

Agents contacting Helpdesk (1200) Password Support

Effective Immediately when calling the Helpdesk (Extension 1200) for any type of password support you must be logged in with your personal Avaya ID. Helpdesk agents will be validating your Avaya ID along with your security pin for all password related requests. The Helpdesk will not assist with any password resets if you are not logged in with your Avaya. If anyone is found to be committing fraud using your password and credentials you will be held responsible. Make sure all your credentials and passwords are secure.