



Telecommunications Bulletin

Customer Service Center (CSC)

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Voicemail Password Resets -

User email requests accepted beginning 09-01-12

Past security policy dictated that requests for password resets had to be submitted by an authorized agency Telecommunications Coordinator. Our security policies will now permit user requests for password resets. However, your agency can establish its own internal policy whether to announce this change to your users. For added security, your agency may continue to funnel all voicemail password resets through a Telecommunications Coordinator. Or, your agency can notify users of the change and instruct them to contact the CSC directly with requests for voicemail password resets.

Beginning September 1, 2012, the CSC will accept an email request for a password reset from **either** an end user or an agency's Telecommunications Coordinator. The established e-mail process provides two distinct benefits. It gives an audit trail if something should ever go astray and it offers reasonable security against unauthorized access. Email requests should be directed to:

cms.voicemailreset@illinois.gov

The requester will receive a system-generated email reply containing the assigned Help Desk ticket number. Once the CSC has completed the reset and created a temporary password, our agents will again contact the requester. If our agent can reach the requester by phone, the agent will provide the temporary password. In lieu of a phone call, our agent may send the requester an email asking him/her to call the CSC (Option 4 then, Sub-Option 2 for Wireless or Sub-Option 4 for Voice) and provide the assigned ticket number in order to obtain the new temporary password. The Help Desk ticket will be closed once the new temporary password is provided.

As a reminder, voicemail resets for *automated attendants (EKS and PBX systems)* require vendor dispatch and cannot be handled via email. Telecommunications Coordinators should continue to call the CSC Telecom Help Desk to request system voicemail resets.

If you have any questions regarding the processes for password resets, please do not hesitate to contact the Customer Service Center at 800-366-8768, Option 4.