if you extension is five digits and begin with 82-xxxxx
2. To change your password, perform the following steps:
 - a) Dial "**2100**" or press the "**Message**" button on your phone to access the voicemail system.
 - b) For external access dial "**(773)995-2100**"
 - c) Enter your mailbox number: "{Extension}" followed by "**#**"
 - d) Enter your default password: -- [use instructions in section (1) above] followed by "**#**"
 - e) You will be prompted to dial "**84**" to change your password
 - f) Enter your default password: -- [same as entered in item (c) above] followed by "**#**"
 - g) Enter your new password
 - h) Re-Enter your new password
 - i) Once you have completed the steps above, you will hear "**Your password has been changed**"

Thank you for your cooperation in this matter.

This message is sent from **TIMS**, please direct all questions to the email address of tims@csu.edu or call extension 2559 and select option 2.