

Activating Your Voicemail

AVST voicemail for SCTCC

From your desk phone:

- Dial 87777
- Use security code “000000” (6 zeros) (do not press # afterwards)
- Follow the voice prompts to complete the required steps below
- Set a new security code
 - 6 digits long
 - It can't be your phone number or “123456”
- Record your name
 - Example: say “Robin Walker”
- Record your greeting (*Required*)
 - Example: say “This is Robin Walker in the Admissions Dept at SCTCC. I'm sorry I missed your call. Please leave your name and number and I'll get back to you as soon as possible.”
- **Your mailbox is activated once you hear “Congratulations”**

If you do not record a greeting and do not hear “Congratulations” then your mailbox was not activated. The next time you log in you will be asked again to change your password.

Other voicemail information:

- SCTCC and SCSU are partners in our phone and voicemail systems. If you see SCSU branding on phone instructions, it's probably still accurate with only minor differences.
- An Outlook plug-in can be installed so that you can play voicemail messages within Outlook without having to open the sound file in another program. Look for instructions on the voicemail guide page listed below.
- SCTCC voicemail guides <https://www.sctcc.edu/voicemail>
- [SCSU voicemail guides](#)
- To call voicemail from off-campus, dial 320-308-7777 then press #
- If you call x87777 from a phone other than yours, dial * to skip the message then # to get the prompt to ask for your mailbox number.
- Your mailbox number is the same as your 5-digit extension. For example, 320-308-5000 would have mailbox number 85000.
- Dial * to skip listening to someone's voicemail greeting.
- To dial off-campus, you are still required to dial “9” first.
 - Emergency calls can be made to either 911 or 9911
- To reset your voicemail code, go to <https://voicemail.stcloudstate.edu/>
 - Click on the link “Forgot Security Code?”
 - Use your 5-digit extension as your mailbox
 - A link will be emailed to you to complete the reset