1. Navigate to outlookweb.marshall.edu.

2. Login using your Marshall email address and domain password.

3. In the upper right hand corner click Options then See All Options…

4. Next, click Phone in the list on the upper left hand side of the screen.

5. Click on Reset my voice mail PIN…

A warning window will appear asking if you are sure you want to reset your PIN. If you click OK you will receive an email with your new PIN.

To record your default voice mail greeting click the “Call me to play or record the selected greeting…” link with the “Default voice mail greeting” option selected. A pop-up will display the extension associated with your domain account. Click Dial. It will call the number selected and from there follow the prompts to record the voice mail greeting.

If you have any questions or problems please contact the Marshall University IT Service Desk
Phone: (304) 696-3200 • Email: itservicedesk@marshall.edu

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