

Logging in for the First Time

The first time you call your mailbox you are prompted to record your name and change the mailbox password. The name that you record is used in various system announcements and in the voicemail system directory search.

Typically your mailbox number matches your extension number which is the internal number that people dial to call you. Your system administrator can tell you if your mailbox number is different.

Similarly your system administrator can tell you if your mailbox already has a password set. Typically a password is not set until the first time you log in.

To log in for the first time:

1. Dial ***17**.
2. If you are dialing from your own extension, press **#**. Otherwise enter your extension number and press **#**.
3. If a password has not been set yet, press **#**. You are asked to enter a new password.
 - If a password has been set, enter your password and press **#**.
4. Enter a new password and press **#**. Your password cannot be the same as your extension number or a set of repeated digits or consecutive numbers.
5. Re-enter the new password and press **#**.
 - You can [change the password](#) again at a later date.
6. Record your name when you are prompted. You can [record your name](#) again at a later date.
7. Press **1** and at the tone, speak your name.
8. Press **1** again. Your recording is played back.
9. Either press **#** to accept the recording or **1** to record again.
10. After you log in, the voice prompts tell you what to do. A summary of many of the options is given in [Summary of Mailbox Options](#).
 - Press ***4** for help at any time.
 - Press ***7** to return to the activity menu.
 - Press **#** at the end of a menu to return to the previous menu.

Note: As a hunt group mailbox is tended by more than one user, the system does not prompt you to change a hunt group voicemail password at the first login.