

# Reset voicemail passwords

You can reset your own voicemail passwords and passwords for wireless users who forget theirs. You can also provide wireless users with the ability to reset their own voicemail passwords in Premier. When you reset a voicemail password, all voicemail messages remain intact.

If you have Basic, Enhanced, or Visual Voicemail you have a voicemail password associated with your mailbox. When you first set up your voicemail, you're prompted to create a password. Depending on your voicemail security settings, you might only use a password when you're roaming outside of the AT&T network or when you access your voicemail from a different wireless device.

[Reset voicemail passwords](#)

[Voicemail password security](#)

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## Reset voicemail passwords

When you create your voicemail password, use a random 7- to 12-digit number that's unique and not easily guessed.

## Reset your voicemail password from your device

With all voicemail types, you can access your voicemail and reset the password.

1. Using the keypad on your wireless device, press and hold the **1** key. Premier will reset the Voicemail Password and send a temporary password to the device within 30 minutes.
2. To complete the reset process, use the voicemail function on your wireless device.

**Note:** Password reset isn't available for inactive or suspended accounts. If an account is suspended, reinstate the wireless number. For help resetting passwords, call Business Support at 611 free of charge from your wireless device or call 800.331.0500.

## Reset the voicemail password for a wireless user

1. On the Premier homepage, from the **I want to** list on the taskbar, select **Reset voicemail password**.

**Notes:**

- If **Reset voicemail password** isn't visible on the list, you don't have permission to reset passwords.
- If **Reset voicemail password** is visible but disabled, there's a problem with the status of the foundation, billing, or wireless account. Check the status of these accounts to determine whether they're active.

2. Enter the wireless number that you want, and then click **Go**. The **Reset Voicemail Password** page appears.
3. In the **Voicemail Password Reset Information** section, select 1 of the following options, and then click **Submit**:
  - Create a temporary password for me.
  - I'll create my own temporary password.

**Note:** A text message with the temporary password is sent to the wireless number, along with an email confirming that the request was sent.

## Set up a new Basic or Enhanced Voicemail password

To set up a new voicemail password, you'll need to access the voicemail system, enter the temporary password, and then follow the voice prompts.

1. On your wireless device, press and hold the number **1** or the voicemail key to access the voicemail system.
2. Follow the prompts to enter the temporary voicemail password that you received by text message.
3. Enter your new, secure 7- to 12-digit voicemail password, and then press the pound (**#**) key.

## Set up a new Visual Voicemail password

After you receive the text message with your temporary voicemail password, you can change it to a secure 7- to 12-digit password. Follow the instructions on your device.

## Give wireless users password permissions

1. On the Premier homepage, under **Profiles & Permissions**, click **Manage Foundation Account Permissions**. The **Foundation Account Permissions & Settings** page appears.
2. In the **Permissions** section, locate and expand **Reset Voicemail Password**.
3. Select **Allow Always**, scroll to the bottom of the page, and then click **Continue**. The **Verify Foundation Account Permissions & Settings** page appears.
4. Click **Submit**.
5. To return to the Premier homepage, click **Manage**.
6. Under **Profiles & Permissions**, click **Manage Billing Account Permissions**.
7. In the **Permissions** section, locate and expand **Reset Voicemail Password**, and then select **Allow Always** or **Use FAN Settings**.
8. Click **Continue**, and then click **Submit**.

**Note:** Permissions set at the billing account level override permissions at the foundation account level.

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## Voicemail password security

To help keep your voicemail secure, we require the passwords for all new or upgraded wireless voicemail boxes to be turned on by default. AT&T doesn't recommend turning off your password. However, you can turn off your password when you access voicemail from your wireless device. You'll still need to use your password when you access your voicemail from a different device or when you're roaming and you're not on the AT&T network.

If you upgrade or switch to a different device that has Visual Voicemail, do a master reset on your current device and update the device's operating system; you may be prompted



to re-enter your Visual Voicemail password. For additional voicemail security, use these best practices:

- Change your password immediately after you reset your voicemail password.
- Use random numbers instead of numbers like your Social Security Number or wireless number.
- Change your password on a regular basis.