



PIN reset via PCA

The Cisco Personal Communications Assistant (PCA) allows users with a voicemail account to access and administer their mailbox through the web. This will cover the basic use of Personal Communication Assistant PIN reset.

To access the website go to

<https://apha-cuc1.sdoc.osceola.k12.fl.us/ciscopca/home.do>

from any web browser. You will see a screen that looks like this:

The screenshot shows the login interface for the Cisco Personal Communications Assistant. At the top left, there is the Cisco logo and the text 'Cisco Personal Communications Assistant For Cisco Unified Communications Solutions'. Below this, a small warning message states: 'You can safely click "Yes" in response to any security alerts that may appear as you use this website. The Cisco PCA website uses pop-up windows. If you have pop-up blocker software installed, configure it to enable pop-ups for this site.' The main content area has a dark blue header with the text 'Cisco Personal Communications Assistant' on the left. On the right side of this header, there are two input fields labeled 'Username' and 'Password', followed by 'Login' and 'Reset' buttons. To the right of the login fields is a small image of a server room aisle. At the bottom of the page, there is fine print including copyright information (© 1999 - 2011 Cisco Systems, Inc.) and legal disclaimers regarding cryptographic products and U.S. laws.

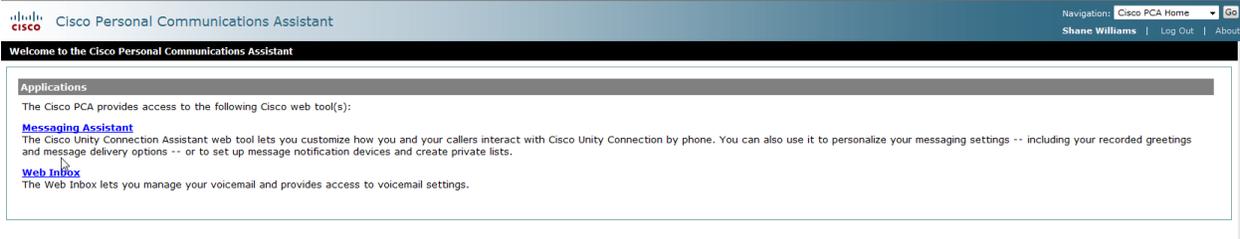
The username is the same as your First Class/Active Directory username. The password by default is your Active Directory Password. If you cannot login contact your local tech or the Help Desk at ext. 67000, 407-870-4037, or via e-mail to get your password reset.

Rev. 1.4

10/9/15

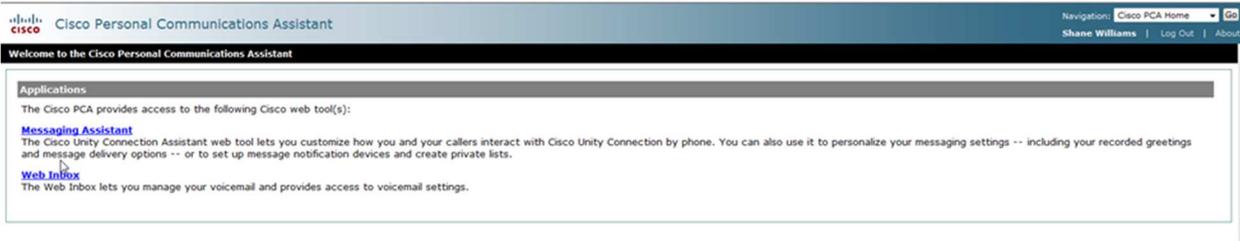
Created by Shane Williams

Once you're logged in your screen should look like this:

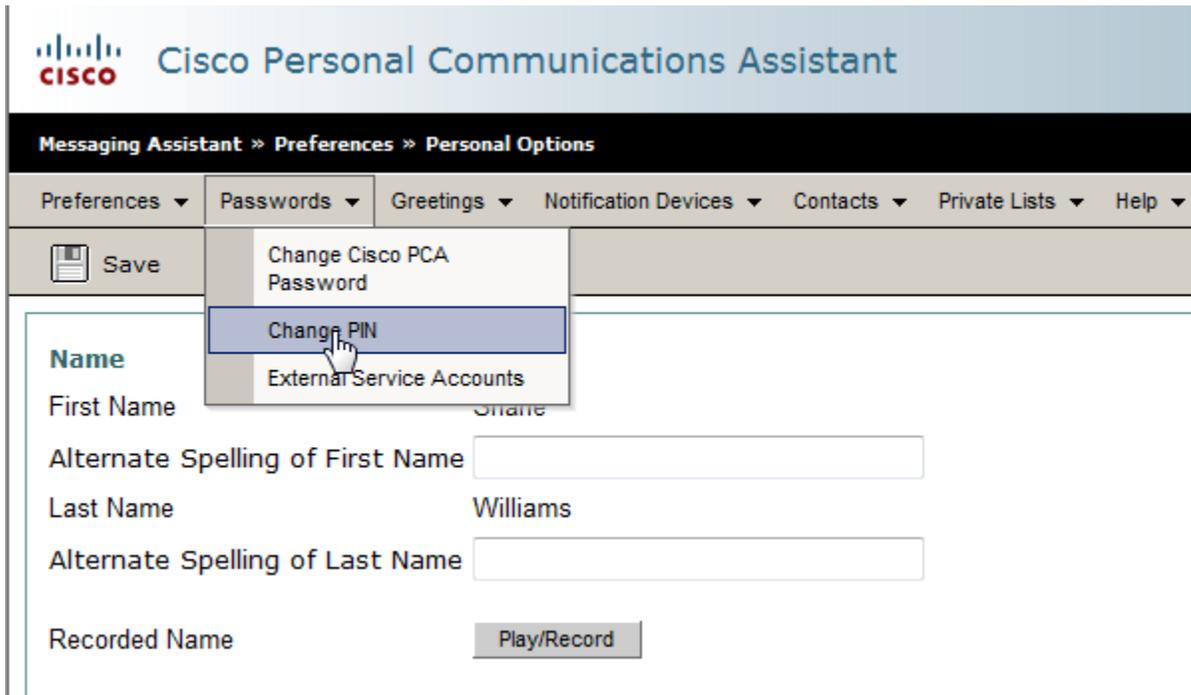


To change voice mail PIN

Select **Messaging Assistant**



Select **Change PIN**

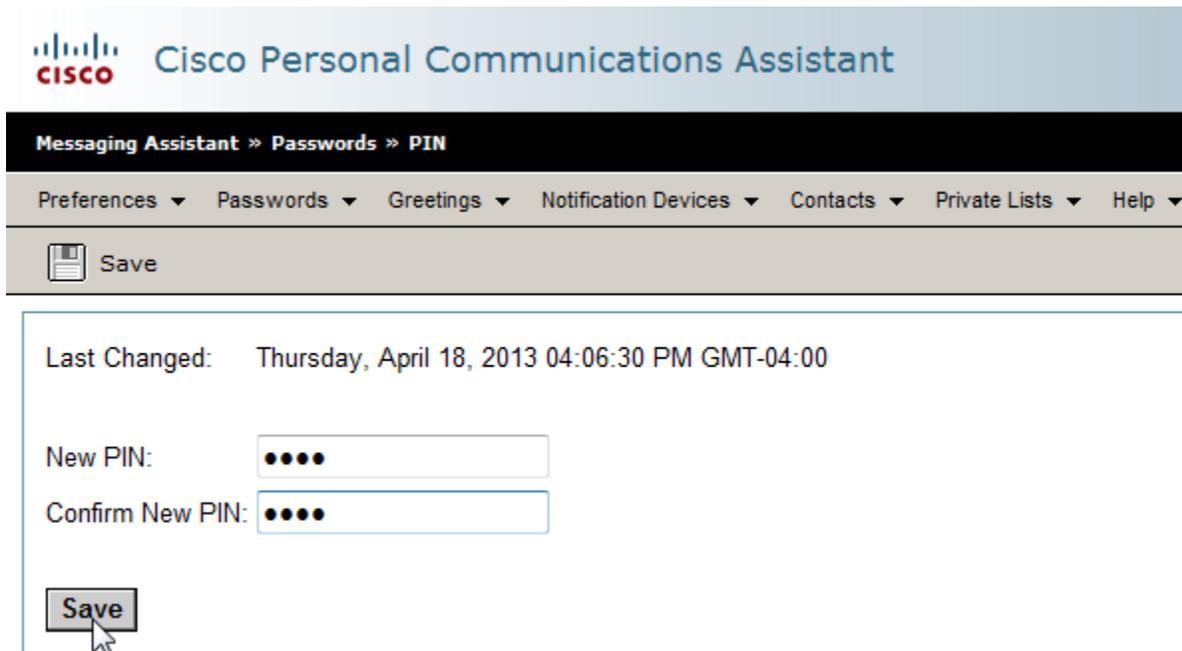


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Enter a new PIN and select **Save**



The screenshot shows the Cisco Personal Communications Assistant (PCA) web interface. At the top, the Cisco logo and the text "Cisco Personal Communications Assistant" are displayed. Below this is a navigation bar with the following items: "Messaging Assistant » Passwords » PIN". A secondary navigation bar contains several menu items: "Preferences", "Passwords", "Greetings", "Notification Devices", "Contacts", "Private Lists", and "Help". Below the navigation bars is a "Save" button with a floppy disk icon. The main content area shows the "Last Changed" timestamp: "Thursday, April 18, 2013 04:06:30 PM GMT-04:00". Below this are two input fields: "New PIN:" and "Confirm New PIN:", both containing four black dots. At the bottom left of the form is a "Save" button with a mouse cursor pointing to it.

If you have any questions about the use of the Web Inbox please contact the Help Desk at extension 67000, 407-870-4037 or via e-mail at helpdesk@osceola.k12.fl.us

This concludes password reset via PCA.