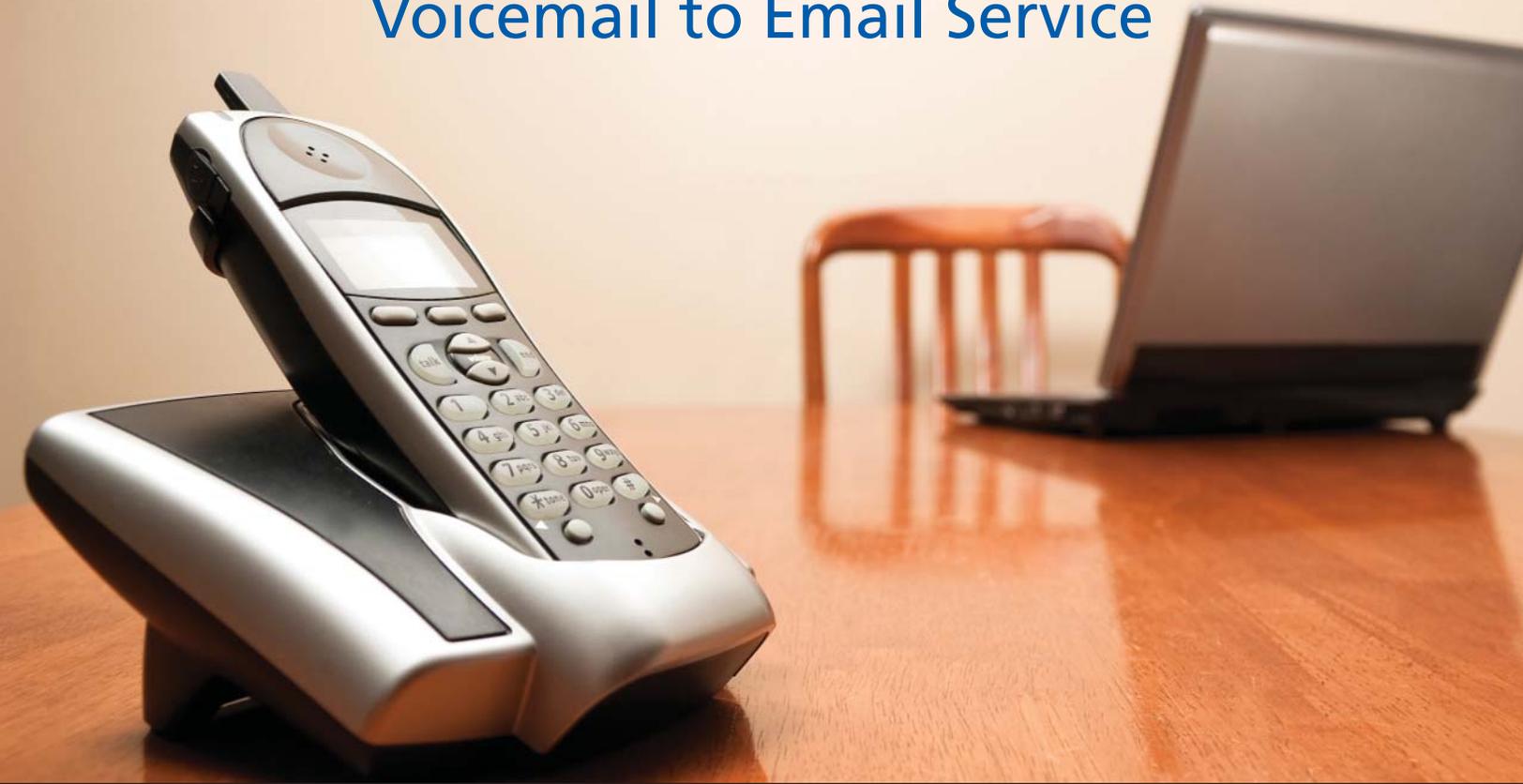


MyMessages

Voicemail to Email Service



MTS[®]

My Messages

User Guide

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Welcome to MyMessages

Your site for managing your Voicemail to Email service.

What is MTS MyMessages?

MTS MyMessages is your gateway to conveniently and effectively set up and manage your Voicemail to Email service.

What is MTS Voicemail to Email?

MTS Voicemail to Email lets you retrieve your telephone voice messages online through your email. You can access your messages from any computer as an audio file attachment (WAV), an email with a link to the message, or both. Just like with your telephone, you can listen to, delete, and forward your messages. You can also perform enhanced functions with your messages like sorting, filing, and even storing messages for as long as you wish, just as you can with your email messages. Voicemail to Email offers you easy-to-read key message details, such as who left the message, when it was left, the duration of the message, and any priority settings for the specific message.

Using MyMessages to manage your Voicemail to Email service is easy – just follow this guide.

www.mts.ca/mymessages
Voicemail to Email access anytime, anywhere

Getting Started

Before using MyMessages, you must first initialize your telephone voicemail. The voice prompts will guide you through the simple steps.

Please refer to your telephone voicemail service user guide to set up your telephone voicemail.

Setting up Voicemail to Email

First Time Logging In

Step 1 – Launch your browser and go to www.mts.ca/mymessages

Step 2 – On the MyMessages log in page, enter your **ten-digit telephone number** in the Telephone number field, e.g., 2041235555 (see note 1)

Step 3 – In the Password, field enter the same **password** you use for your telephone voicemail (see note 2)

Step 4 – Click the **Log In** button to access your MyMessages account

Note 1: For Combined Voicemail customers enter your ten-digit landline telephone number (not your wireless telephone number).

Note 2: You must enter your telephone voicemail password in numeric format.

Helpful Tip: Select **Remember Me** for easier access the next time you log into the site from your computer. By using Remember Me, your telephone number will be stored so you don't have to enter it each session. For your protection, you will still be required to input your password.

The screenshot shows the MyMessages login interface. On the left, there is a form titled "Log In to MyMessages" with two input fields. The first field is labeled "Telephone number:" and has a red arrow pointing to it from the text "e.g. 2041235555". Below this field is the instruction "Enter your 10-digit telephone number." The second field is labeled "Password:" and has a red arrow pointing to it from the text "e.g. 123456". Below the password field is a checkbox labeled "Remember Me" and a "Log In" button. To the right of the login form, there is a section titled "First Time Logging In?" with the text: "Please enter your telephone number and voicemail password. You will be prompted to create a unique MyMessages password after log in." Below that is a section titled "Not yet signed up for MyMessages?" with a link: "MyMessages gives you access to our latest voicemail management tool - Voicemail to Email."

Once you have logged into your MyMessages account, you will be brought to the MyMessages password set-up screen.

Setting up your MyMessages Password

You must set up your personal, unique password for your online MyMessages account before you can access your Voicemail to Email service. Your MyMessages password must be between 6 and 16 characters. For security purposes, you cannot use any 4-, 7-, or 10-digit version of your telephone number as your password.

Helpful Tip: To achieve a **strong** password, you should use a combination of numbers, letters, capitals, and special characters. You will see an indicator showing you if your password is **too short**, **weak**, **medium**, or **strong**. Examples are shown below.

MyMessages

204-300-1114 [Logout](#)

Set your MyMessages password

Please create a unique MyMessages account password in order to access your Voicemail to Email service.

Password:

●●●

Password must contain 6 - 16 characters.

Confirm password:

I agree to the [Terms and Conditions](#).

Set Your Password

(and proceed to your account)

Too short

Password Strength:

MyMessages

204-300-1114 [Logout](#)

Set your MyMessages password

Please create a unique MyMessages account password in order to access your Voicemail to Email service.

Password:

●●●●●●

Password must contain 6 - 16 characters.

Confirm password:

I agree to the [Terms and Conditions](#).

Set Your Password

(and proceed to your account)

Weak

Password Strength:

Set your MyMessages password

Please create a unique MyMessages account password in order to access your Voicemail to Email service.

Password:

Password must contain 8 - 16 characters.

Confirm password:

I agree to the [Terms and Conditions](#).

(and proceed to your account)

Medium

Password Strength:

Set your MyMessages password

Please create a unique MyMessages account password in order to access your Voicemail to Email service.

Password:

Password must contain 8 - 16 characters.

Confirm password:

I agree to the [Terms and Conditions](#).

(and proceed to your account)

Strong

Password Strength:

- Step 1** – Choose a personal, unique, and strong password that you will remember and enter it in the **Password** field
- Step 2** – Re-enter your password in the **Confirm Password** field
- Step 3** – Click the **Terms and Conditions** link to review MTS's terms and conditions

Set your MyMessages password

Please create a unique MyMessages account password in order to access your Voicemail to Email service.

Strong **Password Strength:**

Password:

Password must contain 6 - 16 characters.

Confirm password:

I agree to the [Terms and Conditions](#)

(and proceed to your account)

Terms and Conditions

- [MTS Terms and Conditions of Service for Wireless, TV and Internet Service](#)
 - [Additional Terms Applicable to Wireless Service](#)
 - [Additional Terms Applicable to Internet Service](#)
 - [General Conditions Applicable to 4G Data Plans](#)
 - [General Conditions Applicable to CDMA Data Plans](#)
 - [General Conditions Applicable to 4G and CDMA Voice Plans](#)
 - [Wireless Applications Terms and Conditions \(Getstuff, Picture and Video Messaging, Media Messaging\)](#)
- [Excessive Use Policy \(applicable to all services\)](#)
- [Internet Usage Policy](#)
- [MTS Prepaid Wireless - Terms and Conditions](#)
- [Consumer Protection Act](#)
- [Terms of Service - Regulated](#)
- [Terms of Service - Unregulated](#)
- [IP Relay Service Terms and Conditions](#)
- [MyAccount Terms and Conditions](#)
- [Pre-Authorized Payment Plan - Terms and Conditions](#)
- [Remote Support Terms and Conditions](#)
- [Email Policy](#)
- [Privacy and Your MTS Account](#)

MTS may send customer accounts to a third party collection agency in the event that their account has been terminated and outstanding charges exceed \$25.

Step 4 – Once you have read MTS’s terms and conditions, click the **back arrow** to return to the MyMessages page and **click to agree**. You must agree to the Terms and Conditions before you can use the Voicemail to Email service

Set your MyMessages password

Please create a unique MyMessages account password in order to access your Voicemail to Email service.

Strong **Password Strength:**

Password:

Password must contain 6 - 16 characters.

Confirm password:

I agree to the [Terms and Conditions](#).

(and proceed to your account)

If you do not agree to MTS's terms and conditions, you will see this error message:

MyMessages

204-300-1114 [Logout](#)

 An error has occurred.

Set your MyMessages password

Please create a unique MyMessages account password in order to access your Voicemail to Email service.

Password:

Password must contain 6 - 16 characters.

Confirm password:

 You must agree with the Terms and Conditions to use this service.

I agree to the [Terms and Conditions](#).

(and proceed to your account)

Step 5 – Click the **Set Your Password** button

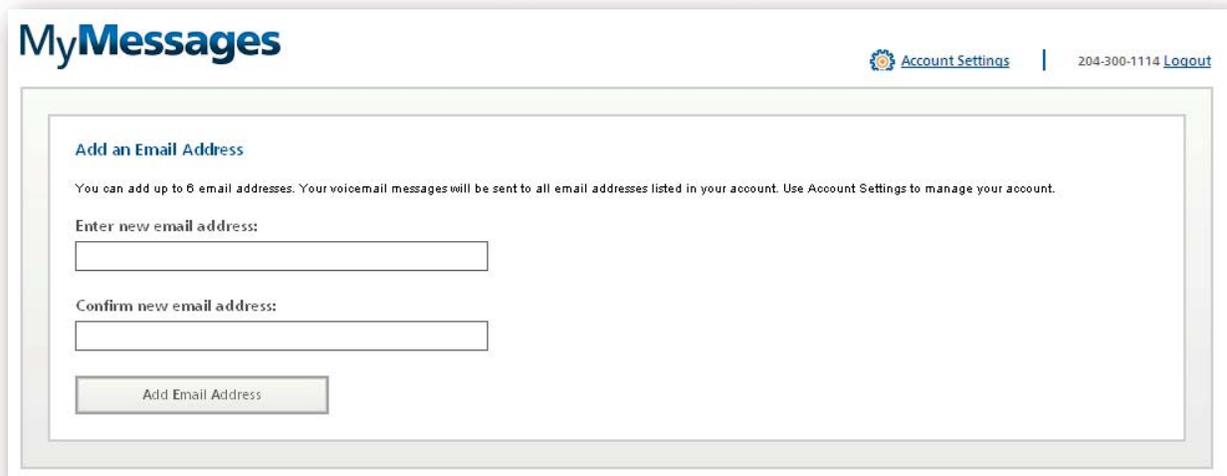
Once you have agreed to MTS's terms and conditions, and clicked the Set Your Password button, you will be logged in to MyMessages. From there, you may set up your email address(es) for your Voicemail to Email service.

Setting up your MyMessages Email Address

You must set up at least one email address, referred to as the primary email address, to where you want your telephone voicemail messages delivered. You can register up to five additional email addresses (for a total of six addresses) to also receive your voicemail messages. Your voicemail messages will be sent to all the email addresses registered on your account.

Note: Total characters of all email addresses registered cannot exceed 250, including spaces and special characters.

NOTE: Each email address you register in MyMessages will be sent a notification message. Please ensure receipt of notification in each email account you registered to confirm the email address was entered correctly. If a notification message is not received, please check the email address in MyMessages for accuracy. MTS is not responsible for any errors or omissions resulting in messages delivered to incorrect email address(es) that are not the intended recipient, including any consequences thereof. As the owner of your email account, you are responsible for the security of your password and the messages received in your mailbox.

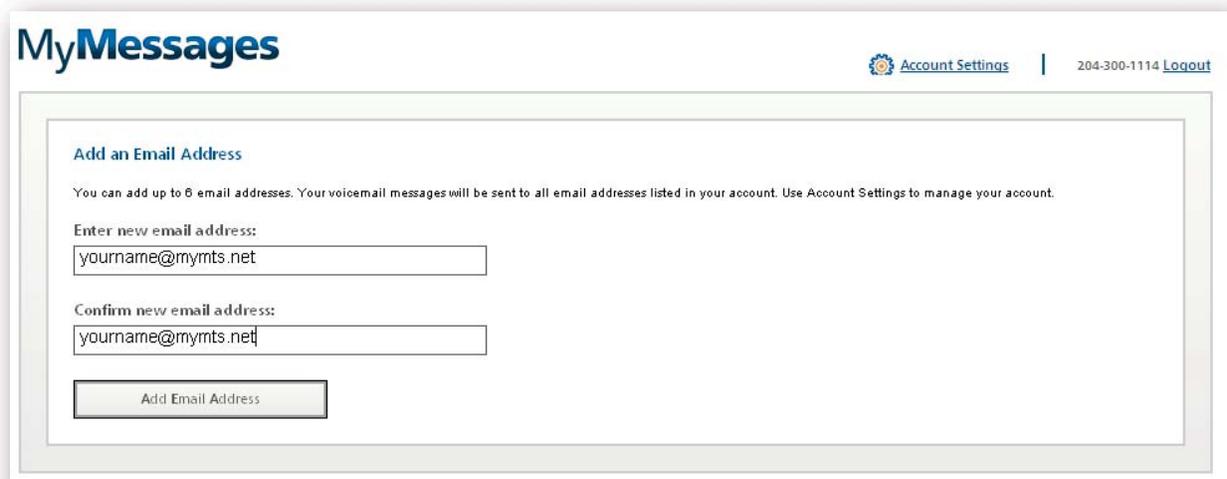


The screenshot shows the 'MyMessages' website interface. At the top left is the 'MyMessages' logo. At the top right are links for 'Account Settings' and '204-300-1114 Logout'. The main content area is titled 'Add an Email Address' and contains the following text: 'You can add up to 6 email addresses. Your voicemail messages will be sent to all email addresses listed in your account. Use Account Settings to manage your account.' Below this text are two input fields: 'Enter new email address:' and 'Confirm new email address:'. At the bottom of the form is a button labeled 'Add Email Address'.

Step 1 – In the **Enter new email address** field, type the email address to where you want your voicemail delivered

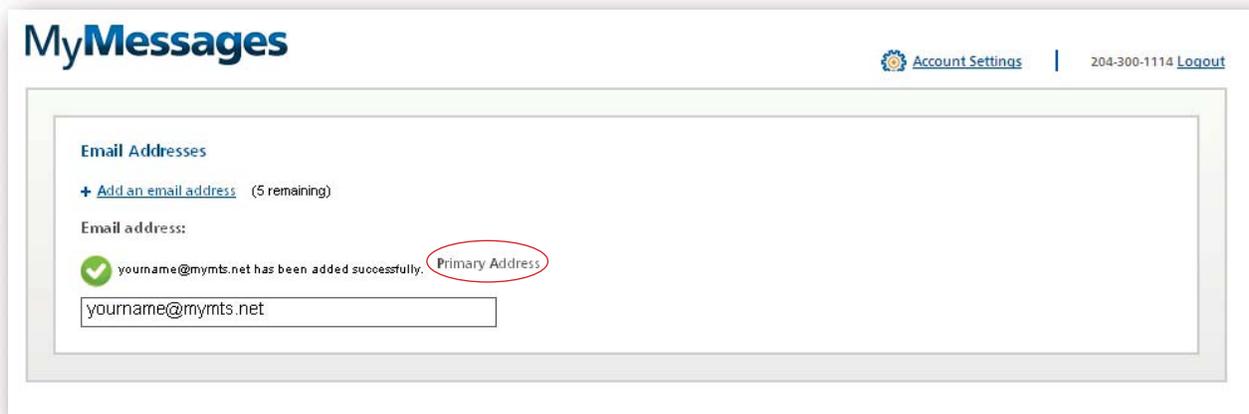
Step 2 – Re-enter the email address from step one in the **Confirm new email address** field

Step 3 – Click the **Add Email Address** button



This screenshot shows the same 'Add an Email Address' form as the previous one, but with the email address 'youname@mymts.net' entered into both the 'Enter new email address:' and 'Confirm new email address:' fields. The 'Add Email Address' button remains at the bottom.

You will see the following confirmation that your email address has been added successfully.



NOTE: The first email address you add to your MyMessages account will be your primary address. Every time you make a change in your MyMessages account, the primary email address will be sent a notification.

Once you have set up an email address, you can add another email address or proceed to Account Settings.

Refer to pages 16-21 for instructions on adding, changing, and deleting email addresses.

Account Settings – Manage your Account Settings

Managing your Account Settings lets you:

- Turn your message delivery on or off (the default for your message delivery is set to Off)
- Choose a link and/or an attachment for your message delivery format
- Choose to keep or delete telephone voicemail messages once delivered to your email address(es)
- Change your MyMessages Password
- Change your Telephone Voicemail Password

To manage your account settings, click the [Account Settings](#) link at the top right hand side of the screen.



MyMessages [Account Settings](#) | 204-300-1114 [Logout](#)

Email Addresses

+ [Add an email address](#) (5 remaining)

Email address:

Primary Address

Voicemail to Email Delivery Options

The default for your message delivery is set to "Off".



The screenshot shows the 'MyMessages' interface. At the top left is the 'MyMessages' logo. Below it is 'Account Settings'. On the top right, there are links for '<< Return to Account' and '204-123-5555 Logout'. The main content area is titled 'Voicemail to Email Delivery Options'. Underneath, it says 'Message delivery:'. There are two buttons: 'On' (disabled, grey) and 'off' (active, green with a white checkmark). Below these buttons is an 'Update Delivery Options' button.

Turning your Voicemail to Email service "On" or "Off"

To turn on your Voicemail to Email delivery:

Step 1 – Click the **On** button to enable Voicemail to Email delivery

Step 2 – Click **Update Delivery Options**

You will receive a confirmation of the change.



The screenshot shows the 'MyMessages' interface after a successful update. At the top left is the 'MyMessages' logo. Below it is 'Account Settings'. On the top right, there are links for '<< Return to Account' and '204-123-5555 Logout'. A green confirmation banner with a white checkmark in a circle says 'You have successfully changed your account settings.'. Below this banner is the 'Voicemail to Email Delivery Options' section. Underneath, it says 'Message delivery:'. There are two buttons: 'On' (active, green with a white checkmark) and 'off' (disabled, grey).

To turn off your Voicemail to Email delivery:

Step 1 – Click the **Off** button to disable Voicemail to Email delivery

Step 2 – Click **Update Delivery Options**

You will receive a confirmation of the change.

Tip: If you turn your **Voicemail to Email Message delivery off**, voicemails will **not** be delivered to any of your email addresses. Your voicemail messages will be retrievable only from your telephone voice mailbox.

Message Format

You can choose the format in which you would like your voicemail messages delivered:

- a link to play the message
- an attached audio file
- or both

Audio (WAV) file – a standard file format for audio data. (1 minute voicemail message = ~0.1MB WAV file size)

Link – a means to directly access your message through your device's media player.

The default for your message format is **Email me the attached audio file**.

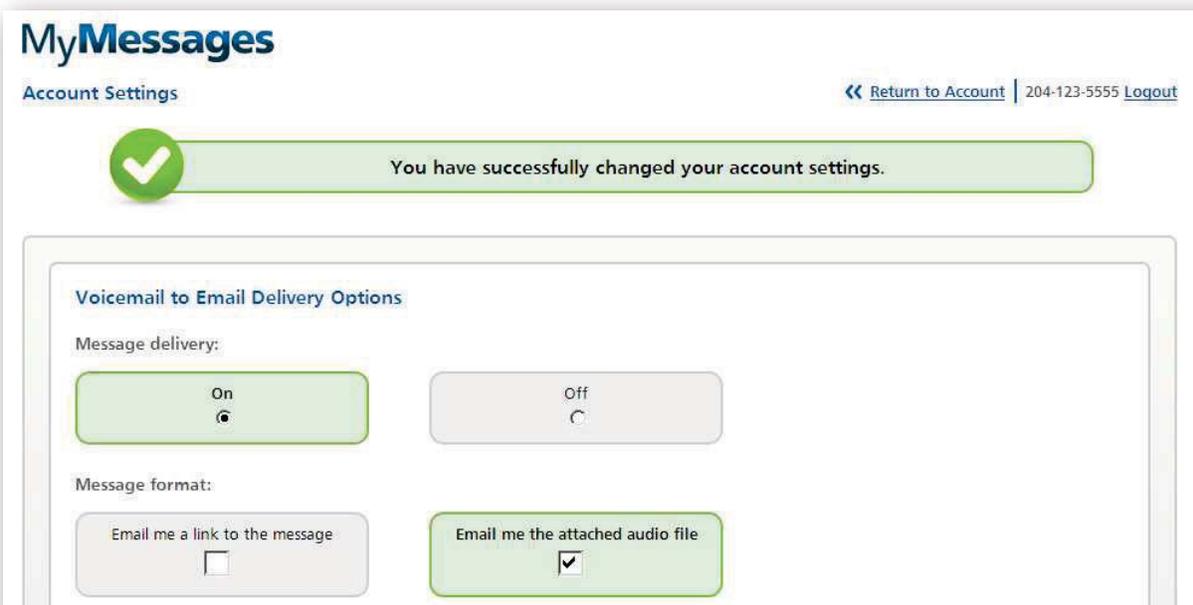
To change the format:

Step 1 – Click on:

- **Email me a link to the message** button, *OR*
- **Email me the attached audio file** button, *OR*
- Both the **Email me a link to the message** and the **Email me the attached audio file** button

Step 2 – Click **Update Delivery Options**

You will receive confirmation of the change.



The screenshot shows the 'MyMessages' account settings interface. At the top, there is a navigation bar with 'Account Settings' on the left and 'Return to Account' and 'Logout' on the right. A green success message banner reads 'You have successfully changed your account settings.' Below this, the 'Voicemail to Email Delivery Options' section is visible. It contains two rows of settings. The first row, 'Message delivery:', has two buttons: 'On' (highlighted in green) and 'Off'. The second row, 'Message format:', has two buttons: 'Email me a link to the message' and 'Email me the attached audio file' (highlighted in green).

Voice mailbox storage

You can keep or delete the messages in your telephone voice mailbox once delivered to your email address(es).

The default for your voice mailbox storage is set to **Keep Voicemail**.

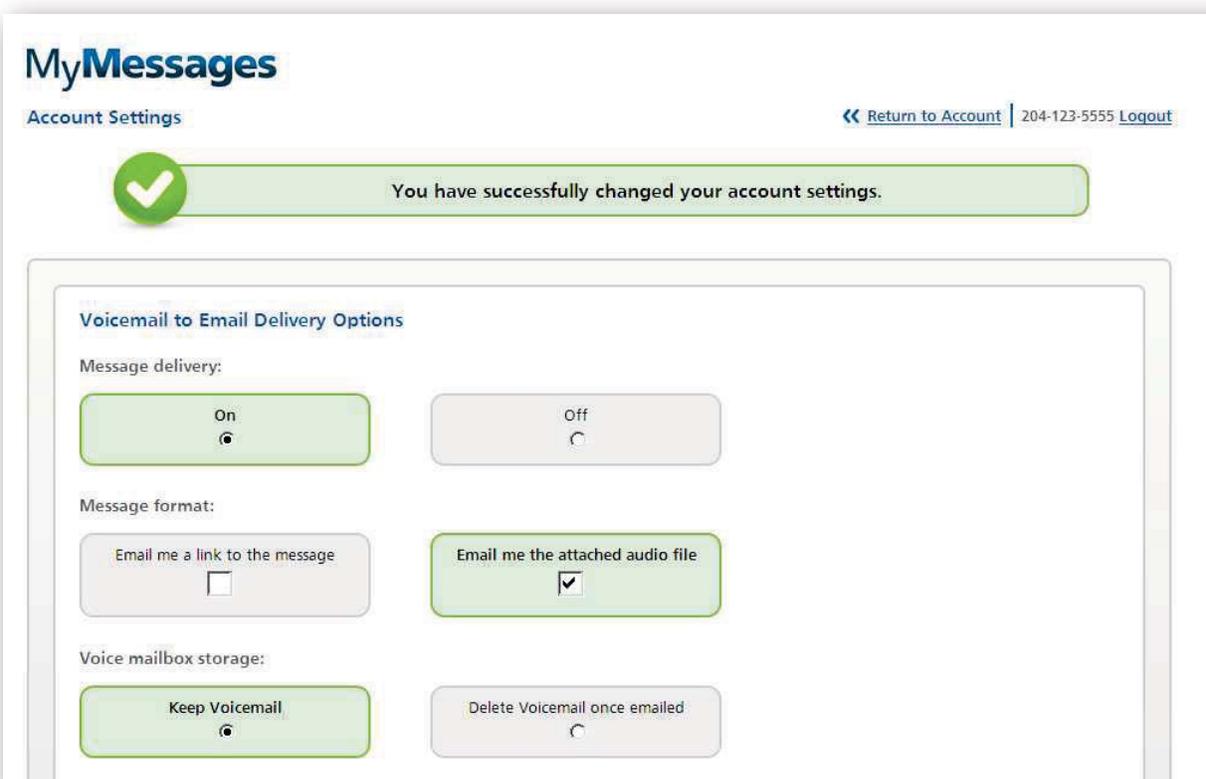
To change the storage option:

Step 1 – Click

- **Keep voicemail** button (this will keep the message in your telephone voicemail box), **OR**
- **Delete voicemail once emailed** button (this will delete the message from your telephone voice mailbox once sent to your email address(es))

Step 2 – Click **Update Delivery Options**

You will receive confirmation of the change.



Change MyMessages Password

You can change your MyMessage password from the **Account Settings** page. Your MyMessages password must be between 6 and 16 characters. For security purposes, you cannot use any 4-, 7-, or 10-digit version of your telephone number as your password.

Remember: To achieve a **strong** password, you should use a combination of numbers, letters, capitals, and special characters. You will see an indicator showing you if your password is **too short, weak, medium, or strong**. Examples are shown below

The image shows two separate form panels. The top panel is titled "Change MyMessages Password" and contains the following elements: a text input field for "New MyMessages password:", a "Password Strength:" indicator, a text input field for "Confirm new MyMessages password:", and an "Update MyMessages Password" button. Below the first input field, there is a note: "Password must contain 6-16 characters." The bottom panel is titled "Change Telephone Password" and contains: a text input field for "New telephone password:", a "Password Strength:" indicator, a text input field for "Confirm new telephone password:", and an "Update Telephone Password" button. Below the first input field, there is a note: "Password must contain 4-15 characters."

Step 1 – Choose a personal, unique, and strong password that you will remember and enter it in the **New MyMessages password** field

Step 2 – Re-enter your password in the **Confirm new MyMessages password** field

Step 3 – Click **Update MyMessages Password**

This screenshot shows the "Change MyMessages Password" form with the password strength indicator. The "New MyMessages password:" field contains a masked password (represented by 10 dots). To its right, the "Password Strength:" indicator shows a green pill with the word "Strong". The "Confirm new MyMessages password:" field also contains a masked password (represented by 10 dots). The "Update MyMessages Password" button is visible at the bottom.

You will receive confirmation of the change.



You have successfully changed your account settings.

Voicemail to Email Delivery Options

Message delivery:

On

Off

Message format:

Email me a link to the message

Email me the attached audio file

Voice mailbox storage:

Keep Voicemail

Delete Voicemail once emailed

Update Delivery Options

Change Telephone Voicemail Password

You can change the password of your telephone voicemail from the [Account Settings](#) page. Your telephone voicemail password must be between 4 and 15 numbers. **Your telephone voicemail password cannot contain alpha or special characters.** For security purposes, you cannot use any 4-, 7-, or 10-digit version of your telephone number as your password.

Change MyMessages Password

New MyMessages password: Password Strength: ■■■■■

Password must contain 6-16 characters.

Confirm new MyMessages password:

Update MyMessages Password

Change Telephone Password

New telephone password:

Password must contain 4-15 characters.

Confirm new telephone password:

Update Telephone Password

Step 1 – Enter your new telephone voicemail password in the **New telephone password** field

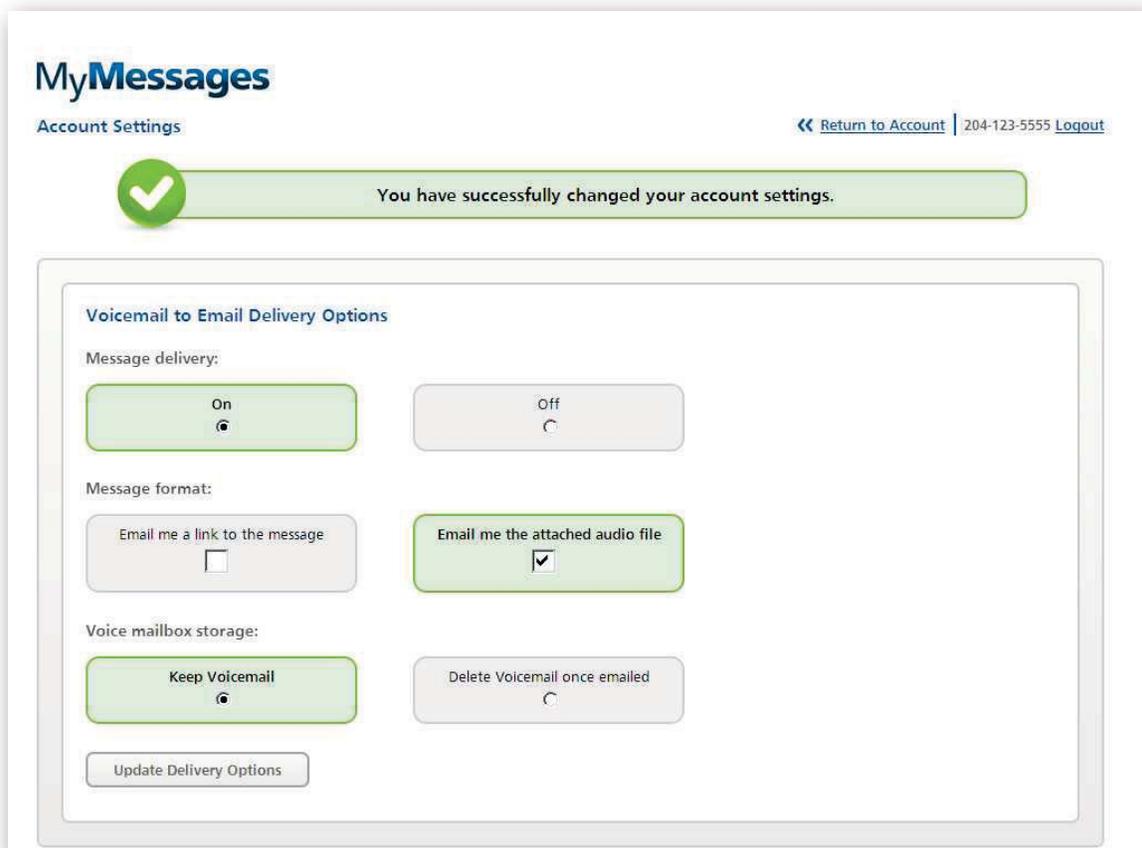
Step 2 – Re-enter your new telephone voicemail password in the **Confirm new telephone password** field

Step 3 – Click **Update Telephone Password**



The screenshot shows a web form titled "Change Telephone Password". It contains two input fields for passwords, each with four dots representing masked characters. Below the first field is a note: "Password must contain 4-15 characters." At the bottom of the form is a button labeled "Update Telephone Password".

You will receive confirmation of the change.



The screenshot shows the "MyMessages" account settings page. At the top left is the "MyMessages" logo, and below it is "Account Settings". On the top right, there are links for "Return to Account" and "204-123-5555 Logout". A green success banner with a checkmark icon contains the text: "You have successfully changed your account settings." Below this is a section titled "Voicemail to Email Delivery Options". It includes three sections of settings: "Message delivery:" with "On" (selected) and "Off" buttons; "Message format:" with "Email me a link to the message" and "Email me the attached audio file" (selected) buttons; and "Voice mailbox storage:" with "Keep Voicemail" (selected) and "Delete Voicemail once emailed" buttons. An "Update Delivery Options" button is at the bottom.

Adding Additional Email Addresses

You can add up to five additional email addresses for a total of six email addresses. Your voicemail messages will be sent to all email addresses set up in your MyMessages account.

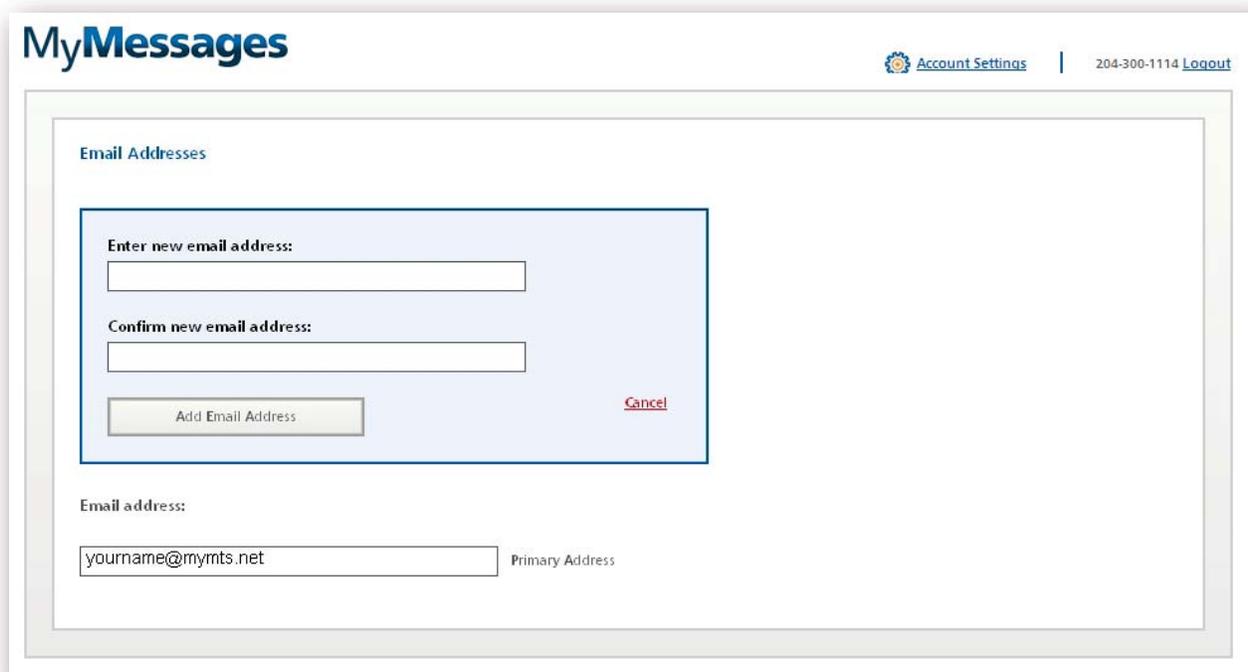
Step 1 – Click [+Add an email address](#)



Step 2 – In the [Enter new email address](#) field, enter the additional email address to where you want your voicemail messages sent

Step 3 - In the [Confirm new email address](#) field, re-enter the email address from step 2

Step 4 - Click [Add Email Address](#)



You will receive confirmation of the addition.

Email Addresses

+ [Add an email address](#) (4 remaining)

Email address:

Primary Address

 yourbusinessname@mymts.net has been added successfully. [- Delete](#)

Primary Address: [yourname@mymts.net](#)

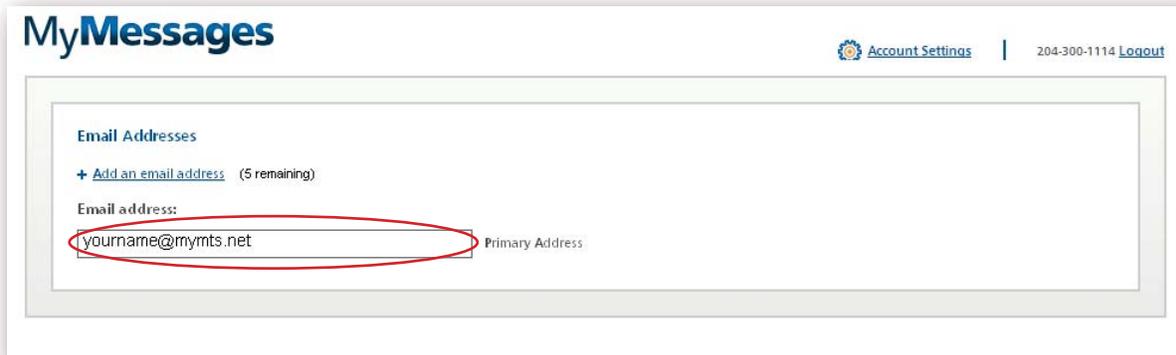
Notification of email address changes will be sent to this address.

[Change Primary Address](#)

Changing your Primary Email Address

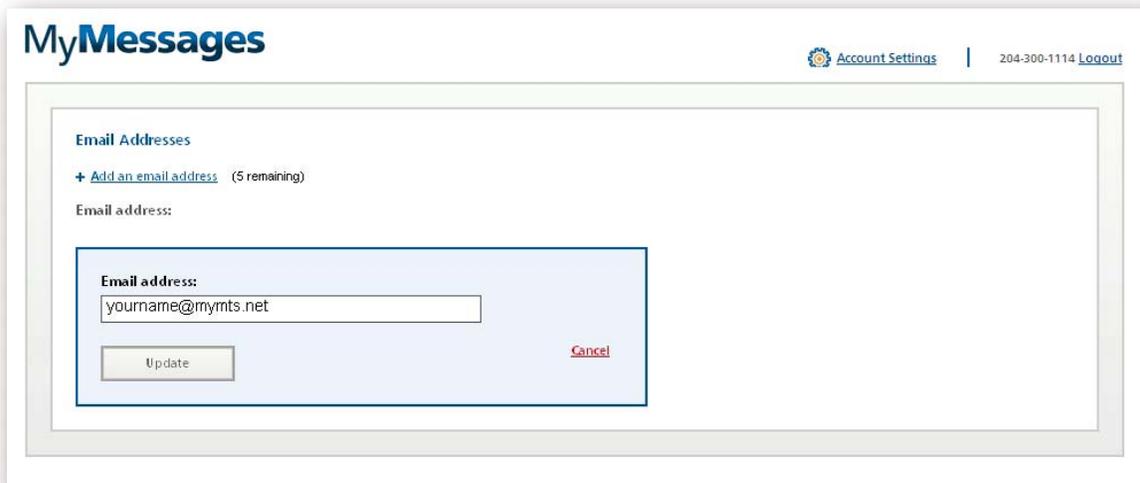
When the Primary Email address is the only address on your MyMessages account

Step 1 – Click in the **Primary Address** field



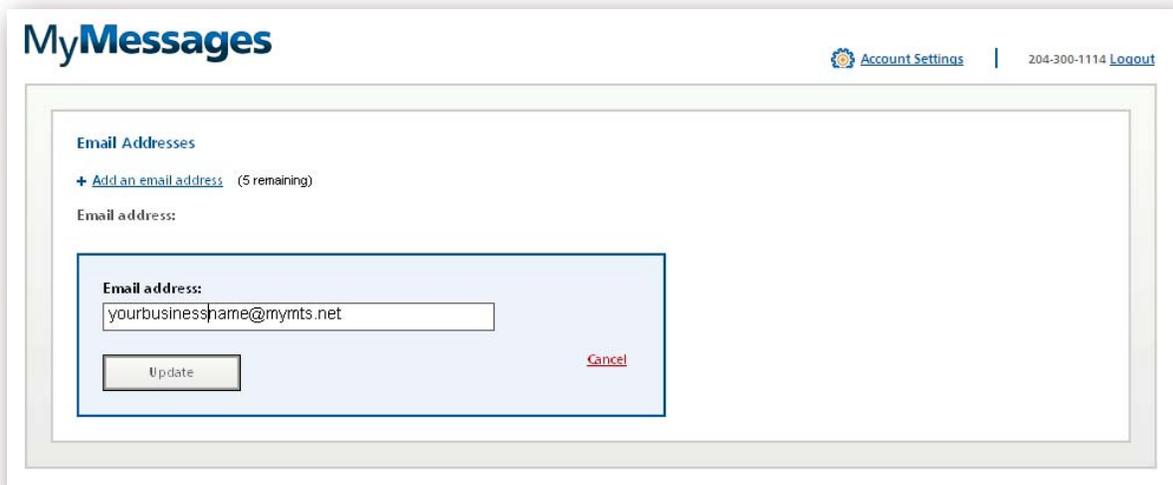
The screenshot shows the MyMessages account settings page. At the top, there is a navigation bar with the MyMessages logo, an 'Account Settings' link with a gear icon, and a phone number '204-300-1114' followed by a 'Logout' link. Below this is a section titled 'Email Addresses' with a sub-header '+ Add an email address (5 remaining)'. Underneath, there is a label 'Email address:' followed by a text input field containing 'yourname@mymts.net'. To the right of the input field is the text 'Primary Address'. A red oval highlights the input field.

The email address box will appear.



The screenshot shows the same MyMessages account settings page, but with an edit modal open. The modal has a light blue background and contains a text input field with 'yourname@mymts.net'. Below the input field are two buttons: 'Update' and 'Cancel'.

Step 2 – Edit the email address as required



The screenshot shows the same MyMessages account settings page, but with the edit modal still open. The text input field now contains 'yourbusinessname@mymts.net'. The 'Update' and 'Cancel' buttons are still present.

Step 3 – Click **Update**

You will receive confirmation of the change.

NOTE: The primary email address will be sent a notification of the change(s).



When the Primary Email address is not the only address on your MyMessages account

Changing your primary email address when another email address exists on the account can also be done in your MyMessages account.

If you want to designate one of your existing non-primary email addresses as your primary email address

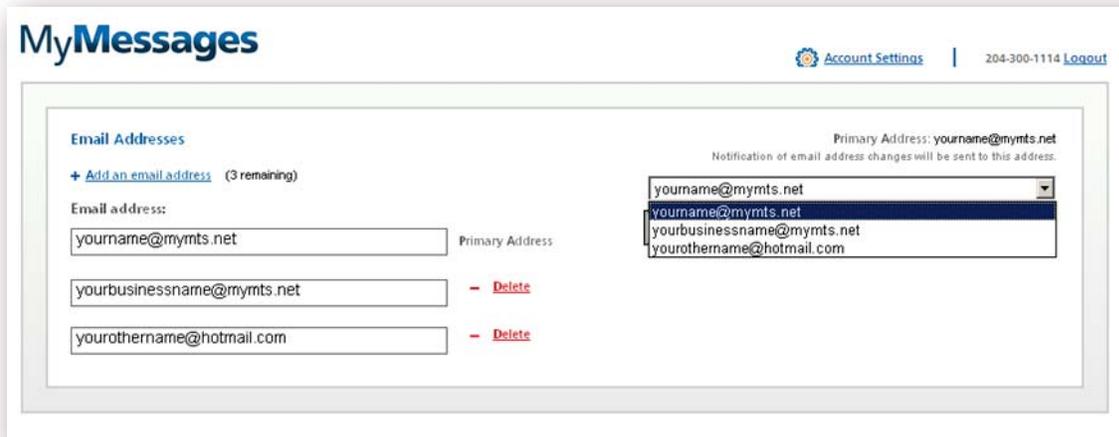
Step 1 – Click **Change Primary Address** link



Step 2 – Click the **drop down arrow** button



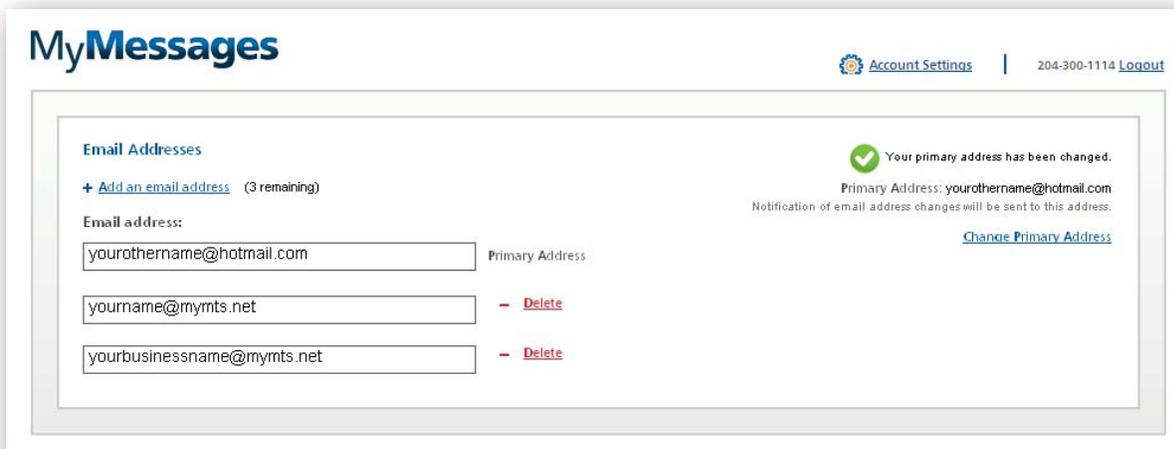
Step 3 – Click on the email address you want as your primary email address



Step 4 – Click the **Change** button



You will receive confirmation of the change.

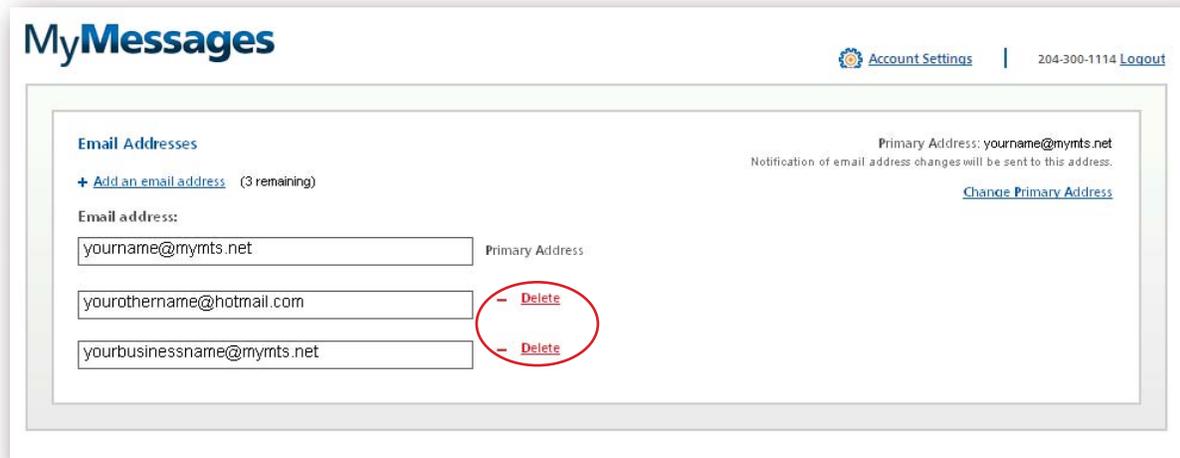


If you want to change your primary email address to one that is not yet registered in your MyMessages account, first add the new email address to your account. (See [Adding Additional Email Address](#) on page 16.) Then follow steps 1 – 4 of [When the Primary Email Address is not the only Address on your MyMessages account](#) above.

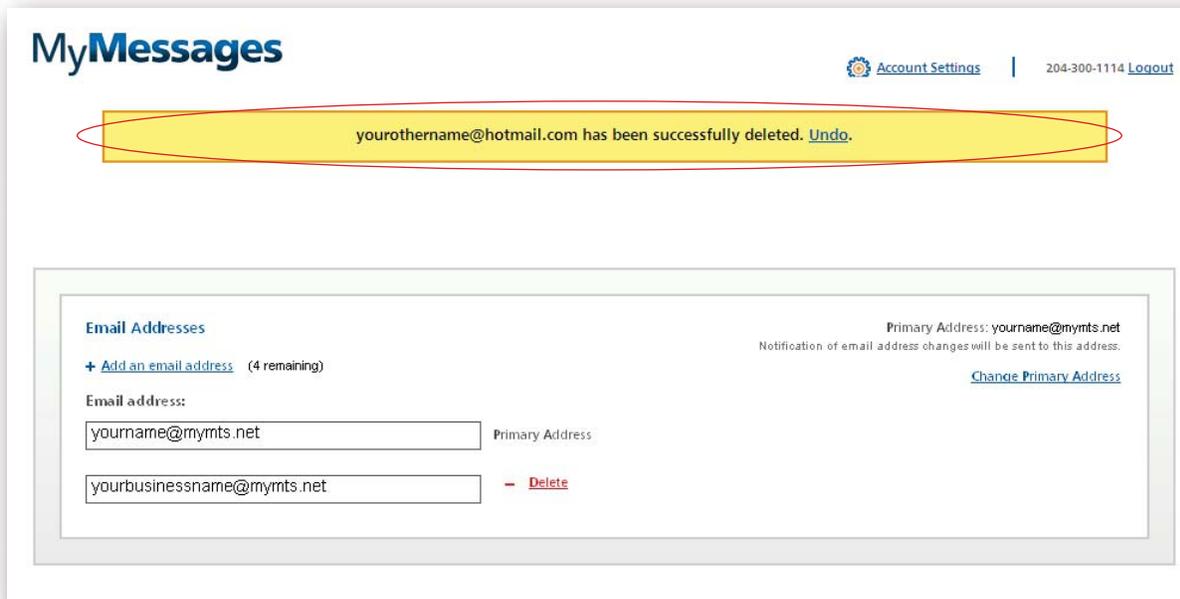
Deleting an Email Address

You can delete any email address, other than the primary email address, from your MyMessages main page.

Step 1 – Click the **Delete** button to the right of the email address you want to delete



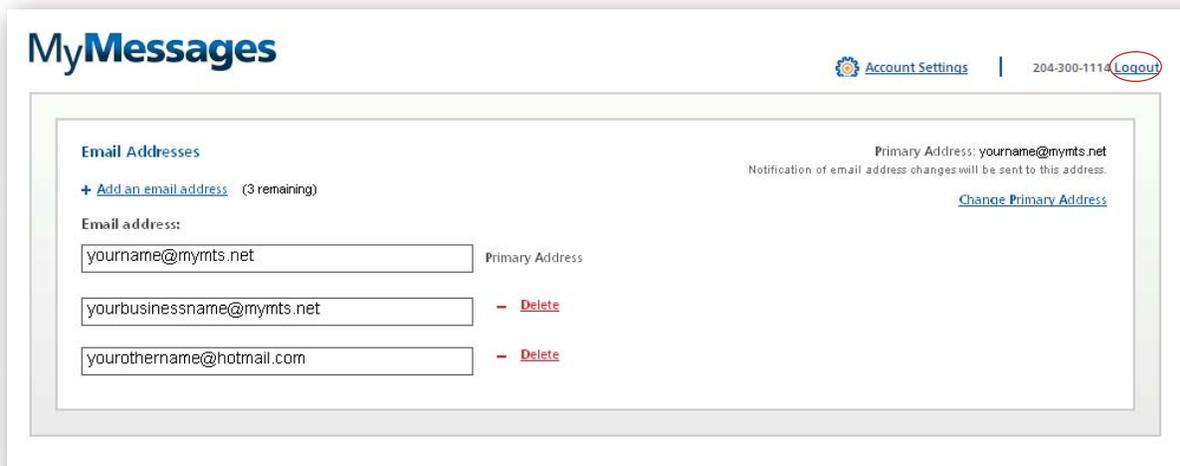
You will see a message that the email address has been deleted. You can undo this action and restore the email address by clicking on **Undo**.



Logging Out of MyMessages

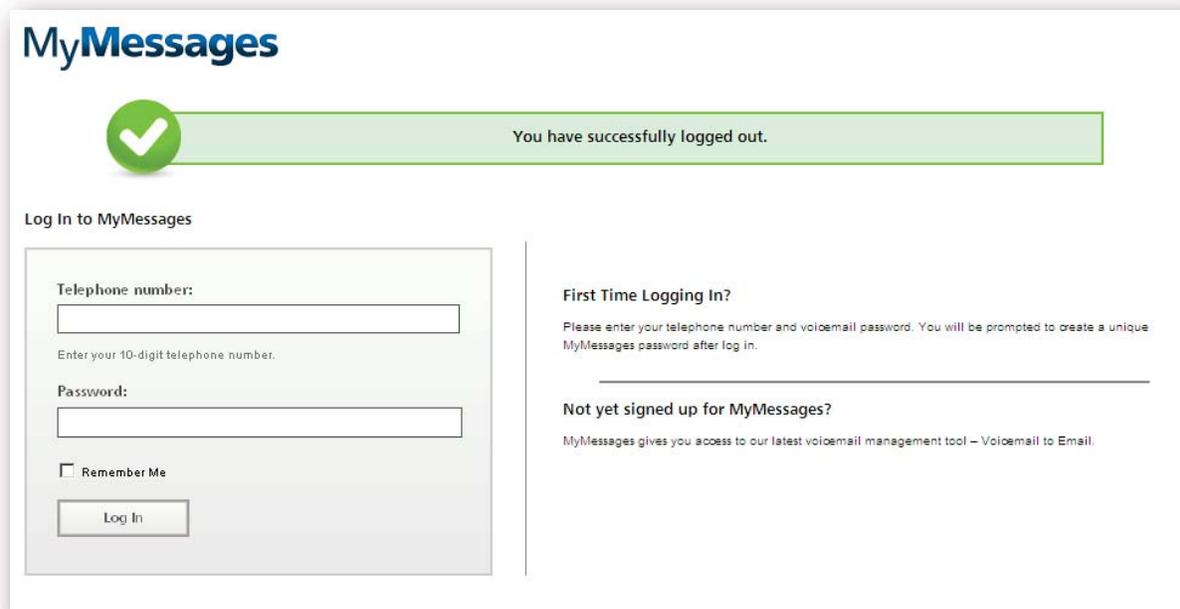
It is recommended that you always log out of your MyMessages account after you have completed your session.

Step 1 – Click **Logout** from the top right hand corner of the page



The screenshot shows the MyMessages account settings page. At the top left is the MyMessages logo. At the top right are links for 'Account Settings' and 'Logout' (circled in red). The main content area is titled 'Email Addresses' and includes a '+ Add an email address (3 remaining)' link. Below this, there is a list of email addresses: 'yourname@mymts.net' (marked as Primary Address), 'yourbusinessname@mymts.net', and 'yourothername@hotmail.com'. Each address has a '- Delete' link next to it. A 'Change Primary Address' link is also present.

You will receive confirmation of successful log out.



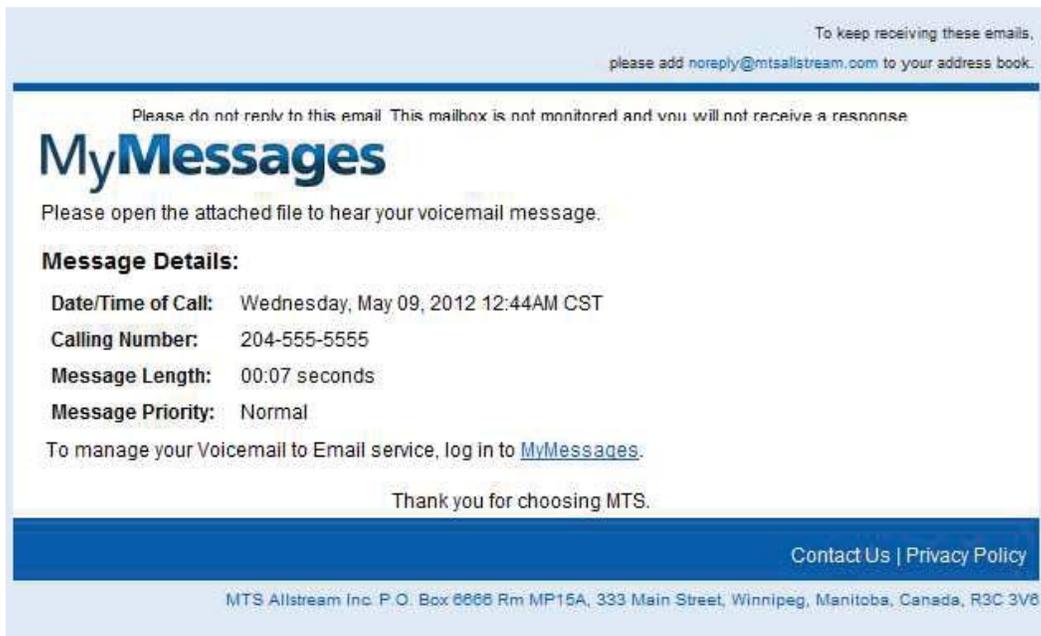
The screenshot shows the MyMessages login page. At the top left is the MyMessages logo. A green banner with a checkmark icon and the text 'You have successfully logged out.' is displayed. Below the banner, there is a 'Log In to MyMessages' section with input fields for 'Telephone number:' and 'Password:', a 'Remember Me' checkbox, and a 'Log In' button. To the right of the login form, there is a 'First Time Logging In?' section with instructions and a 'Not yet signed up for MyMessages?' section with a link.

Viewing Voicemail Messages in Your Email Account

Emails include the following message details:

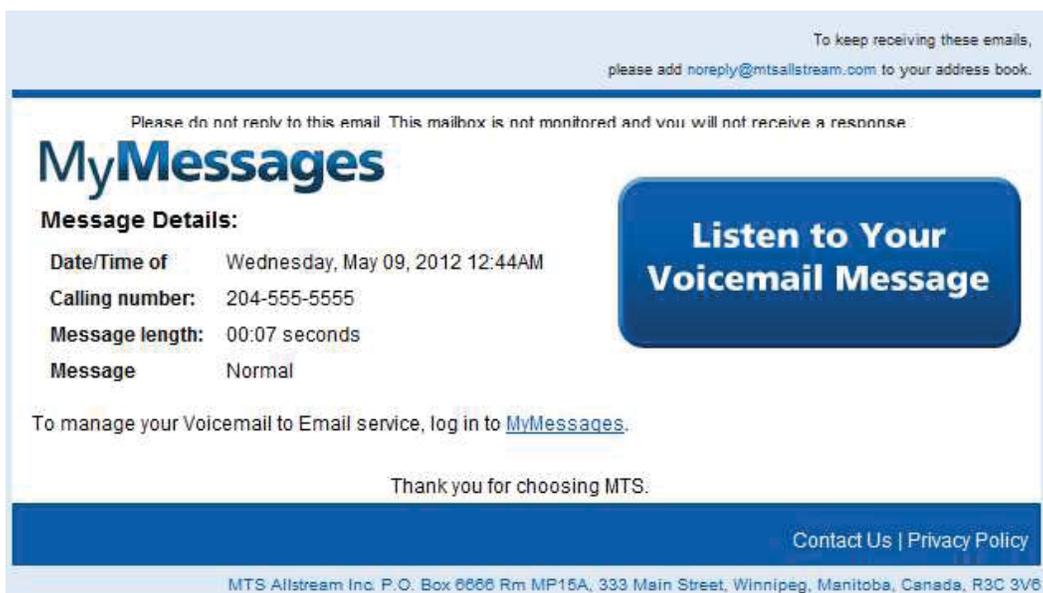
- Date/time of call
- Duration of message
- Caller's phone number
- Message priority status

Example of an email with attached audio (WAV) file:



To listen to your voicemail message from the email, open the attachment.

Example of an email with a link to voicemail message:



To listen to your voicemail message from the email, click the link to play message.

Troubleshooting

Log In error messages

If you try to access your MyMessages account before you have set up your telephone voicemail service, the following message will appear and you will not be able to log in to MyMessages.

Note: Please refer to your telephone voicemail service user guide to initialize your telephone voicemail.

Windows Live | Store Locator | Contact Us | Small and Medium Business | Enterprise | Log In or Sign Up ▶

MTS | Browse | Support | **MyAccount**

MyMessages

Your Voicemail service is not yet set up for online access.

Please call into your voice mailbox to change your password.

Log In to MyMessages

Telephone number:
204-123-5555
Enter your 10-digit telephone number.

Password:

 Remember Me

Log In

First Time Logging In?
Please enter your telephone number and voicemail password. You will be prompted to create a unique MyMessages password after log in.

Not yet signed up for MyMessages?
MyMessages gives you access to our latest voicemail management tool – Voicemail to Email. Learn more about [Voicemail to Email service](#) now.

If you enter a 10-digit telephone number that does not match our records as being subscribed to Voicemail to Email, the following message will appear. This message will also appear if the password is incorrect.

Note: You will be allowed ten login attempts. If they fail, you will be locked out for 30 minutes.

MyMessages

An error has occurred.

Log In to MyMessages

The telephone number or password does not match our records. Please try again. You have 9 log in attempts remaining before your account is locked.

Telephone number:
204-123-5555
Enter your 10-digit telephone number.

Password:

 Remember Me

Log In

First Time Logging In?
Please enter your telephone number and voicemail password. You will be prompted to create a unique MyMessages password after log in.

Not yet signed up for MyMessages?
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If you enter a 7-digit telephone number, and/or do not enter a password, you will get one or both of the following messages.

Remember: You will be allowed ten login attempts. If they fail, you will be locked out for 30 minutes

MyMessages

An error has occurred.

Log In to MyMessages

Telephone number:
✘ Please enter your 10-digit telephone number. Please try again.
123-555-5
Enter your 10-digit telephone number.

Password:
✘ No password entered. Please enter your password to log in. Please try again.

Remember Me

Log In

First Time Logging In?
Please enter your telephone number and voicemail password. You will be prompted to create a unique MyMessages password after log in.

Not yet signed up for MyMessages?
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Learn more about [Voicemail to Email service](#) now.

If you reach the maximum number of log in attempts (ten), you will see the following message.

Note: Your account will be locked for 30 minutes before you can try logging in again.

MyMessages

You account has been locked.

You have reached the maximum number of log in attempts. Please try again in 30 minutes.

Log In to MyMessages

Telephone number:
204-300-1112
Enter your 10-digit telephone number.

Password:

Remember Me

Log In

First Time Logging In?
Please enter your telephone number and voicemail password. You will be prompted to create a unique MyMessages password after log in.

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