1. Log into owa.mtsu.edu.

2. Go to the top right corner and click on the “gear” picture, then “options”.

MTSU ITD will never ask you for your password. If you receive an email from anyone asking for your password, please forward it to abuse@mtsu.edu and then delete it from your inbox.

If you are having problems accessing your email please contact the MTSU ITD Help Desk at help@mtsu.edu or at (615) 898-5345.
3. Under “options” go to “phone”.

4. Click on the “voice mail” tab and scroll down to “reset PIN”. Click on “Reset my voice mail PIN...”
5. A popup will appear and ask if you are sure, click “yes”.

6. After you click yes, the popup will disappear and you will be back to the “phone” screen in your email “options”.

7. You should receive an email with your new PIN. Once you have received the email, you can use the PIN provided or change the PIN by calling the access number that is listed in the email.