Unified Messaging

Directions to Reset your PIN

Log into the Outlook Web App

Open your browser and go to https://ex.losrios.edu

Click on the Voice Mail Icon

Click on the Reset My Voice Mail Link
Click Okay to reset your PIN

The system will send you an email with your new PIN

When you log into your voice mail with your new PIN the system will ask you to create a new one. It has to be all numbers and at least 5 digits long. Once into your account you can use the direction sheet from the district to change your forwarding and create a welcome message.

**Direction Sheet for Setting up Unified Messaging on your phone**

To use your phone to access your e-mail, calendar, and contacts, call your Outlook Voice Access number and enter your PIN at the prompt.

**Your access number(s):**

- 916-286-3602 or 3602 (on campus) Faculty and Staff
- 916-286-3692 or 3692 (on campus) Adjunct Faculty

**Your number:**

#### Your 4 digit Phone Number (on campus)

**Your PIN:**

##### Your 5 digit PIN
Unified Messaging integrates your voicemail with your email. To learn more about Unified Messaging, visit the [Unified Messaging Guide](#) page. This webpage contains reference and training materials for Unified Messaging, including a recorded live training session.

To begin using Unified Messaging, you must change the forwarding on your phone to the new subscriber access number, 3602. To do this:

- Go off hook, and press #66. Hang up. This resets your no answer forwarding.
- Go off hook, and press #55. Hang up. This resets your busy forwarding.
- Go off hook, and press #44. Hang up. This resets your "all calls" forwarding.
- To set your "busy" forwarding, go off hook, press *55. Enter 3602, and then hang up.
- To set your "no answer" forwarding, go off hook, press *66. Enter 3602, and then hang up.

To understand what all the button pushing is doing:

The first three options are resetting your phone’s controls for forwarding back to default and the last two commands are now changing your phone settings to forward your voice mail into the Unified Messaging System. You have to do all five steps to get your phone working correctly. If you are having an issue with your messages after resetting your phone to UM please just do all 5 steps again. Since the Help Desk person is going to ask you to do that first anyway.