Remote Voicemail Setup & Message Retrieval

Voicemail Setup

If you have never accessed your voicemail before you will need to complete a short setup.

1) Dial (915) 831-6999
2) When prompted for your ID, enter the last 4 digits of your EPCC phone number.
3) When prompted for your PIN, enter the default PIN.
   (Please contact ithelpdesk@epcc.edu from your college email account if you do not know it)
   a. You will be prompted to change your PIN.
      i. Your new PIN must be at least 6 digits, non-consecutive/non-repeating (Numbers such as 12345 or 00000 are not accepted)
4) You will be prompted to select a greeting type: System, Name, or Personal, please select Personal.
5) You will be prompted to record your personal greeting. Please record a greeting that reflects the college's mission and standards.

Note: Make sure you complete the enrollment process before you hang up so that your changes will be saved. Otherwise, you may have to start the enrollment process again.

To listen to your messages from off-campus.

1. Dial the EPCC voicemail number: (915) 831-6999

2. You will be asked for your ID, which is the last 4 digits of your EPCC phone number, and your PIN.

If you do not remember your PIN, please call the IT Help Desk at (915) 831-6440 for additional assistance.