Reset password and PIN

As an administrator with the AT&T CollaborateSM service, you have 2 passwords (1 for AT&T Business Center and 1 for the Collaborate app) and 1 PIN (for Collaborate features). Use the username and password you received in your welcome email to log in to Business Center and view your Collaborate service and features.

When you sign in to the Collaborate app, you're prompted for a different username and password. Your app username is made up of your 10-digit Collaborate phone number followed by @hcomm.att.net (for example: 555-123-4567@hcomm.att.net).

You can reset your app password and feature PIN for yourself and users in your organization. App passwords must follow these rules:

- Use a minimum of 8 characters.
- Use at least 2 numbers.
- Use a combination of upper and lower-case letters and special characters to improve your password strength. For example, Pa$sw3rd.
- Don't use business information, such as your extension or phone number.
- Don't use a previous password in any order.

When you dial in to Collaborate features, such as voicemail or Virtual Office, you're prompted to enter a PIN.

Feature PINs must follow these rules:

- Use only numbers
- Use 6-10 digits.
- Don't use business information, such as your extension or phone number.
- Don't repeat numbers (222) or use sequential numbers (123).
- Don't use any previous PIN.

Note: Users can reset their Collaborate app password or voicemail PIN from their Collaborate homepage.

Reset a user's Collaborate app password

1. On the Collaborate homepage, on the left menu, expand Users, and then click Manage users. The Manage users page appears.
2. Search for or select the user you want. The manage page for that user appears.
3. Click the Links tab, and then under Useful links, click Reset Collaborate application password. The Reset password window appears.
4. Enter the new password 2 times, and then click Save.

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Reset a user's feature PIN

1. On the Collaborate homepage, on the left menu, expand Users, and then click Manage users. The Manage users page appears.
2. Search for or select the user you want. The manage page for that user appears.
3. Click Set up voicemail. The Manage messages page appears.
4. Under Voicemail, click Reset PIN. You're prompted to confirm that you want to reset the PIN for this user.
5. Enter the new PIN 2 times, and then click Reset.