



**USAID**  
FROM THE AMERICAN PEOPLE

# New Voice Mailbox Password Policy

A Mandatory Reference for ADS Chapter 549

Reference Issuance Date: 08/17/2011  
Policy Issuance Date: 06/24/2004  
Responsible Office: M/IRM/TCO  
File Name: 549mab\_081711

In order to prevent unauthorized access to USAID/W phone messages, M/IRM will be changing the RRB voicemail system, Audix, to require passwords on each voice mailbox. This policy change will help protect the privacy of messages that are sent to a voice mailbox, and help protect the phone system from tampering.

Accordingly, the following rules will be instituted for voice mailboxes:

- The minimum password length will be set to 5 digits. Maximum length will be 15 digits.
- The password will be a number that relates to a standard touch tone telephone dial pad with \* and # excluded.
- The Audix does not allow passwords that consist of sequential numbers such as 12345, repeated numbers such as 33333, or the subscriber's extension number.
- The password expiration length will be set to 90 days with a warning offered 14 days prior to expiration.
- Consecutive invalid attempts to enter the correct password will be set to 3. After 3 unsuccessful attempts, the voice mailbox will be locked, and users should then contact the IRM-Helpdesk-USAID via e-mail or call (202) 712-1234.

To minimize the risk of unauthorized access to Audix mailboxes, staff must follow these guidelines for Audix:

- Never use trivial passwords, such as a room number, employee identification number, social security number, or easily guessed numeric combination.
- Never program passwords onto auto dial buttons or write them down.
- Never have a voice mailbox greeting state that the called extension will accept collect calls or third party billed calls.

These rules on the Audix will change on Wednesday, July 1 at 06:30AM. If your voice password doesn't conform to the new rules, you will be prompted to make the necessary changes the next time the voice mailbox is accessed. You will need to be ready to input the new minimum 5-digit password at that time.

When you enter the voice mailbox system, the menu does not tell you which selection to use to add a password. Please press 5, then 4 to access the password menu. Please review and print out the attached document and keep by your telephone for future reference.

See below for more information about the New Voice Mailbox Password Policy.

## **Voicemail**

USAID/W telephones in the RRB use a voicemail system named Intuity Audix. Audix provides unanswered telephone callers the ability to leave a voice or fax message in your personal mailbox. You can access your mailbox and play voice messages, print faxes, forward, and save messages as necessary. It also allows you to create recorded voice messages that can be addressed and sent immediately or scheduled for delivery at a later date to other subscribers on the system.

## **Access**

The Intuity Audix system has two access options.

1. The traditional access is the telephone interface. Dial the Audix from any touchtone telephone at 202-712-1111 or 5 digit dial ext. 21111. [View the Audix Messaging System instructions.](#)
2. The optional access is the Windows-based Message Manager application. The Message Manager application can be accessed from your USAID desktop PC at Start/Programs/ Message Manager/Message Manager (mailbox icon). For installation of the application [view the Logging in to Message Manager](#). If you do not find the application on your desktop please contact the CIO Helpdesk to request it. Message Manager gives you a visual, consolidated, personalized way to manage all your messages. Message Manager utilizes a familiar, graphical Windows-based interface that requires virtually no “learning curve.” This interface gives users easy access to and control over activities that include setting up or changing greetings, creating or editing group mailing lists, establishing outcalling schedules and integrates voice, fax, and file attachments. A user friendly Help menu is available within the application.

## **Password**

All Intuity Audix mailboxes are required to have a password. The password is a minimum 5 digit and maximum 14 digit number you will be prompted to create when you initially access Audix as a new user. No record is kept of Audix passwords. If you forget your password you will have to call the Helpdesk at 202-712-1234, ext.21234 to have it reset by the system administrator.

**Note: The default password for new users and existing user password resets is 6245.**

## **Capacity**

Each Audix mailbox has a maximum capacity of 40 minutes of messages and greetings. New, old, and unopened messages will remain in your mailbox for 18 days and are then automatically deleted. Message Manager allows for the creation of PC file folders. When you move messages into a folder a copy will be created and saved indefinitely outside the restrictions of the voice mail system.

549mab\_081711