



Changing Your Cisco Unity Connection Passwords

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About Your Cisco Unity Connection Passwords

You have several Cisco Unity Connection passwords: your phone password, the password that you use to log on to the Cisco Personal Communications Assistant (PCA) website to access the web tools, and passwords for your external service accounts that access your calendar, contacts, and e-mail (as applicable). Your phone, Cisco PCA, and external service account passwords are not synchronized.

It is a good idea to change the initial passwords given to you by your Connection administrator.

Connection first-time enrollment prompts you to change your initial phone password, but it does not let you change the initial passwords that you use to log on to the Cisco PCA and your external service accounts. You change those passwords in the Cisco Unity Assistant web tool.



Note

A Cisco Unity Connection system can be configured so that you use your logon password as your Cisco PCA password. If your Connection system is configured this way, you cannot use the Cisco Unity Assistant to change your Cisco PCA password.

You can also change your phone password in the Cisco Unity Assistant, but because you are not required to enter an existing phone password to change it there, take appropriate measures to keep your passwords secure for the Cisco PCA and your external service accounts.

To protect your Connection mailbox and your external service accounts from unauthorized access, follow the security guidelines provided by your Connection administrator when you change your Connection passwords. In general, shorter passwords are easier to use, but longer passwords are more secure, especially when you specify a nontrivial password. [Table 1](#) describes the attributes of nontrivial passwords for the phone, the Cisco PCA, and external service accounts.

Table 1 **Attributes of Nontrivial Passwords**

Password	Attributes
Phone	• The password cannot contain your primary extension or its reverse. • The password must contain at least three different digits. • The digits cannot all be consecutive, in ascending or descending order (for example, 12345 or 54321). • A digit cannot be used more than two times consecutively (for example, 14777). • The password cannot contain repeated groups of three or more digits (for example, 408510408). • The password cannot be a numeric representation of your first or last name, or the combination of your first and last names. (For example, if your name is John Doe, you could not use a numeric representation of johnd, johndoe, jdoe, doe.)
Cisco PCA and external service accounts	• The password must contain at least three of the following four characters: an uppercase character, a lowercase character, a number, or a symbol. • The password cannot contain your username or its reverse. • The password cannot contain your primary extension or its reverse. • A character cannot be used more than three times consecutively (for example, !coool). • The characters cannot all be consecutive, in ascending or descending order (for example, abcdef or fedcba).

Changing Your Phone Password

Your phone password protects the privacy of your messages and secures your Cisco Unity Connection mailbox from unauthorized access. You can change your phone password at any time.


Tip

If you forget your phone password, use the Cisco Unity Assistant web tool to change it, because you are not required to enter an existing phone password to change it there.

To Change Your Phone Password

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- Step 1** In the Cisco Unity Assistant, on the Passwords menu, click **Change Phone Password**.
- Step 2** On the Phone Password page, enter your new password, then enter it again to confirm it. Use digits 0 through 9.
- Step 3** Click **Save**.
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Changing Your Cisco PCA Password

You change your Cisco PCA password in the Cisco Unity Assistant web tool.

If you use an e-mail application to access your voice messages, the application may use your Cisco Unity Connection username and Cisco PCA password to access your Connection account. When you change your Cisco PCA password in the Cisco Unity Assistant, also update the password in your e-mail application so it can continue to access your Connection account.

**Note**

A Cisco Unity Connection system can be configured so that you use your logon password as your Cisco PCA password. If your Connection system is configured this way, you cannot use the Cisco Unity Assistant to change your Cisco PCA password.

To Change Your Cisco PCA Password

- Step 1** In the Cisco Unity Assistant, from the Passwords menu, click **Change Cisco PCA Password**.
 - Step 2** On the Cisco PCA Password page, enter your new password, then enter it again to confirm it.
 - Step 3** Click **Save**.
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Changing Your External Service Account Passwords

The passwords for your external service accounts secure your calendar, contacts, and e-mail (as applicable). If you change your passwords on the servers that have your calendar, contacts, or e-mail, you must also change your passwords in the Cisco Unity Assistant for the applicable external service accounts.

To Change Your External Service Account Password

- Step 1** In the Cisco Unity Assistant, from the Passwords menu, click **External Service Accounts**.
 - Step 2** On the External Service Accounts page, in the Service Name list, select the name of the server that stores your calendar, contacts, or e-mail (as applicable).
If you are not sure which name to choose, ask your Connection administrator how to proceed.
 - Step 3** In the Password field, enter the password that you use to access the server.
 - Step 4** In the Confirm Password field, re-enter your password.
 - Step 5** Click **Save**.
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