



Information Technology Services

Support Phone: (201) 360-4310

Support Email: itshelp@hccc.edu

Website: <https://www.hccc.edu/administration/its/index.html>

Instagram, Threads, X: @HCCC_ITS

Resetting Voicemail PIN

Follow these steps:

1. Sign in with your HCCC account to to: <https://user.webex.com/webappng/hub/welcome>
2. Go to **Settings > Calling > Voicemail**.
3. In the **Voicemail PIN** section, click **Reset voicemail PIN**.

The screenshot shows the Webex User Hub interface. On the left is a navigation menu with options: Profile, Settings (highlighted), Meetings, Webinars, and Recordings. The main content area is titled 'Settings' and has sub-tabs for Meetings, Calling (highlighted), and Devices. Under the 'Calling' tab, there are sub-sections for Call settings, Schedules, Voicemail (highlighted), and Features. In the 'Voicemail' section, there are two main areas: 'Voicemail inbox' with a 'Manage voicemails' button and the text 'You have 0 unheard messages', and 'Voicemail PIN' with a 'Reset voicemail PIN' button highlighted in yellow.

4. Enter your new PIN, ensuring it meets the following requirements:
 - Must be 6-8 digits long (numbers only).
 - Must not match any of your previous 10 PINs (or 24 for government accounts).
 - Must not be the reverse of your old PIN.
 - Must not match the numeric representation of your first or last name.
 - Must not include your phone number or extension.
 - Must avoid repeated digits (e.g., 228883), sequential numbers (e.g., 012345), or numbers dialed in a straight line on the keypad.



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5. Re-enter your new PIN in the **Confirm Voicemail PIN** field and click **Submit**.

Reset voicemail PIN ✕

New voicemail PIN (required)

Confirm voicemail PIN (required)

Voicemail PIN requirements:

Must contain

- 6-30 digits

Must not contain

- repeated patterns
- last 10 Voicemail PINs
- the reverse of your old PIN
- your phone number or extension
- the same digit 3 times in a row
- 3 ascending digits or 3 descending digits
- the reverse of your phone number or extension

Cancel

Save