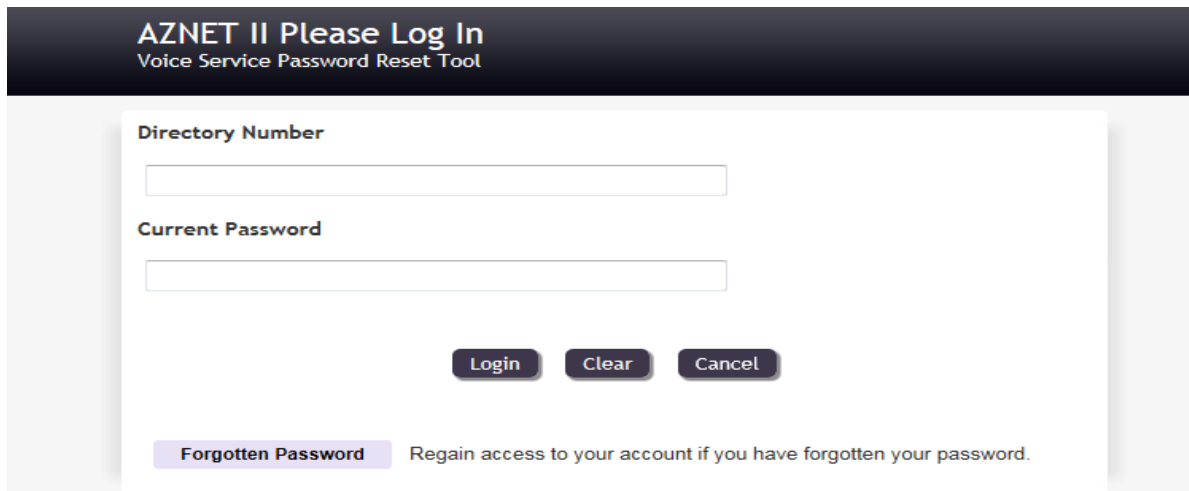

AZNet II – Arizona Network

Accessing the Voice Services Password Reset (VSPR) Login

This application allows you to create a unique password which will then be used to change voicemail passwords, create a customized speed dial list and access Call Center Supervisor Reports.

Logon to VSPR at: <https://vspr.aznet.gov>



The screenshot shows a login interface for the AZNET II Voice Service Password Reset Tool. It features a dark header with the text "AZNET II Please Log In" and "Voice Service Password Reset Tool". Below the header, there are two input fields: "Directory Number" and "Current Password". At the bottom of the form, there are three buttons: "Login", "Clear", and "Cancel". Below the buttons, there is a link labeled "Forgotten Password" with the text "Regain access to your account if you have forgotten your password."

Directory Number - Your 10 digit telephone number - **602XXXXXXX**

Current Password – Temporary Password provided by AZNET

Once you have entered the required information, you will receive the following page prompting you to select four authentication questions and provide the answer to each. This step provides security measures so that your VSPR password remains secure, eliminating the ability for another individual to access your voice mail messages or speed dials.

Setup Password Responses

Voice Service Password Reset Tool

In the event that you forget your password, you can recover your password by answering questions known only to you.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Please type your security responses

---Please select an item from the list---

»

---Please select an item from the list---

»

---Please select an item from the list---

»

---Please select an item from the list---

»

Save Responses

Clear

Cancel

Select a question from each of the four drop down items and input your answer. In the event that you forget your password, you will be able to select *Forgotten Password* from the main login page and answer two of the four authentication questions for verification and resetting of your password.

Success

Voice Service Password Reset Tool

Your secret questions and answers have been successfully saved. If you ever forget your password, you can use the answers to these questions to reset your password.

Continue

Press *Continue* and you will be presented with the following screen:

Change Password

Voice Service Password Reset Tool

Your password has expired. You must set a new password now.

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 6 characters long.
- Can not include more than 10 letters.
- Can not include more than 10 numbers.
- Can not include more than 10 symbol (non letter or number) characters.
- Can not include more than 10 lowercase letters.
- Can not include more than 10 uppercase letters.
- Must not include any of the following values: test password
- Must not include part of your name or username.
- Must not include a common word or commonly used sequence of characters.
- Must have at least three types of the following characters:
 - Uppercase (A-Z)
 - Lowercase (a-z)
 - Number (0-9)
 - Symbol (!, #, \$, etc.)

» [Password Guide](#)

» [Auto-generate a new password](#)

Please type your new password

New Password

Confirm Password

Change Password

Clear

Following the guidelines presented, enter your new password and confirm by entering new password a second time. At this point, you have completed the reset of your VSPR Password. You will receive the following screen. In addition, you will receive an email from the system informing you that your password has been changed.

Success

Voice Service Password Reset Tool

Your password has been changed successfully.

Continue

Press *Continue* and you will be taken to the Logout screen:

Logout

Voice Service Password Reset Tool

You are now logged out.

Please close all internet browser windows before you try to login again.

You have successfully changed your VSPR password. You can now use this new, unique password to access the following web pages / URL's:

- To set up your Speed Dial buttons for **non-Call Center Agents**:
Cisco Call Manager at: <http://Phonesettings.aznet.gov/>
- To set up your Speed Dial buttons for **Call Center Agents**:
Cisco Call Manager at: <http://Agentphonesettings.aznet.gov>
- To change your Voicemail Password:
 - Non-Call Center agents with DN starting with 480, 602 or 623
Cisco Unity Voicemail at: <https://phxucmunx1a.voip.aznet.gov/ciscopca/>
 - Non-Call Center agents with DN starting with 520 or 928
Cisco Unity Voicemail at: <https://tucucmunx1b.voip.aznet.gov/ciscopca/>
 - For all Call Center agents
Cisco Unity Voicemail at: <https://phxcceunx1c.voip.aznet.gov/ciscopca/>
- To access Call Center Supervisor reports:
Cisco Call Center at: <http://ccreportsphx.aznet.gov>
Or Cisco Call Center at: <http://ccreportstuc.aznet.gov>

Forgotten Password:

- If you forgot your password, you can simply select the *Forgotten Password* button from the main login screen and you will be presented with the following screen.

Forgotten Password

Voice Service Password Reset Tool

If you have forgotten your password, follow the prompts to reset your password.

Directory Number*

Email Address

- Type in your 10-digit Directory Number
- Type in your Email Address
- Once you have entered the above information, press the **Search** button.
- You will then be prompted to answer two of the four authentication questions that you set up when changing your password.
- Once you have entered the correct answers to the two authentication questions, the system will send you a **Temporary** password that you will use to login. You will then be prompted to change your password. Once your password has been changed, you will receive an email notification in your email inbox.

Main Menu

- The Main Menu will allow you to change your password or setup new password response questions.

