



# Changing Your Cisco Unity Connection PIN and Passwords

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## About Your Cisco Unity Connection PIN and Passwords

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You have a PIN to sign in to Cisco Unity Connection by phone. You also have a password to sign in to the Cisco Personal Communications Assistant (PCA) website to access the Connection web tools. In addition, in Connection version 8.0, you may have passwords for your external service accounts that access your calendar, contacts, and email (as applicable). Your PIN and your passwords for the Cisco PCA and external service accounts are not synchronized.

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

During first-time enrollment by phone, Connection prompts you to change your initial PIN, but it does not let you change the initial passwords that you use to sign in to the Cisco PCA and your external service accounts (Connection 8.0 only). You change those passwords in the Messaging Assistant web tool.



### Note

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

You can also change your PIN in the Messaging Assistant, but because you are not required to enter an existing PIN 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 (Connection 8.0 only) from unauthorized access, follow the security guidelines provided by your Connection administrator when you

change your PIN and passwords. In general, shorter passwords are easier to use, but longer passwords are more secure, especially when you specify a nontrivial password.

The following table describes the attributes of nontrivial PINs and passwords for Connection:

<b>PINs</b>	<ul style="list-style-type: none"> <li>• The PIN cannot contain your primary extension or its reverse.</li> <li>• The PIN must contain at least three different digits.</li> <li>• The digits cannot all be consecutive, in ascending or descending order (for example, 12345 or 54321).</li> <li>• A digit cannot be used more than two times consecutively (for example, 14777).</li> <li>• The PIN cannot contain repeated groups of three or more digits (for example, 408510408).</li> <li>• The PIN 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.)</li> </ul>
<b>Passwords</b>	<ul style="list-style-type: none"> <li>• The password must contain at least three of the following four characters: an uppercase character, a lowercase character, a number, or a symbol.</li> <li>• The password cannot contain your username or its reverse.</li> <li>• The password cannot contain your primary extension or its reverse.</li> <li>• A character cannot be used more than three times consecutively (for example, !coool).</li> <li>• The characters cannot all be consecutive, in ascending or descending order (for example, abcdef or fedcba).</li> </ul>

## Changing Your PIN

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



### Tip

If you forget your PIN, use the Messaging Assistant web tool to change it, because you are not required to enter an existing PIN to change it there.

### Procedure

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- Step 1** In the Messaging Assistant, from the Passwords menu, select **Change PIN**.
- Step 2** On the PIN page, enter your new password, then enter it again to confirm it. Use digits 0 through 9.
- Step 3** Select **Save**.
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# Changing Your Cisco PCA Password

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Your password secures access to the Cisco Personal Communications Assistant (PCA) website.

If you use an email 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 Messaging Assistant, also update the password in your email application so it can continue to access your Connection account.

**Note**

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

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**Procedure**

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- Step 1** In the Messaging Assistant, from the Passwords menu, select **Change Cisco PCA Password**.
  - Step 2** On the Cisco PCA Password page, enter your current password.
  - Step 3** Enter your new password, then enter it again to confirm it.
  - Step 4** Select **Save**.
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# Changing Your External Service Account Passwords (Connection 8.0 Only)

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In Cisco Unity Connection version 8.0, the passwords for your external service accounts secure your calendar, contacts, and email (as applicable). If you change your passwords on the servers that have your calendar, contacts, or email, you must also change your passwords in the Messaging Assistant for the applicable external service accounts.

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**Procedure**

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- Step 1** In the Messaging Assistant, from the Passwords menu, select **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 email (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** Select **Save**.

