



Reset Your Voicemail PIN and/or Unlock Voicemail

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You can use the self-serve portal to reset your voicemail pin or unlock your phone.

Please note your pin must contain at lease six numbers.

VISITING THE WEB PORTAL FOR THE FIRST TIME? You'll need to set your Password, please read this article:

[Using the VOIP Web Portal for the First Time](#)

TO RESET YOUR VOICEMAIL PIN OR UNLOCK YOUR VOICEMAIL:

1. Go to the portal and login at: <https://svt-selfcare.nwncloud.com/Kurmi/>
2. Click the "My Voicemail" link

3. TO UNLOCK YOUR VOICEMAIL
 1. To Unlock your Voicemail, just click the "Unlock" button.
4. TO CHANGE YOUR PIN
 1. Click the "Modify Pin Checkbox (1)
 2. Enter a New Pin 2x (remember, six numbers or greater)
 3. Click "Unlock"


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