Prepare!

Please read through these instructions before beginning the process of setting up a new voicemail box.

You will be prompted to:

- Record your full name
- Record a new no-answer greeting
- Set a new PIN (Security Code)

Information to know before beginning:

- Initial Temporary PIN: 1234
- ID: Your 10-digit phone number*

New PIN (Security Code)

When choosing a new PIN, keep in mind that:

- The minimum PIN length is 4 digits
- It cannot contain three of the same digits together (for example, 9990)
- It cannot contain consecutive digits (for example, 1234 or 4321)
- It cannot be the same as the personal extension that is assigned to you.

Need Help?
Contact Support
856-256-4400
support.rowan.edu

Ready...Set...Go!

When you are ready to set up your new voicemail box, dial 856-256-5000.

You will be prompted to do the following:

1. Enter your ID (10-digit phone number) Press #.
2. Enter PIN (use the temporary PIN 1234). Press #.
3. Record your name for the standardized greeting. Press #.
4. Record a personalized greeting or keep the standard system generated greeting. Press #.
5. Enter a new PIN (Security Code). Press #. Then you will be prompted to confirm that new PIN again.

After successfully changing the PIN, the system will inform you that you have completed your voicemail box setup.

**Note - If you have a phone with multiple lines, the ID is the 10-digit personal Rowan phone line assigned to you.**

Continue to use your previous PIN to access your current voicemail box until you are notified that your voicemail has been switched to the new system.