Cisco Unified Communications

Self-Care Portal

If you are away from your desk and do not want to miss your calls, you can forward all your calls to another phone number or to voicemail.

Note: To access the Self Care Portal you must be connected to the Union County College network. If you are remote, you must be on a VPN Connection.

Procedure

Step 1 Logon to Self-Care Portal.

Click this link https://myphone.ucc.edu/ucmuser/ to access the portal.



Login using your college login credentials (College Username & Password). Example username John.Doe

2 ta 😘 C ta 🖨 🌒 ← → C බ Ô https://myphone.ucc.edu/ucmuser/main#myphones cisco Unified Communications Self Care Portal IM & Availability General Settings My Phones Phone Settings Company Phones ences for these in Phone Settings Call Forwarding ed to you by your company. You may set personal prefe 0 Cisco IP Communicator - . Wanna Njawa 9084974322 Cisco Jabber for Desktop Cisco 7841 - EL L Cisco IP Communicator - . 9084974322 Wanna L. Nja. 9084974322 Wanna Niawa 9084974322 Wanna L. Nia. 9084974322 Wanna Niawa 9086595100 ELLS . Additional Phones Add other phones such as your home office phone or personal mobile phone ©2009-2016 Cisco Systems, Inc. All rights re Last login was on January 10th 2022, 10:09:56 am from 10.3.160.162

After successful logon you should see a page similar to the one below.

Step 2 From Unified Communications Self Care Portal, choose Phones and click Call Forwarding.

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Phones	IM & Availability	General Settings								
My Phones Phone Settings Call Forwarding		Call Forwarding								
		Vhen line is busy,	forward calls to:	Voicemail						
		Vhen there is no a	answer, forward calls to:	Voicemail	•					
		Vhen there is no	coverage, then send calls to:	Voicemail						
		Vhen the phone of	annot register, send calls to:	Voicemail	•					
		For external calls (calls fi	rom outside my company)							

Step 3 Click the phone number on which you want to set up call forwarding.

To forward calls to another phone number, check the **Forward all calls to:** check box, choose **Add a New Number** from the drop-down list and enter the phone number in the field and **Save.** Note that "91" must precede the number in order to forward calls to an outside line (i.e., 915555555555).



To forward calls to a voicemail, check the **Forward all calls to:** check box, choose **Voicemail** from the drop-down list and **Save**.

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Phones	IM & Availability	General Settings						
My P Phor Call	Phones ne Settings Forwarding	Call Forwarding 9084974322 Forward all calls to: Voicemail Advanced calling rules Save Cancel 9086595100						

To forward calls to an existing number already in the Self-Service Portal, check the **Forward all calls to:** check box, choose the **Existing Number** from the drop-down list and **Save**.

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Phones	IM & Availability	General S	Settings					
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