Cisco Unified Communications Self Care Portal

Formerly known as **Cisco UCM User Website**

Tools to help you manage features, settings and services on your IP phone

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(CUCM V 11.5)

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Using the Online Cisco Unified Communications Self Care Portal

About Cisco Unified Communications Self Care Portal (Cisco UC Self Care Portal)

Cisco UCM User Website is now called **Cisco UC Self Care Portal**. The look of the tool has changed but it still allows you to control many aspects of your phone.

The Cisco Unified IP phone is a network device that can share information with other network devices in your company, including your personal computer. You can use your computer to log in to **Cisco UC Self Care Portal**, where you can manage features, settings, and services for your Cisco Unified IP phone. Feature examples: Speed Dial, Contacts List and Call Forwarding.

Note: Your computer must be on the State network via your organization's local area network or a VPN connection to the LAN. Also, the web browser for any computer you use must be set up to use Cisco UC Self Care Portal.

Accessing User Options

As a Cisco UC Self Care Portal user, you are able to:

- Change your Password
- Configure some functions, such as Call Forwarding and Speed Dials
- Subscribe to and configure your special Cisco IP Phone Services
- Configure your Cisco Personal Address Book

Step 1

Go to the **Cisco UC Self Care Portal** sign-in page.

- Finesse agent phones: **[Cisco UC Self Care Portal 0](#)**

- All other Cisco phones: **[Cisco UC Self Care Portal 1](#)**

Step 2
Enter your **Username** and **Password**. This is the same username and password you used for Cisco UCM User Website.

- If you have never had or cannot remember your Cisco UCM User Website (now called Cisco UC Self Care Portal) username and password, contact your Telephone Administrator/Coordinator.
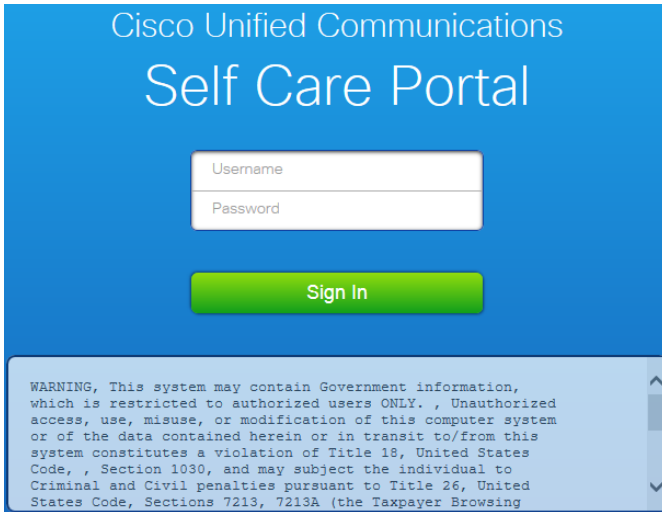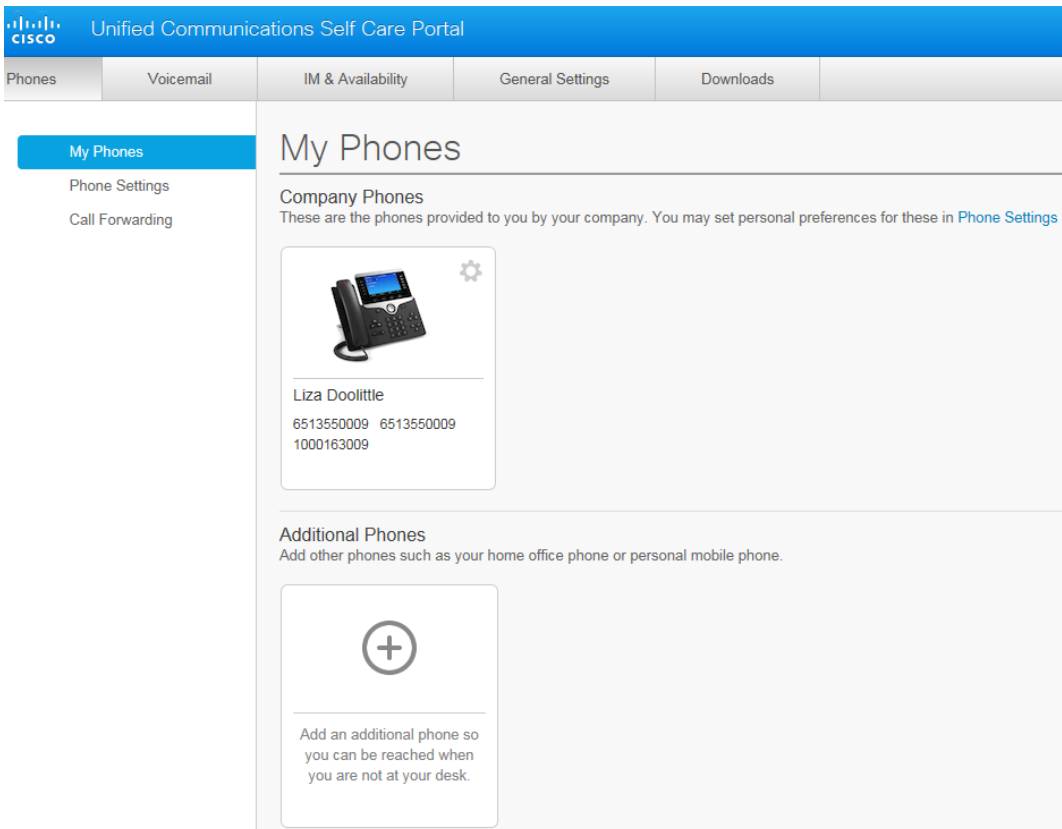
Step 3

Select **Sign In**.

Home page

This page is the basic starting place for actions taken using this tool. The picture of the phone shows the phone numbers that are on your phone. The menus to the left, allows for configuration of your phone.

Passwords

About Your Cisco UC Self Care Portal Passwords

Your password for the Cisco UC Self Care Portal and passwords for any external service accounts (for calendar, contacts and email) are not synchronized.
- You may be forced to change the initial password given to you by your telecom coordinator.
- You can change your password at any time.
- If you forget your password, please contact the help desk for assistance.

Attributes for Passwords
- The password must contain at least three of the following four characters: an uppercase character, a lowercase character, a number, or a symbol.
- Do not use primary extension, username, consecutive letters or numbers as part of your password.
- A character cannot be used more than three times consecutively (e.g., !cooool).

Changing Your Password

You can change your password at any time.

Tip: If you forget your Password, please contact your local help desk for assistance.
1. From main screen (pictured on the previous page)**,** click **General Settings**
2. Under **Client/Portal Password** enter your new password in **New Password** and **Confirm New Password** fields.
3. Click **Save**

Call Forward

The UC Self Care Portal page allows you to forward incoming calls, on a line, to another extension, voicemail or any other telephone number.

Note: Since many users have their phone numbers defined to forward to voice mail, per policies defined by the individual agency, MNIT recommends checking with your Telephone Administrator/Coordinator before making any changes to these settings.

To set up Call Forwarding to forward all calls

1. Click the **Phones** tab, located in the top left side of your screen.

2. Click **Call Forwarding,** located in left navigation pane.

3. Click the phone number you want to forward.

4. Click on the **Forward all calls to:** box so it contains a check mark.

5. Enter the phone number to which calls should forward.

   a. NOTE – Enter the same digits you would enter on the phone if you were calling the number (e.g. to forward your phone to 763-555-1234, enter 97635551234).

6. Click **Save**.

To stop Call Forwarding

1. Click on the **Forward all calls to:** box to remove the check mark.

2. Click **Save**.

Contacts

Contacts allow you to build a personal list of entries for quick reference. The contact list can be thought of as a

personal address book. It contains the information for people that are frequently contacted or communicate with, without the need to use the main directory. This contacts list will contain detailed information such as Name, phone number, and email address.

To add a contact

1. Click the **Phones** tab, located in the top left side of your screen.

2. Click **Phone Settings** located in the left navigation pane.

3. Click **Phone Contacts.**

4. Click **Create New Contact.**

5. Fill in the information.

6. Click **Save.**

To update or delete a contact

1. Follow steps 1-3 on previous page.

2. Click ✎ to edit the contact (then click **Save**) or ✕ to delete the contact then click **Yes**.

Speed Dial Numbers and Abbreviated Dial

Speed Dial Numbers provides you with automated dialing from a configured button on your phone. It is most often used to dial contacts you are frequently in touch with. It is important to note that Speed Dial Numbers can only be added to available buttons on the phone/device. (You must have an extra button available on your phone to use with each Speed Dial number.) Once configured, the phone will automatically initiate dialing when that soft button is pressed to connect your call.

Abbreviated Dial is very similar to Speed Dial. They are both created the same way in Cisco UC Self Care Portal. The main difference is that Abbreviated Dial entries are not assigned to a specific button on the phone. So, an Abbreviated Dial is simply a Speed Dial that doesn't reside on a physical button on the phone. Instead, Abbreviated Dial makes use of the **AbbrDial** softkey after entering the correct index code to place the call.

To add Speed Dial and Abbreviated Dial Numbers

1. Click the **Phones** tab, located in the top left side of your screen.

2. Click **Phone Settings** located in the left navigation pane.

3. Click **Speed Dial Numbers.**

4. Click **Add New Speed Dial.**

5. You may either enter the person's name and choose from the list (if this person is on the State VoIP system) OR enter the phone number.

    a. NOTE – Enter the same digits you would enter on the phone if you were calling the number (e.g. to forward your phone to 763-555-1234, enter **9**7635551234).

6. In **Label (Description)** enter a description or person's name.

7. Assign the **Speed Dial** number (1-199).

    a. NOTE – **Speed Dial Numbers** need a key on your phone that isn't being used for something else, on which it will reside. If you add a speed dial and cannot see it on your phone, it will most likely be an **Abbreviated Dial.**

8. Click **Save**.

To place a call using Abbreviated Dial

1. Enter the number you assigned to the Speed Dial Number (1-199)

2. Press the **AbbrDial** softkey on your phone.

    a. NOTE – You may need to press the **More** or **…** softkey to get to the **AbbrDial** key.